



# CalSAWS DD&I Weekly Status Report

**Reporting Period: May 31, 2021 to June 6, 2021**

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## 1.0 Project Management

### 1.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	Application Development		Submitted the Final Deliverable (FDEL) on May 28, 2021. Approval of the FDEL is due on June 7, 2021
57	CalSAWS Migration Work Plan Update #26	PMO		Final Deliverable (FDEL) is in progress. Submission of the FDEL is due on June 11, 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	June 2021	<input type="checkbox"/> The A/V vendor completed installation of the equipment at the Rancho Cordova Project office on June 4, 2021. The CalSAWS Technical Team will perform additional testing and configuration of the A/V solution in June 2021, and wall/paint touch-ups will follow completion of the testing and configuration activities
2	Large Space Needs	Rancho Cordova and Norwalk Project Offices	June – August 2021	<input type="checkbox"/> Continued planning facility capacity and equipment needs for CalSAWS DD&I C-IV UAT command center/war rooms, CalSAWS Train-the-Trainer sessions, and Imaging Training
3	Return to Office	Rancho Cordova and	Spring/Summer 2021	<input type="checkbox"/> Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS

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Item #	Initiatives/ Projects	Location	Target Date	Notes/Status
		Norwalk Project Offices		Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on June 2, 2021
- ▶ Completed preparations and participated in the Section Directors meeting that was held on June 1, 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
  - Completed preparations for the next monthly Risk Management Group meeting that is scheduled for June 9, 2021
- ▶ Continued supporting engagement of project staff working remotely, including:
  - Continued preparations for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for June 16, 2021
  - Continued development of the next monthly issue of the CalSAWS Connect newsletter which will be distributed to the CalSAWS Project Team on June 10, 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
  - Continued 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 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
  - Received the updated Statement of Work from the CalSAWS imaging vendor on June 3, 2021 and submitted the updated documents for County Purchase CC-01-2021 on June 4, 2021, which include revisions to address the County's feedback and comments. This County Purchase is related to Contra Costa County's request for third-party document export support for the CalSAWS Imaging Project
  - Continued development of County Purchases for Yolo and Santa Clara Counties' requests for third-party document export support for the CalSAWS Imaging Project
  - 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
- ▶ Began development of the CalSAWS IT Project Status Report for May 2021 and preparations for the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for June 9, 2021

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- ▶ Attended the Consortium's Operational Readiness Review kick-off meeting on June 1, 2021
- ▶ Continued preparations for the next CalSAWS Project orientation session for new Project staff, which is scheduled for June 21, 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
57	CalSAWS Migration Work Plan Update #26	<input type="checkbox"/> Began developing the FDEL <input type="checkbox"/> Scheduled a touchpoint meeting with Deliverable reviewers for June 17, 2021 to address questions and comments for the FDEL, as needed

### 1.2.2 Communications Management

- ▶ CalSAWS Communications Management activities including:
  - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
  - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website ([www.calsaws.org](http://www.calsaws.org)):
  - Continued the administration and support of the CalSAWS external website
    - ▶ See Table 1.2.2-1 for details on Website Support Activities
- ▶ CalSAWS Migration DD&I Release 21.07 Communications:
  - Performed activities for the 21.07 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		

# CalSAWS – California Statewide Automated Welfare System

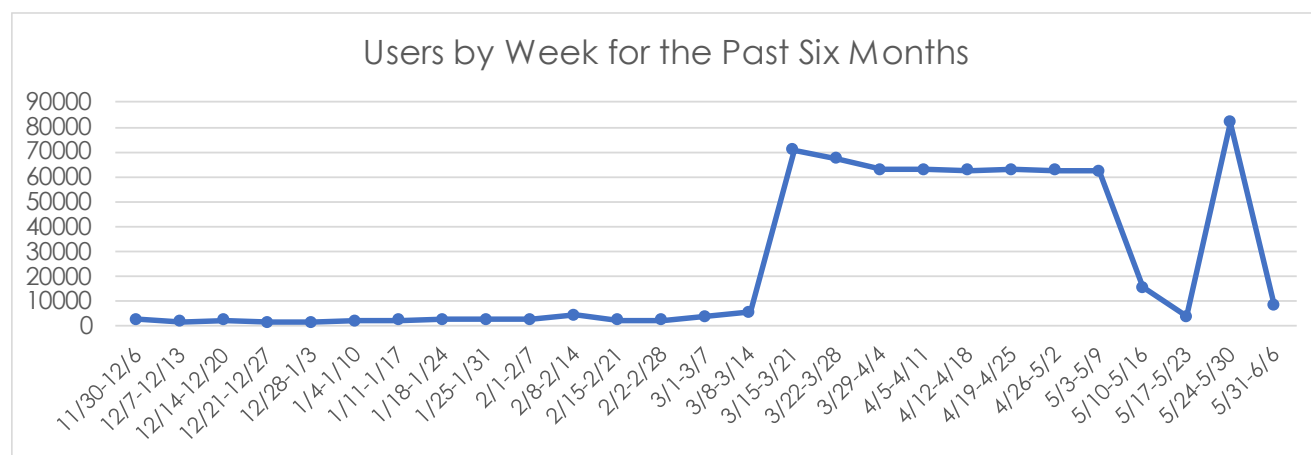
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**Table 1.2.2-2 – CalSAWS.org Usage Statistics**

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	27	861
Total Number of Unique Users	8,554	920,390
Total Number of New Users	5,221	920,390
Total Number of Sessions (Individual Site Visits)	11,576	1,123,865
Average Number of Sessions per User	1.35	1.22
Average Number of Page Views per Session	1.38	1.23
Average Session Duration	1:29	0:52
AskCalSAWS Inquiries – Received/Resolved	9/16	297/295

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



\* Increase in usage from March 15, 2021 to May 16, 2021 was investigated to be from cities in the United States

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

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	50%
Latest News – News	38%
Meetings – Project Steering Committee	31%
Other Updates – Careers	31%
CalSAWS Committees – CalWORKs/CalFresh	28%

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**Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.07 Communication Activities**

TASK	DATE(S)	OWNER
CalSAWS Release Communications Planning Meeting	Bi-weekly on Thursdays	Production Operations
CalSAWS LRS Liaisons Meeting	July 12, 2021	Line Operations Development Section / Regional Managers
Send draft Release Notes file to select County Staff for review	July 12, 2021	Production Operations/C-IV Training
Send summary of changes in CalSAWS/LRS Release 21.07 in CalSAWS/LRS Health Check	July 19, 2021 – July 23, 2021	Production Operations
Webcast on Release 21.07 (C-IV)	TBD	C-IV Training
Webcast on Release 21.07 (CalSAWS/LRS)	TBD	Production Operations
21.07 CalSAWS/LRS / C-IV Application Development and Training Release Notes Broadcasts	July 20, 2021	LRS Help Desk/C-IV Training
CalSAWS Release 21.07 Greenlight Meeting	July 21, 2021	Release Management/QA
C-IV Release 21.07 Greenlight Meeting	TBD	Release Management/QA
CalSAWS Post-Release Checkpoint Call (previously LRS/C-IV Build Update Call)	July 26, 2021 – July 28, 2021	Production Operations
District Office Visit (Location: N/A)	None	Implementation

### 1.2.3 Cultural Transformation

- ▶ Phase 1 activities:
  - Overall:
    - ▶ Continued engaging with Cultural Ambassadors to coach and help them adjust their action plans based on feedback received from the CalSAWS Leadership team
    - ▶ Continued engaging with the CalSAWS Inclusion, Diversity, and Equity Advancement (IDEA) team to coordinate cross-project coaching program and employee resource groups
    - ▶ Continued management of Power of 58 assets on the CalSAWS Project SharePoint site
    - ▶ Continued to support development of the monthly CalSAWS Connect Newsletter
    - ▶ Continued development of second round Ambassador initiatives based on output of 2021 Ambassador ideation sessions; prepared to present initial Ambassador initiatives to Cultural Transformation executive sponsors on June 10, 2021



- ▶ Developed second iteration of Cultural Transformation informational video for presentation at the June 2021 CalSAWS JPA Annual Conference/Member Representatives meeting
- ▶ Continued 2021 Ambassador recruitment
- ▶ Continued management of Power of 58 swag shop, which closed May 23, 2021
- ▶ Continued coordination across IDEA, Great Place to Work (GPTW), and Soft Skills Training to create a CalSAWS Cultural Framework and on boarding training
- ▶ Continued the development of a CalSAWS Culture-focused orientation for new joiners
- ▶ Began development of the next quarterly update of the CalSAWS Organizational Change Management Plan that will be submitted to the Consortium for review by June 30, 2021

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

- ▶ Co-Create Phase
  - IDEA Initiatives
    - ▶ Workshops
      - Continued to work with the vendor and update content provided from previous sessions to the overall deck
    - ▶ CalSAWS Table Talks
      - Sent out information on how to support those in India to all staff via email
    - ▶ We Are One
      - Continued to update the CalSAWS IDEA Calendar with most recent events
      - Included new resource for information on how to support India (linked via email)
    - ▶ Me, You, Us Training
      - Sent a two-question survey to all staff to retrieve feedback on this resource
    - ▶ Leadership Coaching
      - Retrieved feedback survey from Project 986 vendor
    - ▶ Pulse Survey
      - Completed changes to the pulse survey in preparation for it to be sent to all staff at the end of this month
      - Sent final changes to CalSAWS leadership for approval
  - IDEA General
    - ▶ Continued to configure JPA video based on feedback from Section Directors
    - ▶ Continued to collaborate with Great Place to Work (GPTW), Soft Skills, and Cultural Transformation to discuss the image of consolidated offerings to the CalSAWS Project team
    - ▶ Continued to work with the CalSAWS Connect team to provide content for diversity, equity and inclusion related topics and an IDEA overview

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**1.3 CRFI/CIT Communications Information**

- The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending June 6, 2021

**Table 1.3-1 – CITs**

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0132-21	Delegated Administration Enablement for County Help Desk Administrators	Informational	June 1, 2021	Haikaz "Mike" Tombakian	Sam Sternberg
0133-21	CalSAWS Just-in-Time Demo: Eligibility Case Processing	Informational	June 1, 2021	Araceli Gallardo	Helen Cruz
0134-21	UPDATED Case Review Report and Guide #1 – Update the Location of Conviction field on the Eligibility Non-Compliance Detail Page	Informational	June 1, 2021	Melissa Thomas	Melanie Wolfley
0136-21	CalSAWS Migration Training Guide	Informational	June 4, 2021	Ashley Arnold	Shivani Smith
0137-21	CalSAWS Training Environment Roadshows	Informational	June 4, 2021	Ashley Arnold	Shivani Smith

- The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending June 6, 2021

**Table 1.3-2 – CRFIs**

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-028	Custom Curriculum Enrollment Form	May 5, 2021	Open	June 7, 2021	Ashley Arnold
21-030	Request for Early Training Participants	May 17, 2021	Closed	June 4, 2021	Ashley Arnold
21-031	Request for Imaging Train-the-SME (ITTSME) Participants	May 17, 2021	Open	June 4, 2021	Ashley Arnold

**Table 1.3-3 – Overdue CRFIs**

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
21-031	Request for Imaging Train-the-SME (ITTSME) Participants			Shasta, and Tehama			

- No Overdue CRFIs for the reporting period ending June 6, 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
  - Facilitate the next monthly Risk Management Group meeting on June 9, 2021
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for June 9, 2021
- ▶ Begin preparations for the Section Directors Meeting that is scheduled for June 15, 2021
- ▶ Continue activities to support Project staff working remotely
  - Continue preparations for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for June 16, 2021
  - Finalize and distribute the next issue of the CalSAWS Connect newsletter to the CalSAWS Project Team on June 10, 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
- ▶ Complete development of the CalSAWS IT Project Status Report for May 2021 and participate in the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for June 9, 2021
- ▶ Continue preparations for the next CalSAWS Project orientation session for new project staff, which is tentatively planned for June 21, 2021
- ▶ 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**

<b>DEL #</b>	<b>DELIVERABLE NAME</b>	<b>STATUS</b>
57	CalSAWS Migration Work Plan Update#26	<input type="checkbox"/> Finalize and submit the FDEL to the Consortium for review and feedback on June 11, 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
None for the reporting period		

## **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
- ▶ Plan and execute cross-Project initiatives to increase employee-driven innovation and autonomy across the project
- ▶ Recruit Culture Ambassadors for second round of Ambassador initiatives
- ▶ Finalize CalSAWS Culture Initiatives onboarding session materials
- ▶ Continue development of the next quarterly update of the CalSAWS OCM Plan which will be submitted to the Consortium for review by June 30, 2021

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

- ▶ Continue to update IDEA documents on “We Are One” CalSAWS Project SharePoint tab
- ▶ Prepare for sending out the second round of the Pulse Survey
- ▶ Continue to complete the JPA meeting IDEA overview video
- ▶ Continue to collaborate on the image for alignment with Great Place to Work (GPTW), Culture Transformation and Training
- ▶ Continue to work on video overview of IDEA for the June 2021 CalSAWS JPA Annual Conference and Member Representatives meeting in preparation for walkthrough meeting
- ▶ Continue to distribute email with survey link embedded for those initiatives not measured in the Pulse Survey
- ▶ Continue to work with CalSAWS Connect team to provide content for the monthly newsletter

## 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 development and integration workshops with BenefitsCal
  - Supported BenefitsCal Partner Integration Testing (PIT) efforts and defect triage
- ▶ Updated and redistributed Delegated Administration for County Help Desk CIT

**Table 2.1-1 – ForgeRock Milestones**

MILESTONES	DUE DATE	STATUS
ForgeRock 21.05 Production Deployment	May 28, 2021	Cancelled
Update Password Policies in PROD environment	June 25, 2021	In progress
Update "Forgot Password?" Link Logic in Production environment	June 25, 2021	In progress
Implement Hot-Hot Architecture for DR	June 25, 2021	In progress
ForgeRock 21.06 Production Deployment	June 25, 2021	Not started
Enable CBO Management for BenefitsCal in Production environment	July 30, 2021	In progress
Migrate ADF Devices from Duo to ForgeRock	July 30, 2021	In progress
ForgeRock 21.07 Production Deployment	July 30, 2021	Not started

- ▶ Continued Innovation Lab activities
  - Deploy Operational Decision Making (ODM) Rules (*Describe Phase*)
    - ▶ Continued progress on analysis of CalSAWS monolithic application
  - Streamlined CalSAWS Lobby Application (*Describe Phase*)
    - ▶ Refined user stories
  - System Status for End Users (*Co-Create Phase*)
    - ▶ Aligned on approach to leverage ServiceNow capabilities for prototype
  - CalSAWS Production Calendar (*Discovery Phase*)
    - ▶ Completed Prototype ROM
  - Cybersecurity Awareness Program (*Discovery Phase*)
    - ▶ Continued vendor conversations

### 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

- ▶ Continue development and integration workshops with BenefitsCal
  - Triage any outstanding defects ahead of UAT start date
  - Prepare to perform external and enterprise user bulk uploads for UAT (June 13, 2021)
- ▶ Continue ForgeRock C-IV migration planning activities
  - Resolve C4Yourself bulk upload defects (completion date: June 11, 2021)
    - ▶ Failed bulk upload revealed 2 defects: Data quality (data formatting issues) and performance issues (>150k users results in ForgeRock performance degradation)
- ▶ Continue development work on 'hot-hot' architecture for disaster recovery implementation
- ▶ Continue work on performance enhancements and environment health checks
- ▶ Innovation Lab
  - Deploy Operational Decision Making (ODM) Rules (*Describe Phase*)
    - ▶ Continue development of requirements from monolithic application analysis
  - Streamlined CalSAWS Lobby Application (*Describe Phase*)
    - ▶ Host session with Lobby Management Committee to provide an update and refine user stories
  - System Status for End Users (*Co-Create Phase*)
    - ▶ Receive approval on new approach
  - CalSAWS Production Calendar (*Describe Phase*)
    - ▶ Present business case at Workgroup
  - Cybersecurity Awareness Program (*Discovery Phase*)
    - ▶ Reach out to additional vendors

## Deliverable Management

DEL #	DELIVERABLE NAME	STATUS
	None for the next reporting period	

## 2.3 Deviations from Plan/Adjustments

- ▶ Cancelled the ForgeRock 21.05 Production Deployment that was scheduled for May 28, 2021 (refer to Table 2.1-1 below). Items slated for deployment will now deploy during ForgeRock's 21.06 Production Deployment. There are no downstream impacts resulting from this change to the deployment schedule

## 3.0 Imaging

### 3.1 Highlights of the Reporting Period

- ▶ Conducted Placer County Document Migration Discovery Session Check-in on June 1, 2021
- ▶ Conducted Orange County Document Migration Discovery Session Check-in on June 3, 2021
- ▶ Conducted Ventura County Document Migration Discovery Session Check-in on June 3, 2021
- ▶ Conducted Los Angeles County Document Migration Discovery Session Check-in on June 3, 2021
- ▶ Scheduled Santa Barbara Document Migration Discovery Session Check-in on June 7, 2021
- ▶ Scheduled Placer County Document Migration Discovery Session Check-in on June 8, 2021
- ▶ Scheduled Santa Clara County Document Migration Discovery Session Check-in on June 9, 2021
- ▶ Scheduled Orange County Document Migration Discovery Session Check-in on June 10, 2021
- ▶ Scheduled Ventura County Document Migration Discovery Session Check-in on June 10, 2021
- ▶ Scheduled Los Angeles County Document Migration Discovery Session Check-in on June 10, 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
Placer County Document Migration Check-In Session	June 1, 2021	Complete
Orange County Document Migration Check-in Session	June 3, 2021	Complete
Ventura County Document Migration Check-in Session	June 3, 2021	Complete
Los Angeles County Document Migration Check-in Session	June 3, 2021	Complete
Santa Barbara County Document Migration Check-In Session	June 7, 2021	Scheduled

