



CalSAWS DD&I Weekly Status Report

**Reporting Period: September 27, 2021 to October 3,
2021**

Table of Contents

1.0 Project Management 4

1.1 Project Deliverables Summary 4

1.2 Highlights of the Reporting Period 4

1.2.1 Project Management 4

1.2.2 Communications Management 6

1.2.3 Cultural Transformation..... 7

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA) 8

1.3 CRFI/CIT Communications Information 9

1.4 Activities for the Next Reporting Period..... 10

1.4.1 Project Management 10

1.4.2 Communications Management 11

1.4.3 Cultural Transformation..... 11

1.4.4 Inclusion, Diversity & Equity Advancement (IDEA) 11

1.5 Deviations from Plan/Adjustments..... 11

2.0 Imaging 12

2.1 Highlights of the Reporting Period 12

2.2 Activities for the Next Reporting Period..... 16

2.3 Deviations from Plan/Adjustments..... 16

3.0 Customer Service Center (CSC)..... 17

3.1 Highlights of the Reporting Period 17

3.2 Activities for the Next Reporting Period..... 18

3.3 Deviations from Plan/Adjustments..... 18

4.0 Analytics..... 19

4.1 Highlights of the Reporting Period 19

4.1.1 Analytics Summary 19

4.1.2 Soft Launch..... 19

4.1.3 Production (Hard Launch)..... 19

4.1.4 Performance and Scalability..... 19

4.1.5 Development and Testing..... 19

4.1.6 Change Enablement 21

4.2 Re-Platform Migration Schedule 22

4.3 Activities for the Next Reporting Period..... 25

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

| | | |
|------------|---|-----------|
| 4.4 | Deviations from Plan/Adjustments..... | 25 |
| 5.0 | Application Development and Test | 25 |
| 5.1 | Highlights of the Reporting Period | 25 |
| 5.1.1 | Application Development Summary..... | 25 |
| 5.1.2 | DDID System Test Status | 26 |
| 5.1.3 | Non-State Forms (NSF):..... | 27 |
| 5.1.4 | Task Management | 27 |
| 5.1.5 | Application Programming Interface (API) | 28 |
| 5.1.6 | GA/GR..... | 29 |
| 5.1.7 | Case Purge | 31 |
| 5.1.8 | Deliverable Management..... | 32 |
| 5.2 | Activities for the Next Reporting Period..... | 32 |
| 5.3 | Deviations from Plan/Adjustments..... | 33 |
| 6.0 | Conversion | 33 |
| 6.1 | Highlights of the Reporting Period | 33 |
| 6.1.1 | C-IV Conversion..... | 33 |
| 6.1.2 | CalWIN Conversion: | 33 |
| 6.1.3 | Gainwell Technologies..... | 34 |
| 6.1.4 | Ancillary Systems Conversion: | 34 |
| 6.1.5 | Deliverable Management..... | 38 |
| 6.2 | Activities for the Next Reporting Period..... | 38 |
| 6.2.1 | C-IV Conversion:..... | 38 |
| 6.2.2 | CalWIN Conversion: | 38 |
| 6.2.3 | Gainwell Technologies..... | 39 |
| 6.2.4 | Ancillary Systems Conversion: | 39 |
| 6.2.5 | Deliverable Management..... | 39 |
| 6.3 | Deviations from Plan/Adjustments..... | 39 |
| 7.0 | Training | 40 |
| 7.1 | Highlights of the Reporting Period | 40 |
| 7.2 | Activities for the Next Reporting Period..... | 42 |
| 7.3 | Deviations from Plan/Adjustments..... | 42 |
| 8.0 | Deployment..... | 43 |
| 8.1 | Highlights of the Reporting Period | 43 |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase



Weekly Status Report Period: September 27, 2021 to October 3, 2021

- 8.1.1 Implementation..... 43
- 8.1.2 Change Management 45
- 8.1.3 Deliverable Management..... 48
- 8.2 Activities for the Next Reporting Period..... 48
 - 8.2.1 Implementation..... 48
 - 8.2.2 Change Management 49
 - 8.2.3 Deliverable Management..... 49
- 8.3 Deviations from Plan/Adjustments..... 49
- 9.0 Appendices..... 50**

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 |
|-------|--|-------------------------|---|--|
| 62 | CalSAWS Requirements Traceability Matrix – Update #8 | Application Development |  | Final Deliverable (FDEL) is in progress. Submission of the FDEL is due on October 8, 2021 |
| 66 | CalSAWS Deployment Complete Milestone/Report – C-IV | Implementation |  | Submitted the Final Deliverable Expectation Document (FDED) on October 1, 2021. Approval of the FDED is due on October 7, 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 | Large Space Needs | Rancho Cordova and Norwalk Project Offices | September - November 2021 | <ul style="list-style-type: none"> • Continued planning facility capacity and equipment needs for CalSAWS DD&I Post-Deployment command center rooms and CalSAWS Project staff |
| 2 | Return to Office | Rancho Cordova and Norwalk Project Offices | Spring - Fall 2021 | <ul style="list-style-type: none"> • Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices • Continue to monitor and review CalSAWS Project staff interested in returning to the CalSAWS Rancho Cordova and Norwalk Project offices |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

| ITEM # | INITIATIVES/ PROJECTS | LOCATION | TARGET DATE | NOTES/STATUS |
|--------|--------------------------|----------|----------------|----------------------|
| | | | | on a hybrid schedule |

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on September 29, 2021
- ▶ Began preparations for the Section Directors meeting that is scheduled for October 5, 2021
- ▶ Continued CalSAWS Risk Management activities, including:
 - Continued to work with risk owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks
- ▶ Continued supporting engagement of project staff working remotely, including:
 - Continued development of the next monthly CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on October 14, 2021
 - Continued preparations and planning for the next monthly virtual CalSAWS Project All Staff meeting that will be held on October 20, 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 performing Contract Management activities for the CalSAWS DD&I Project
 - Submitted the documents for LRS Amendment No. 29 to the Consortium for review on September 22, 2021. This amendment is planned to include the following and be submitted to the CalSAWS JPA Board of Directors for approval in November 2021
 - Updates to Exhibit U, the Statement of Work for the CalSAWS DD&I Project, for an annual update to the CalSAWS DD&I Statement of Requirements and also to reflect the current approved deployment schedule for Non-State Forms
 - Updates to Exhibit W, the Statement of Work for the CalSAWS Cloud Enablement Project, to reflect the current approved schedule for the last Analytics soft launch
 - Updates to Exhibit Z, the Statement of Work for the CalSAWS Imaging Project, to reflect the current go-live schedule for the CalWIN waves
 - Updates to Exhibit AC, the Statement of Work for the CalSAWS Customer Service Center Project, to reflect the revised schedule for design activities
 - Technical updates to Schedule 7 of Exhibit X (Performance Requirements)
 - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
- ▶ Continued providing meeting support for the Zoom call for the CalSAWS JPA Board of Directors meeting that will be held on October 8, 2021
- ▶ Continued providing meeting support for the Zoom call for the CalSAWS Project Steering Committee meeting that will be held on October 21, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 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 |
|-------|-------------------------------|--------|
| | None for the reporting period | |

1.2.2 Communications Management

- ▶ CalSAWS Communications Management activities including:
 - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
 - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org):
 - Continued the administration and support of the CalSAWS external website
 - See Table 1.2.2-1 for details on website support activities
- ▶ CalSAWS Migration DD&I Release 21.11 Communications:
 - See table 1.2.2-4 for details

Table 1.2.2-1 – Website Support Activities

| TASK | DATE(S) | TASK TYPE |
|-------------------------------|---------|-----------|
| None for the reporting period | | |

Table 1.2.2-2 – CalSAWS.org Usage Statistics

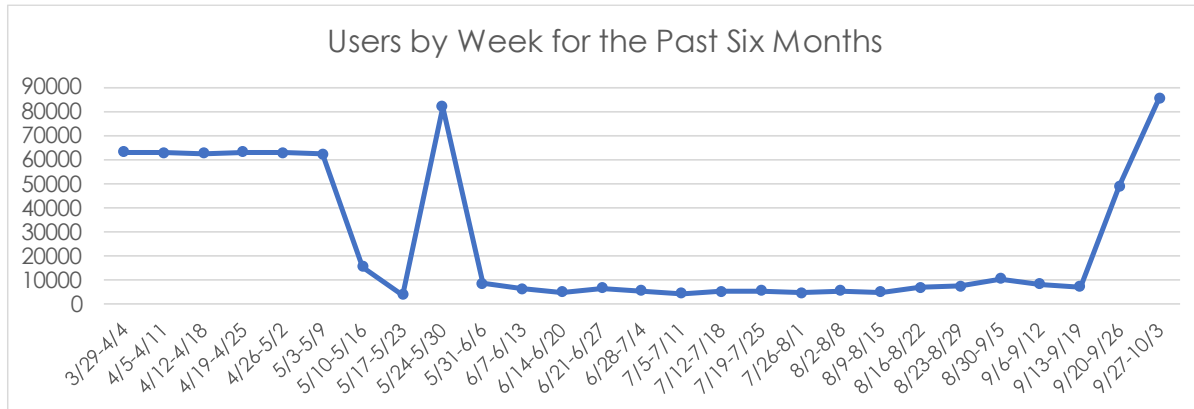
| CATEGORY | DURING REPORTING PERIOD | SINCE LAUNCH |
|---|-------------------------|--------------|
| Total Number of Subscribers | 177 | 1,283 |
| Total Number of Unique Users | 85,492 | 1,120,787 |
| Total Number of New Users | 71,676 | 1,120,787 |
| Total Number of Sessions (Individual Site Visits) | 125,604 | 1,444,690 |
| Average Number of Sessions per User | 1.47 | 1.29 |
| Average Number of Page Views per Session | 1.36 | 1.29 |
| Average Session Duration | 1:04 | 0:57 |
| AskCalSAWS Inquiries – Received/Resolved | 38/36 | 435/433 |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

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



Note:

* Increase in usage from March 29, 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 | 41% |
| Latest News – News | 31% |
| Other Updates – Careers | 26% |
| Meetings – Project Steering Committee | 25% |
| CalSAWS Committees – CalWORKs/CalFresh | 25% |

Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.11 Communication Activities

| TASK | DATE(S) | OWNER |
|---|---------|-------|
| 21.11 Communications activities will be added as planning commences | | |

1.2.3 Cultural Transformation

► Phase 1 activities:

o 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 alignment with the CalSAWS Innovation team on areas for partnership in second round of Cultural Ambassadors

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

- Continued development of expanded scope of Cultural Transformation second round initiatives based on feedback received from the Consortium Section Directors
- Continued recruitment activities for 2021 Cultural Ambassadors
- Continued coordination across IDEA, Great Place to Work (GPTW), and Soft Skills Training to create a CalSAWS Cultural Framework and on boarding training
- Continued development of a CalSAWS Culture-focused orientation for new joiners
- Submitted the documents for the sixth quarterly update of the CalSAWS Organizational Change Management (OCM) Plan to the Consortium for review on September 30, 2021
- Continued development of Cultural Transformation Project Plan

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

► Co-Create Phase

○ IDEA Initiatives

- Workshops
 - Confirmed October session topic focused on unconscious/implicit bias
 - Created certificates for participants in preparation for sessions concluding
- Leadership Session
 - Created the listening and reflection session agenda for leads
- We Are One
 - Continued to update the IDEA overall calendar and overview deck with new initiatives included
- Pulse Survey
 - Prepared to present the pulse survey analysis in upcoming JPA and PSC meetings
- Buddy Program
 - Received feedback from buddy program round 1 participant
 - Requested sign ups on October 4- October 18, 2021 for continuing buddies and new buddies to join round 2
- Employee Resource Groups (ERGs)
 - Sent out an announcement to the new joiners to feel free to join and ERG on the Project team or start their own
 - Prepared for the leadership/ERG dialogue discussion to happen late October or early November
- Counties Connected
 - Continued to connect with project team members to find county connections for initial conversations
- Communities Connected
 - Scheduled initial calls with community organizations to begin to provide a list of opportunities for community outreach
- Small Team Building

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

- Began to prepare for small team building initiative to be available to team leads interested
- CalSAWS Table Talks
 - Connected with Table Talks guest and prepped for the session in October on LGBTQ+ community
- o IDEA General
 - Continued to update the IDEA overall calendar on the We Are One site
 - Continued to collaborate with Great Place to Work (GPTW)
 - Continued to contribute to the CalSAWS Connect team

1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending October 3, 2021

Table 1.3-1 – CITs

| CIT ID | SUBJECT | CATEGORY | DISTRIBUTION DATE | PRIMARY CalSAWS CONTACT | BACKUP CalSAWS CONTACT |
|---------|--|---------------|--------------------|-------------------------|------------------------|
| 0287-21 | C4Y Internal Go Live Announcement | Informational | September 27, 2021 | Matthew Spurrier | N/A |
| 0288-21 | Post Migration Full Case Review Report – EDBC Mismatch | Informational | September 28, 2021 | Yong Vangbliayang | Michael Gates |
| 0290-21 | VITA Appointment Request/Tasks from BenefitsCal | Informational | September 30, 2021 | Dymas Pena | Laura Ould |
| 0291-21 | Inter County Transfer (ICT) and Duplicate Aid | Informational | September 30, 2021 | Caroline Bui | Binh Tran |

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending October 3, 2021

Table 1.3-2 – CRFIs

| CRFI ID | SUBJECT | DISTRIBUTION DATE | STATUS | RESPONSE DUE DATE | CalSAWS CONTACT |
|---------|--|--------------------|--------|-------------------|-----------------|
| 21-053 | Analytics Dashboards and Reports Replatform Project - Geographical Data in Caseload Characteristics Dashboards | September 16, 2021 | Open | October 15, 2021 | Marc Petta |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

Table 1.3-3 – Overdue CRFIs

| CRFI ID | Subject | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 |
|---------|---------|----------|----------|----------|----------|----------|----------|
| None | | | | | | | |

- ▶ No Overdue CRFIs for the reporting period ending October 3, 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 CalSAWS Weekly Status Meeting scheduled for October 6, 2021
- ▶ Complete preparations and participate in the Section Directors Meeting that is scheduled for October 5, 2021
- ▶ Continue activities to support Project staff working remotely
 - Continue preparations of the monthly virtual CalSAWS Project All Staff Meeting that is scheduled for October 20, 2021
 - Continued development of the next issue of the CalSAWS Connect newsletter and distribute that newsletter to the CalSAWS Project Team on October 14, 2021
 - Continue developing Project communications, as needed
- ▶ Continue to support Return to Office (RTO) requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ▶ Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.4.1-1 – Deliverable Status for Next Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|--|--|
| 63 | CalSAWS Migration Work Plan Update #30 | <ul style="list-style-type: none"> • Begin developing the FDEL. Submission of the FDEL is due on October 12, 2021 |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 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 |
|--|-------------------|------------------------|
| Update 'YourBenefitsNow' link on Resource page to direct to new BenefitsCal portal | November 21, 2021 | Website Content Update |

1.4.3 Cultural Transformation

- ▶ Continue to refine strategy and activity roadmap for Round 2 of Culture Ambassador initiatives
- ▶ Plan upcoming recruitment of Ambassadors for second round of Cultural Transformation initiatives

