CalSAWS – CalWIN Implementation Support Weekly Status Report

Reporting Period: October 11, 2021 to October 17, 2021

Table of Contents

1.0 CalWIN Implementation Support Services

1.1 Highlights of the Reporting Period

Project Management
► Continued planning for and onboarding staff resources.
► Continued the monitoring of Action Items (AIs) and followed up with the points of contact (POCs) to update the statuses.
► Continued monitoring and updating the ISS Questions and Answers (Q&A) Log.
► Submitted the Draft To-Be Work Product (DWP) for Santa Clara and Tulare Counties.

Business Process Reengineering (BPR)
► Prepared for the Santa Barbara County (Wave-3) To-Be sessions.
► Conducted To-Be Pre-Meet Part 1 with Orange and Ventura Counties (Wave-3).
► Submitted the To-Be DWP for Santa Clara and Tulare Counties.
► Received and started addressing comments on the 04 – Global BPR Plan Draft Deliverable (DDEL).

Figure 1 – To-Be Process Timetable by County

County	Session Start Date	Session End Date	First Review Start Date	First Review End Date	Start Final Review	County Sign-Off on Final To-Be Work Product
Wave 1						
Contra Costa	06/21/21	07/30/21	08/04/21	09/02/21	09/02/21	09/10/21
Placer	06/21/21	07/30/21	08/04/21	08/20/21	08/30/21	09/07/21
Yolo	07/12/21	08/11/21	08/11/21	08/27/21	09/08/21	09/17/21
Wave 2						
Tulare	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/05/21
Santa Clara	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/05/21
Wave 3						
Santa Barbara	10/18/21	11/12/21	11/15/21	11/30/21	12/08/21	12/14/21
Orange	11/15/21	12/14/21	12/20/21	01/07/21	01/18/22	01/24/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/21	01/18/22	01/24/22
Wave 4						
Solano	01/10/22	02/04/22	02/15/22	02/28/22	03/08/22	03/14/22
Santa Cruz	01/10/22	02/04/22	02/15/22	02/28/22	03/08/22	03/14/22
San Mateo	02/07/22	03/04/22	03/07/22	03/18/22	03/28/22	04/01/22
San Diego	02/07/22	03/04/22	03/07/22	03/18/22	03/28/22	04/01/22
Wave 5						
Alameda	03/07/22	04/01/22	04/04/22	04/15/22	04/25/22	04/29/22
Fresno	03/07/22	04/01/22	04/04/22	04/15/22	04/25/22	04/29/22
Sonoma	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22
Wave 6						
San Francisco	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22
Sacramento	05/02/22	05/27/22	05/31/22	06/14/22	06/21/22	06/28/22
San Luis Obispo	05/02/22	05/27/22	05/31/22	06/14/22	06/21/22	06/28/22

As of 10/17/21

Organizational Change Management (OCM)
► Continued building the Wave-1 Change Readiness Survey.
► Finalized the draft CIT for Wave-1 Counties providing details on survey purpose, questions, and timing of distribution of the survey to staff.
► Continued drafting the 06 – County Communication Plan Draft Deliverable (DDEL).

Training
► Continued developing the draft training schedules based on County Profile information (Waves 4–6).
► Confirmed and prepared for Wave-3 meetings with the Counties for the week of 10/25/21 to review draft schedules and training roles.
► Continued training development, creating instructional design documents for the CalSAWS Instructor-Led Training curriculum.
► Continued prototype development of the Learning Journey Map.
► Met with Tulare County on 10/11/21 to review the draft schedule and training roles.

Implementation Support Services (ISS)
► Updated the Area Code Case Review Guide (CRG) to include the feedback received.
► Update the CIT for Area Code based on the feedback received from the Conversion team and Gainwell and submitted to the Regional Managers (RMs) for a final review.
► Drafted the delivery schedule for the remaining OCM items and shared with the Conversion team and Gainwell.
► Developed a reporting requirement document for three (3) OCM items that were prioritized with the Conversion team.
► Participated in ongoing meetings with DD&I and the Consortium for conversion, imaging, application programming interface (API) user groups, and DDID.
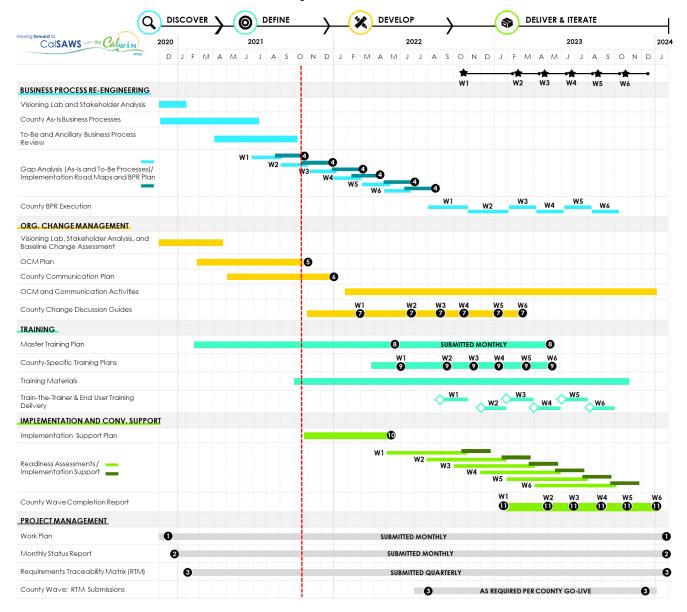
Project Timeline