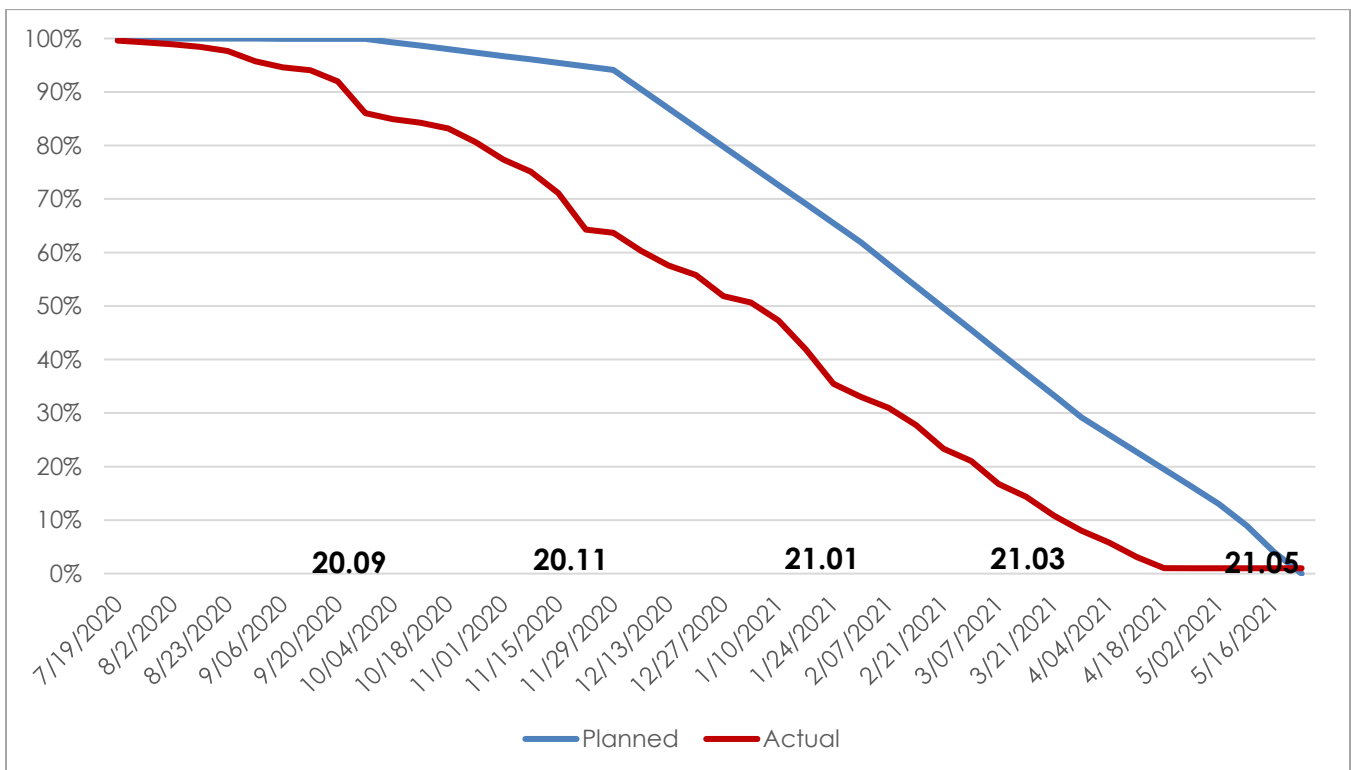
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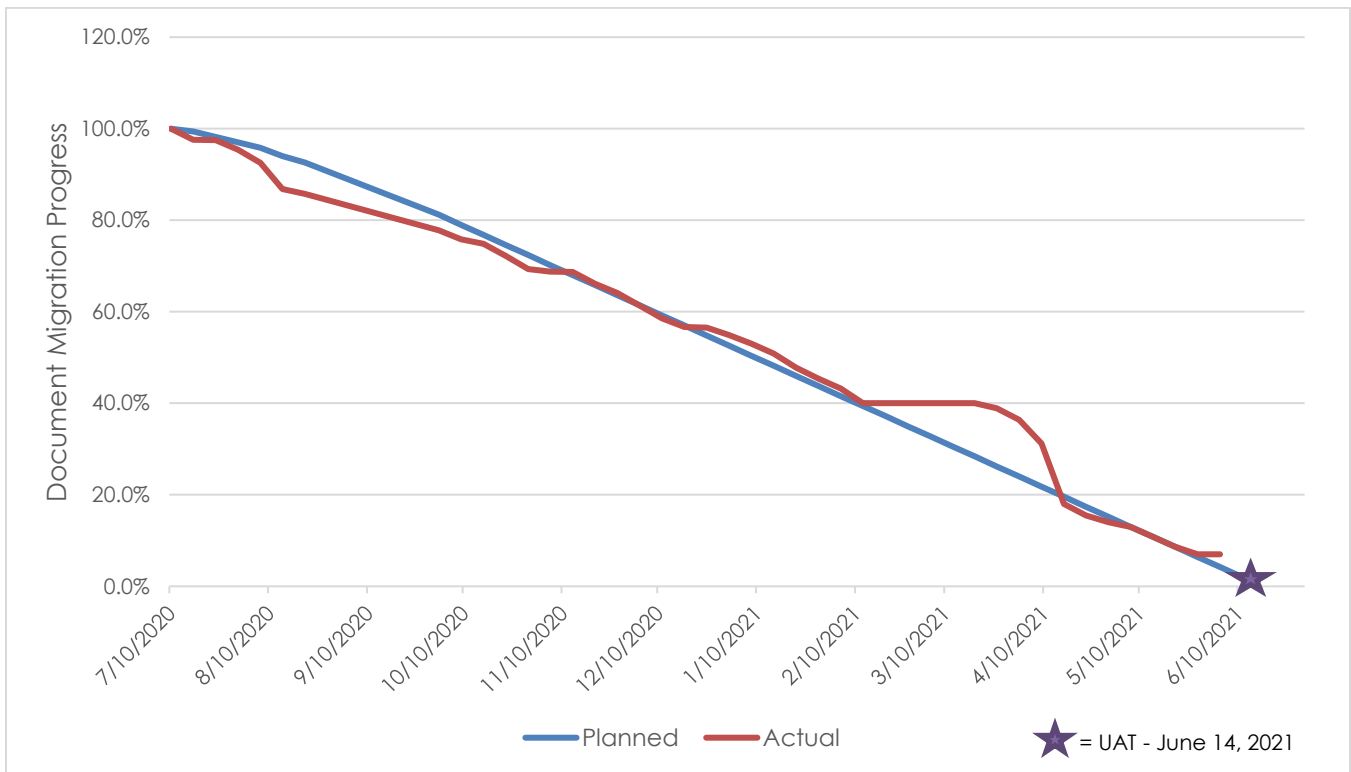
MILESTONES	SUBMISSION DUE DATE	STATUS
Placer County Document Migration Check-In Session	June 8, 2021	Scheduled
Santa Clara County Document Migration Check-in Session	June 9, 2021	Scheduled
Orange County Document Migration Check-in Session	June 10, 2021	Scheduled
Ventura County Document Migration Check-in Session	June 10, 2021	Scheduled
Los Angeles County Document Migration Check-in Session	June 10, 2021	Scheduled

**Figure 3.1-1 – CalSAWS Imaging Releases Burndown**

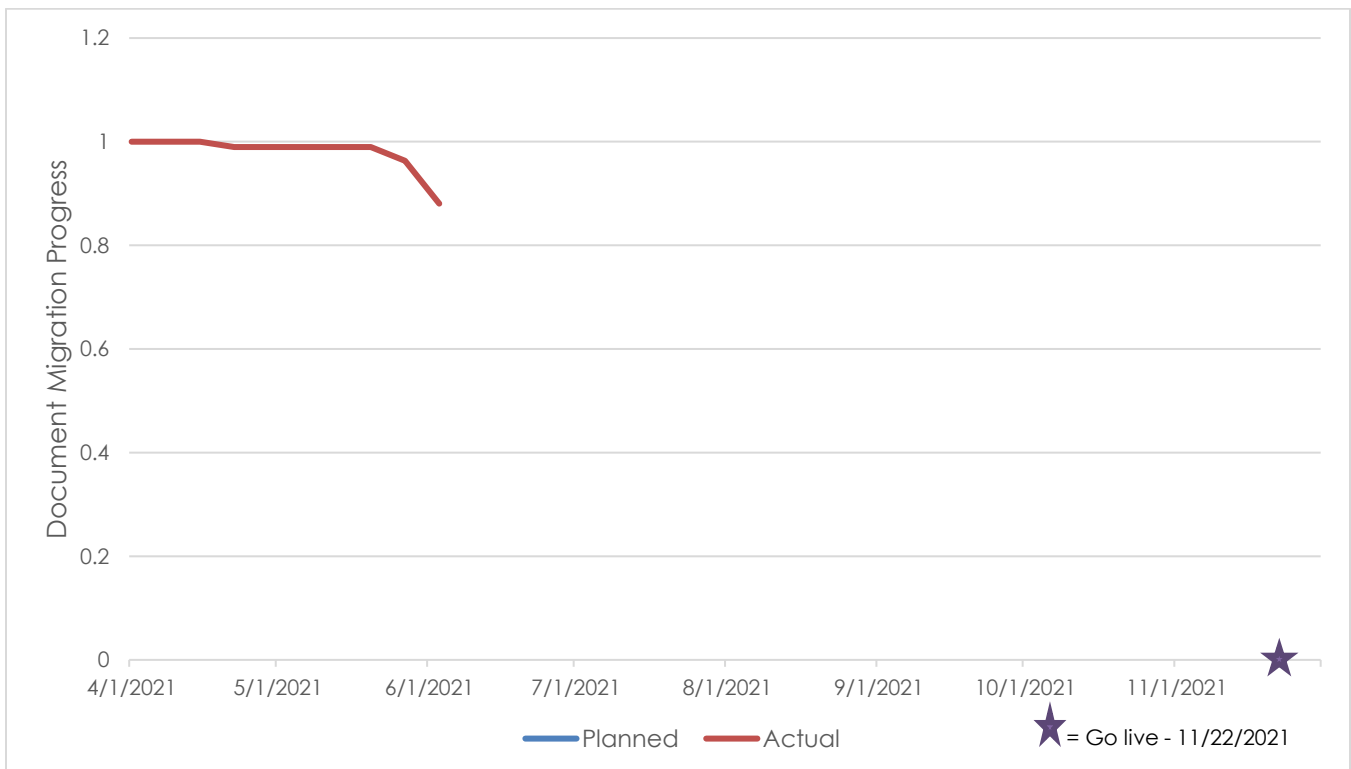




**Figure 3.1-2 – Overall C-IV Imaging Migration in Preparation for UAT**



**Figure 3.1-5 – Los Angeles (Nexlogica)\***



**NOTE:**

\* Please see CalSAWS Project Risk #234

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

- ▶ Conduct Santa Barbara Document Migration Discovery Session Check-in on June 7, 2021
- ▶ Conduct Placer County Document Migration Discovery Session Check-in on June 8, 2021
- ▶ Conduct Santa Clara County Document Migration Discovery Session Check-in on June 9, 2021
- ▶ Conduct Orange County Document Migration Discovery Session Check-in on June 10, 2021
- ▶ Conduct Ventura County Document Migration Discovery Session Check-in on June 10, 2021
- ▶ Conduct Los Angeles County Document Migration Discovery Session Check-in on June 10, 2021
- ▶ Schedule Santa Barbara Document Migration Discovery Session Check-in on June 14, 2021
- ▶ Schedule San Diego County Document Migration Discovery Session Check-in on June 15, 2021
- ▶ Schedule Placer County Document Migration Discovery Session Check-in on June 15, 2021
- ▶ Schedule Santa Clara County Document Migration Discovery Session Check-in on June 16, 2021
- ▶ Schedule Imaging Committee Meeting – June on June 17, 2021
- ▶ Schedule Orange County Document Migration Discovery Session Check-in on June 17, 2021
- ▶ Schedule Ventura County Document Migration Discovery Session Check-in on June 17, 2021
- ▶ Schedule Los Angeles County Document Migration Discovery Session Check-in on June 17, 2021

### **3.3 Deviations from Plan/Adjustments**

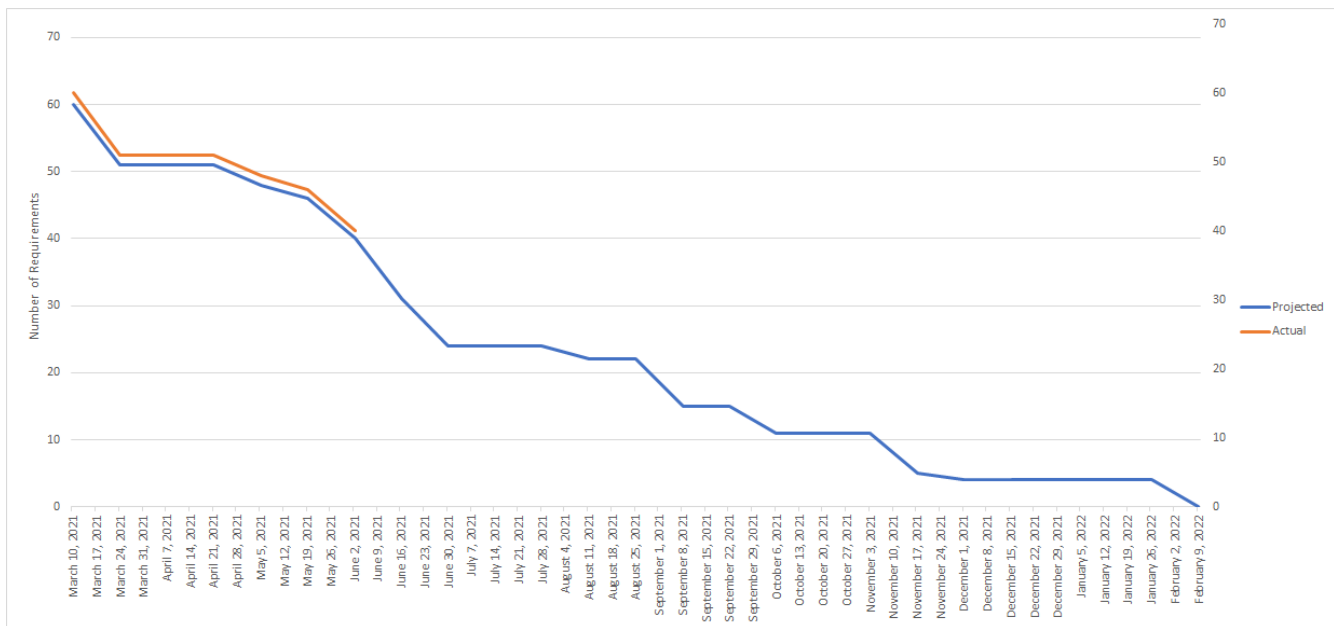
- ▶ None for the reporting period

## 4.0 Customer Service Center

### 4.1 Highlights of the Reporting Period

- ▶ Incorporated committee feedback for Admin Page design and submitted for approval
- ▶ Obtained committee approval on work-from-home and Enhanced CCP designs
- ▶ Preparing Inbound IVR Design for committee presentation
- ▶ Continuing to develop Contact Center Environment strategy with SMEs and stakeholders
- ▶ Initiated a dedicated design for scheduled callback with a July 7, 2021 committee review date

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



**Table 4.1-2 – Customer Service Center Milestones**

<b>MILESTONES</b>	<b>DESIGN DUE DATE</b>	<b>STATUS</b>	<b>TENTATIVE RELEASE DATES</b>
Outbound IVR - Core Tech Design (CA-226207)	March 24, 2021	Approved	21.11
WFM/QA/QM Reporting (CA-226209)	March 24, 2021	Approved	22.01
Post-Call Survey (CA-228023)	April 28, 2021	Approved	22.05
WebChat/Click-to-Call (CA-227063)	April 28, 2021	Approved	22.05
Voice Authentication: All Languages - Core Tech Design (CA-226843)	April 28, 2021	Approved	22.03
Enhanced CCP (CA-226844)	May 12, 2021	Approved	22.03
Work-from-home Modifications (CA-227064)	May 12, 2021	Approved	22.03
Admin Page - Core Tech Design (CA-226672)	May 26, 2021	Submitted	22.05
Inbound IVR (CA-226837)	June 9, 2021	Draft in progress	22.05
Scheduled Callback (CA-229573)	July 7, 2021	Draft in progress	22.05
External Party Access IVR - Core Tech Design (CA-226839)	August 18, 2021	Draft in progress	22.01
Telephonic Signature - Core Tech and AppDev Design (CA-226838)	September 22, 2021	Draft in progress	22.01
Outbound IVR - App Dev (CA-228699)	July 30, 2021	Draft in progress	21.11
Environments (CA-227045)	August 27, 2021	Draft in progress	21.11
External Party Access IVR – App Dev (CA-TBD)	September 24, 2021	Not started	22.01
Voice Authentication: All Languages - App Dev (CA-TBD)	November 26, 2021	Not started	22.03
Admin Page – App Dev (CA-TBD)	January 28, 2022	Draft in progress	22.05