1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)

- ▶ Conduct the final Project 986 workshop session
- ▶ Send out the certificates for workshop participants
- ▶ Continue to build the round two IDEA initiatives
- ▶ Continue planning for the Buddy Program round II participants
- ▶ Continue to collaborate on the image for alignment with Great Place to Work (GPTW), Culture Transformation and Training teams
- ▶ 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 Imaging

2.1 Highlights of the Reporting Period

- ▶ Continued to monitor database migration process
- ▶ Continued validation of Los Angeles County's Amazon Web Services (AWS) Snowball transfer with Hyland
- ▶ Conducted Placer County Document Migration Discovery Session Check-in for September 28, 2021
- ▶ Conducted Los Angeles County Document Migration Discovery Session Check-in for September 30, 2021
- ▶ Scheduled Tulare County Document Migration Discovery Session Check-in for October 4, 2021
- ▶ Scheduled Placer County Document Migration Discovery Session Check-in for October 5, 2021
- ▶ Scheduled Santa Clara County Document Migration Discovery Session Check-in for October 6, 2021
- ▶ Scheduled Orange County Document Migration Discovery Session Check-in for October 7, 2021
- ▶ Scheduled Ventura County Document Migration Discovery Session Check-in for October 7, 2021
- ▶ Scheduled Los Angeles County Document Migration Discovery Session Check-in for October 7, 2021

CalSAWS – California Statewide Automated Welfare System

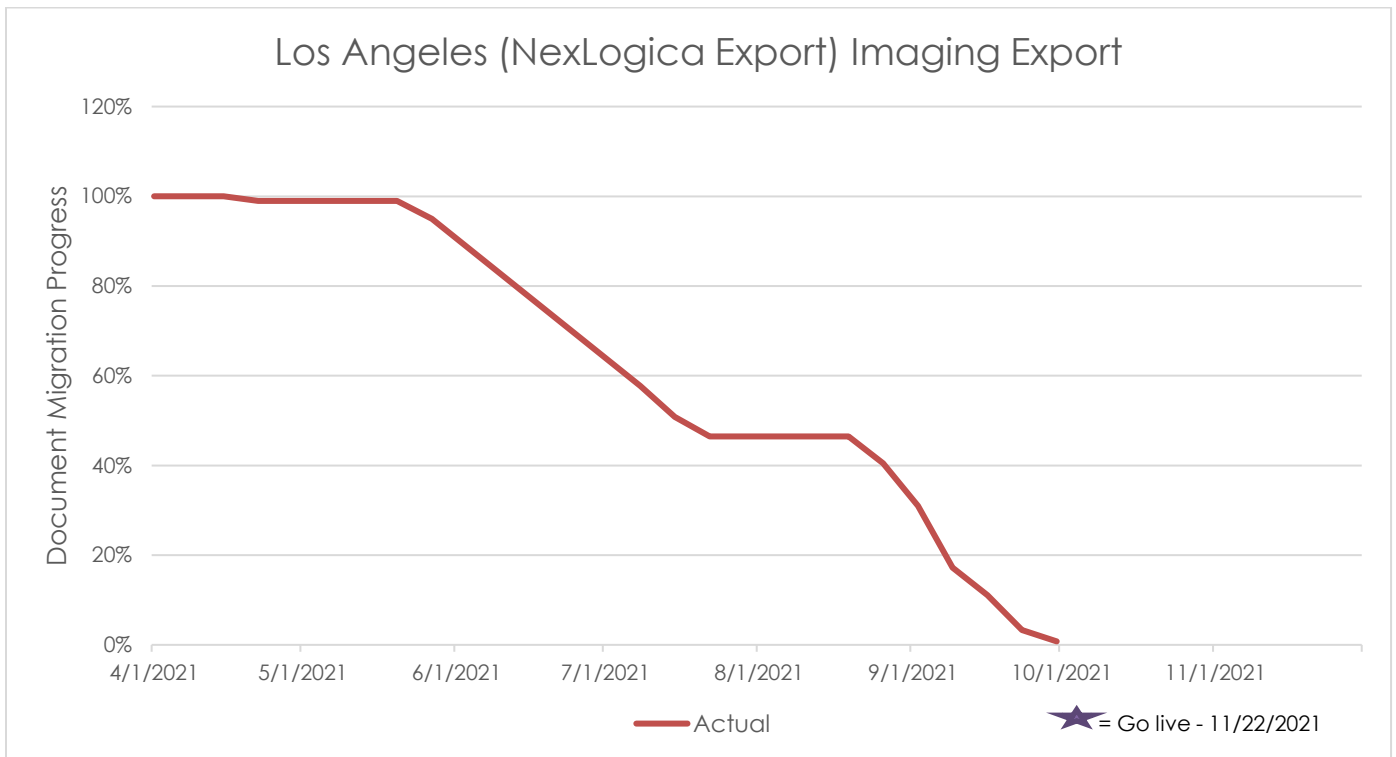
CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

Table 2.1-1 – CalSAWS Imaging Project Milestones

| MILESTONES | SUBMISSION DUE DATE | STATUS |
|--|----------------------------|---------------|
| Application Build Activities | March 25, 2021 | Completed |
| Release 21.01 | November 25, 2020 | Completed |
| Release 21.03 | January 28, 2021 | Completed |
| Release 21.05 | March 25, 2021 | Completed |
| User Acceptance Testing Environment Build-out | April 23, 2021 | Completed |
| C-IV UAT Imaging Admin week | July 2, 2021 | Completed |
| C-IV UAT Imaging Admin Retest week | July 19, 2021 | Completed |
| Los Angeles UAT Imaging Admin week | August 9, 2021 | Completed |
| Los Angeles UAT Imaging Admin Retest week | August 30, 2021 | Completed |
| C-IV Cutover Activities | September 23, 2021 | Completed |
| Migration Activities | October 1, 2021 | In progress |
| Conduct Placer County Document Migration Discovery Session Check-in | September 28, 2021 | Completed |
| Conduct Los Angeles County Document Migration Discovery Session Check-in | September 30, 2021 | Completed |
| Conduct Tulare County Document Migration Discovery Session Check-in | October 4, 2021 | Scheduled |
| Conduct Placer County Document Migration Discovery Session Check-in | October 5, 2021 | Scheduled |
| Conduct Santa Clara County Document Migration Discovery Session Check-in | October 6, 2021 | Scheduled |
| Conduct Orange County Document Migration Discovery Session Check-in | October 7, 2021 | Scheduled |
| Conduct Ventura County Document Migration Discovery Session Check-in | October 7, 2021 | Scheduled |
| Conduct Los Angeles County Document Migration Discovery Session Check-in | October 7, 2021 | Scheduled |

Figure 2.1-1 – Los Angeles (Nexlogica)*



Note:

* Please see CalSAWS Project Risk #234

Figure 2.1-2 – Los Angeles UAT Imaging Burnup

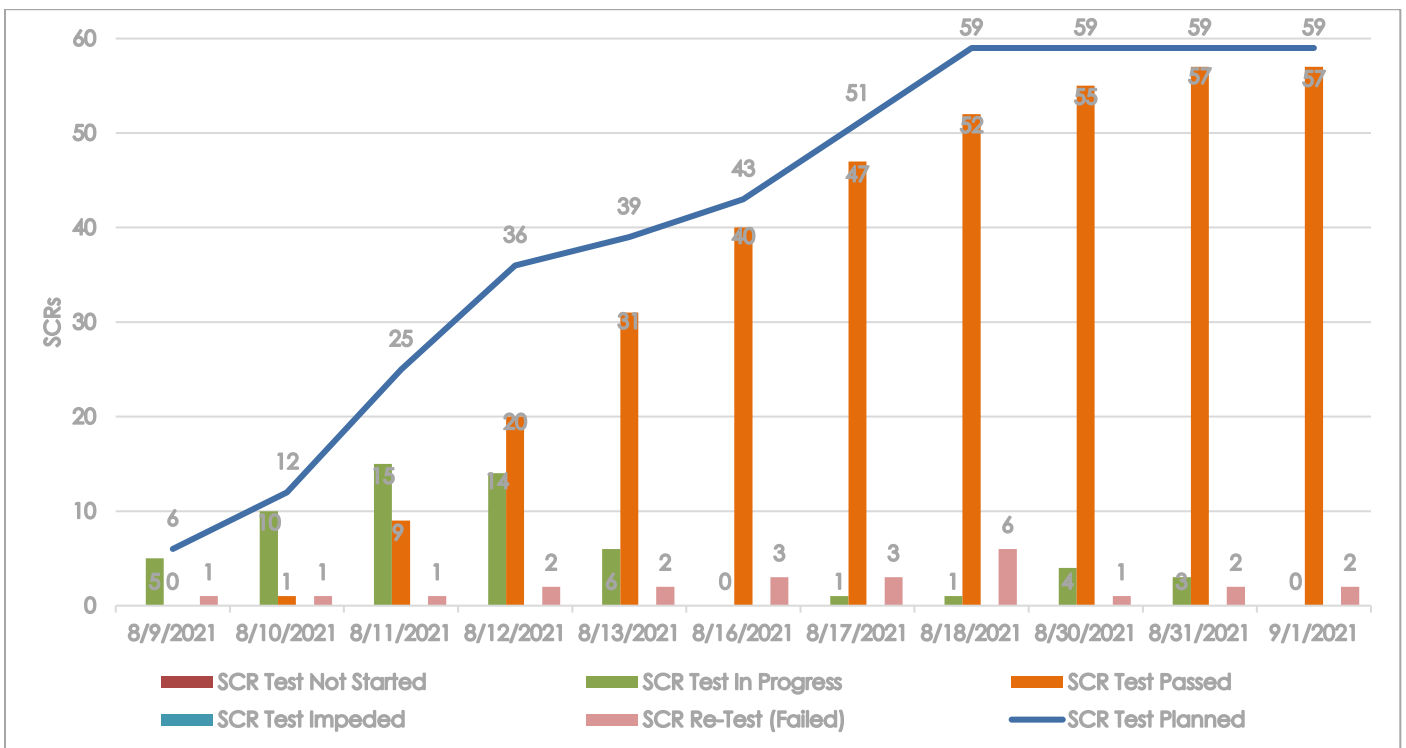


Table 2.1-2 – Los Angeles UAT Imaging Execution

| CalSAWS UAT | TOTAL SCENARIOS | NOT EXECUTED | PASSED | FAILED | BLOCKED | NOTES |
|--|-----------------|--------------|--------|--------|---------|-------|
| RETEST COMPLETED | | | | | | |
| Imaging Admins | 7 | 0 | 5 | 2 | 0 | |
| Failed Test Case Reasons: | | | | | | |
| <ul style="list-style-type: none"> • UAT-T9: Imaging Reports - Exception Queues Aging Defect CA-232852 • UAT-T7: Imaging Reports - Documents Captured Defect CA-232989 | | | | | | |

Figure 2.1-3 – Los Angeles UAT Imaging Defects

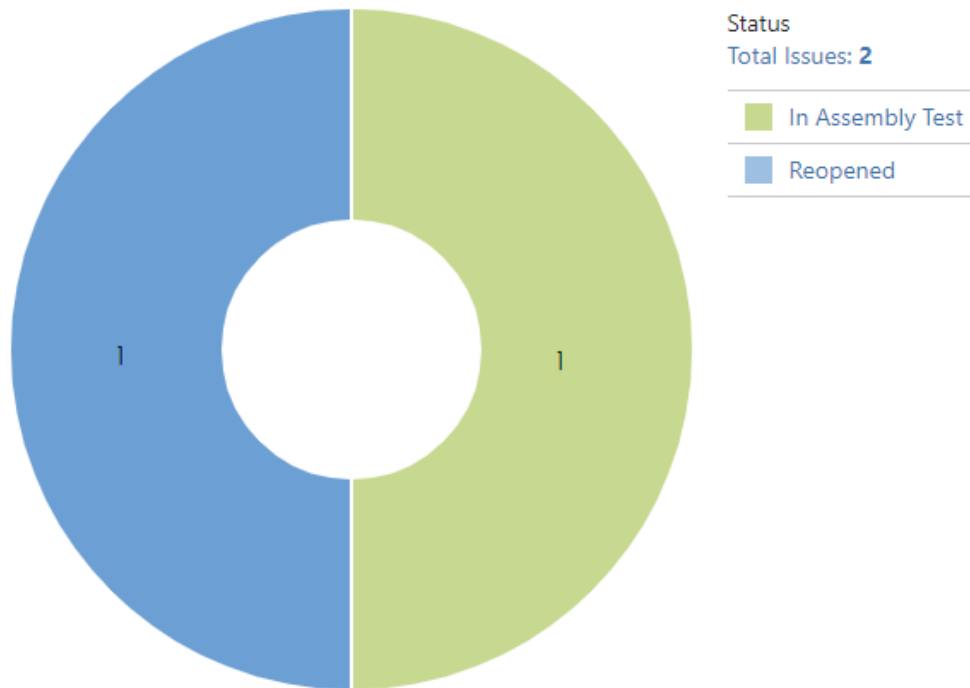


Table 2.1-3 – Los Angeles UAT Imaging Defects

| STATUS | 2-NORMAL/MEDIUM | 3-Normal/Low | 4-COSMETIC | TOTAL |
|---------------------|-----------------|--------------|------------|----------|
| In Assembly Test | 0 | 0 | 1 | 1 |
| Reopened | 0 | 1 | 0 | 1 |
| Total Issues | 0 | 1 | 1 | 2 |

2.2 Activities for the Next Reporting Period

- ▶ Continue to monitor database migration process
- ▶ Continue validation of Los Angeles County's Amazon Web Services (AWS) Snowball transfer with Hyland
- ▶ Complete Tulare County Document Migration Discovery Session Check-in for October 4, 2021
- ▶ Complete Placer County Document Migration Discovery Session Check-in for October 5, 2021
- ▶ Complete Santa Clara County Document Migration Discovery Session Check-in for October 6, 2021
- ▶ Complete Orange County Document Migration Discovery Session Check-in for October 7, 2021
- ▶ Complete Ventura County Document Migration Discovery Session Check-in for October 7, 2021
- ▶ Complete Los Angeles County Document Migration Discovery Session Check-in for October 7, 2021
- ▶ Schedule Santa Barbara County Document Migration Discovery Session Check-in for October 11, 2021
- ▶ Schedule Tulare County Document Migration Discovery Session Check-in for October 11, 2021
- ▶ Schedule Placer County Document Migration Discovery Session Check-in for October 12, 2021
- ▶ Schedule Santa Clara County Document Migration Discovery Session Check-in for October 13, 2021
- ▶ Schedule Orange County Document Migration Discovery Session Check-in for October 14, 2021
- ▶ Schedule Ventura County Document Migration Discovery Session Check-in for October 14, 2021
- ▶ Schedule Los Angeles County Document Migration Discovery Session Check-in for October 14, 2021

