CalSAWS DD&I
Weekly Status Report

Reporting Period: October 18, 2021 to October 24, 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
62	CalSAWS Requirements Traceability Matrix – Update #8	Application Development	🟢	Received approval for the Final Deliverable (FDEL) on October 18, 2021
63	CalSAWS Migration Work Plan Update #30	PMO	🟢	Received approval for the Final Deliverable (FDEL) on October 20, 2021
66	CalSAWS Deployment Complete Milestone/Report – C-IV	Implementation	🟢	Draft Deliverable (DDEL) is in progress. Submission of the DDEL is due on November 5, 2021
97	CalWIN/CalSAWS Master Conversion Plan – Update #2	Conversion	🟢	Submitted the Draft Deliverable (DDEL) on October 20, 2021. Comments for the DDEL are due on October 29,2021

[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:
  o 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	• Continued planning facility capacity and equipment needs for CalSAWS DD&I Post-Implementation Support command center rooms and CalSAWS Project staff
2	Return to Office	Rancho Cordova and Norwalk	Spring - Fall 2021	• Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
		Project Offices		access the CalSAWS Rancho Cordova or Norwalk Project offices • Continued to monitor and review CalSAWS Project staff interested in returning to the CalSAWS Rancho Cordova and Norwalk Project offices on a hybrid schedule

► Facilitated the CalSAWS Weekly Status Meeting that was held on October 20, 2021
► Completed preparations and participated in the Section Directors meeting that was held on October 19, 2021
► Continued CalSAWS Risk Management activities, including:
  o Continued to work with risk and issue owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks and issues
  o Continued preparations for the next monthly Risk Management Group meeting that is scheduled for November 3, 2021
► Continued supporting engagement of project staff working remotely, including:
  o Began development of the next monthly issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on November 11, 2021
  o Completed preparations and facilitated the monthly virtual CalSAWS Project All Staff meeting was 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
  o Submitted the documents for LRS Amendment No. 29 to the Consortium for review on September 22, 2021 and continued addressing questions and comments, as needed. This amendment is planned to include the following and will be submitted to the CalSAWS JPA Board of Directors for approval on November 19, 2021
    • Updates to Exhibit U, the Statement of Work for the CalSAWS DD&I Project, reflect the 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)
  o 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
► Provided meeting support for the Zoom call for the CalSAWS Project Steering Committee meeting that was held on October 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
63	CalSAWS Migration Work Plan Update #30	• Facilitated a touchpoint meeting with Deliverable reviewers on October 18, 2021, to address questions and comments for the FDEL, as needed • Received approval for the FDEL on October 20, 2021

1.2.2   Communications Management

▶ CalSAWS Communications Management activities including:
  o Continued to gather key communication milestones from the Project teams
▶ CalSAWS Enhanced Communications Strategy:
  o Continued oversight and management of Power of 58 materials
▶ CalSAWS External Website (www.calsaws.org):
  o 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:
  o 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	25	1,374
Total Number of Unique Users	13,105	1,161,766
Total Number of New Users	9,561	1,161,766
Total Number of Sessions (Individual Site Visits)	17,648	1,523,039
Average Number of Sessions per User	1.35	1.31
Average Number of Page Views per Session	1.40	1.30
Average Session Duration	1:02	0:57
AskCalSAWS Inquiries – Received/Resolved	13/12	470/466