## 4.2 Activities for the Next Reporting Period

- ▶ Incorporate committee feedback for Inbound IVR design and submit for approval
- ▶ Continue coordination with vendor partners for design validation
- ▶ Continue work on designs for Scheduled Callback, Telephonic Signature, External Party Access IVR, and Environments (for Contact Center)

## 4.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 5.0 Analytics

### 5.1 Highlights of the Reporting Period

- ▶ General
  - Continued executing 40 County System Test on dashboards and reports soft launched and in production
  - Continued 40 County analytics performance testing
  - Continued Hard Launch #3 testing in SYS6. There are some potential changes to scope for Hard Launch #3 that under review with Consortium
- ▶ Release G
  - Completed county validation
  - Release G testing activities for C-IV Dashboards to Stage 2. There was a delay added to the schedule to account for delay in getting the environment
- ▶ Release H
  - Continued development and testing of Release H Dashboards and Reports.
    - ▶ On-request reports are dependent on ODAG/DV Excel functionality (concurrent users) is delivered on May 19, 2021. Team working on clearing testing backlog over next few weeks, expecting to be back on trend line by mid-June
    - ▶ Complexities associated with some of on-requests reports has slowed progress; however, team is confident that they can get back on plan by Mid-June timeframe
- ▶ Training
  - Qlik Platform Capabilities
    - ▶ Continued development of Bookmarks and Object Interaction Web Based Training (WBT) content – Updated target date to mid-June to align with C-IV Early Training

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

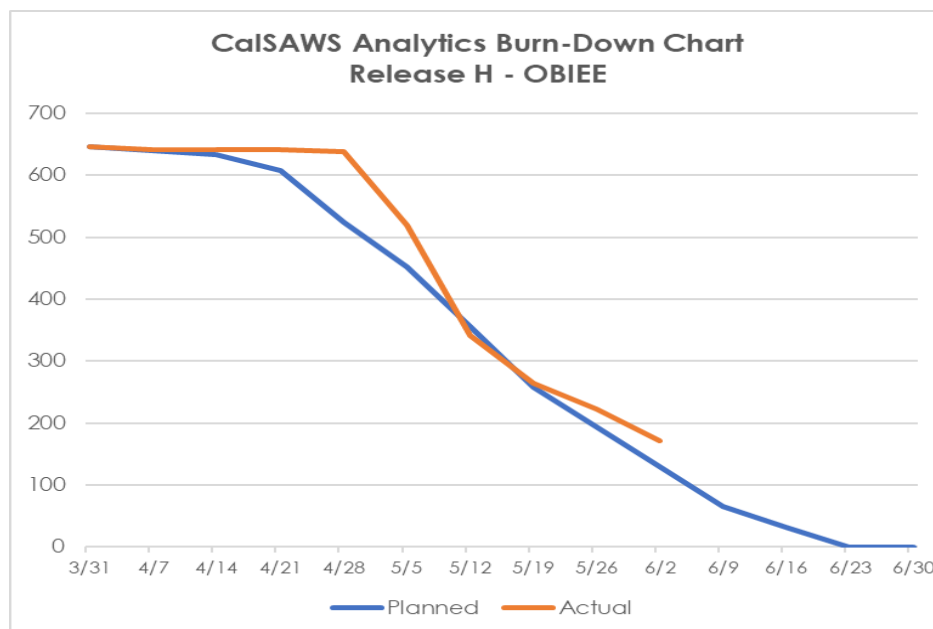


Figure 5.1-2 – CalSAWS Analytics – Release H Status Matrix (OBIEE)

Release	Dashboard	Curation Build	Curation Test	CT Curation Validation	Dashboard Build	Dashboard Test	CT Dashboard Validation	Performance Testing	Hard Launch
Soft Launch (6/30)									
OBIEE - C-IV (Rel G Part 2)	C-IV Call Log	3/5	3/12	6/18	4/1	6/9	6/18	6/18	HL #4 (9/2)
	C-IV Semi Annual Reporting	3/5	3/12	6/18	4/1	6/9	6/18	6/18	HL #4 (9/2)
	C-IV WPR and Engagement	3/5	3/12	6/18	4/1	6/9	6/18	6/18	HL #4 (9/2)
OBIEE (Release H)	LRS Alerts	5/14	5/21	6/20	5/28	6/11	6/25	6/29	HL #4 (9/2)
	LRS CWS Alerts	5/14	5/21	6/20	5/28	6/11	6/25	6/29	HL #4 (9/2)
	LRS Work Order	5/14	5/21	6/20	5/28	6/11	6/25	6/29	HL #4 (9/2)
	LRS Placement Vendor Exception	5/21	5/28	6/20	6/4	6/11	6/25	6/29	HL #4 (9/2)
	LRS Welfare to Work	5/21	5/28	6/20	6/4	6/11	6/25	6/29	HL #4 (9/2)
	LRS Caseload History				6/4	6/11	6/25	6/29	HL #4 (9/2)

Legend:
Complete
Complete as of this week
In Progress

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

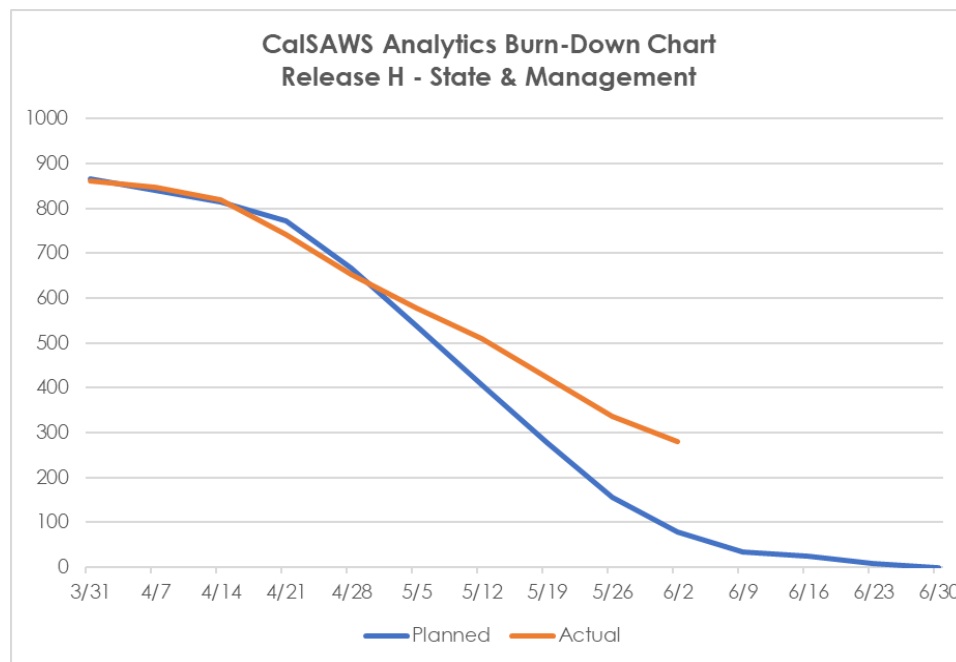


Figure 5.1-4 – CalSAWS Analytics – Release H Status Matrix (State & Management)

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	80%	6/18	0%	6/25	0%
	Case Activity	8	4/15	100%	5/21	100%	5/31	50%	6/18	0%	6/11	50%	6/18	13%	6/25	0%
	Employment Services	11	4/15	100%	5/21	100%	5/31	100%	6/18	0%	6/11	73%	6/18	0%	6/25	0%
	Fiscal	22	4/15	100%	5/21	100%	5/31	100%	6/18	0%	6/11	91%	6/18	45%	6/25	0%
	Resource Data Bank	2	4/15	100%							6/11	100%	6/18	0%	6/25	0%
	Special Units	6	4/15	100%							6/11	100%	6/18	0%	6/25	0%
	State	3	4/15	100%	5/21	100%	5/31	100%	6/18	0%	6/11	100%	6/18	0%	6/25	0%
TOTAL		67	67 of 67 100%		9 of 9 100%		8 of 9 89%		0 of 9 0%		55 of 67 82%		11 of 67 16%		0 of 67 0%	

Legend:
Complete
Complete as of this week
In Progress

## 5.2 Activities for the Next Reporting Period

- ▶ Cloud Analytics
  - Continue executing 40 County System Test and performance testing
  - Continue preparation for UAT start
  - Continue Hard Launch #3 in System Test 6
  - Release G
    - ▶ Continue testing of C-IV dashboards in stage 2 (40 County data)
  - Release H
    - ▶ Continue build and testing activities
  - Training
    - ▶ Qlik Platform Capabilities: Continue development of Bookmarks and Object Interaction Web Based Training (WBT) content
    - ▶ Continue preparation for County s3 connect and query access and RDS PBDS connect and query access

## 5.3 Re-Platform Migration Schedule

Table 5.3-1 – Analytics Reports Re-Platform Release Migration Schedule

Release C (Migration Window: November 2020 – March 2021): In Production			
Dashboards			
LRS	<ul style="list-style-type: none"><li>CalWORKs</li></ul>	Daily	
	<ul style="list-style-type: none"><li>QA</li></ul>	Daily	
Release D (Migration Window: February 2020 – June 2020): In Production			
Dashboards			
LRS	<ul style="list-style-type: none"><li>CalFresh</li></ul>	Daily	
	<ul style="list-style-type: none"><li>CalFresh Meals</li></ul>	Monthly	
	<ul style="list-style-type: none"><li>Managed Personnel</li></ul>	Daily	
	<ul style="list-style-type: none"><li>SSI/SSP</li></ul>	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"><li>Administrative</li></ul>	4	0
	<ul style="list-style-type: none"><li>Case Activity</li></ul>	7	0
	<ul style="list-style-type: none"><li>Fiscal</li></ul>	15	0
	<ul style="list-style-type: none"><li>State</li></ul>	6	0
Release E (Migration Window: May 2020 – September 2020): In Production			
Dashboards			
LRS	<ul style="list-style-type: none"><li>Med-Cal</li></ul>	Daily	
	<ul style="list-style-type: none"><li>General Relief</li></ul>	Daily and Monthly	
	<ul style="list-style-type: none"><li>Program Assistance</li></ul>	Monthly	
	<ul style="list-style-type: none"><li>DPSSTATS Scorecard</li></ul>	Daily	
	<ul style="list-style-type: none"><li>AAP (CWS)</li></ul>	Daily	

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	<ul style="list-style-type: none"><li>Foster Care (CWS)</li></ul>	Daily	
	<ul style="list-style-type: none"><li>Kin-Gap (CWS)</li></ul>	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"><li>Administrative</li></ul>	7	0
	<ul style="list-style-type: none"><li>Case Activity</li></ul>	4	0
	<ul style="list-style-type: none"><li>Employment Services</li></ul>	0	0
	<ul style="list-style-type: none"><li>Fiscal</li></ul>	34	0
	<ul style="list-style-type: none"><li>State</li></ul>	13	0
	<ul style="list-style-type: none"><li>Special Units</li></ul>	1	0
	<ul style="list-style-type: none"><li>Resource Data Bank</li></ul>	1	0
Release F (Migration Window: August 2020 – December 2020) In Soft Launch Environment			
Dashboards			
LRS	<ul style="list-style-type: none"><li>Operational Reports</li></ul>	Monthly	
	<ul style="list-style-type: none"><li>Task Management</li></ul>	Daily	
	<ul style="list-style-type: none"><li>Welfare Fraud Prevention &amp; Investigation</li></ul>	Monthly	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"><li>Administrative</li></ul>	2	2
	<ul style="list-style-type: none"><li>Case Activity</li></ul>	3	5
	<ul style="list-style-type: none"><li>Employment Services</li></ul>	0	1
	<ul style="list-style-type: none"><li>Fiscal</li></ul>	28	2
	<ul style="list-style-type: none"><li>Resource Data Bank</li></ul>	0	0
	<ul style="list-style-type: none"><li>State</li></ul>	26	0
	<ul style="list-style-type: none"><li>Special Units</li></ul>	0	5
Release G (Migration Window: November 2020 – March 2021) In Soft Launch Environment			
Dashboards			
C-IV	<ul style="list-style-type: none"><li>Call Log</li></ul>	Daily	
	<ul style="list-style-type: none"><li>Semi Annual Reporting</li></ul>	Daily	
	<ul style="list-style-type: none"><li>WPR and Engagement</li></ul>	Daily	
LRS / C-IV	<ul style="list-style-type: none"><li>Reception Log</li></ul>	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"><li>Administrative</li></ul>	3	0
	<ul style="list-style-type: none"><li>Case Activity</li></ul>	4	3
	<ul style="list-style-type: none"><li>Employment Services</li></ul>	0	1
	<ul style="list-style-type: none"><li>Fiscal</li></ul>	33	1



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	• State	0	0
	• Special Units	0	0
	• Resource Data Bank	0	0
	• New Reports	0	0
Release H (Migration Window: February 2021 – June 2021) In Progress			
Dashboards			
LRS	• Caseload History	Monthly	
	• Alerts	Daily	
	• Alerts (CWS)	Daily	
	• Placement Vendor Exception Report (CWS)	Daily	
	• Work Order	Daily	
	• Welfare to Work	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	0	14
	• Case Activity	1	8
	• Employment Services	0	11
	• Fiscal	2	20
	• State	5	0
	• Special Units	0	6
	• Resource Data Bank	0	2
Release I (Migration Window: May 2021 – September 2021)			
Dashboards			
LRS	• Statistical Reports	Monthly	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	• Administrative	11	1
	• 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
	• Administrative	4	3
	• Case Activity	14	1

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LRS	• 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

### 5.4 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	21.06	21.07	21.11	22.01	22.02	22.03	22.05	22.06	22.07	22.09
Design	New	0	4	9	22	0	27	12	0	1	4
	Design in Progress	0	3	19	8	0	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	2	2	1	0	0	0	0	0	0
Build	Approved	1	3	2	2	0	1	2	1	1	1
	In Development	0	3	5	1	0	0	0	0	0	0
	Development Complete	0	0	0	0	0	0	0	0	0	0
	In Assembly Test	0	2	0	0	0	0	0	0	0	0
Test	System Test	0	38	0	0	0	0	0	0	0	0
	Test Complete	1	1	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	<b>Grand Total</b>	<b>2</b>	<b>56</b>	<b>37</b>	<b>34</b>	<b>0</b>	<b>30</b>	<b>14</b>	<b>1</b>	<b>2</b>	<b>5</b>

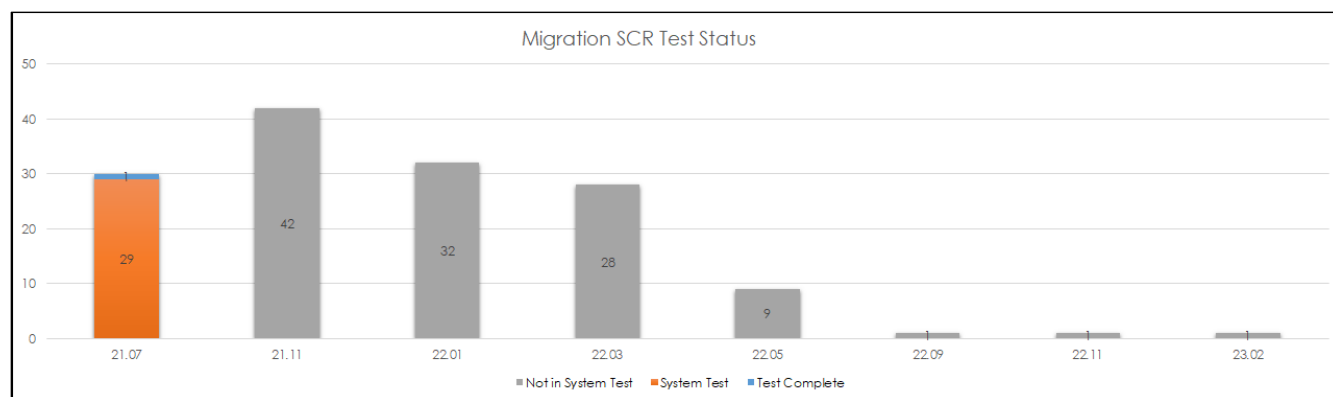
SCRs in Production	659
SCRs with Release TBD	3

**Notes:**

- This table includes Application Development SCR with migration impact. SCR in Production represents a count of any SCR that have a project phase of migration and have been deployed to production. SCR with Release to be Determined includes any migration impact SCR where the fix version is "TBD." Two of three SCR are related to Client Correspondence SCRs.