2.3 Deviations from Plan/Adjustments

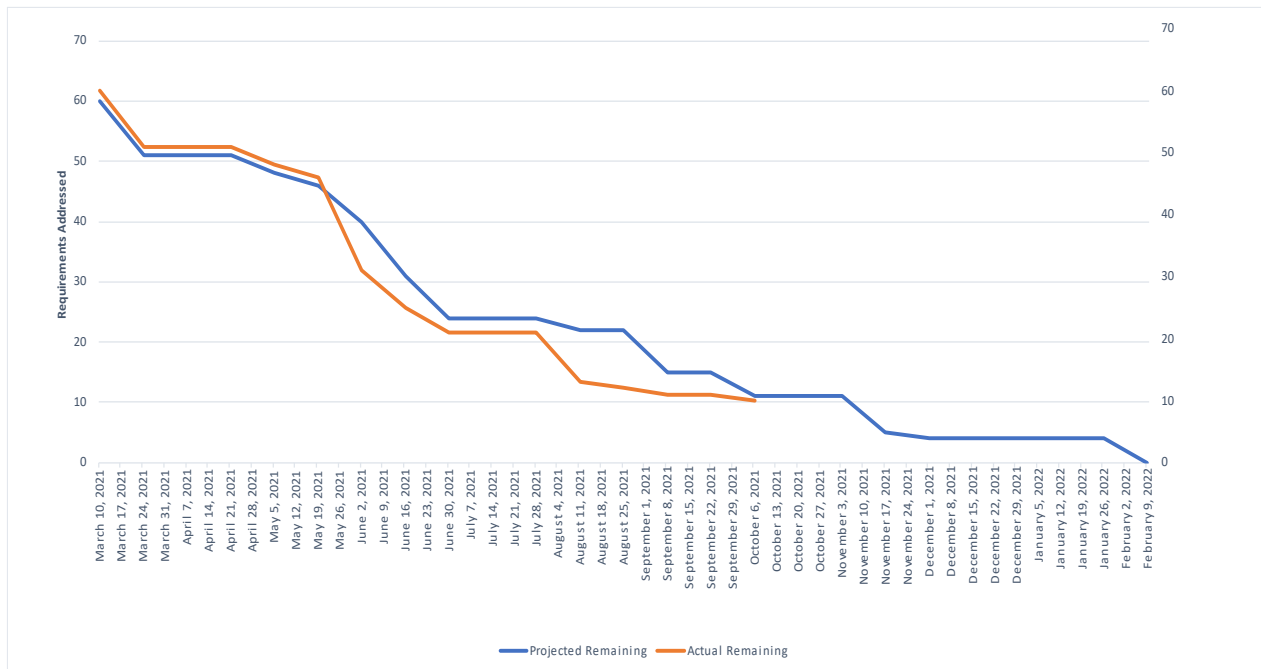
- ▶ None for the reporting period

3.0 Customer Service Center (CSC)

3.1 Highlights of the Reporting Period

- ▶ Conducted Migration activities from C-IV to CalSAWS
- ▶ Continued progress of Telephonic Signature with Application Development team
- ▶ External Party Access IVR SCR is under committee review and awaiting approval
- ▶ Continued to plan and prepare for build phase
- ▶ Successfully deployed base version of Enhanced CCP to Sandbox account

Figure 3.1-1 – CalSAWS Customer Service Center – Requirements Burndown



CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

Table 3.1-1 – Customer Service Center Milestones

| MILESTONES | DESIGN DUE DATE | STATUS | TENTATIVE RELEASE DATES |
|--|-------------------|-------------------|-------------------------|
| Outbound IVR - Core Tech Design (CA-226207) | March 24, 2021 | Approved | 22.01 |
| 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 | Approved | 22.05 |
| Inbound IVR (CA-226837) | June 9, 2021 | Approved | 22.05 |
| Scheduled Callback (CA-229573) | July 7, 2021 | Approved | 22.05 |
| Outbound IVR – Batch (CA-228699) | July 28, 2021 | Approved | 21.11 |
| Outbound IVR - App Dev (CA-231234) | August 18, 2021 | Approved | 22.01 |
| External Party Access IVR - Core Tech and App Dev Design (CA-226839) | September 8, 2021 | Committee review | 22.03 |
| Telephonic Signature - Core Tech and App Dev Design (CA-226838) | October 27, 2021 | Draft in progress | 22.03 |

3.2 Activities for the Next Reporting Period

- ▶ Continue discussions with Los Angeles County IVR Designs
- ▶ Continue Contact Center Environments Design reviews with Security team
- ▶ Begin review of Telephonic Signature Design with internal Consortium team
- ▶ Begin build of Outbound IVR (CA-226207)
- ▶ Continue to partner with Amazon Web Services (AWS) to establish execution of Call Control Panel (CCP) for Telephonic Signature Design

3.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

4.0 Analytics

4.1 Highlights of the Reporting Period

4.1.1 Analytics Summary

Table 4.1.1-1 – CalSAWS Analytics Summary

| ANALYTICS RELEASE | STATUS | SOFT LAUNCH DATE | HARD LAUNCH DATE | DASHBOARDS | STATE & MGMT. REPORTS | TOTAL | % OF TOTAL |
|----------------------|--------------------|------------------|------------------|------------|-----------------------|------------|------------|
| C | In production | Deployed | Deployed | 2 | 0 | 2 | 0% |
| D | In production | Deployed | Deployed | 4 | 33 | 37 | 9% |
| E | In production | Deployed | Deployed | 7 | 60 | 67 | 23% |
| F | In production | Deployed | Deployed | 3 | 74 | 77 | 40% |
| G | In production | Deployed | Deployed | 4 | 45 | 49 | 51% |
| H | In production | Deployed | Deployed | 6 | 65 | 71 | 67% |
| I | In development | October 27, 2021 | January 28, 2022 | 1 | 75 | 76 | 83% |
| J | Future development | January 15, 2022 | TBD | 0 | 75 | 75 | |
| TOTAL REPORTS | | | | 27 | 427 | 454 | |

4.1.2 Soft Launch

- ▶ Scheduled upcoming soft launch for Analytics Release I for October 27, 2021

4.1.3 Production (Hard Launch)

- ▶ All daily and monthly reports and dashboards are current to date per post cutover plan

4.1.4 Performance and Scalability

- ▶ Copying production data to performance test environment to begin performance testing for Release I and production support
- ▶ Investigating additional tuning for Workload Productivity Report (WPR) and Caseload History dashboards
- ▶ Investigating a Sunday schedule for Sunday reports to ensure the team doesn't run long on Monday evenings (when Monday and Sunday reports are generated)

4.1.5 Development and Testing

- ▶ Release I
 - o Dashboards
 - Continued curation build, dashboards build, and testing activities. The soft launch planned for October 27, 2021 remains on schedule

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

Figure 4.1.5-1 – CalSAWS Analytics – Release I Burndown (OBIEE)

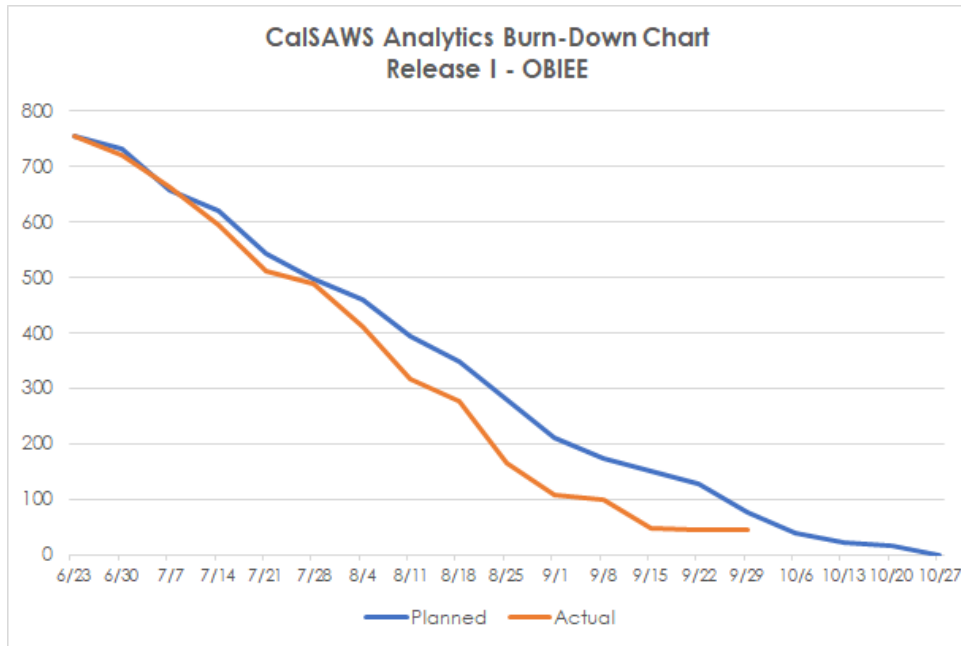


Table 4.1.5-1 – CalSAWS Analytics – Release I Status Matrix (OBIEE)

| Dashboard | Subject Area | Category | Curation Build | Curation Test | CT Curation Validation | Dashboard Build | Dashboard Test | CT Dashboard Validation | Performance Testing | Hard Launch |
|----------------------|------------------------|--------------------------|----------------|---------------|------------------------|-----------------|----------------|-------------------------|---------------------|-----------------|
| Soft Launch (10/27) | | | | | | | | | | |
| Statistical Reports | Pending Applications | Pending Applications | | | | 8/31 | 9/24 | 10/27 | 10/27 | HL #5 (1/28/22) |
| | Application Processing | Application Processing | | | | 8/31 | 9/24 | 10/27 | 10/27 | HL #5 (1/28/22) |
| | Ehit | Medi-Cal Renewal | 9/1 | 9/24 | 10/27 | 9/24 | 10/1 | 10/27 | 10/27 | HL #5 (1/28/22) |
| | Caseload | Active Caseload | 9/8 | 10/1 | 10/27 | 10/1 | 10/8 | 10/27 | 10/27 | HL #5 (1/28/22) |
| | | Terminations | 9/8 | 10/1 | 10/27 | 10/1 | 10/8 | 10/27 | 10/27 | HL #5 (1/28/22) |
| | | Graphs | 9/8 | 10/1 | 10/27 | 10/1 | 10/8 | 10/27 | 10/27 | HL #5 (1/28/22) |
| Performance Measures | Performance Measures | 9/15 | 10/8 | 10/27 | 10/8 | 10/15 | 10/27 | 10/27 | HL #5 (1/28/22) | |
| LA County | GEO Coding | Caseload Characteristics | | | | 10/8 | 10/15 | 10/27 | 10/27 | HL #5 (1/28/22) |
| 40 County | GEO Coding | Caseload Characteristics | | | | 10/8 | 10/15 | 10/27 | 10/27 | HL #5 (1/28/22) |

| |
|--------------------------|
| Legend: |
| Complete |
| Complete as of this week |
| In Progress |

- o Reports
 - Curation and Visualization Build are in progress and on schedule for the Release I soft-launch

Figure 4.1.5-2 – CalSAWS Analytics – Release I Burndown (State & Management)

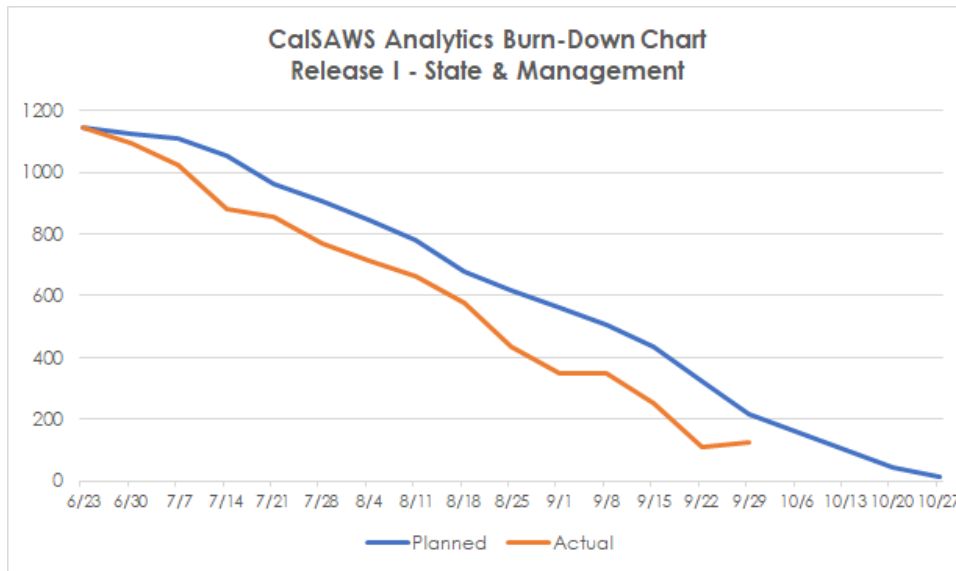


Table 4.1.5-2 – CalSAWS Analytics – Release I Status Matrix (State & Management)

| 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 | 14 | 7/15 | 100% | 8/20 | 92% | 9/10 | 92% | 10/27 | 43% | 9/30 | 86% | 10/15 | 86% | 10/27 | 44% |
| | Case Activity | 23 | 7/15 | 100% | 8/20 | 100% | 9/10 | 100% | 10/27 | 61% | 9/30 | 100% | 10/15 | 100% | 10/27 | 74% |
| | Employment Services | 3 | 7/15 | 100% | 8/20 | 47% | 9/10 | 67% | 10/27 | 67% | 9/30 | 67% | 10/15 | 67% | 10/27 | 47% |
| | Fiscal | 39 | 7/15 | 100% | 8/20 | 85% | 9/10 | 85% | 10/27 | 3% | 9/30 | 85% | 10/15 | 82% | 10/27 | 72% |
| | Special Units | 2 | 7/15 | 100% | 8/20 | 100% | 9/10 | 100% | 10/27 | 0% | 9/30 | 100% | 10/15 | 100% | 10/27 | 100% |
| | State | 2 | 7/15 | 100% | 8/20 | 100% | 9/10 | 100% | 10/27 | 50% | 9/30 | 100% | 10/15 | 100% | 10/27 | 50% |
| | Resource Data Bank | 1 | 7/15 | 100% | 8/20 | 0% | 9/10 | 0% | 10/27 | 0% | 9/30 | 100% | 10/15 | 0% | 10/27 | 0% |
| | TOTAL | 84 | | 84 of 84 100% | | 44 of 71 90% | | 44 of 71 90% | | 24 of 71 34% | | 75 of 84 89% | | 73 of 84 87% | | 59 of 84 70% |

Legend:

- Complete
- Complete as of this week
- In Progress

4.1.6 Change Enablement

- o Completed all current change enablement scope

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

4.2 Re-Platform Migration Schedule

Table 4.2-1 – Analytics Reports Re-Platform Release Migration Schedule

| Release C (Migration Window: November 2020 – March 2021): In Production | | | |
|---|-----------------------|-----------------------------|------------------------------|
| Dashboards | | | |
| LRS | • CalWORKs | Daily | 18 Sheets |
| | • QA | Daily | 10 Sheets |
| Release D (Migration Window: February 2020 – June 2020): In Production | | | |
| Dashboards | | | |
| LRS | • CalFresh | Daily | 30 Sheets |
| | • CalFresh Meals | Monthly | 2 Sheets |
| | • Managed Personnel | Daily | 1 Sheet |
| | • SSI/SSP | Daily | 2 Sheets |
| State & Management | | | |
| | Category | Number of Scheduled Reports | Number of On Request Reports |
| LRS and C-IV | • Administrative | 4 | 0 |
| | • Case Activity | 7 | 0 |
| | • Fiscal | 15 | 0 |
| | • State | 6 | 0 |
| Release E (Migration Window: May 2020 – September 2020): In Production | | | |
| Dashboards | | | |
| LRS | • Med-Cal | Daily | 30 Sheets |
| | • General Relief | Daily and Monthly | 32 Sheets |
| | • Program Assignment | Monthly | 1 Sheet |
| | • DPSSTATS Scorecard | Daily | 1 Sheet |
| | • AAP (CWS) | Daily | 21 Sheets |
| | • Foster Care (CWS) | Daily | 21 Sheets |
| | • Kin-Gap (CWS) | Daily | 21 Sheets |
| State & Management | | | |
| | Category | Number of Scheduled Reports | Number of On Request Reports |
| LRS and C-IV | • Administrative | 7 | 0 |
| | • Case Activity | 4 | 0 |
| | • Employment Services | 0 | 0 |
| | • Fiscal | 34 | 0 |
| | • State | 13 | 0 |
| | • Special Units | 1 | 0 |
| | • Resource Data Bank | 1 | 0 |
| Release F (Migration Window: August 2020 – December 2020) In Production | | | |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

| Dashboards | | | |
|--|--|-----------------------------|------------------------------|
| LRS | <ul style="list-style-type: none"> Operational Reports | Monthly | 30 Sheets |
| | <ul style="list-style-type: none"> Task Management | Daily | 19 Sheets |
| | <ul style="list-style-type: none"> Welfare Fraud Prevention & Investigation | Monthly | 4 Sheets |
| State & Management | | | |
| | Category | Number of Scheduled Reports | Number of On Request Reports |
| LRS and C-IV | <ul style="list-style-type: none"> Administrative | 2 | 2 |
| | <ul style="list-style-type: none"> Case Activity | 3 | 5 |
| | <ul style="list-style-type: none"> Employment Services | 0 | 1 |
| | <ul style="list-style-type: none"> Fiscal | 28 | 2 |
| | <ul style="list-style-type: none"> Resource Data Bank | 0 | 0 |
| | <ul style="list-style-type: none"> State | 26 | 0 |
| | <ul style="list-style-type: none"> Special Units | 0 | 5 |
| Release G (Migration Window: November 2020 – March 2021) In Production | | | |
| Dashboards | | | |
| C-IV | <ul style="list-style-type: none"> Call Log (In UAT) | Daily | 19 Sheets |
| | <ul style="list-style-type: none"> Semi Annual Reporting (In UAT) | Daily | 11 Sheets |
| | <ul style="list-style-type: none"> WPR and Engagement (In UAT) | Daily | 46 Sheets |
| LRS / C-IV | <ul style="list-style-type: none"> Reception Log (In Production) | Daily | 10 Sheets |
| State & Management | | | |
| | Category | Number of Scheduled Reports | Number of On Request Reports |
| LRS and C-IV | <ul style="list-style-type: none"> Administrative | 3 | 0 |
| | <ul style="list-style-type: none"> Case Activity | 4 | 3 |
| | <ul style="list-style-type: none"> Employment Services | 0 | 1 |
| | <ul style="list-style-type: none"> Fiscal | 33 | 1 |
| | <ul style="list-style-type: none"> State | 0 | 0 |
| | <ul style="list-style-type: none"> Special Units | 0 | 0 |
| | <ul style="list-style-type: none"> Resource Data Bank | 0 | 0 |
| | <ul style="list-style-type: none"> New Reports | 0 | 0 |
| Release H (Migration Window: February 2021 – June 2021) In Production | | | |
| Dashboards | | | |
| LRS | <ul style="list-style-type: none"> Caseload History | Monthly | 9 Sheets |
| | <ul style="list-style-type: none"> Alerts | Daily | 5 Sheets |
| | <ul style="list-style-type: none"> Alerts (CWS) | Daily | 3 Sheets |
| | <ul style="list-style-type: none"> Placement Vendor Exception Report (CWS) | Daily | 3 Sheets |
| | <ul style="list-style-type: none"> Work Order (CWS) | Daily | 6 Sheets |
| | <ul style="list-style-type: none"> Welfare to Work | Daily | 7 Sheets |
| State & Management | | | |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

| | Category | Number of Scheduled Reports | Number of On Request Reports |
|---|-----------------------|-----------------------------|------------------------------|
| LRS and C-IV | • Administrative | 0 | 14 |
| | • Case Activity | 0 | 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) In Development | | | |
| Dashboards | | | |
| LRS | • Statistical Reports | Monthly | 79 Sheets |
| 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 |
| LRS | • Administrative | 4 | 3 |
| | • Case Activity | 14 | 1 |
| | • Employment Services | 7 | 0 |
| | • Fiscal | 36 | 1 |
| | • Resource Data Bank | 1 | 0 |
| | • Special Units | 5 | 3 |

Note:

- State & Management number of reports might change as per analysis with Application Development and other dependencies

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

4.3 Activities for the Next Reporting Period

- ▶ Analytics
 - Continue Post Cutover Report/Dashboard support activities
 - Release I
 - Continue development of release I reports and dashboards
 - Prepare for Release I performance testing

4.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

5.0 Application Development and Test

5.1 Highlights of the Reporting Period

5.1.1 Application Development Summary

Table 5.1.1-1 – CalSAWS Application Development Summary

| | Status | 21.11 | 22.01 | 22.02 | 22.03 | 22.05 | 22.06 | 22.07 | 22.09 | 22.11 | 23.01 |
|--------|----------------------|-----------|-----------|----------|-----------|-----------|----------|----------|----------|----------|----------|
| Design | New | 0 | 4 | 0 | 22 | 12 | 0 | 1 | 4 | 0 | 3 |
| | Design in Progress | 0 | 10 | 0 | 15 | 0 | 0 | 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 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Build | Approved | 0 | 3 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | In Development | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Development Complete | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | In Assembly Test | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Test | System Test | 29 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Test Complete | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | In Production | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Grand Total | 30 | 28 | 0 | 39 | 13 | 1 | 2 | 5 | 1 | 4 |

| | |
|-----------------------|-----|
| SCRs in Production | 778 |
| SCRs with Release TBD | 2 |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

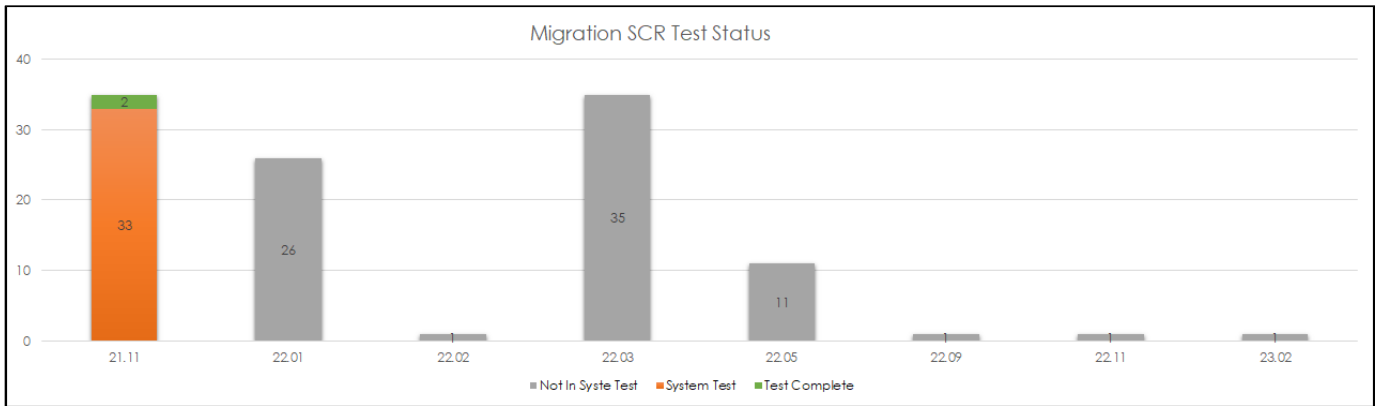
Weekly Status Report Period: September 27, 2021 to October 3, 2021

Notes:

- This table includes Application Development SCRs with migration impact. SCRs in Production represents a count of any SCR that have a project phase of migration and have been deployed to production. SCRs with Release to be determined (TBD) includes any migration impact SCR where the fix version is "TBD"
- ▶ Continued drafting designs and development activities for DDIDs. Status is provided in Figure 5.1.1-1 (CalSAWS DDID Design Status) above

5.1.2 DDID System Test Status

Figure 5.1.2-1 – 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

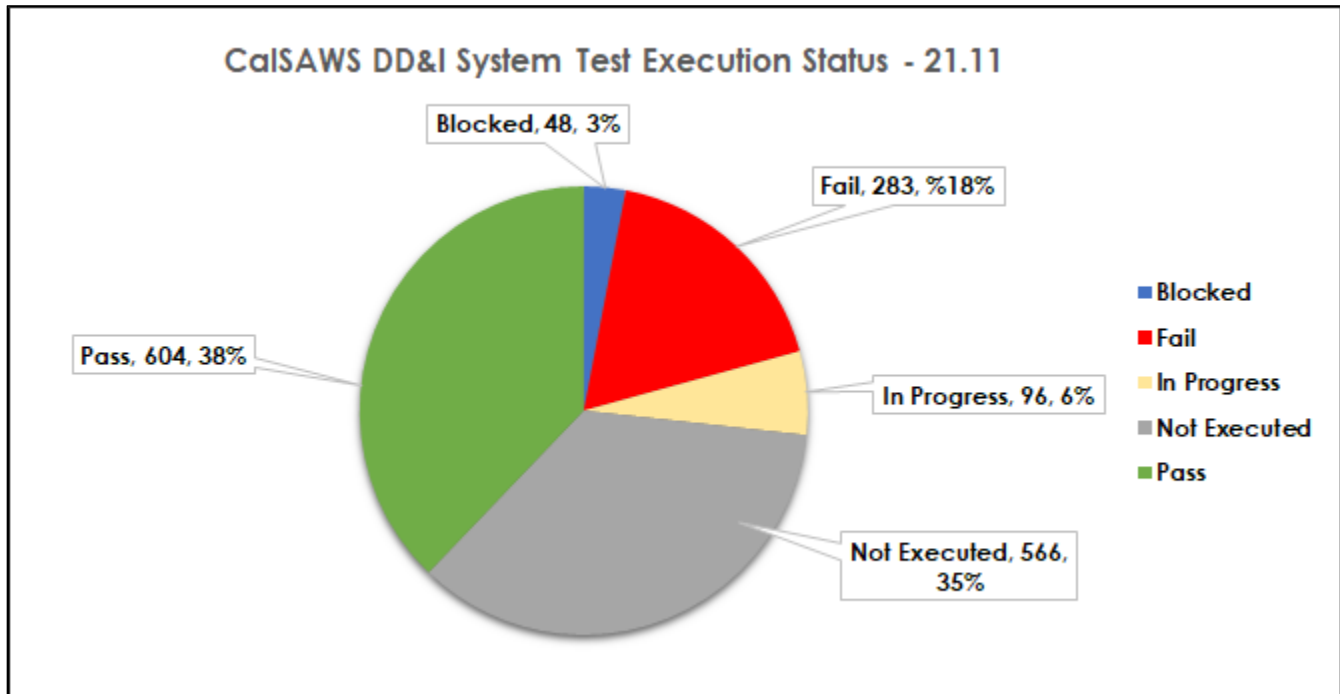
Table 5.1.2-1 – DDID System Test Status

| | |
|--|------------|
| Pass Rate Target as of October 1, 2021 | 42% |
| Pass Rate Actual as of October 1, 2021 | 38% |
| System Test Complete Date: November 19, 2021 | |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 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 test execution for Release 21.11. Status is provided in Figure 5.1.2-1 (CalSAWS DD&I System Test Execution Status) above
 - Continued to have intermittent availability of the CalSAWS GAGR Correspondence Service; many failed scripts continued to be linked to that issue

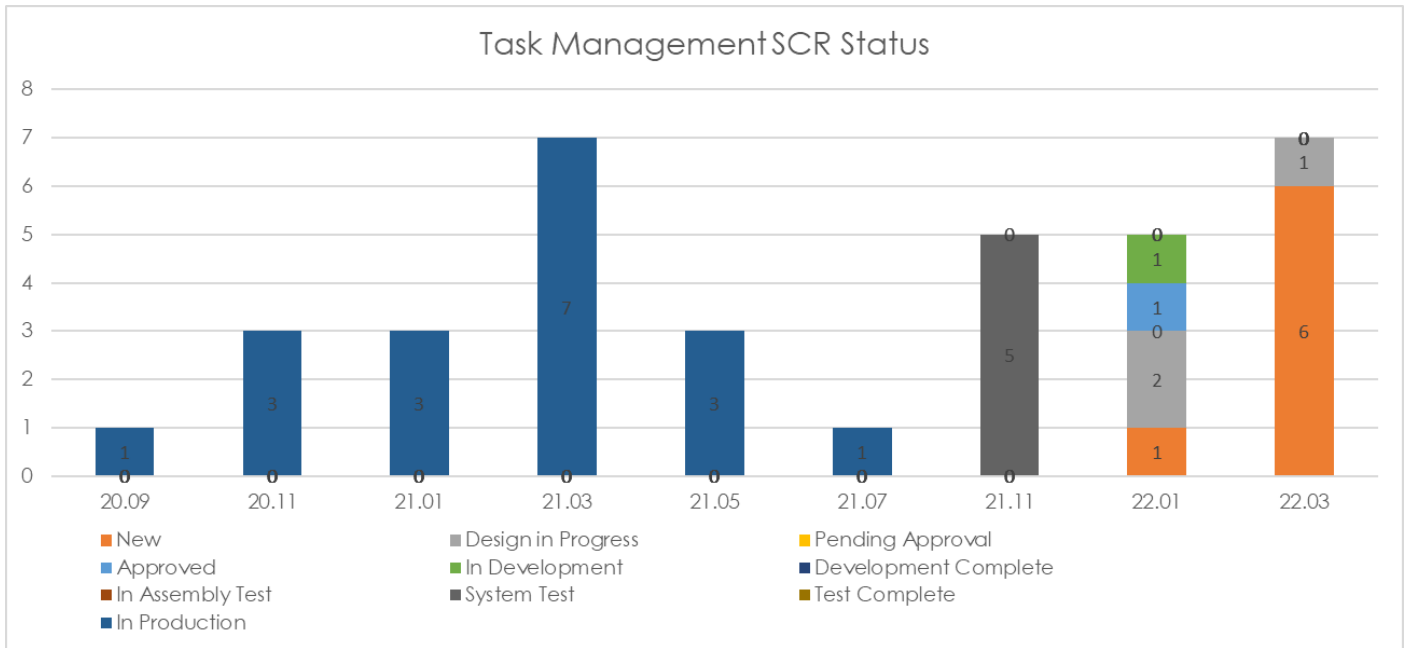
5.1.3 Non-State Forms (NSF):

- ▶ State form translations
 - CA-231858 – CW 105: Waiting for State translations
 - All other State forms in this effort have been deployed to production

5.1.4 Task Management

- ▶ Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.01 release
 - CA-214905 DDID 2230
 - CA-214914 DDID 2249, 2247
- ▶ Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.03 release
 - CA-214916 DDID 2233