Figure 2 – Project Gantt Chart

1.2   Project Deliverable Summary

Deliverable Activity is summarized within the tables below.

Table 1 – Deliverable Status for Current Reporting Period

		Completed		Coming Soon	

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

Table 2 – Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
01	Workplan – Initial	Complete	
01.09	Work Plan – September 2021	Complete	FDEL submitted 10/05/21 FDEL approval due 10/13/21
02	Monthly Status Report – Initial	Complete	
02.09	Monthly Status Report – September 2021	Complete	FDEL submitted 10/05/21 FDEL approval due 10/13/21
03	Requirements Traceability Matrix Initial	Complete	
03.02	Requirement Traceability Matrix – Quarter 2	Complete	FDEL submitted 09/03/21 FDEL approved 09/13/21
04	Business Process Reengineering Plan	On-Track	DDEL submitted 10/01/21 FDEL submission due 10/22/21
05	Organizational Change Management Plan	On-Track	DDEL submitted 10/04/21 FDEL submission due 10/26/21
06	County Communication Plan	On-Track	DDEL submission due 01/03/22
07	County Change Guide	On-Track	DDED submission due 01/14/22
08	Master Training Plan	On-Track	DDED submission due 10/27/21
09	County Specific Training Plan	On-Track	DDED submission due 10/27/21
10	Implementation Support Plan	On-Track	DDED submission due 01/14/22
11	Wave Completion Report	On-Track	DDED submission due 09/15/22

1.3   Project Risks and Issues

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

Table 3 – Risks & Issues

ID	Title	Details	Status	Impact	Severity	Date Logged

1.4   CRFI/CIT Communications Information

The open CRFIs for the reporting period are listed in the table below.

Table 4 – CRFIs

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
21-059	CalWIN W1 Counties	Change Readiness Survey Participant Demographic Data	Migration	10/06/21	10/15/21

The open CIT for the reporting period is listed in the table below.

Table 5 – CITs

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
CIT-XXX-21	CalWIN Counties	CalWIN ISS Conversion Impacts: Case Review Guides	Conversion	TBD	Suresh Ashani	Juli Baker

1.5   Activities for the Next Reporting Period

Project Management
► Continue planning for and onboarding staff resources.
► Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
► Submit the following Deliverables:
   o DEL04 – CalWIN OCM Business Process Reengineering Plan (FDEL).

Business Process Reengineering (BPR)
► Complete Week-1 of the Santa Barbara County To-Be sessions.
► Finalize base To-Be flows and Process Change Inventories (PCIs) for the Orange and Ventura Counties' To-Be BPR sessions.
► Conduct Orange and Ventura (Wave-3) Counties' formal To-Be prep Pre-Meet Pt. 2.

Organizational Change Management (OCM)
► Finalize the Wave-1 Change Readiness Survey.
► Finalize the CIT for Wave-1 Counties providing details on survey purpose, questions, and timing of distribution of the survey to staff.

► Continue drafting the 06 County Communication Plan DDEL.
► Review comments from the 05 OCM Plan DDEL.

Training
► Continue developing the draft training schedules based on County Profile information (Waves 4–6).
► Confirm and prepare for Wave-3 meetings with the Counties for the week of 10/25/21 to review draft schedules and training roles.
► Continue training development, creating instructional design documents for the CalSAWS Instructor-Led Training curriculum.
► Continue prototype development of the Learning Journey Map.
► Conduct the Training Advisory Council (TAC) meeting on 10/20/21.
► Meet with Wave-1 County TAC members on 10/20/21 to review the approach to training multi-program eligibility staff.

Implementation Support Services
► Develop CRGs for the three (3) OCM items that were prioritized
► Obtain approval for the Area Code/Phone Number CRG to issue as a CIT.
► Schedule ongoing Implementation meetings (beginning in November) for the App Dev, Consortium, ISS, and Customer Engagement teams.
► Participate in ongoing meetings with DD&I and the Consortium for conversion, imaging, API user groups, App Dev, and DDID.

1.6   Deviations from Plan/Adjustments

► None for the reporting period.