#### 6.1.2 DDID System Test Status

Figure 6.1.2-1 – DDID System Test Status

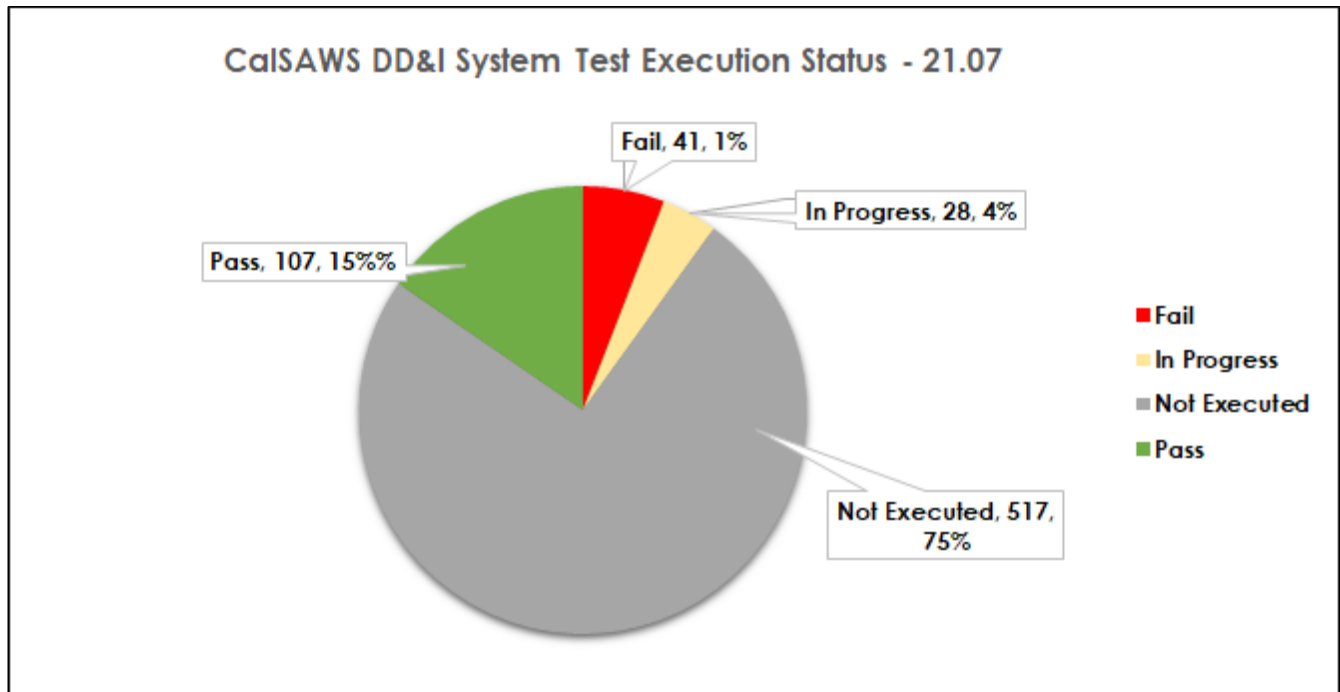


**Notes:**

- 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 June 4, 2021	<b>13%</b>
Pass Rate Actual as of June 4, 2021	<b>15%</b>
System Test Complete Date: July 21, 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
- ▶ Started test execution for 21.07. 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

**Table 6.1.3-1 – Consortium Partners**

	SERVER AND WEB SERVICE CONNECTIVITY		INTERFACE TESTING	
CONSORTIUM PARTNER	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
EICT (CalWIN)	N/A	N/A	0/3	July 31, 2021
OCAAT	N/A	N/A	0/*	July 31, 2021

**Notes on Consortium Partner status:**

- OCAAT: test scope to be discussed during the week of June 7, 2021

**Table 6.1.3-2 - State Partners**

	SERVER AND WEB SERVICE CONNECTIVITY		INTERFACE TESTING	
STATE PARTNER	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
CalHEERS	2/3	June 15, 2021	0/30	July 15, 2021
CCSAS (DCSS)	N/A	N/A	0/2	July 31, 2021
CDSS (DSS)	N/A	N/A	0/4	July 31, 2021
CMIPS (OSI)	N/A	N/A	0/2	July 31, 2021
CMSP	0/1	TBD*	0/1	July 31, 2021
EBT (FIS)	0/2	TBD*	0/2	July 31, 2021
MEDS (DHCS)	N/A	N/A	0/*	July 31, 2021
WDTIP (OSI)	N/A	N/A	0/2	July 31, 2021
WIS (DSS)	N/A	N/A	0/2	July 31, 2021

**Notes on State Partner status:**

- CMSP: Pending Partner confirmation of server details, expected during the week of June 7, 2021
- EBT (FIS): FIS currently routes files through the C-IV servers. Dependent on FIS changes to route through CalSAWS
- MEDS (DHCS): test approach leveraging non-production data to be discussed during the week of June 7, 2021

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**Table 6.1.3-3 – C-IV Counties**

	SERVER CONNECTIVITY		INTERFACE TESTING	
C-IV COUNTY PARTNER	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
Alpine County	0/1	June 29, 2021 <sup>1</sup>	0/2	July 31, 2021
Amador County	0/3	June 29, 2021 <sup>1</sup>	0/2	July 31, 2021
Butte County	0/1	June 22, 2021	0/2	July 31, 2021
Calaveras County	0/3	June 15, 2021	0/2	July 31, 2021
Colusa County	0/2	TBD <sup>3</sup>	0/2	TBD <sup>3</sup>
Del Norte County	0/2	June 15, 2021	0/2	July 31, 2021
El Dorado County	0/4	June 15, 2021	0/2	July 31, 2021
Glenn County	0/2	June 15, 2021	0/2	July 31, 2021
Humboldt County	0/1	TBD <sup>2</sup>	0/2	TBD <sup>2</sup>
Imperial County	0/4	June 15, 2021	0/2	July 31, 2021
Inyo County	0/1	June 29, 2021 <sup>1</sup>	0/2	July 31, 2021
Kern County	0/4	June 29, 2021 <sup>1</sup>	0/2	July 31, 2021
Kings County	0/1	June 15, 2021	0/2	July 31, 2021
Lake County	0/3	June 15, 2021	0/2	July 31, 2021
Lassen County	0/2	June 15, 2021	0/2	July 31, 2021
Madera County	0/4	June 15, 2021	0/2	July 31, 2021
Marin County	0/1	June 15, 2021	0/2	July 31, 2021
Mariposa County	0/3	June 22, 2021	0/2	July 31, 2021
Mendocino County	0/1	June 15, 2021	0/2	July 31, 2021
Merced County	0/2	June 29, 2021 <sup>1</sup>	0/2	July 31, 2021
Modoc County	0/5	June 22, 2021	0/2	July 31, 2021
Mono County	0/1	June 22, 2021	0/2	July 31, 2021
Monterey County	0/1	June 15, 2021	0/2	July 31, 2021
Napa County	0/4	June 15, 2021	0/2	July 31, 2021
Nevada County	0/2	June 15, 2021	0/2	July 31, 2021
Plumas County	0/4	June 22, 2021	0/2	July 31, 2021
Riverside County	0/1	June 22, 2021	0/2	July 31, 2021
San Benito County	0/2	June 22, 2021	0/2	July 31, 2021
San Bernardino County	0/2	TBD <sup>3</sup>	0/2	TBD <sup>3</sup>
San Joaquin County	0/4	June 15, 2021	0/2	July 31, 2021
Shasta County	0/4	June 15, 2021	0/2	July 31, 2021
Sierra County	0/1	June 29, 2021 <sup>1</sup>	0/2	July 31, 2021
Siskiyou County	0/2	June 22, 2021	0/2	July 31, 2021
Stanislaus County	0/1	June 15, 2021	0/2	July 31, 2021
Sutter County	0/3	TBD <sup>2</sup>	0/2	TBD <sup>2</sup>
Tehama County	0/2	June 15, 2021	0/2	July 31, 2021
Trinity County	0/4	June 22, 2021	0/2	July 31, 2021

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C-IV COUNTY PARTNER	SERVER CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
Tuolumne County	0/4	June 15, 2021	0/2	July 31, 2021
Yuba County	0/4	TBD <sup>2</sup>	0/2	TBD <sup>2</sup>

### Notes on County Partner status:

- ▶ Note 1: Pending prerequisite SFTP server information from County
  - Applies to the following Counties: Alpine, Amador, Inyo, Kern, Merced, Sierra
  - Server connectivity target completion date updated to June 29, 2021
- ▶ Note 2: OTech California Department of Technology (CDT) dependency
  - Applies to the following Counties: Humboldt, Sutter, Yuba
- ▶ Note 3: Dependent upon County reconfiguration / build out of new SFTP servers
  - Applies to the following counties: Colusa, San Bernardino
  - Working with Counties on a target completion date

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

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

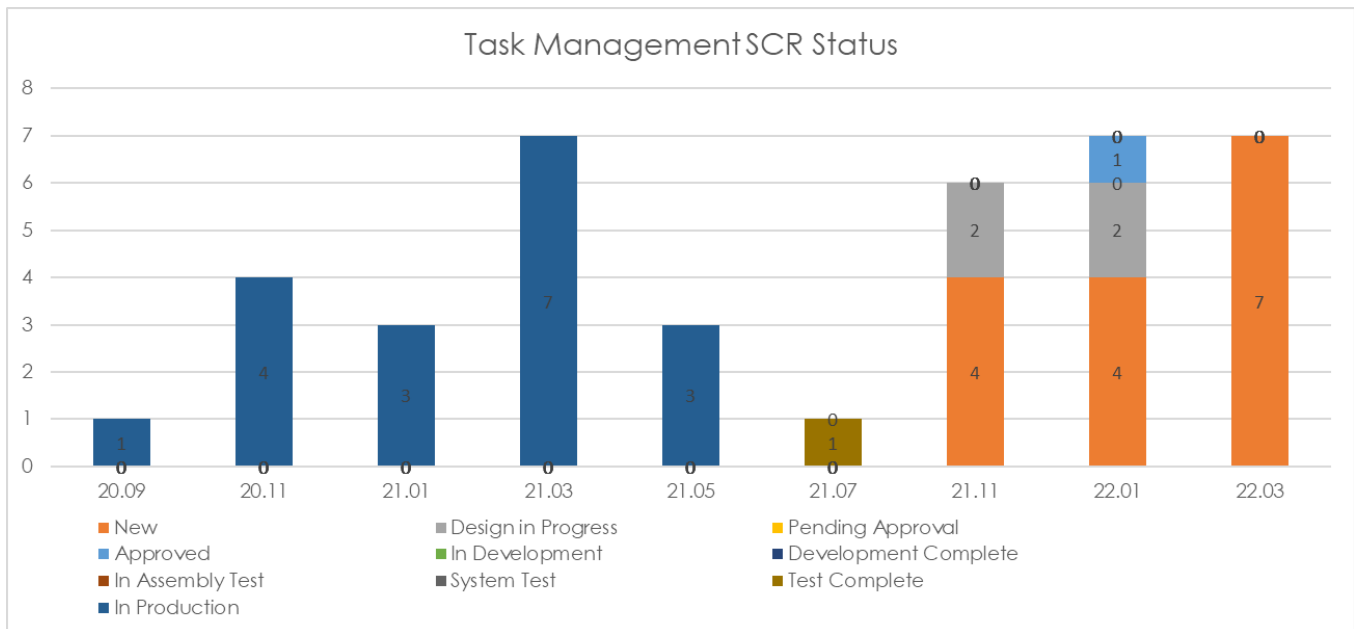
**Table 6.1.4-1 – State form translation SCRs**

STATE FORMS – TRANSLATION SCRs	FORM COUNT
New	1
In Design	6
In Development	13
In Test	3
Test Completed	2
In Production	10
<b>Grand Total</b>	<b>35</b>

### 6.1.5 Task Management

- ▶ Continued to meet with Consortium Business Analysts and Quality Assurance (QA) team to develop designs for the 21.11 release
  - CA-214901 DDID 2197
  - CA-217298 DDID 1629
- ▶ Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.01 release
  - CA-214915 DDID 2251, DDID 2241
  - CA-214923 DDID 2389
  - CA-214902 DDID 2209

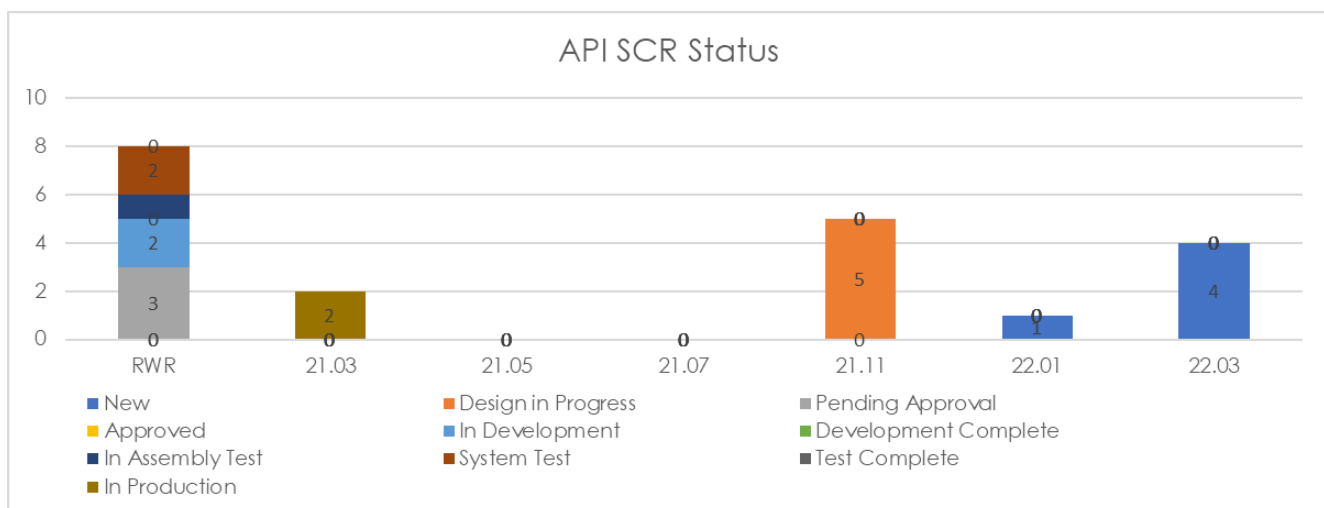
**Figure 6.1.5-1 – Task Management DDID Status**



### 6.1.6 API

- ▶ Completed testing Appointment and Task APIs. Deployment targeted for June 9, 2021
- ▶ Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) 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
  - CA-214746 – DDID 2343 FDS: API - Barriers API

**Figure 6.1.6-1 – API DDID Status**



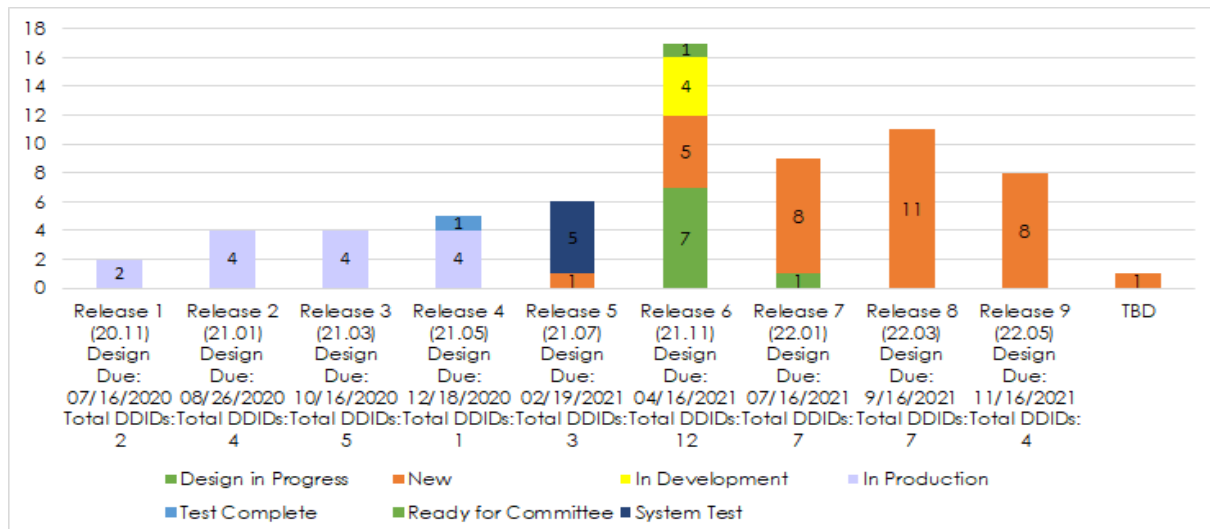


### 6.1.7 GA/GR

► General:

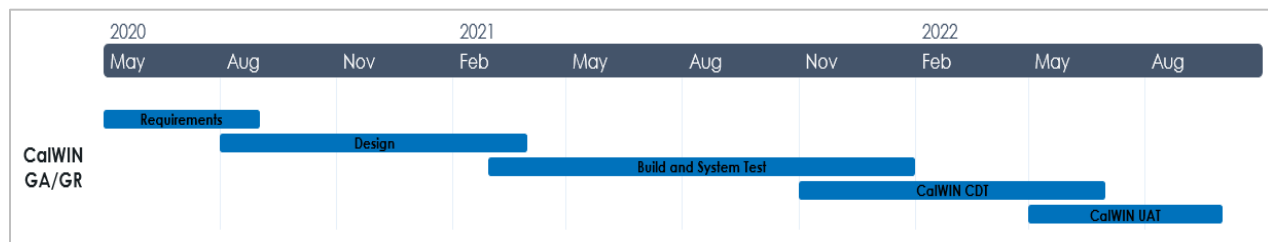
- Provided the weekly status update to Consortium on June 1, 2021
- Discussed the GA GR Correspondence deliverables and design clarifications on June 1, 2021 and June 3, 2021
- Discussed the GA GR Correspondence web service design clarifications on June 2, 2021 and June 4, 2021
- Reviewed with Consortium BAs the below design on June 3, 2021 for
  - CA-215672 GA GR NOA/Form Phase 2 Batch 2 (8 Rules) - Income Rules and Corresponding NOA Reasons
- Continued System Testing of 21.07 SCRs
  - CA-215665 – Batch 1/2/3 Online changes Batch 1 (11 Rules) Non-Financial Rules, NOA Reasons
  - CA-227318 – Remove sanction details from non-compliance screen for CalWIN GA GR solution
  - CA-215664 – Employment Services- phase 1
- Continued with Development of 21.11 SCRs
  - CA-228982 – (Phase 1, Batch 2 (9 Rules) Non-Financial rules, NOA Reasons)
  - CA-215926 – (Phase 1, Batch 3 (11 Rules) Non-Financial rules, NOA Reasons)
  - CA-215927 – DDID 2314b, DDID 2321 FDS: GA GR Fiscal Changes
  - CA-215916 – (Phase 2, Batch 1 [8 rules])
- Continued with 21.11 designs
  - CA-215927 – (Phase 2, Batch 2 [8 rules])
  - CA-215672 – (Phase 2, Batch 3 (6 rules))
  - CA-215914 – DDID 2313 FDS: GA GR Employment Services – Phase 2
  - CA-225943 – DDID 2319 FDS: GA GR - API Correspondence Service
  - CA-215920 – DDID 2314/2319 FDS: GA GR NOA/Form Generations from EDBC Phase 1

**Figure 6.1.7-1 – GA/GR DDID Status**

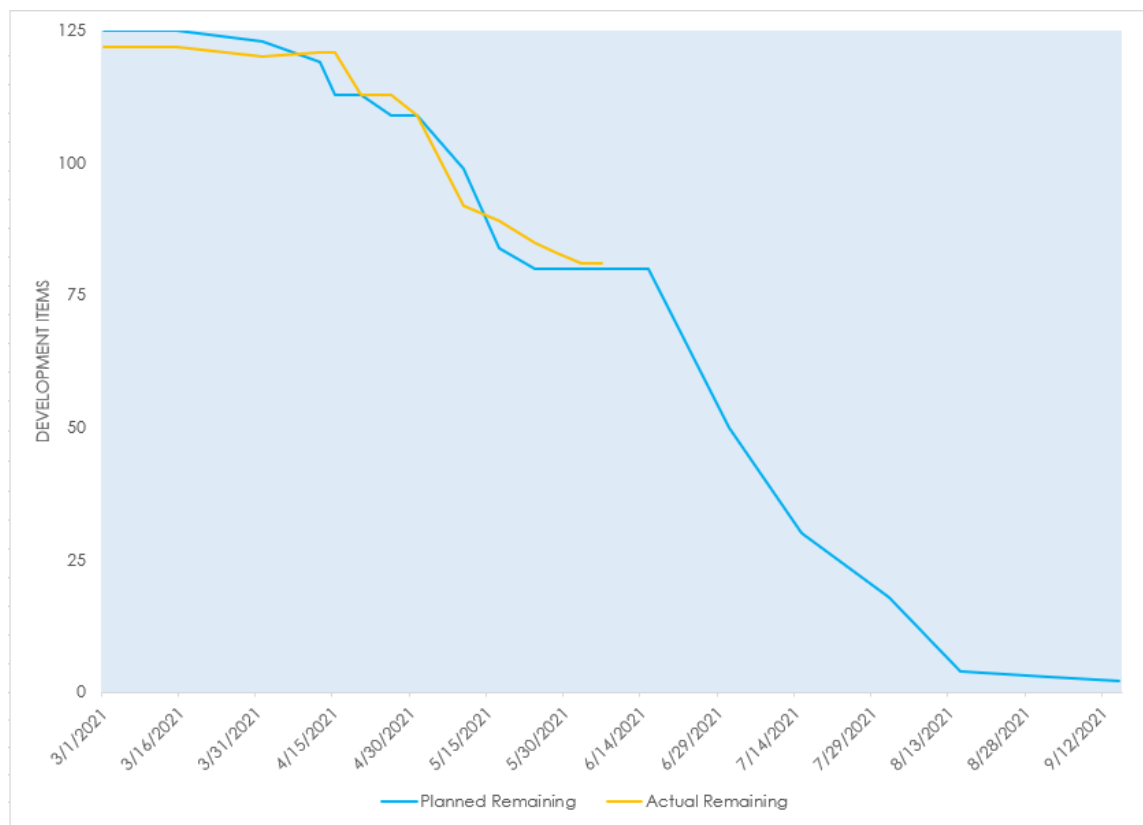


► CalWIN Correspondence Track:

**Figure 6.1.7-2 – GA/GR Correspondence**

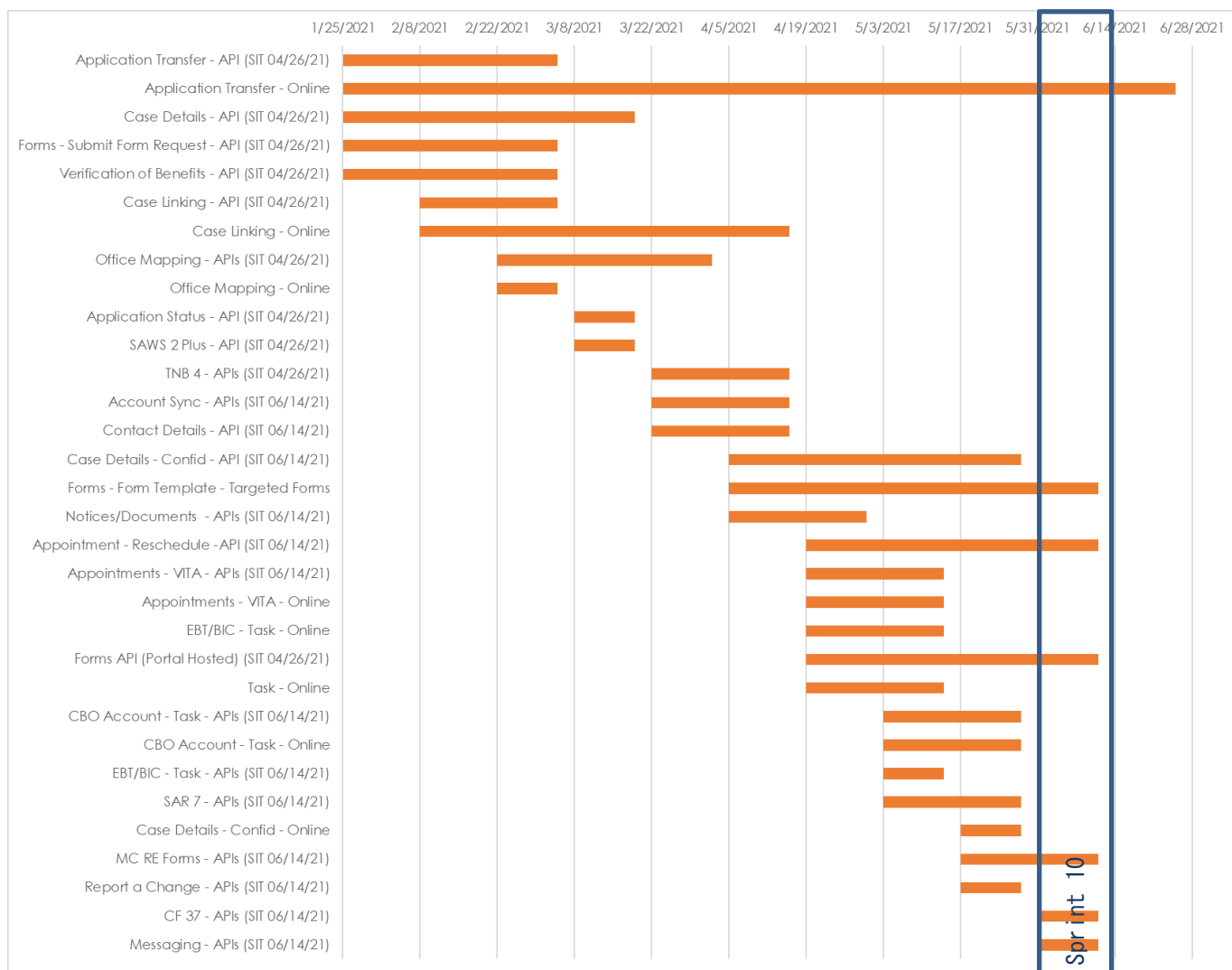


**Figure 6.1.7-3 – CalWIN GA/GR Correspondence Development**



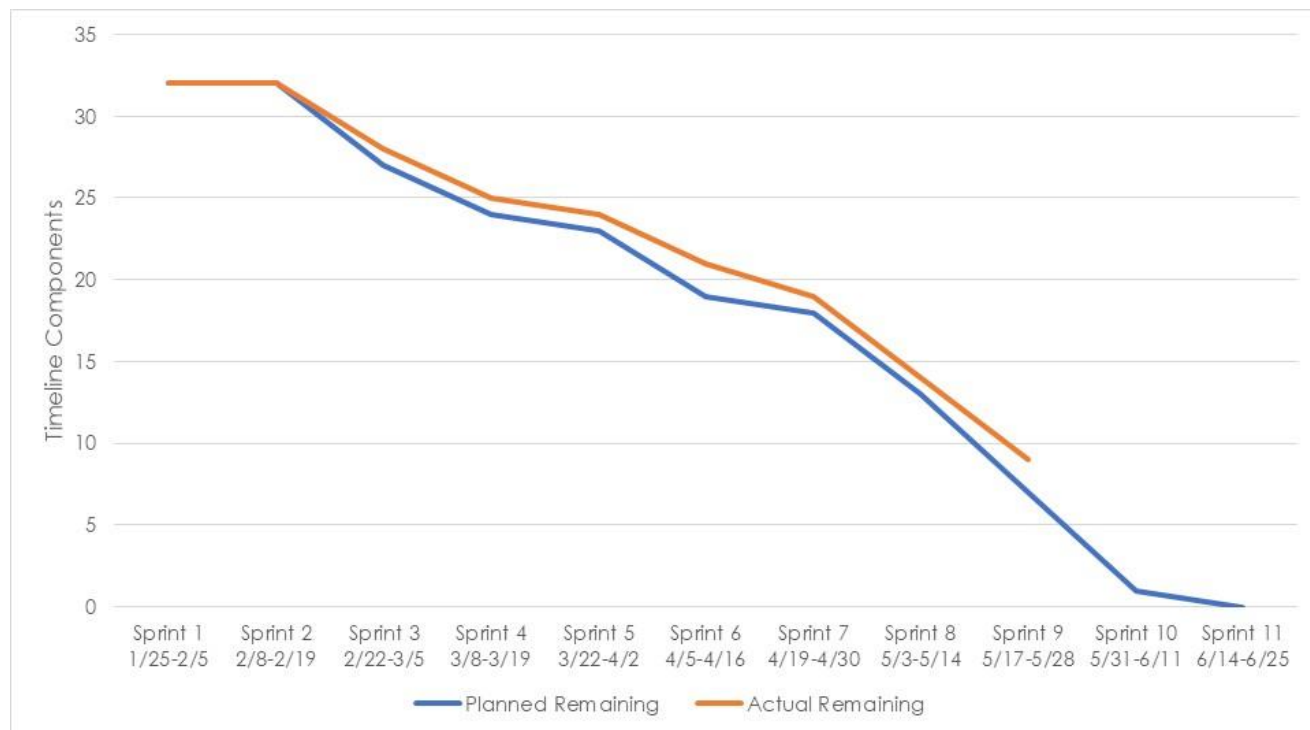
## 6.1.8 CalSAWS Portal Integration

**Figure 6.1.8-1 – CalSAWS BenefitsCal Component Timeline**



- Continued Sprint 10 activities and met with Consortium Business Analysts and Quality Assurance (QA) team for design and development activities
- Continued to resolve open SIT defects. Three open defects targeted for resolution on June 4, 2021

**Figure 6.1.8-2 – CalSAWS BenefitsCal Burndown Chart**



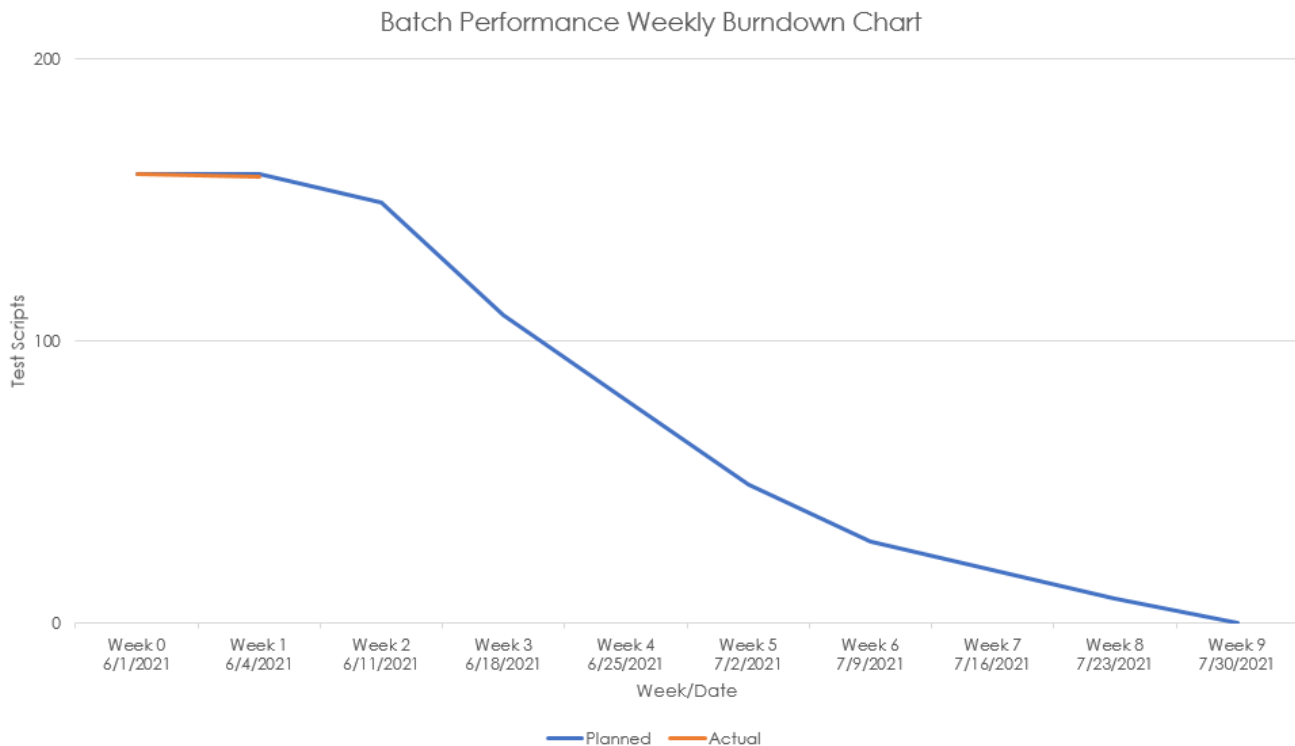
### 6.1.9 Batch Regression Test

- ▶ Batch Regression defects have been resolved and all have been delivered to System Test. Each has been re-validated, and the test scenarios have been marked as passed. All Batch Regression scripts are now passed.