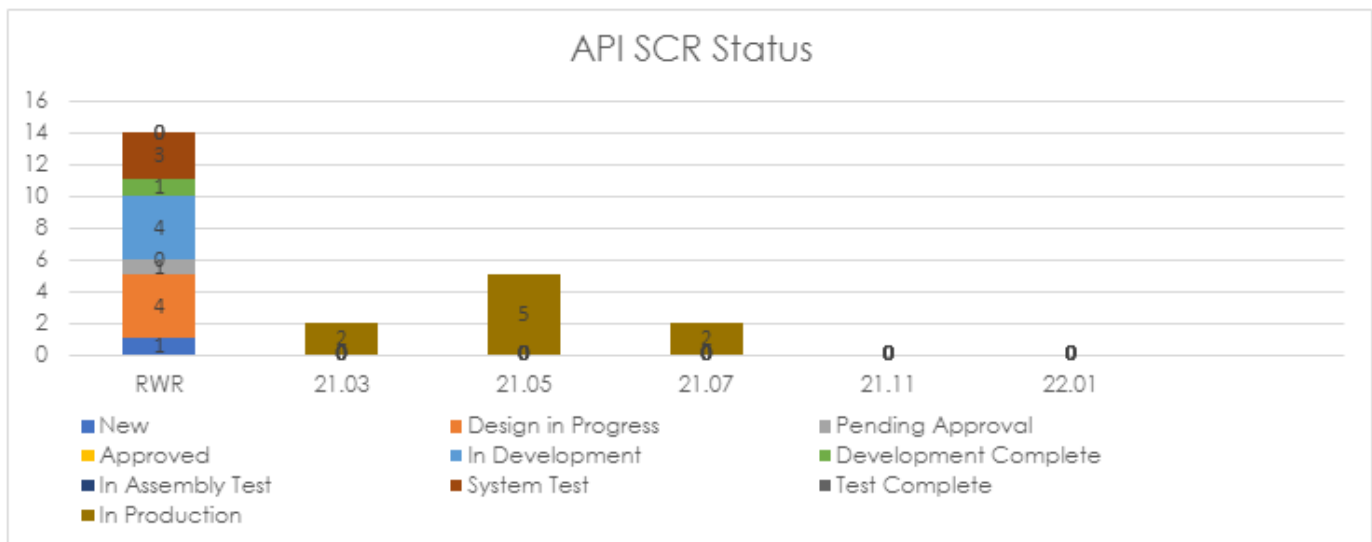
Figure 5.1.4-1 – Task Management DDID Status



5.1.5 Application Programming Interface (API)

- ▶ Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) team to develop designs
 - CA-214758 DDID 2355
 - CA-214756 DDID 2353
 - CA-214754 DDID 2351
 - CA-214747 DDID 2344

Figure 5.1.5-1 – API DDID Status



CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

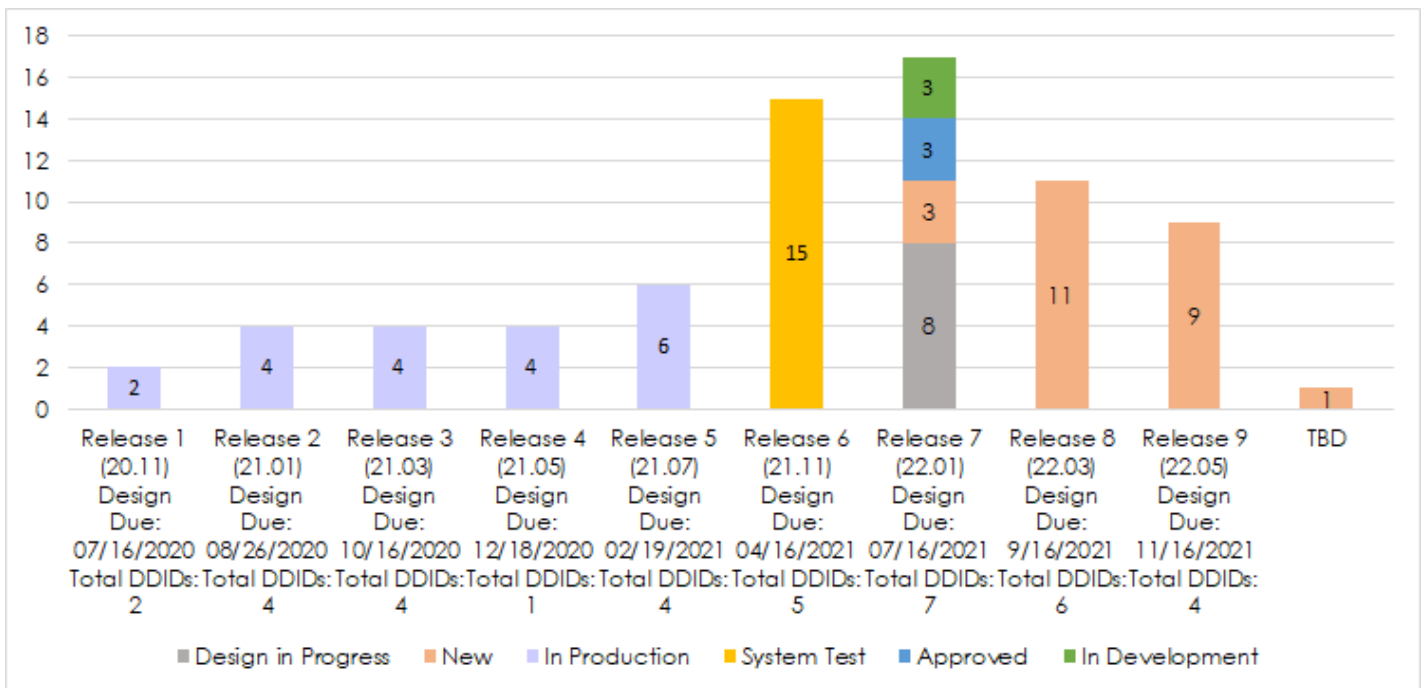
Weekly Status Report Period: September 27, 2021 to October 3, 2021

5.1.6 GA/GR

► General:

- Provided the weekly status update and GA GR release plan changes to Consortium on September 28, 2021
- Discussed the GA GR Correspondence deliverables and design clarifications on September 28, 2021, and September 30, 2021
- Discussed the GA GR Correspondence web service design clarifications on September 29, 2021, and October 1, 2021
- Reviewed the following designs with Business Analysts on September 30, 2021
 - Final Design of CA-229096 - Phase 2 Batch 4 - Income Rules and corresponding NOA Reasons
 - Final Design of CA-233489 - Phase 3 Batch 1 - Income Rules and corresponding NOA Reasons
 - Draft Design of CA-233487- Group 4 Forms
 - Draft Design of CA-225258 - DDID 2314/2319 FDS : GA GR NOA/Form Generations Phase 2
- Continued Automated System test scripting and execution of phase 2 SCRs
 - CA-228982 - Batch 2 Income Rules, NOA Reasons
 - CA-224578 - Batch 3 Income Rules, NOA Reasons
- Continued with 22.01 designs
 - CA-215678 – DDID 2375 FDS: GA GR splitting grant into multiple warrants
 - CA-215673 – DDID 2323 FDS: GA GR – GR recoverable offset batch
 - CA-215917 – DDID 2314 FDS: GA GR Rules phase 3 – resource, reporting rules and corresponding NOA reasons, MU triggers

Figure 5.1.6-1 – GA/GR DDID Status



► CalWIN Correspondence Track:

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

Figure 5.1.6-2 – GA/GR Correspondence

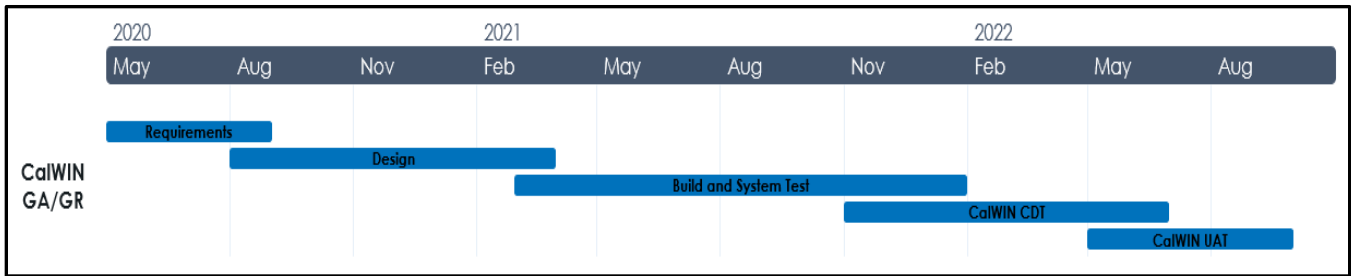


Figure 5.1.6-3 – CalWIN GA/GR Correspondence Development

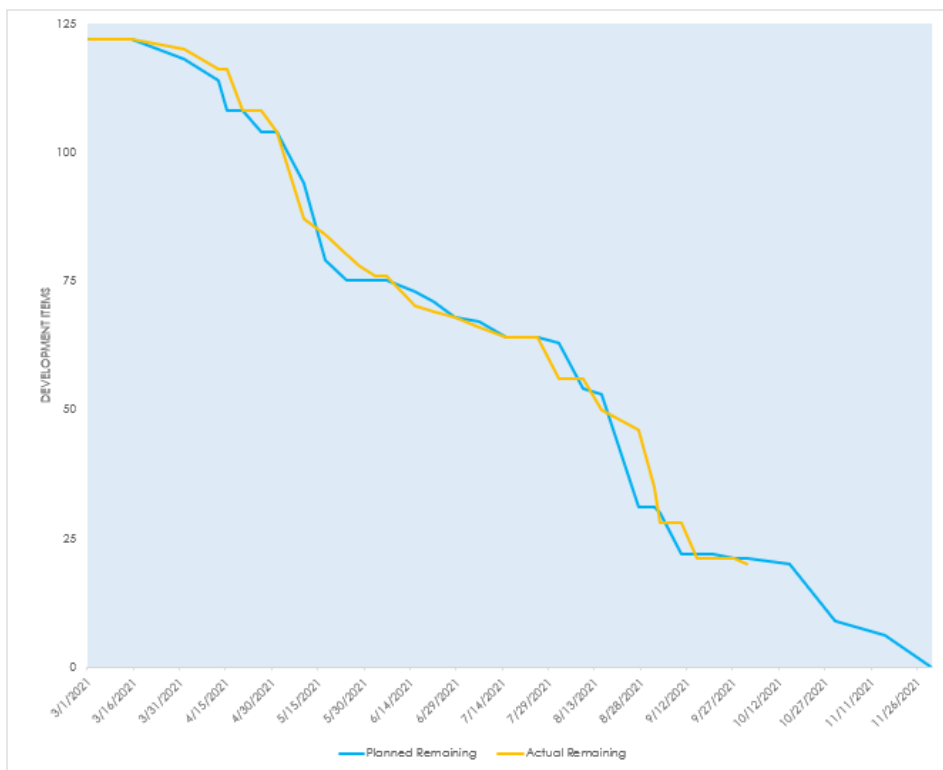
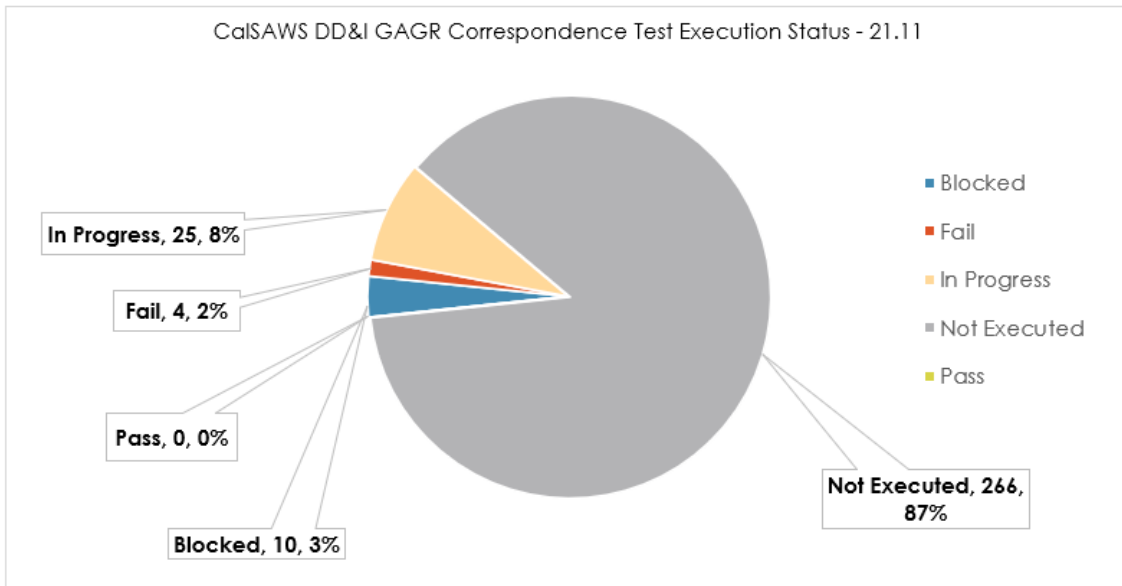


Figure 5.1.6-4 – CalWIN CalSAWS GA/GR Correspondence Testing



- ▶ **Gainwell Technologies** System Testing for 21.11
 - Began system testing and reporting for GAGR Correspondences
 - Four test cases have failed and block an additional 10 scripts
 - Deployed a fix as of October 3, 2021; cases will be retested
- ▶ **Gainwell Technologies** System Testing for 22.01
 - Began testing on 22.01 in parallel as the System Test team is waiting for defect fixes to be implemented for 21.11

5.1.7 Case Purge

In July 2020, a team was formed to design, build, test, and deploy a Case Purge solution for C-IV and CalSAWS. 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. In July 2021, this team also took on the conversion of data from the Legacy Data Solution (LDS) into shell cases in the CalSAWS System

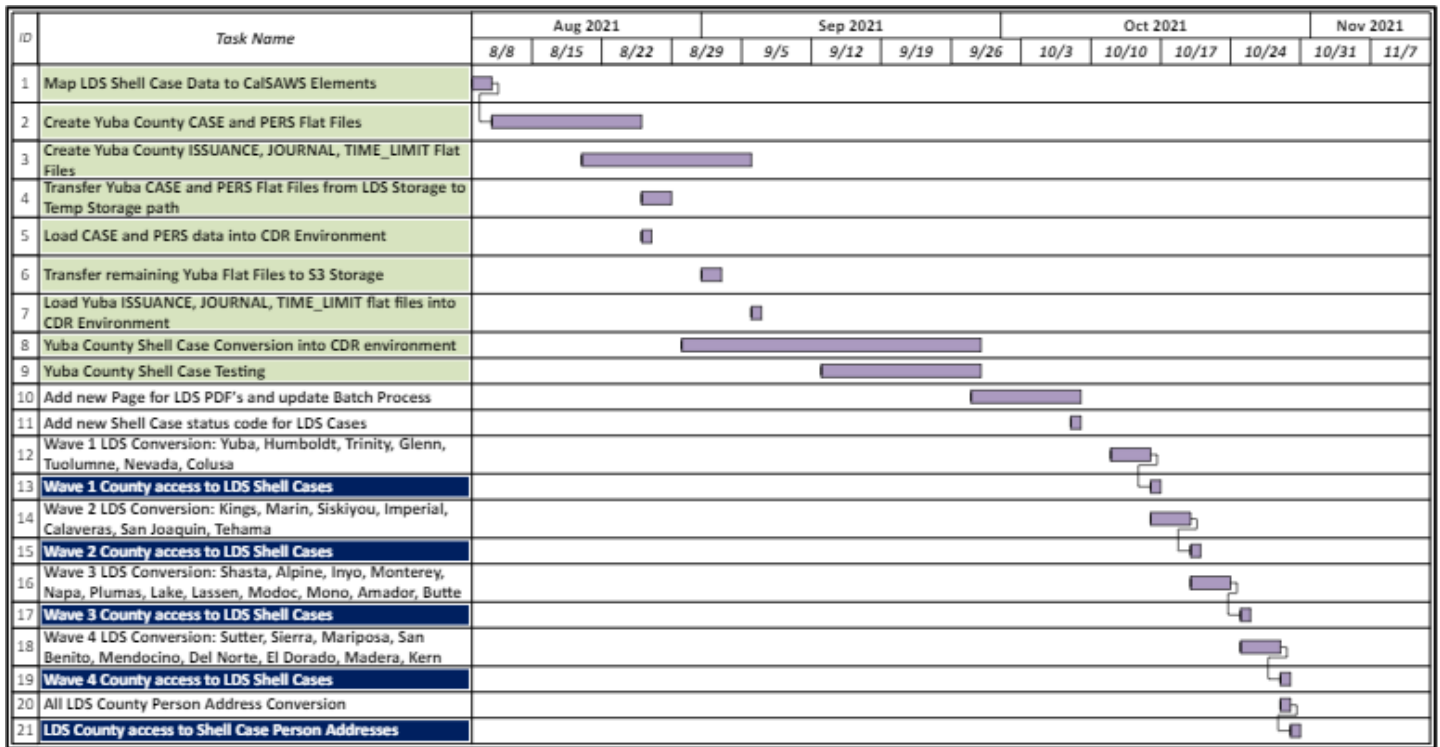
- ▶ Continued design/build/test of the LDS conversion
 - Completed migrating Wave 1 and Wave 2 County LDS flat files to S3 storage. Currently one week ahead of schedule
 - Continued build/test of LDS Issuance and Journal History PDF and page
- ▶ Case Data Removal Detail page and PDFs targeted for deployment week of October 26, 2021 (SCR CA-229300)

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

Figure 5.1.7-1 – LDS Conversion Gantt Chart



5.1.8 Deliverable Management

Table 5.1.8-1 – Deliverable Status for Current Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|--|--|
| 62 | CalSAWS Requirements Traceability Matrix – Update #8 | <ul style="list-style-type: none"> Began developing the FDEL based on feedback received on the DDEL Submission of the FDEL is due on October 8, 2021 |

5.2 Activities for the Next Reporting Period

- ▶ Continue drafting designs for Migration Impact SCRs
- ▶ Continue test execution for CalSAWS 21.11 Release

Deliverable Management

Table 5.2-1 – Deliverable Status for Next Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|--|--|
| 62 | CalSAWS Requirements Traceability Matrix – Update #8 | <ul style="list-style-type: none"> Finalize and submit the FDEL to the Consortium for review and approval on October 8, 2021 Approval of the FDEL is due on October 18, 2021 |

5.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

6.0 Conversion

6.1 Highlights of the Reporting Period

6.1.1 C-IV Conversion

- ▶ Continued Post Go-Live Support for C-IV Counties
 - CA-234307 – Overlapping Staff Assignments for the same position but different workers. Projected to be delivered to production on October 5, 2021
 - In-Progress
 - CA-234290 – Cleaned up direct deposit historical statuses for organizations that had multiple accounts
 - CA-233874 – Missing Immunization Records
 - CA-233863 – Converted historical reports records not being mapped to correct identifications

6.1.2 CalWIN Conversion:

- ▶ Data Model (DM) 21.09 Epic
 - Team is approximately one week behind schedule on the current sprints and will work with the teams to mitigate the impact to the overall Epic
 - 15 items moved from Sprint 1 to Sprint 2. Team will take the necessary actions to maintain the overall Epic schedule
 - Continued Sprint 1 with focus on defect and backlog resolution
 - Began mappings (i.e., Design) on Non-Mandatory Verifications. Development planned for the next Epic (Data Model 21.11)
- ▶ CalWIN Conversion Golden Data Set (CW GDS) 1
 - Completed Wave 1 – 4 per plan
 - Began Wave 5 Conversion Run planned to complete by October 5, 2021

Table 6.1.2-1 – CalWIN Conversion Statistics 21.09 (Sept 2021 - Oct 2021)

| 21.09 | | | | | | | | | | | | |
|---------------------|------------------------|-----------------|-----------|-------------|--------------------------------|-----------------------------|-------------------|--------------|---------|---------------------|------|----------|
| Sprint | Total - Deferred Items | Sprint Duration | | Item Status | | | | | | | | |
| | | | | 0% | 25% | 30% | 50% | 75% | 5% | 100% | 100% | 0% |
| | | | | Not Started | Analysis & Mapping in Progress | Ready for Consortium Review | Build In Progress | Ready for AT | On Hold | Completed (Tested)* | CNR | Deferred |
| Overall | 149 | 9/3/2021 | 11/1/2021 | 81 | 13 | 0 | 13 | 8 | 0 | 34 | 0 | 0 |
| Data Model Sprint 1 | 33 | 9/3/2021 | 10/1/2021 | 0 | 1 | 0 | 6 | 4 | 0 | 22 | 0 | 0 |
| EDBC Match Sprint 7 | 20 | 9/3/2021 | 10/1/2021 | 0 | 2 | 0 | 6 | 2 | 0 | 10 | 0 | 0 |
| Data Model Sprint 2 | 45 | 10/4/2021 | 11/1/2021 | 34 | 7 | 0 | 1 | 1 | 0 | 2 | 0 | 0 |
| EDBC Match Sprint 8 | 51 | 10/4/2021 | 11/1/2021 | 47 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

- ▶ Continued CalWIN Conversion System Test Development (Epic) which is approximately 69% completed and with the plan to complete development of all scripts by the end of October 2021. Team will take the necessary actions to maintain the overall Test Development schedule

Table 6.1.2-2 – CalWIN System Test Development Status

| Functional Area | System Test | Total | Start | Finish | Not Started | In Progress | On Hold | Completed | % Completed | Planned Completed | SPI |
|------------------------------------|-------------|-------|-----------|------------|-------------|-------------|---------|-----------|-------------|-------------------|-----|
| Overall | Overall | 327 | 3/22/2021 | 10/29/2021 | 76 | 15 | 10 | 226 | 69% | 75% | 0.9 |
| Online | Queries | 57 | 3/22/2021 | 4/23/2021 | 0 | 0 | 0 | 57 | 100% | 100% | 1.0 |
| Online | Scenarios | 54 | 3/29/2021 | 4/30/2021 | 0 | 0 | 0 | 54 | 100% | 100% | 1.0 |
| EDBC | Queries | 19 | 5/3/2021 | 6/4/2021 | 0 | 0 | 0 | 19 | 100% | 100% | 1.0 |
| EDBC | Scenarios | 17 | 5/3/2021 | 6/4/2021 | 0 | 0 | 0 | 17 | 100% | 100% | 1.0 |
| Special Units | Queries | 15 | 6/7/2021 | 7/9/2021 | 0 | 0 | 0 | 15 | 100% | 100% | 1.0 |
| Special Units | Scenarios | 13 | 6/7/2021 | 7/9/2021 | 0 | 0 | 0 | 13 | 100% | 100% | 1.0 |
| Fiscal | Queries | 15 | 7/12/2021 | 9/3/2021 | 0 | 0 | 0 | 15 | 100% | 100% | 1.0 |
| Fiscal | Scenarios | 11 | 7/12/2021 | 9/3/2021 | 0 | 0 | 0 | 11 | 100% | 100% | 1.0 |
| Interfaces | Queries | 38 | 9/6/2021 | 10/29/2021 | 38 | 0 | 0 | 0 | 0% | 0% | 0.0 |
| Interfaces | Scenarios | 38 | 9/6/2021 | 10/29/2021 | 38 | 0 | 0 | 0 | 0% | 0% | 0.0 |
| Ancillary | Queries | 25 | 8/23/2021 | 9/30/2021 | 0 | 0 | 0 | 25 | 100% | 31% | 3.3 |
| Ancillary | Scenarios | 25 | 8/23/2021 | 9/30/2021 | 0 | 15 | 10 | 0 | 0% | 31% | 0.0 |
| Ancillary Wave Dependent | Queries | 5 | 10/1/2021 | 10/29/2021 | 0 | 1 | 0 | 4 | 80% | 0% | 0.0 |
| Ancillary Wave Dependent | Scenarios | 5 | 10/1/2021 | 10/29/2021 | 1 | 0 | 4 | 0 | 0% | 0% | 0.0 |
| EDBC - CC-3271 - Missing hyperlink | Scenarios | 1 | 9/7/2021 | 10/29/2021 | 0 | 0 | 1 | 0 | 0% | 0% | 0.0 |
| EDBC - CC-2850 UIED | Scenarios | 1 | 9/7/2021 | 10/29/2021 | 0 | 0 | 1 | 0 | 0% | 0% | 0.0 |
| EDBC - CC-2849 UEID | Scenarios | 1 | 9/7/2021 | 10/29/2021 | 0 | 0 | 1 | 0 | 0% | 0% | 0.0 |

6.1.3 Gainwell Technologies

- ▶ CalWIN Data Migration (Gainwell Technologies)
 - Continued working with the Conversion teams to plan future data delivery milestones
 - Continued to meet with the document migration team and assess document migration processes and needs for Converted Data Testing (CDT)
 - Completed discussion and reached a decision on additional data points to be included for shell cases to align with the C-IV shell cases
 - Targeted date for implementation of new design for Shell cases by Golden Data Set (GDS) 3
 - Planning and schedule in progress
- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
 - Data Retention planned for November 7, 2021, and November 11, 2021 as communicated to OPAC

6.1.4 Ancillary Systems Conversion:

- ▶ Continued to make progress addressing issues found in Production Dataset Size files. These files are necessary for CalWIN Core Conversion orchestration and integrations
- ▶ Received all Counties' files for Golden Data Set (GDS) 1
 - Followed up with Counties to address issues found within the files
- ▶ Collections, SIU/Fraud and Task
 - Completed data mapping and transformation

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

- ▶ Shell Cases
 - Data mapping and transformation build and unit testing in progress and on schedule for September 30, 2021

Table 6.1.4-1 – Ancillary Status by Functional Area

| PHASE | COLLECTIONS | FRAUD | TASK MANAGEMENT |
|-----------------------|--|---|---|
| Data Mapping | All 14 Counties Data Mapping Completed | All 5 Counties Data Mapping Completed | All 8 Counties Data Mapping Completed |
| Transformation | All 14 County is build completed. All Counties have successfully submitted production sized files for GDS1 | All 5 County is build completed. All Counties have successfully submitted production sized files for GDS1 | All 8 County is build completed. All Counties have successfully submitted production sized files for GDS1 |
| Risk or Issues | None | | |

Table 6.1.4-2 – County Status by Ancillary System

| COUNTY | COLLECTIONS | FRAUD | TASK MANAGEMENT |
|---------------|--|--|--|
| Contra Costa | Design and build completed Received production sized files | N/A | N/A |
| Placer | Design and build completed Received production sized files | Design and build completed Received production sized files | Design and build completed Received production sized files |
| Yolo | Design and build completed Received production sized files | N/A | N/A |
| Santa Clara | N/A | N/A | Design and build completed Received Production Sized Files |
| Tulare | Design and build completed Received production sized files | N/A | N/A |
| Orange | Design and build completed Received production sized files | Design and build completed Received production sized files | Design and build completed Received production sized files |
| Santa Barbara | N/A | N/A | Design and build completed Received production sized files |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

| COUNTY | COLLECTIONS | FRAUD | TASK MANAGEMENT |
|-----------------|--|--|--|
| Ventura | Design and build completed Received production sized files | N/A | N/A |
| San Mateo | Design and build completed Received production sized files | N/A | Design and build completed Received production sized files |
| Santa Cruz | Design and build completed Received production sized files | N/A | Design and build in-progress Received production sized files |
| Solano | Design and build completed Received production sized files | N/A | N/A |
| Alameda | Design and build completed Received production sized files | Design and build completed Received production sized files | N/A |
| Fresno | Design and build completed Received production sized files | N/A | N/A |
| Sonoma | Design and build completed Received production sized files | N/A | Design and build completed Received production sized files |
| Sacramento | N/A | Design and build completed Received production sized files | Design and build completed Received production sized files |
| San Francisco | Design and build completed Received production sized files | N/A | N/A |
| San Luis Obispo | Design and build completed Received production sized files | Design and build completed Received production sized files | N/A |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