### 6.1.10 Batch Performance Test

- ▶ Batch Performance executed a daily run for the batch date of May 30, 2021 which correlates to the data pull for GDS #4
  - All batch jobs completed, and defects have been logged to track performance concerns identified during the run
- ▶ Test scripts to track performance at the functional level have been prepared in JIRA to show overall progress of the test effort

**Figure 6.1.10-1 – Batch Performance Burndown Chart**

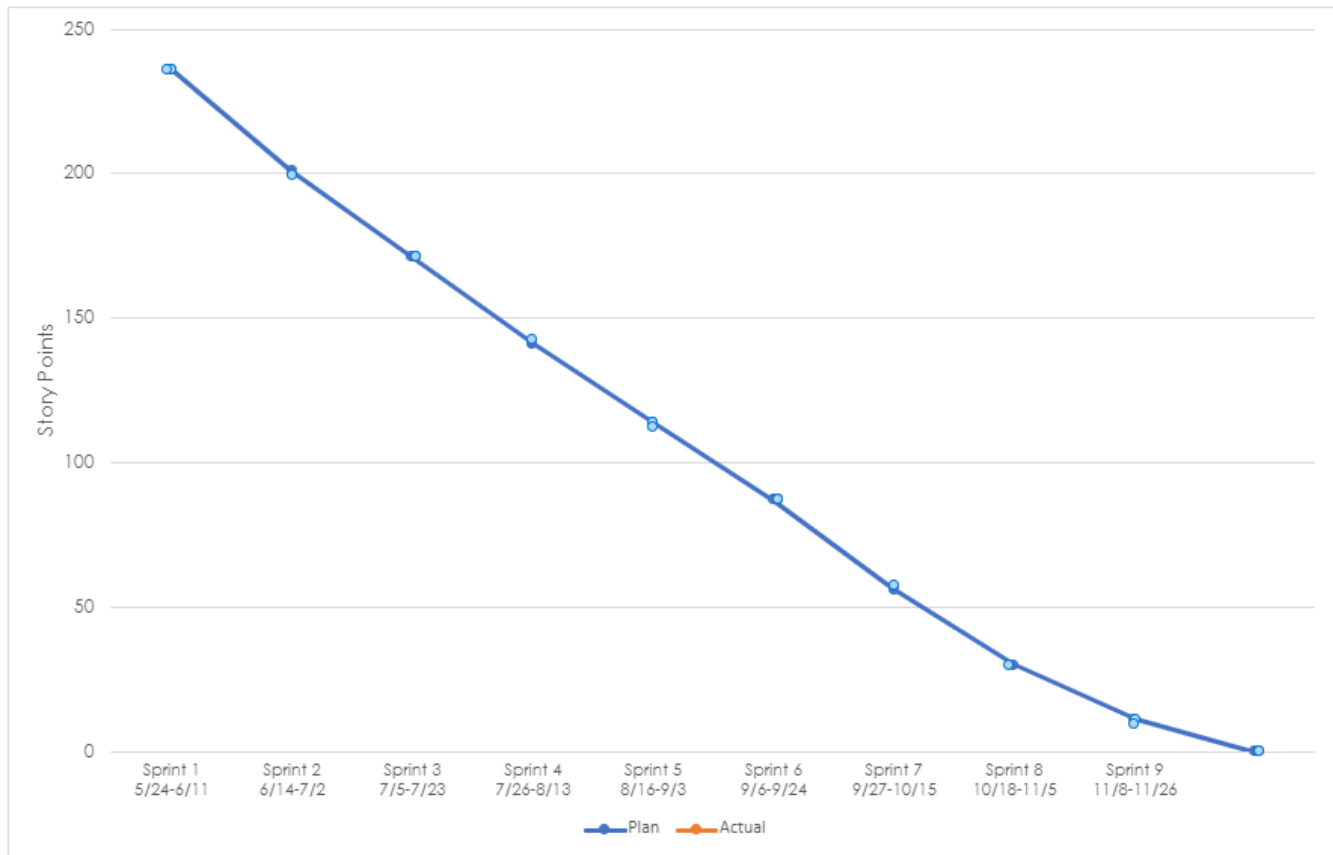


### 6.1.11 Case Purge

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
  - 77.4% complete with all Case Purge processing
  - Resumed processing on May 10, 2021. Running on 10 Threads
  - Estimated to finish by mid-June 2021
- ▶ Continued Sprint 1 of CalSAWS Porting Epic
  - This Epic covers the work to implement what was built for C-IV into CalSAWS
  - Sprint 1 focuses on changes necessary to identify cases in CalSAWS that are eligible for removal under the approved data retention policy
  - Integrated LDS data load stories into planned sprints for CalSAWS port

**Figure 6.1.11-1 – CalSAWS Case Purge Burndown Chart**



**Table 6.1.11-1 – Planned Purge Sprints**

<b>Sprint 1</b>	Case Identification, Case Purge Table updates, Data Removal Detail page PDF's, S3 Storage, Translate LDS Flat File into Oracle Database
<b>Sprint 2</b>	Case Exception logging, Case Deletion Batch, Deletion Tables, Create LDS Issuance and Case Journal History PDF process
<b>Sprint 3</b>	Case Summary/Detail page, Data Removal Identification/Override Reports, Document Removal, create new Status for LDS Cases loaded into Case Purge table
<b>Sprint 4</b>	Case Deletion logging, Purge Status, Deletion Table Names, Image Removal, Re-Verification Batch
<b>Sprint 5</b>	Time Limit Aid Summary page, Data Removal Completion Report, Migrate Transformed LDS Data from Temp to Destination Tables Group 1
<b>Sprint 6</b>	Case Locking, Migrate Transformed LDS Data from Temp to Destination Tables Group 2
<b>Sprint 7</b>	Deletion-driven Tables, Document Disaster Recovery Removal, Deletion Trace logging, County Test for LDS Case Data Load
<b>Sprint 8</b>	Performance Environment Preparation and Execution
<b>Sprint 9</b>	Batch Scheduling, Case Purge Transition

### 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	<input type="checkbox"/> Approval of the FDEL is due on June 7, 2021

### 6.2 Activities for the Next Reporting Period

- ▶ Continue drafting designs for Migration Impact SCRs
- ▶ Complete test preparation and continue test execution for CalSAWS 21.07 Release
- ▶ Continue test activities for Release 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	<input type="checkbox"/> Work with Deliverable reviewers to address comments on the FDEL, as needed <input type="checkbox"/> Approval of the FDEL is due on June 7, 2021

### 6.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 7.0 Conversion

### 7.1 Highlights of the Reporting Period

- ▶ C-IV Conversion
  - Continued build activities for Golden Data Set (GDS)#5
  - Prepare for Mock Conversion #2
    - ▶ County Prep (1A): execution activities starting June 9 - 10, 2021
    - ▶ Go-Live (1B): execution activities starting June 13 - 17, 2021
  - Continued design and development on consolidated case review (prioritized) report

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

MILESTONES	TARGETED MONTH	STATUS
C-IV Mock Conversion #2	June 2021	<input type="checkbox"/> Not started
C-IV Mock Conversion #3 - County Validation	July 2021	<input type="checkbox"/> Not started

- ▶ CalWIN Conversion:
  - Continued Performance Discovery Runs
    - ▶ Reviewing DB performance logs
  - Completed Data Model 21.01-21.03 Epic
    - ▶ Completed Data Model Sprint 2
    - ▶ 14 defects moved from 21.01 -21.03 Epic to 21.05 Epic
  - Completed EDBC Match Sprint 2
    - ▶ 11 defects moved from Sprint 2 to Sprint 3
  - Conversion System Test Epic is approximately 65% complete with a plan to complete by the beginning of June 2021
    - ▶ Continued scenarios identified for Special Units Functional Area
    - ▶ Continued scenarios identified for Eligibility Determination Benefit Calculation (EDBC) Functional Area
  - Continued Converted Data Delivery planning updates
- ▶ CalWIN Data Migration (Gainwell Technologies)
  - CalWIN extracted waves 5 and 6, completing the first set of full retained data
  - The team continued to meet with the document migration team and assess document migration processes
- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
  - All counties have completed initial data retention runs
  - Planning for future data retention in progress
- ▶ Ancillary Systems Conversion:
  - Automated Framework
    - ▶ 241 files have been uploaded during the month of May 2021
    - ▶ 7 Functional areas for individual Counties are sending production size data sets



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- o Access to Amazon Web Services (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
- o 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	<input type="checkbox"/> Complete
Design/build/test conversion routines	October 2020 – July 2021	<input type="checkbox"/> In-progress (on-schedule)
Facilitate on-going support for Ancillary Conversion data mapping	February 2021 – September 2023	<input type="checkbox"/> In-progress (on-schedule)

**Table 7.1-5 – CalWIN Conversion Statistics  
21.05 (June 2021 - July 2021)**

CalSAWS Conversion Data Model Updates: 21.01-21.03										
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	6/7/2021 - 6/18/2021	22 New mappings (Stories), 28 changes (Tasks)							
Data Model Sprint 1	30	6/7/2021 - 6/25/2021	24	4	0	2	0	0	0	0
Data Model Sprint 2	20	6/28/2021 - 7/9/2021	20	0	0	0	0	0	0	0
EDBC Match Sprint 3	3	6/7/2021 - 7/9/2021	1	0	0	3	0	0	0	0

## CalSAWS – California Statewide Automated Welfare System

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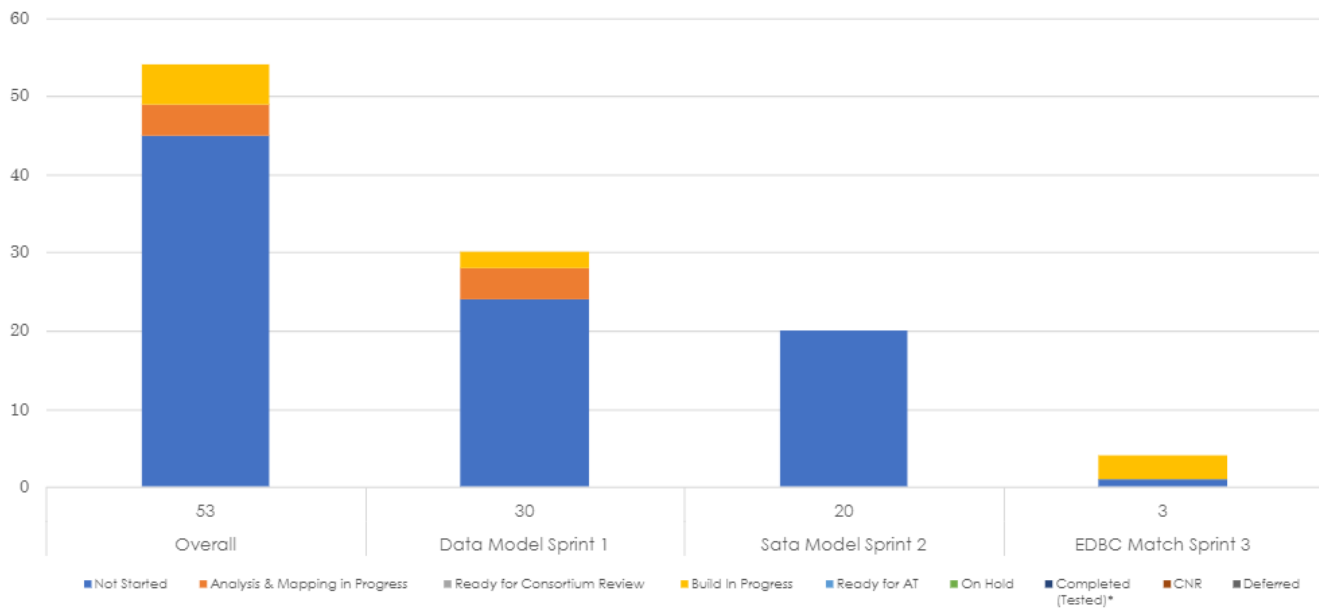
Weekly Status Report Period: May 31, 2021 to June 6, 2021

**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 (April 2021 – October 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 (Online)	46	3/22/2021 - 4/23/2021	0	0	46
ST JTM Scenarios (Online)	46	3/22/2021 - 4/23/2021	0	0 (3 on hold)	43
ST Driving Queries (Special Units)	25	6/7/2021 - 7/2/2021	20	0	5
ST JTM Scenarios (EDBC)	20	5/3/2021 - 6/4/2021	2	13	5
ST Driving Queries (Special Units)	25	6/7/2021 - 7/9/2021	20	0	5
ST JTM Scenarios (Special Units)	25	6/7/2021 - 7/9/2021	14	0 (2 on Hold)	11
ST Fiscal Queries	21	7/12/2021 - 9/3/2021	15	0	6
ST Fiscal Scenarios	21	7/12/2021 - 9/3/2021	15	0	6
ST Batch Interfaces Queries	38	9/6/2021 - 10-29-2021	38	0	0
ST Batch Interfaces Scenarios	38	9/6/2021 - 10-29-2021	38	0	0

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

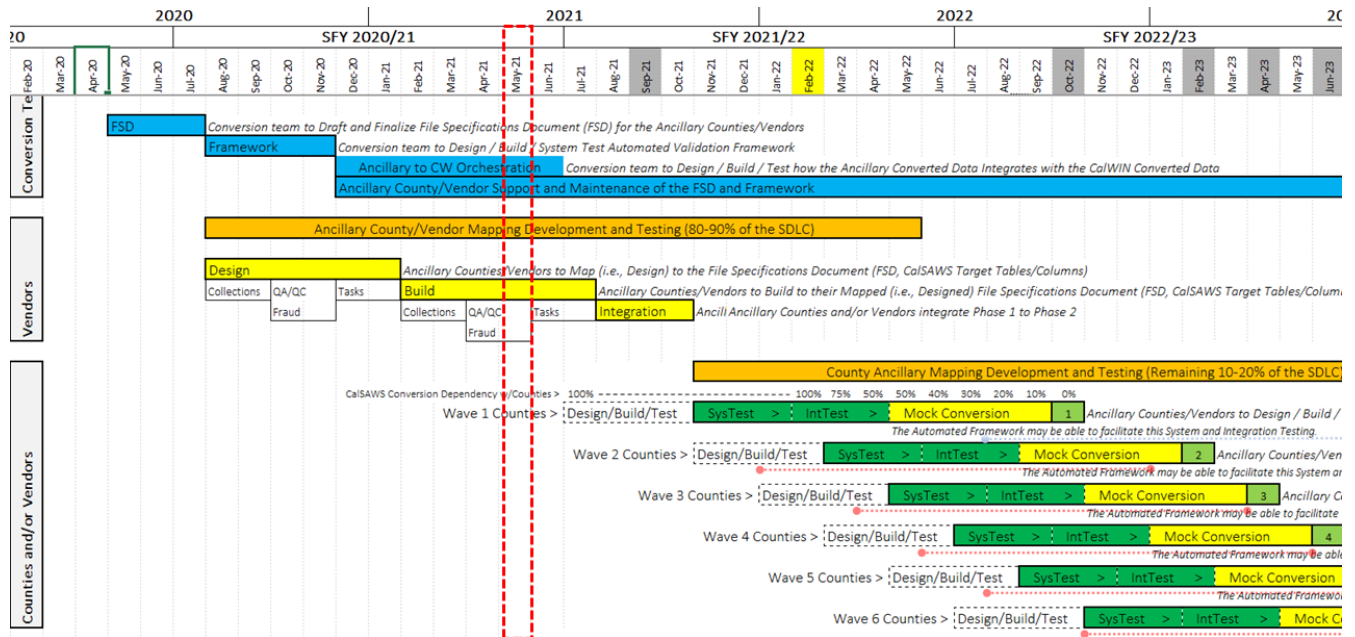


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**Figure 7.1-3– Ancillary Systems Conversion Gantt Chart**



**Table 7.1-8 – Ancillary Systems Conversion Milestones**

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Complete
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Complete
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Complete
December 2020	Automation Framework Complete	Exception handling for Ancillary provided Data is ready for the Counties	Complete
February 2021	Design/Mapping Complete	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Complete
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

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FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
August 2023	Mock Conversion Ancillary System Data Delivered	Counties to delivery Ancillary System Data to the CalSAWS Conversion team as a Pre-Requisite to begin Mock Conversions	Not started
August 2023	Wave 1 – 6 Mock Conversions	Simulated Cutover Activities dependent on Integration Test Complete are ready to Start (or are Complete)	Not started
August 2023	Wave 1 – 6 Mock Conversions Data Validation	Validation of Data (from Mock Conversion) are ready to Start (or are Complete)	Not started
October 2023	Wave 1 – 6 Conversion Cutovers	Execution of (live) Cutover Activities are ready to Start (or are Complete)	Not started

**Table 7.1-9 – 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 work on GDS #5
- ▶ CalWIN Conversion:
  - Continue discovery runs in performance environment with filtered data
  - Update Development Data Models to Source CalWIN R65
  - Continue EDBC match defect resolutions Sprint 2
  - Continue data model update Sprint 2
  - Complete System Test Online scenario Sprint 1
  - Continue System test Special Units scenario Sprint 2
  - Continue Converted Data Delivery planning activities
- ▶ CalWIN Data Migration (Gainwell Technologies)
  - Continue documentation with CalSAWS on extraction plans around shell cases
  - Begin planning for future CalWIN extractions
- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
  - Continue planning for future data retention runs
- ▶ Ancillary Systems Conversion:
  - On-going support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
  - Continue design/build/test of data conversion routines and remains on schedule for completion by end of June 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**