Figure 6.1.4-1– Ancillary Systems Conversion Gantt Chart

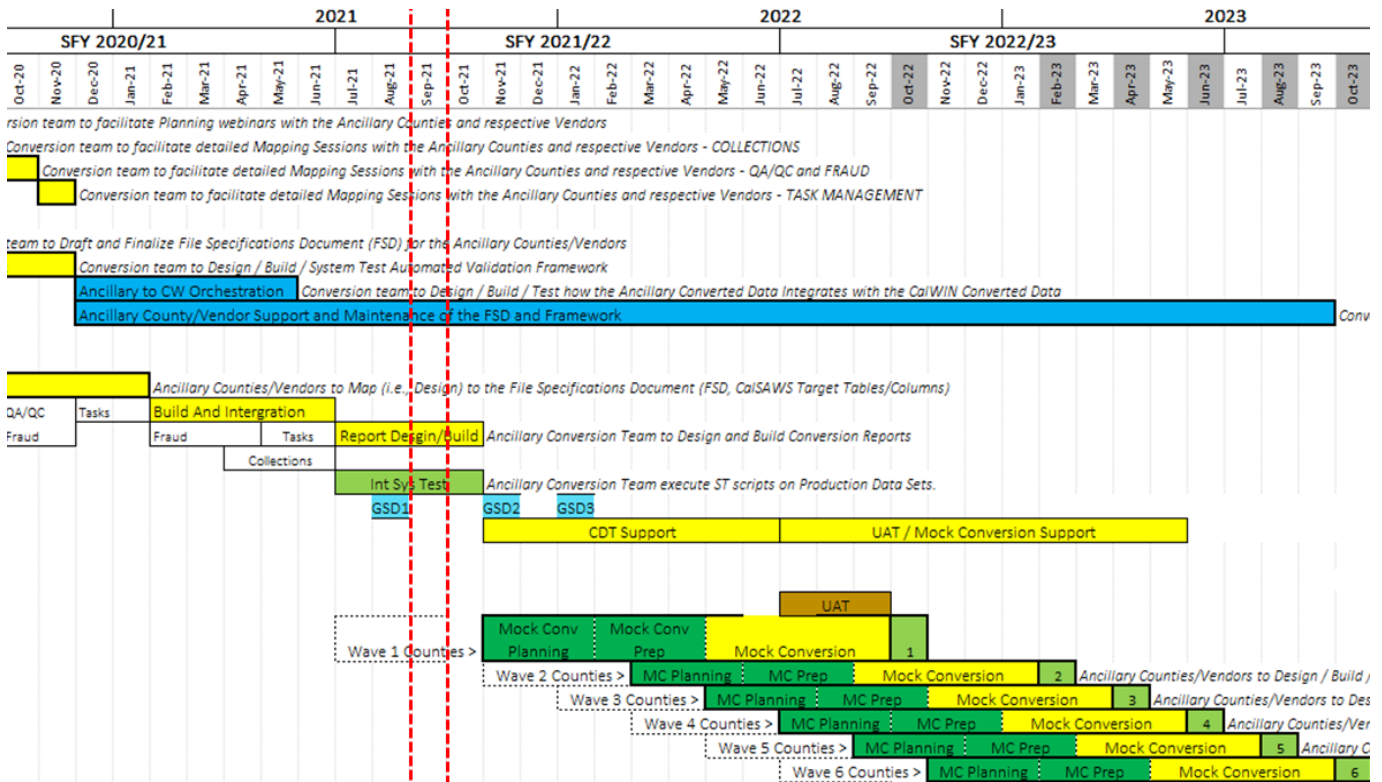


Table 6.1.4-3 – Ancillary Systems Conversion Milestones

| FINISH | MILESTONE | MILESTONE DESCRIPTION | STATUS |
|---------------|-------------------------------------|---|-------------|
| July 2020 | Project Kick-Off/Discovery Sessions | Team introductions and Project overview | Completed |
| August 2020 | File Specification Document (FSD) | CalSAWS DB (structures) as Conversion Target | Completed |
| August 2020 | Project Planning | Detailed walkthrough of the Project schedule and File Specification Document (FSD) | Completed |
| December 2020 | Automation Framework Complete | Exception handling for Ancillary provided Data is ready for the Counties | Completed |
| February 2021 | Design/Mapping Complete | All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary | Completed |
| July 2021 | Build Complete | Development activities dependent Design Mapping are ready to Start (or are Complete) | Completed |
| January 2022 | System Test Complete | System Test execution dependent on test scripts and Build Complete are ready to Start (or are Complete) | In progress |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

| FINISH | MILESTONE | MILESTONE DESCRIPTION | STATUS |
|--------------|---|--|-------------|
| April 2022 | Integration Test Complete | End-to-End Test execution dependent on test scripts and System Test Complete are ready to Start (or are Complete) | Not started |
| August 2023 | Mock Conversion Ancillary System Data Delivered | Counties to delivery Ancillary System Data to the CalSAWS Conversion team as a Pre-Requisite to begin Mock Conversions | Not started |
| August 2023 | Wave 1 – 6 Mock Conversions | Simulated Cutover Activities dependent on Integration Test Complete are ready to Start (or are Complete) | Not started |
| August 2023 | Wave 1 – 6 Mock Conversions Data Validation | Validation of Data (from Mock Conversion) are ready to Start (or are Complete) | Not started |
| October 2023 | Wave 1 – 6 Conversion Cutovers | Execution of (live) Cutover Activities are ready to Start (or are Complete) | Not started |

6.1.5 Deliverable Management

Table 6.1.5-1 – Conversion Deliverable Status for Current Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|-------------------------------|--------|
| | None for the reporting period | |

6.2 Activities for the Next Reporting Period

6.2.1 C-IV Conversion:

- ▶ Continue to provide post C-IV CalSAWS Conversion Part 1B Go-Live support

6.2.2 CalWIN Conversion:

- ▶ Continue CalWIN Golden Data Set (GDS) 1
 - Complete Wave 5
 - Begin Wave 6
 - Anticipate completion by October 15, 2021
- ▶ Complete Eligibility Determination Benefit Calculation (EDBC) match defect resolutions Sprint 7
 - Continue to review results from the EDBC Match Batch execution
 - Begin EDBC Match Sprint 8
- ▶ Complete Data Model epic 21.09 Sprint 1
 - Begin Data Model epic 21.09 Sprint 2
- ▶ Continue System Test scenario development
- ▶ Continue Converted Data Delivery planning activities

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

6.2.3 Gainwell Technologies

- ▶ CalWIN Data Migration (Gainwell Technologies)
 - Continue documentation with CalSAWS on extraction plans around shell cases
 - Continue planning for future CalWIN extractions
- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
 - Continue planning for future data retention runs

6.2.4 Ancillary Systems Conversion:

- ▶ Continue ongoing support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
- ▶ Continue to update the Ancillary Systems file specifications documents (as needed)
- ▶ Continue to update the Ancillary Systems Conversion Plan work product (as needed)
- ▶ Continue system test scenario development

6.2.5 Deliverable Management

Table 6.2.5-1 – Conversion Deliverable Status for Next Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|------------------------------------|--------|
| | None for the next reporting period | |

6.3 Deviations from Plan/Adjustments

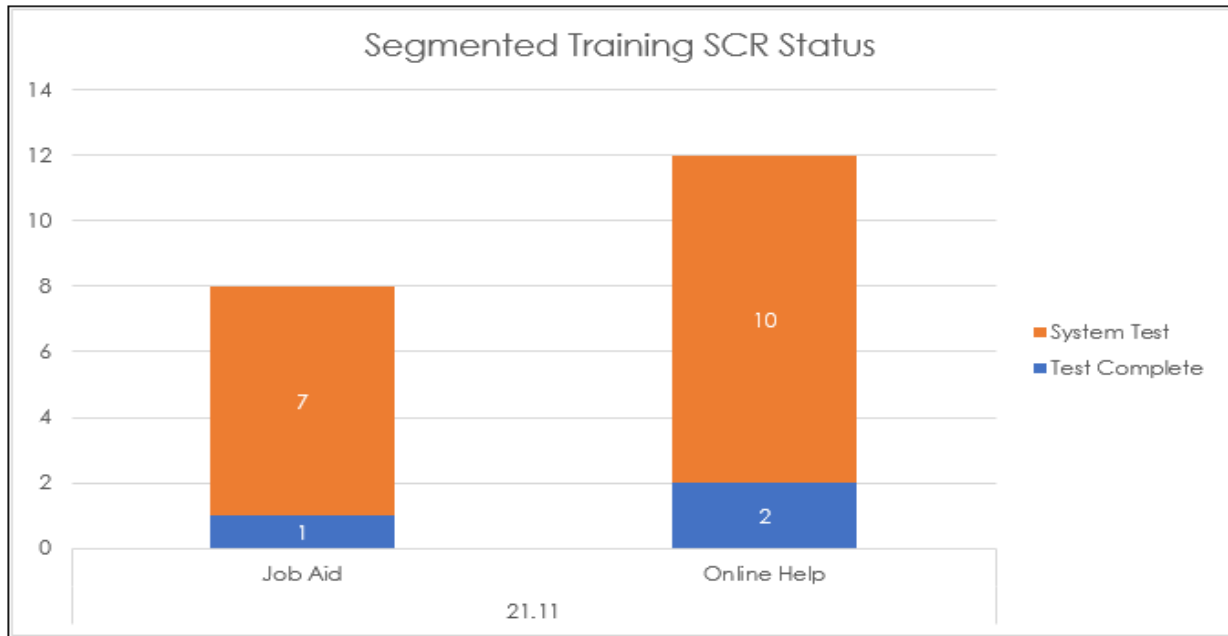
- ▶ None for the reporting period

7.0 Training

7.1 Highlights of the Reporting Period

- ▶ Hosted weekly Training Touchpoint meeting on September 28, 2021
- ▶ Delivered weekly Training Executive Summary Report for October 1, 2021
- ▶ Delivered weekly Learning Management System (LMS) Access Report for October 1, 2021
- ▶ Continued delivery of the daily completion report by Training material report
- ▶ Continued delivery of the daily completion report by Curriculum report
- ▶ Continued support during the daily Post Deployment County stakeholder calls
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets
- ▶ Learning Management System (LMS)
 - Continued to work cross-team to troubleshoot CalSAWS Learning Management (LMS) Tickets
 - Planning training for LMS support to the Consortium Training Team
- ▶ Continued to assist the BenefitsCal training team on LMS administrative functions/configuration
- ▶ Imaging
 - Attended weekly Training touchpoint with Consortium Training Manager on September 28, 2021
 - Sent session materials and instructions for testing access to CalSAWS Training Production to Los Angeles County Imaging Train-the-SME (ITTSME) participants for the following sessions:
 - October 6, 2021
 - October 7, 2021
 - October 12, 2021
 - October 13, 2021
 - October 14, 2021
 - Drafted Imaging Fact Sheet
 - Loaded Imaging Job Aids to the CalSAWS Learning Management System

Figure 7.1-1 Training SCR Status



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

Deliverable Management

Table 7.1-1 – Training Deliverable Status for Current Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|-------------------------------|--------|
| | None for the reporting period | |

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

7.2 Activities for the Next Reporting Period

- ▶ Host weekly Training Touchpoint meeting on October 5, 2021
- ▶ Continue to provide Learning Management System (LMS) daily and weekly reports for General Training status
- ▶ Continue to monitor progress for Training Staging, Training Production Environment and Learning Management System (LMS) login incidents
- ▶ Provide support during the daily Post-Deployment County Stakeholder calls
- ▶ Imaging
 - Attend Weekly Training Touchpoint on October 5, 2021
 - Send session materials and instructions for testing access to CalSAWS Training Production to Los Angeles County Imaging Train-the-SME (ITTSME) participants for the following sessions:
 - October 18, 2021
 - October 19, 2021
 - October 20, 2021
 - October 21, 2021
 - Deliver Los Angeles County Imaging Train-the-SME (ITTSME) on October 6, 2021 and October 7, 2021

Deliverable Management

Table 7.2-1 – Training Deliverable Status for Next Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|------------------------------------|--------|
| | None for the next reporting period | |

7.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

8.0 Deployment

8.1 Highlights of the Reporting Period

Implementation

- ▶ Began to provide enhanced Post-Deployment Support
 - Provided on-site support for each of the 5 Regions with C-IV Counties, by visiting select County offices
 - Region 1 – All Region 1 Counties had on-site Project Support week 1 of go-live
 - Region 2 – All Region 2 Counties accepting visitors (7) had on-site Project Support week 1 of go-live; 3 of the 10 Region 2 Counties are not accepting on-site support at this time
 - Region 3 – 7 of the 14 Region 3 Counties had on-site Project Support week 1 of go-live
 - Region 4 - All Region 4 Counties accepting visitors (7) had on-site Project Support week 1 of go-live; 1 of the 8 Region 4 Counties are not accepting on-site support at this time
 - Region 5 - All Region 5 Counties had on-site Project Support week 1 of go-live
 - Created, maintained, and distributed a High-Impact Issue tracker, which documents the CalSAWS and BenefitsCal defects with a high-level of impact across the counties
 - 62 total defects were logged on the tracker
 - By Status:
 - 39 went into Production the week of September 27, 2021
 - 7 have a target resolution date for the week of October 4, 2021
 - 15 have been assigned a priority release with an undisclosed October 2021 date
 - 1 has a TBD date
 - By System Owner and Priority:

Table 8.1.1-1 - High-Impact Issues Tracker - Defects by System Owner and Priority

| SYSTEM OWNER | 1-High/Non-Cosmetic | 2-Normal/Medium | 3-Normal/Low | 4-Cosmetic | N/A - SCR | TOTAL |
|--------------|---------------------|-----------------|--------------|------------|-----------|-----------|
| BenefitsCal | | | 7 | | | 7 |
| CalSAWS | 2 | 12 | 34 | 1 | 2 | 51 |
| FIS | | | 1 | | | 1 |
| Hyland | 1 | 2 | | | | 3 |
| Total | 3 | 14 | 42 | 1 | 2 | 62 |

- Hosted the Daily Project Stakeholder call, during which Team Leads provided the latest updates on the CalSAWS Production system and BenefitsCal to determine if critical issues occurred that need to be communicated during the County Stakeholder Call at 4:00 p.m.

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

- Hosted the Daily CBO/Advocate Stakeholder Call from 3:00 p.m. – 3:30 p.m., Monday-Friday, during which the Project provided updates on known Consumer Impact issues and CBOs/Advocates had the opportunity to escalate any questions
- Hosted the Daily County Stakeholder Call from 4:00 p.m. – 5:00 p.m., Monday – Friday, during which the Project provided updates on known high-impact issues and County Stakeholders had the opportunity to escalate global issues to the Project that are being seen in the Counties
- Distributed the Daily High-Priority Issue Summary Update Email to County IPOCs, PPOCs, TPOCs, and County Help Desks on the outcomes of the stakeholder call
- Hosted the Centralized Command Center, where county how-to questions can be asked via designated office-level support individuals within the Counties
 - Gathered metrics for the Command Center (see figures 8.1.1-1 and 8.1.1-2)
- Created and distributed Post-Deployment Fact Sheets based on a communication need identified from County questions. Topics include:
 - Enabling E-Signature Text Messages
 - How to Request Signed Documents
 - Instructions for Adding New Users in CalSAWS
 - Notice of Missed Interview
 - Scanning Error Resolution 'No Device Found'
 - Session Timeout Functionality
- ▶ Continued 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
 - Attended Daily Post-Deployment Project Stakeholder Calls on September 27, September 28, September 29, September 30, and October 1, 2021
 - Attended CalSAWS post-Deployment County Stakeholder Calls on September 27, September 28, September 29, September 30, and October 1, 2021
 - Assisted CalSAWS Command Center and Targeted On-Site Support staff in answering County questions regarding the CalSAWS Imaging Solution
 - Continued planning for Los Angeles County post-deployment Imaging support