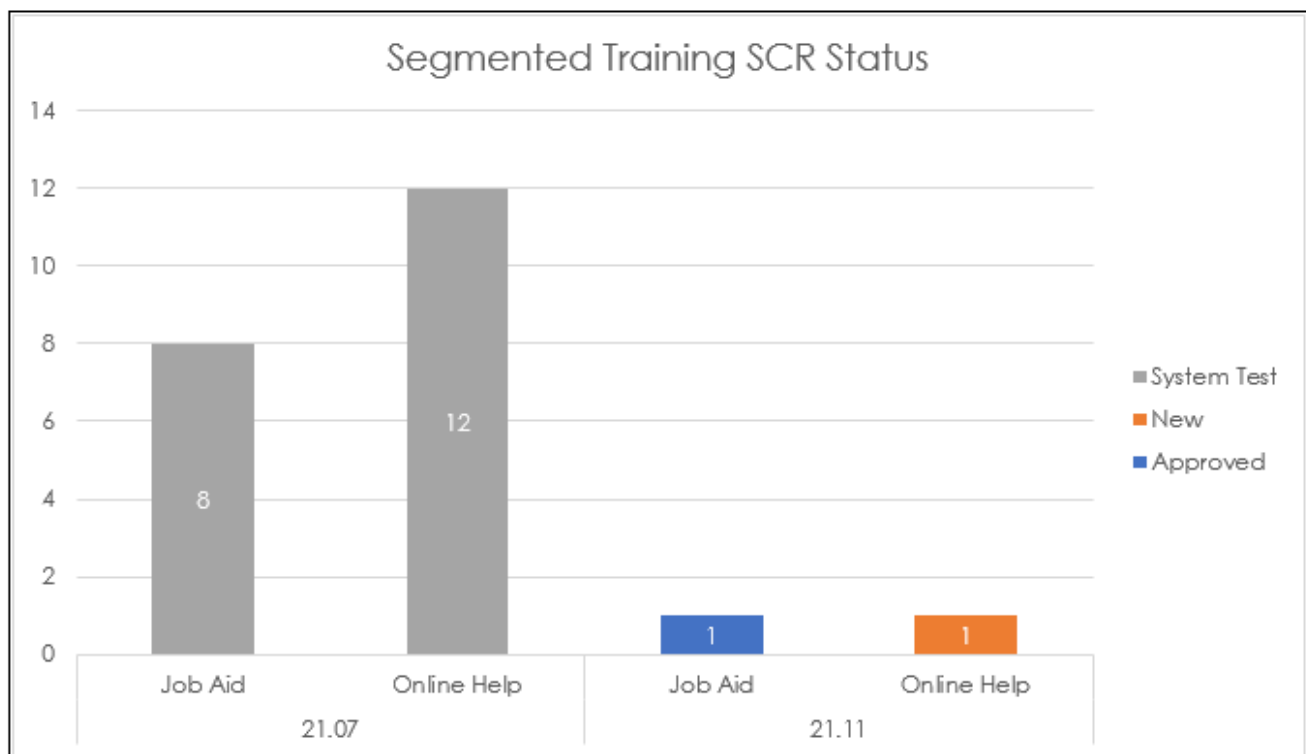
- ▶ None for the reporting period

## 8.0 Training

### 8.1 Highlights of the Reporting Period

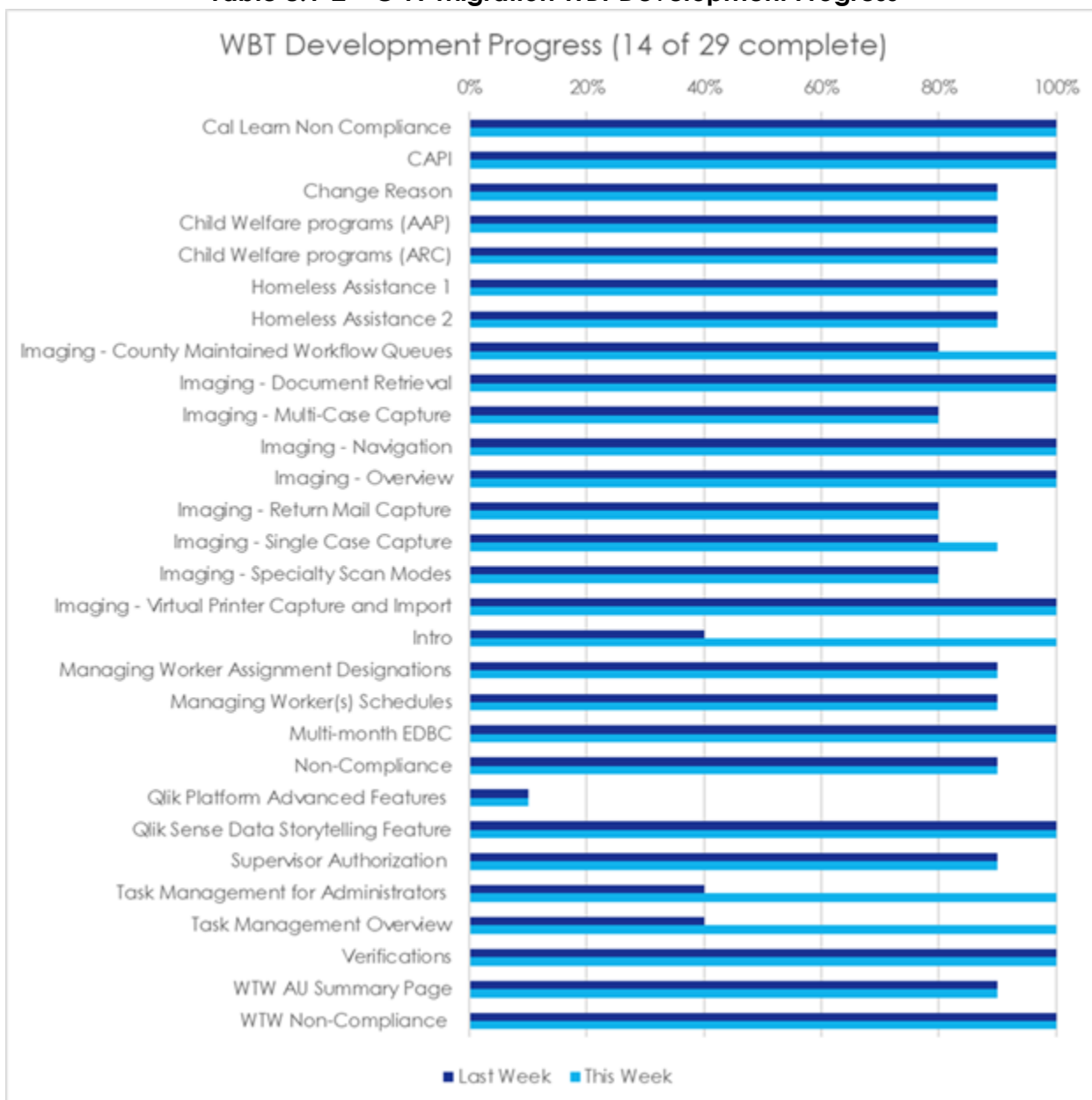
- ▶ Hosted weekly Training Touchpoint meeting on June 2, 2021
- ▶ Continued work on Release 21.07 Training SCRs
- ▶ Continued development of C-IV Migration Web Based Training (WBT) Design and Build
- ▶ Continued to update the CalSAWS Learning Management System (LMS) with Migration materials
- ▶ Continued development of Training Environment Roadshow materials and guide
- ▶ Imaging
  - Attended Early Training Preparation checkpoint on June 1, 2021
  - Attended Weekly Training Touchpoint with Consortium Training Manager on June 2, 2021
  - Hosted Imaging Virtual Printer Capture and Import WBT Walkthrough on June 3, 2021
  - Monitored CalSAWS Requests for Information (CRFI) 21-032 Request for Imaging Train-the-SME (ITTSME) Participants Responses
  - Finalized Imaging Confidentiality Quick Guide
  - Finalized Imaging Overview WBT
  - Finalized Imaging Navigation WBT
  - Continued Imaging WBT Build
  - Monitored feedback/comments for Imaging Quick Guides
  - Continued Imaging Reference Guide development

Figure 8.1-1 Training SCR Status



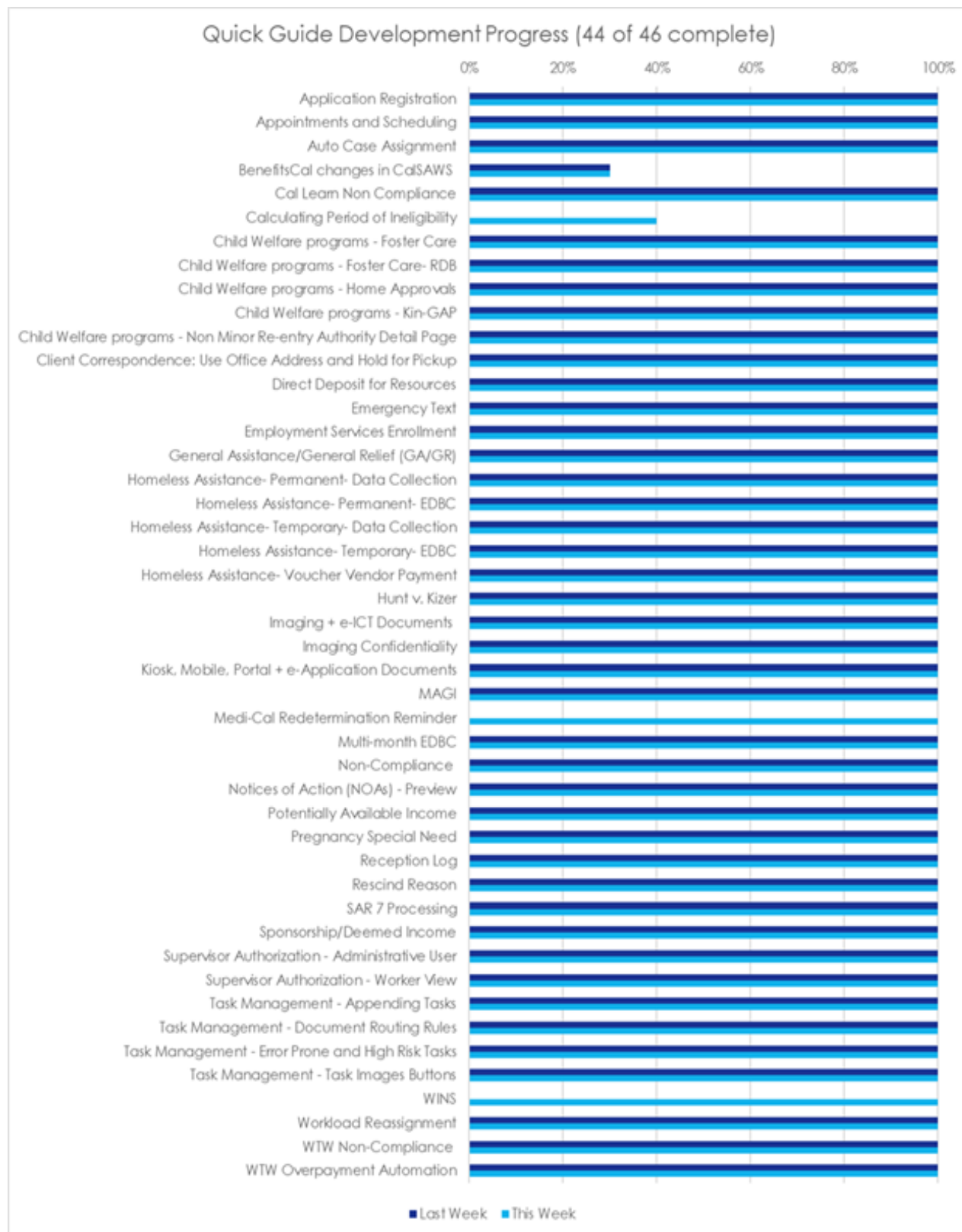
**Note:** The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates

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



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

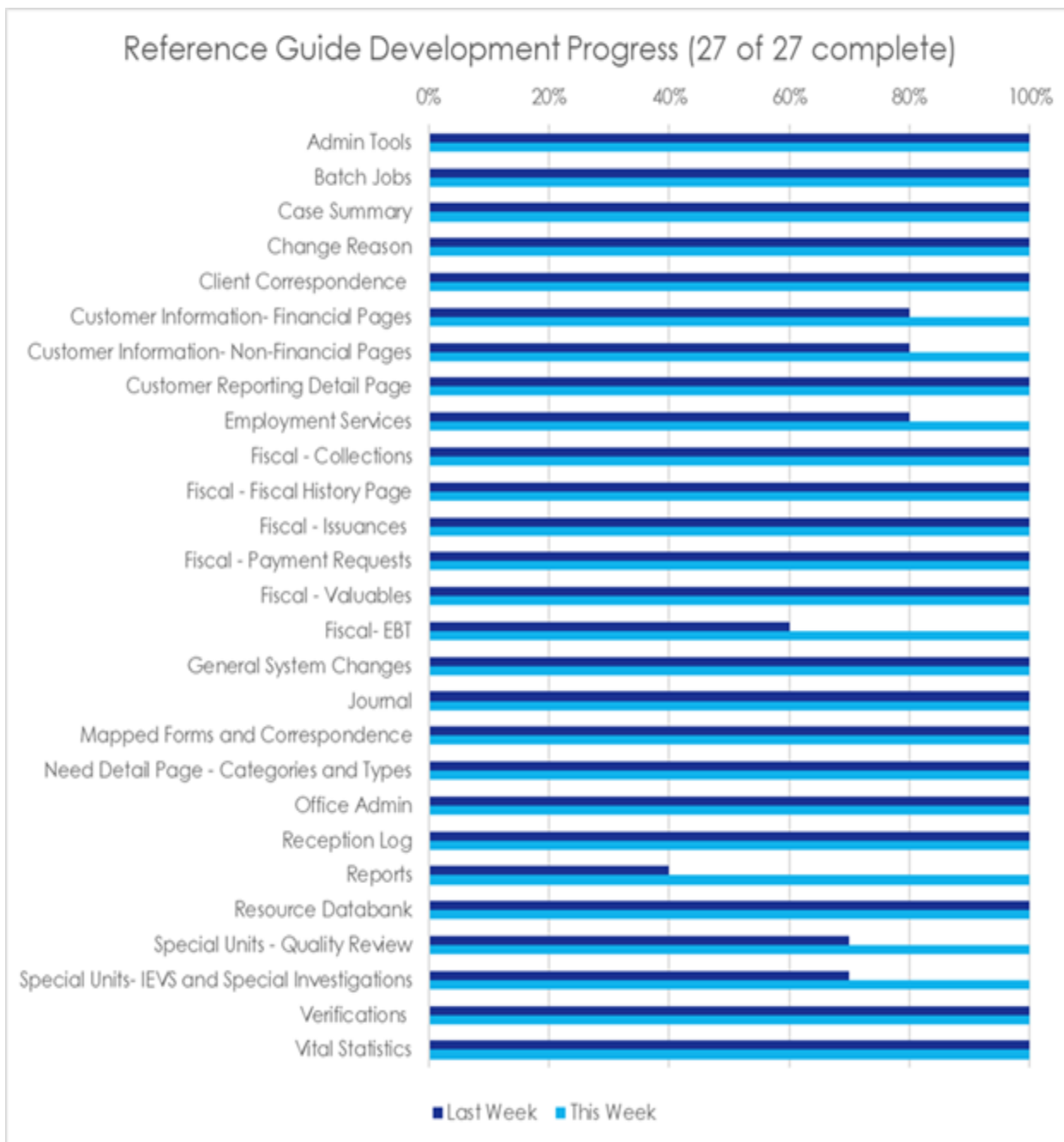
**Table 8.1-3 – C-IV Migration Quick Guide Development Progress**



**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 June 7, 2021
- ▶ Continue working on R21.07 Training SCRs and monitor Defects
- ▶ 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 provide support to the Consortium Training Team and Production Operations team on the new Release Notes process
- ▶ Continue to review the County-level Implementation Readiness Checklist to confirm Training tasks for the 39 C-IV Counties
- ▶ Imaging
  - Attend Weekly Training Touchpoint with Consortium Training Manager on June 7, 2021
  - Host Imaging County-Maintained Workflow Queues WBT walkthrough on June 8, 2021
  - Host Imaging Single Case Capture WBT walkthrough on June 9, 2021
  - Attend Early Training Preparation meeting on June 10, 2021
  - Begin load and test of finalized WBTs to CalSAWS Learning Management System
  - Continue Imaging WBT Build
  - Finalize Quick Guides for Imaging + eCT Documents and Kiosk, Mobile, Portal + eApplication
  - Continue Imaging Reference 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 Implementation Readiness Checkpoint with the C-IV Counties on June 2, 2021, in which the following topics were covered: Outcomes of Converted Data Test, County Prep Phase Overview, Training Materials, Update on Envelope Stock, UAT, and Change Management
- ▶ Distributed the County Preparation Phase packet, Security Matrix, associated instructions, and plans for a kick-off event to the CalSAWS Information Transmittals/CalSAWS Requests for Information (CIT/CRFI) Review Group
- ▶ Continued coordination with the UAT team on how testing outcomes will be communicated and actioned by the Implementation Team, as appropriate
- ▶ Continued preparing a pathway to green light approach that incorporates the appropriate stakeholders, checkpoints, and readiness inputs
  - Continued preparing the template for the green light and pre green light meetings
- ▶ Continued coordination with the BenefitsCal and Central Print Implementation teams on the Integrated Readiness Approach for the CalSAWS Portfolio
- ▶ Continued to develop an in-depth post-deployment support plan, as well as a County Preparation Phase support plan for the C-IV Counties and their security administrators
- ▶ Continued to maintain a master FAQ document of all Implementation-related questions asked across various meetings, emails, and other feedback mechanisms (posted monthly to the Web Portal)
- ▶ Continued the maintenance of the County and Project Readiness Checklists in JIRA as a tracking mechanism across multiple Project teams, which serves as a comprehensive dashboard reporting tool on Implementation Readiness
  - Continued maintenance by comparing Project Readiness Checklist to the CalSAWS Migration Work Plan to existing tasks and milestones
- ▶ Continued to maintain the Project-level checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration Readiness
- ▶ 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 began June 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

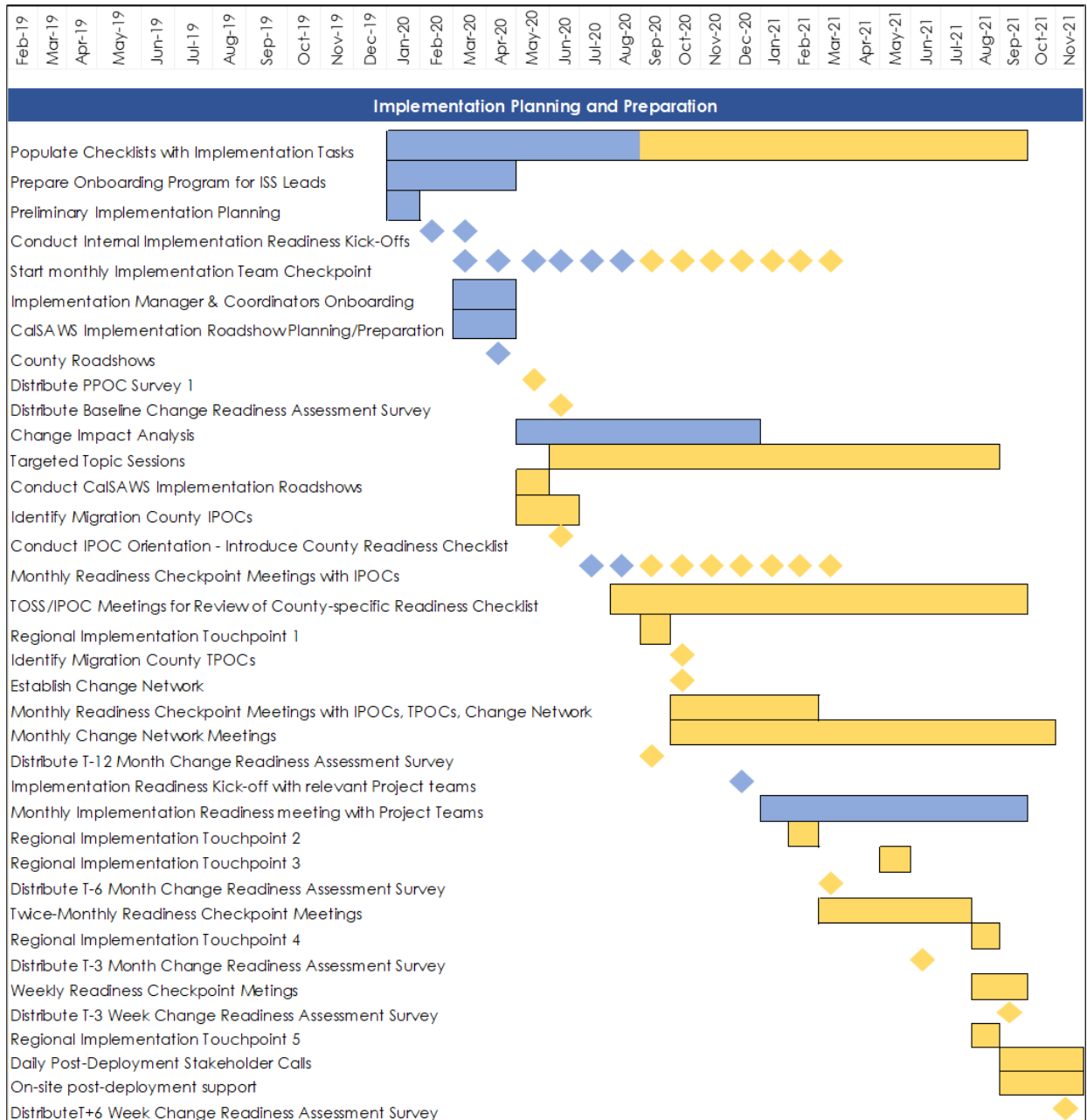
## CalSAWS – California Statewide Automated Welfare System

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- ▶ 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
  - Continued to maintain Imaging tasks on Project and County readiness checklists
  - Continued supporting Implementation team in answering County Imaging questions

**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**

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

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

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

### **9.1.2 Change Management**

- ▶ Continued to maintain the CalSAWS Deliverable #41 Operational Working Document (OWD), which captures change readiness tasks, target start and execution dates, and associated owners until go-live
- ▶ Continued to add and track communications events on the Change Management Communications Roadmap, including the creation of infographics, videos, and other Change Communications
- ▶ Change Network
  - Continued to monitor input from the Change Network Champion (CNC) Feedback Form and provide responses in a timely manner
  - Finalized developing and compiling the June Change Network Champion presentation materials
  - Held the for the June CNC Meeting Dry-Run on June 3, 2021
- ▶ Targeted Topics/Just-in-Time (JIT) demonstrations
  - Change Reason
    - ▶ Continued to compile the Change Reason JIT Demonstration follow-up materials, including the Q&A document
  - Eligibility Processing
    - ▶ Continued planning for the Eligibility Processing Just-in-Time Demonstration on June 15, 2021
  - Employment Services
    - ▶ Continued planning for the Employment Services Just-in-Time Demonstration on June 29, 2021
    - ▶ Held an Employment Services Just-in-Time demonstration meeting on June 3, 2021
- ▶ Communication
  - News Blast #4
    - ▶ Continued Identifying topics for the final News Blast #4 to be distributed in August 2021
  - Infographics
    - ▶ Continued creating a How to Prepare for C-IV Migration to CalSAWS infographic to be distributed in June
  - Go-Live Packet
    - ▶ Continued developing the Informational Migration Packet
  - User Readiness Assessment Survey
    - ▶ Finalized the T-3 Month User Readiness Assessment Survey for distribution on June 15, 2021, as well as the corresponding communications
- ▶ Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA)
  - Reviewed 1,143 designs/design differences
    - ▶ 777 have been identified as having some level of impact
    - ▶ 23 have been identified as having a high level of impact
    - ▶ 147 have been identified as having a medium level of impact
    - ▶ 607 have been identified as having a low level of impact
    - ▶ 367 have been identified as having no impact to C-IV users (i.e., migrated from C-IV or only impacting Los Angeles County)

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

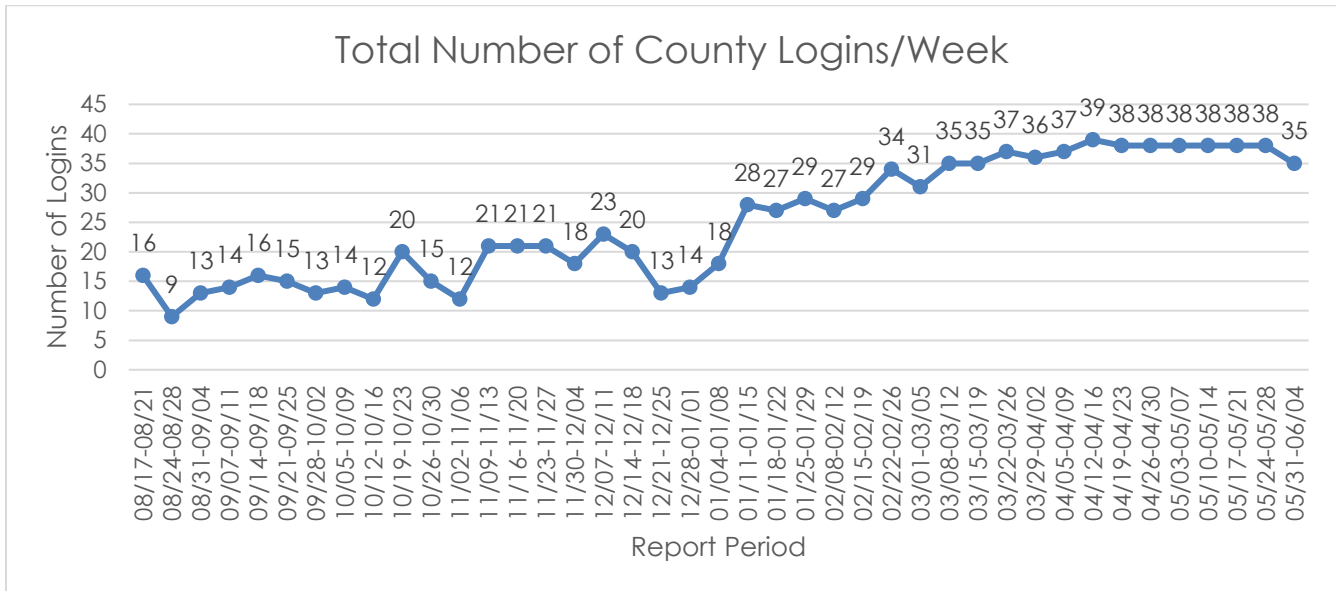
Weekly Status Report Period: May 31, 2021 to June 6, 2021

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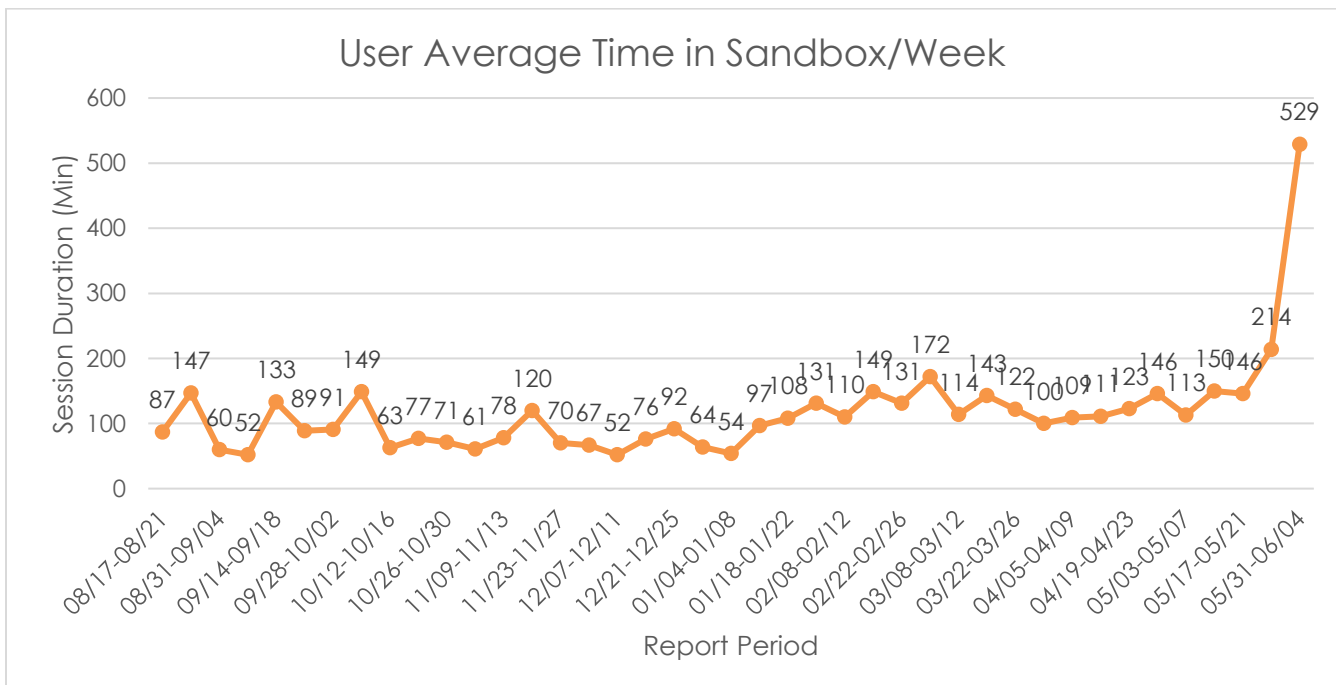
- Change Management is collaborating closely with Training to align on potential Project actions for each identified change, such as Web Based Trainings (WBTs), Job Aids, Training Templates (Quick Guides, Reference Guides), Targeted Topic Sessions, Short Videos, etc.
- ▶ Continued coordination and collaboration with Conversion team on Change Management's role in communicating and tracking manual case reviews, as well as downstream application/batch impacts based on unreconcilable data
- ▶ Continued to monitor Sandbox performance and follow up on the status of open environment defects
- ▶ Imaging
  - Continued coordination and collaboration of 'C-IV Migration to CalSAWS Organizational Change Management (OCM)' and 'Imaging OCM' Teams
  - Attended Weekly Change Management Touchpoint with Consortium Change Management Leads on June 2, 2021
  - Attended Dry-Run for C-IV Change Network June Monthly Meeting on June 3, 2021
  - Drafted Document Migration Infographic for C-IV Counties
  - Los Angeles County Imaging Change Management
    - ▶ Distributed extension emails for the Los Angeles County T-6M Change Readiness Assessment Survey on June 1, 2021
    - ▶ Continued monitoring responses for the Los Angeles County T-6M Change Readiness Assessment Survey
- ▶ 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&amp;I Project Phase

Weekly Status Report Period: May 31, 2021 to June 6, 2021

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

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Alameda	User 1	1	0
Butte	User 1	10	2:18:25
Calaveras	User 6	3	2:00:45
Contra Costa	Users 1, 2, 3	61	22:18:47
Del Norte	Users 2, 5	4	2:21:35
El Dorado	Users 1, 2, 4, 6	17	5:43:14
Humboldt	Users 1, 2, 3, 4, 5, 6	29	14:25:22
Imperial	User 4	1	00:06:50
Kern	Users 3, 4, 5, 6	96	46:55:32
Kings	User 1	1	0
Marin	User 1	3	00:00:15
Mariposa	User 1	1	00:02:48
Merced	User 1	1	00:27:20
Monterey	Users 1, 2, 4, 6	9	03:15:28
Napa	User 1	1	00:13:24
Orange	Users 1, 2, 3, 4	18	03:56:29
Placer	Users 1, 3, 4	17	16:50:00
Riverside	Users 1, 3, 5, 6	8	04:21:36
Sacramento	Users 1, 2	3	00:10:01
San Benito	Users 1, 2, 4, 5, 6	42	15:58:06
San Bernardino	Users 1, 2, 3, 4, 6	27	07:34:37
San Diego	Users 4, 5, 6	3	03:54:39
San Francisco	Users 1, 2, 3, 4, 5	23	08:24:15
San Luis Obispo	Users 1, 2, 3, 4	13	06:12:03
San Mateo	User 6	6	05:13:45
Santa Barbara	Users 1, 2, 5, 6	14	06:24:30
Santa Clara	Users 1, 2, 3, 4, 5, 6	25	18:04:06
Santa Cruz	Users 1, 3	5	00:40:57
Shasta	Users 1, 2, 5	16	04:23:40
Solano	User 1	3	00:24:31
Stanislaus	User 1, 2, 4	8	05:31:11
Sutter	Users 1, 2, 3, 4, 5, 6	32	09:21:37
Ventura	Users 5, 6	7	05:09:24
Yolo	Users 1, 2, 5, 6	18	04:48:25

## 9.2 Activities for the Next Reporting Period

### 9.2.1 Implementation

- ▶ Incorporate feedback from the CIT/CRFI review group on the County Preparation Phase Packet and Security Matrix to distribute to the C-IV Counties via CIT
- ▶ Compile the June Implementation Readiness Packet and Dashboard, with an effective date of June 4, 2021
  - Continue coordination with the BenefitsCal and Central Print Implementation teams on an integrated readiness approach
- ▶ Continue coordination with the UAT team on UAT outcomes relevant to the Implementation, Change, and Training Teams
- ▶ Continue preparing a pathway to green light approach that incorporates the appropriate stakeholders, checkpoints, and readiness inputs
  - Continue preparing a presentation template for the green light and pre green light meetings
- ▶ Continue to maintain Project-level and County-level Readiness checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration Readiness
  - Continue to update County-specific checklists based on feedback from IPOCs
  - Continue to track upcoming task due dates and actual completion dates
  - Continue tracking County Profiles attributes, which will feed into County-specific readiness criteria
- ▶ Continue ongoing engagement with County IPOCs, documenting questions asked in the Master FAQ tracker, and researching and providing the associated resolution in support of readiness activities
- ▶ Imaging
  - Attend Monthly Implementation Readiness Checkpoint on June 2, 2021
  - Continued supporting Implementation team in answering County Imaging questions
  - Continued monitoring Project Implementation Readiness tasks for Imaging
  - Continued 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 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
  - Host the June occurrence of the Change Network Champions (CNC) Dry-Run on June 3, 2021
  - Begin to gather follow-up materials based on the June CNC Meeting occurrence
- ▶ Targeted Topics / Just-in-Time (JIT) demonstrations
  - Change Reason
    - ▶ Finalize Change Reason Just-in-Time (JIT) follow-up materials and prepare to distribute attendees
  - Eligibility Processing
    - ▶ Continue to prepare for upcoming demonstration session
  - Employment Services
    - ▶ Continue to prepare for upcoming demonstration session
- ▶ Communication
  - News Blast #4
    - ▶ Continue discussing which topics to include in the final News Blast to be distributed in August 2021
  - Infographics
    - ▶ Finalize the developing the How to Prepare for the C-IV Migration to CalSAWS Excitement Infographic
  - Go-Live Packet
    - ▶ Continue working on the Informational Migration Packet
- ▶ User Readiness Assessment Survey
  - Finalize the development of the T-3 Month User Readiness Assessment Survey in preparation for distribution on June 15, 2021
- ▶ 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
  - Host bi-weekly Imaging Change Management, Training, and Implementation Touchpoint with Consortium Staff on June 9, 2021
  - Attend Weekly Change Management Touchpoint with Consortium Change Management Leads on June 9, 2021
  - Present Imaging Change Management and Training updates at CalSAWS Imaging and Contact Center Projects Joint Status Meeting on June 9, 2021
  - Present Imaging content for the June C-IV Change Network Champion Monthly Meeting on June 10, 2021
  - Continue development of Document Migration Infographic for C-IV Counties
  - Continue planning Los Angeles County Imaging Change Communications for June
  - Continue monitoring responses for the Los Angeles County T-6 Month Imaging Change Readiness Assessment Survey
- ▶ 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