Figure 8.1.1.1 – Command Center Call Logs Week of September 27 - October 1, 2021

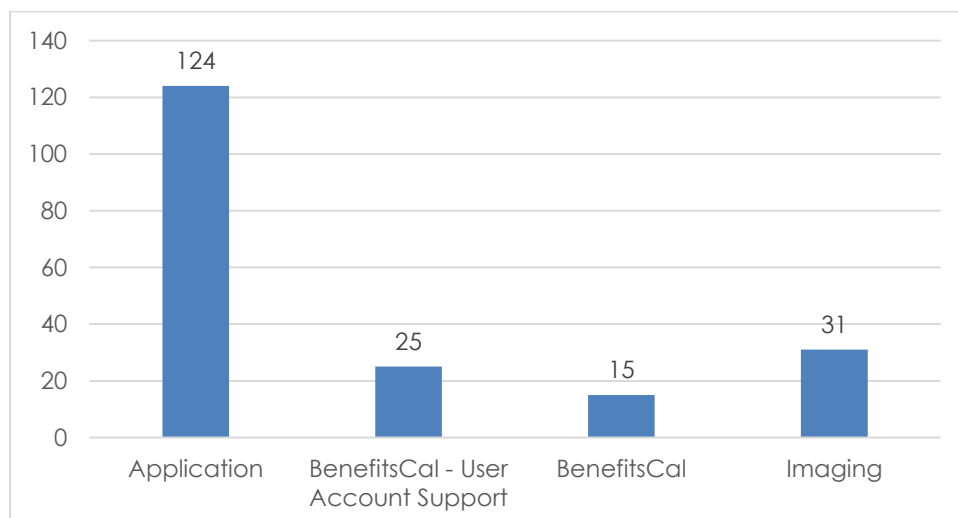
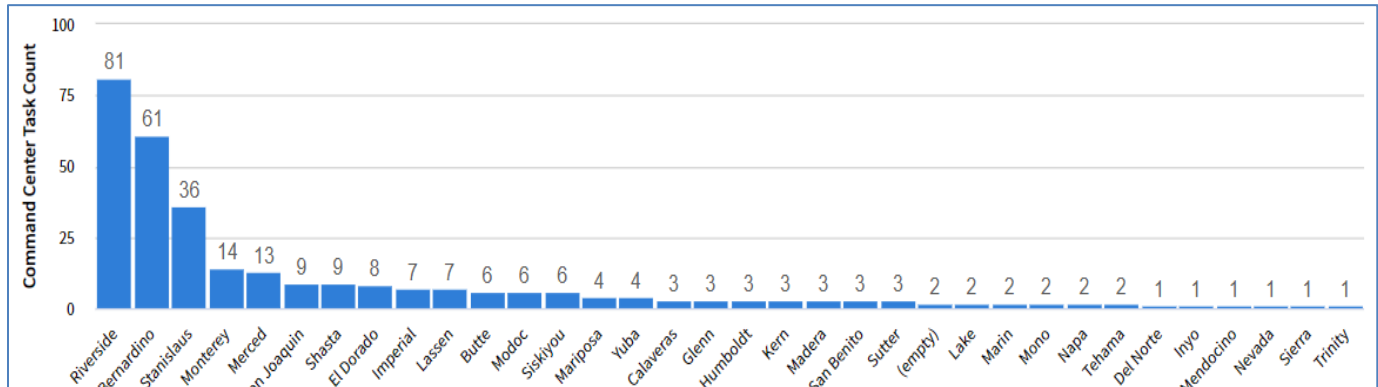


Figure 8.1.1.2 – Command Center County Calls Week of September 27 - October 1, 2021



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
- ▶ Communication
 - T-3 Week User Readiness Assessment Survey
 - Developed the questions for the sixth and final T-3 User Readiness Assessment Survey
 - Distributed and managed the Fact Sheets for Post-Deployment Support via the Fact Sheet Tracker
- ▶ Imaging
 - Drafted Imaging questions for T-3 Week Change Readiness Assessment Survey
 - Los Angeles County Imaging Change Management
 - Hosted Los Angeles County T-3 Week Imaging Change Readiness Assessment Planning meeting on September 28, 2021
 - Drafted CIT regarding Los Angeles County T-3 Week Imaging Change Readiness Assessment
 - Requested Active User List for Los Angeles County T-3 Week Imaging Change Readiness Assessment distribution
 - Began planning October communications for Los Angeles County
 - Began planning for Los Angeles County Imaging Change Network October monthly meeting

Figure 8.1.2-1 – LRS Sandbox Environment: Total Number of Counties that Logged in per Week (Excluding 02/01/2021-02/09/2021, 09/13/2021-09/17/2021) *

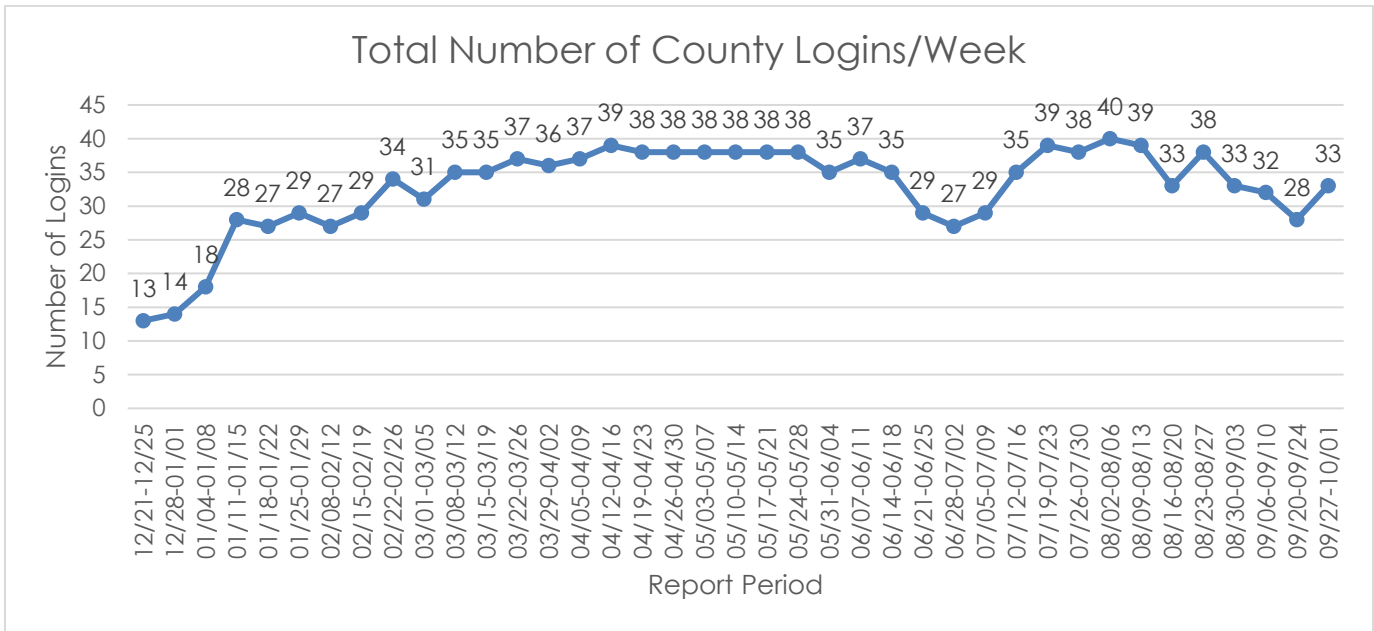
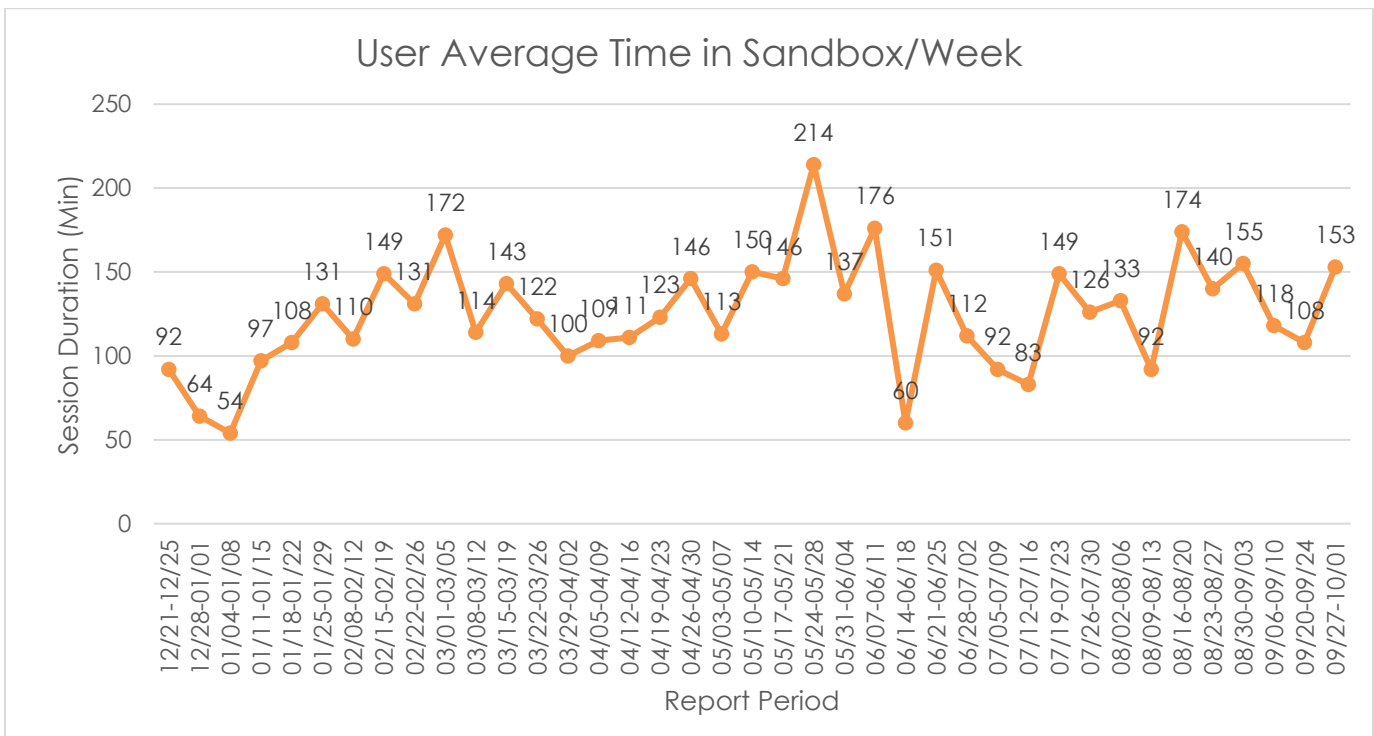


Figure 8.1.2-2 – LRS Sandbox Environment: Average Time Users Spent in the Sandbox per Week (Excluding 02/01/2021-02/09/2021, 09/13/2021-09/17/2021) *



CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

Table 8.1.2-1 – Login Counts & Total Logged Time by County During Reporting Period

| COUNTY | USER | LOGIN COUNT | TOTAL LOGGED TIME |
|-----------------|------------------------|-------------|-------------------|
| Alameda | Users 1, 2, 3, 4, 5, 6 | 12 | 06:14:12 |
| Butte | User 1 | 1 | 00:00:00 |
| Contra Costa | Users 1, 2, 3 | 33 | 00:17:54 |
| Del Norte | Users 1, 5 | 7 | 03:59:42 |
| Glenn | User 6 | 1 | 00:00:23 |
| Humboldt | Users 1, 2, 5 | 5 | 03:41:24 |
| Kern | Users 2, 3, 4, 5, 6 | 11 | 12:11:44 |
| Lake | User 4 | 3 | 01:38:42 |
| Los Angeles | Users 5, 6 | 50 | 01:16:02 |
| Mendocino | User 1 | 1 | 00:19:41 |
| Merced | Users 1, 2, 3, 5, 6 | 16 | 02:34:12 |
| Monterey | Users 4, 6 | 3 | 01:48:31 |
| Nevada | User 5 | 2 | 00:43:44 |
| Orange | Users 1, 2, 3, 4, 5, 6 | 77 | 05:17:47 |
| Placer | Users 1, 3, 4 | 6 | 00:02:24 |
| Riverside | Users 1, 2, 3, 4, 5 | 19 | 02:28:27 |
| Sacramento | Users 1, 4 | 5 | 02:32:53 |
| San Benito | Users 1, 4 | 7 | 00:07:10 |
| San Bernardino | User 1 | 2 | 00:01:43 |
| San Diego | Users 1, 3, 4, 5, 6 | 73 | 11:45:46 |
| San Francisco | Users 1, 2, 3, 5 | 11 | 06:52:00 |
| San Joaquin | User 4 | 7 | 00:17:00 |
| San Luis Obispo | Users 1, 5 | 8 | 01:37:08 |
| San Mateo | Users 1, 6 | 27 | 01:46:23 |
| Santa Barbara | Users 1, 2, 3, 4, 6 | 74 | 03:52:16 |
| Santa Clara | Users 1, 2, 3, 4, 5 | 47 | 01:22:24 |
| Santa Cruz | User 2 | 10 | 01:36:50 |
| Siskiyou | User 2 | 12 | 00:10:57 |
| Solano | Users 1, 5, 6 | 5 | 00:00:00 |
| Sonoma | Users 3, 4 | 8 | 00:13:27 |
| Stanislaus | Users 1, 4, 5 | 14 | 03:40:27 |
| Ventura | Users 5, 6 | 9 | 02:08:56 |

Deliverable Management

Table 8.3.1-1 – Deployment Deliverable Status for Current Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|---|---|
| 66 | CalSAWS Deployment Complete Milestone/Report – C-IV | <ul style="list-style-type: none"> • Submitted the FDED to the Consortium for review and approval on October 1, 2021 • Approval of the FDED is due on October 7, 2021 |

8.2 Activities for the Next Reporting Period

8.2.1 Implementation

- ▶ Continue to provide enhanced Post-Deployment Support
 - Provide on-site support for each of the 5 Regions with C-IV Counties, by visiting select County offices
 - Host the Daily Project Stakeholder call, during which Team Leads will provide the latest updates on the CalSAWS Production system and BenefitsCal to determine if critical issues occurred that need to be communicated during the County Stakeholder Call at 4:00 p.m.
 - Host the Daily CBO/Advocate Stakeholder Call from 3:00 p.m. – 3:30 p.m., Monday-Friday, during which the Project will provide updates on known Consumer Impact issues and CBOs/Advocates will have the opportunity to escalate any questions
 - Host the Daily County Stakeholder Call from 4:00 p.m. – 5:00 p.m., Monday – Friday, during which the Project will provide updates on known high-impact issues and County Stakeholders will have the opportunity to escalate global issues to the Project that are being seen in the Counties
 - Distribute the Daily High-Priority Issue Summary Update Email to County IPOCs, PPOCs, TPOCs, and County Help Desks on the outcomes of the stakeholder call
 - Host the Centralized Command Center, where county how-to questions can be asked via designated office-level support individuals within the Counties
 - Work with Project SMEs to attend daily Regional Stakeholder calls to cover Imaging, Correspondence, and Fiscal questions
 - Continue to create Fact Sheets based on communications need
- ▶ 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 Daily Post-Deployment Project Stakeholder Calls on October 4 and 5, 2021
 - Attend CalSAWS Post-Deployment County Stakeholder Calls on October 4 and 5, 2021
 - Continue supporting Command Center and Targeted On-Site Support staff in answering County Imaging questions
 - Continue monitoring Project and County Imaging Readiness tasks for Los Angeles County Imaging implementation
 - Continue planning for Los Angeles County post-deployment Imaging support

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 27, 2021 to October 3, 2021

- o Continue planning for next Los Angeles County Implementation Readiness Checkpoint

8.2.2 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
- ▶ Communication
 - o T-3 Week User Readiness Assessment Survey
 - Finalize the questions and the CIT for the sixth and final T-3 User Readiness Assessment Survey
 - o Distribute and manage the Fact Sheets for Post-Deployment Support via the Fact Sheet Tracker
- ▶ Imaging
 - o Finalize Imaging questions for T-3 Week Change Readiness Assessment
 - o Continue planning October Imaging change communications for Los Angeles County
 - o Continue planning for Los Angeles County Imaging Change Network October Monthly meeting

8.2.3 Deliverable Management

Table 8.2.3-1 – Deployment Deliverable Status for Next Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|---|---|
| 66 | CalSAWS Deployment Complete Milestone/Report – C-IV | <ul style="list-style-type: none">• Receive approval of the FDED on October 7, 2021 |

8.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

9.0 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