Figure 1.2.2-1 – Overall CalSAWS.org Usage Trend*
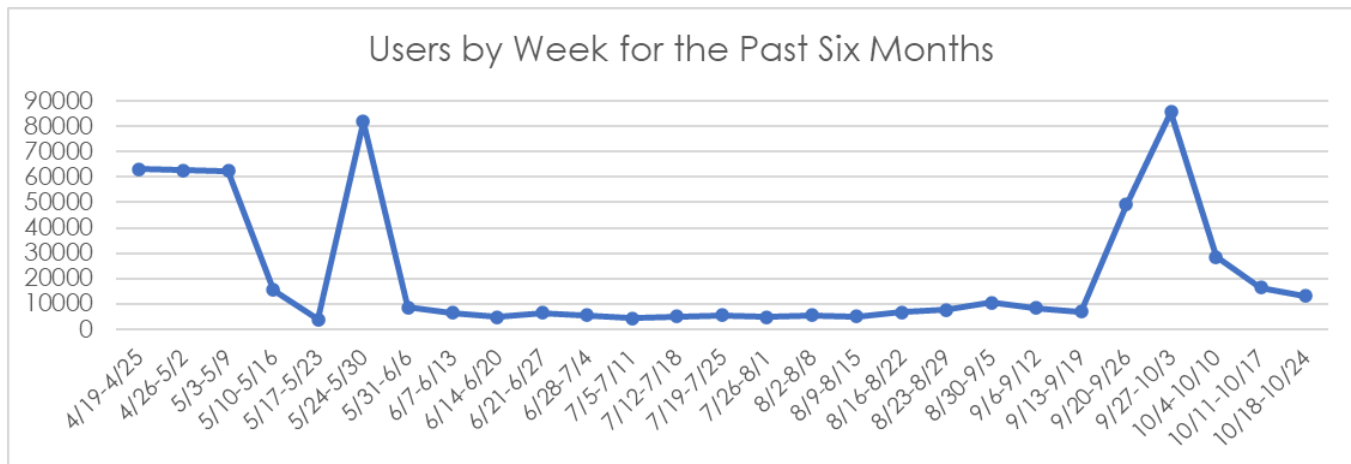
Note:
  * Increase in usage from April 19, 2021 to May 16, 2021 was investigated to be from cities in the United States

Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	40%
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
Send Release 21.11 Major Upcoming Changes documentation	October 15, 2021	Training
Send draft Release Notes file to select County Staff for review	November 8, 2021	Production Operations
Send summary of changes in CalSAWS Release 21.11 in CalSAWS Health Report	November 15, 2021 – November 19, 2021	Production Operations
Webcast on CalSAWS Release 21.11	TBD	Production Operations/ Consortium Policy and Design
21.11 CalSAWS Application Development and Training Release Notes Broadcast	November 16, 2021	Production Operations
CalSAWS Release 21.11 Greenlight Meeting	November 17, 2021	Release Management/QA
CalSAWS Post-Release Checkpoint Call	November 22, 2021 – November 24, 2021	Production Operations

1.2.3   Cultural Transformation

► Round 2 activities:
  o Overall:
   • Drafted the solicitation of Culture Ambassador nominations email to be sent to key Section Directors on October 26, 2021
   • Drafted the Project-wide Culture Ambassador self-nomination email to be sent on October 29, 2021
   • Continued collaborating with the Innovation team on Phase 2 initiatives to strategize on the level of support to bring to Culture Ambassadors
   • Presented the progress to date at the Section Directors meeting on October 19, 2021
   • Announced the recruiting efforts for Round 2 Culture Ambassadors during the All Staff meeting on October 20, 2021
   • Received Consortium approval for the sixth quarterly update of the CalSAWS Organizational Change Management (OCM) Plan

1.2.4   Inclusion, Diversity and Equity Advancement (IDEA)

► Co-Create Phase
  o IDEA Initiatives
   • Workshops
     ▪ Conducted Project 986 final session before the overview session in December 2021
   • Leadership Session
     ▪ Planned the closing leadership coaching session for November 17, 2021
   • We Are One
     ▪ Continued to update the IDEA overall calendar and overview deck with new initiatives included
   • Pulse Survey
     ▪ Presented the pulse survey results at the Project Steering Committee (PSC) meeting
     ▪ Presented the pulse survey results at the All-Staff meeting held October 20, 2021
   • Buddy Program
     ▪ Received 32 responses from the first Buddy Program post survey feedback
     ▪ Extended sign up for the Buddy Program past the October 18, 2021 deadline to allow for more to sign up
   • CalSAWS Table Talks
     ▪ Prepared with presenters for the CalSAWS Table Talks session on the October 26, 2021 titled "Building Awareness & Sharing Stories from the LGBTQIA+ Community"
   • Employee Resource Groups (ERGs)
     ▪ Extended the survey to all ERGs to capture questions for leadership discussion we will have with the leads at CalSAWS in November

- Counties Connected
  - Continued connecting with Counties around how the CalSAWS Project can partner on community outreach efforts
- Communities Connected
  - Began to build a list of opportunities to volunteer with community and nonprofit organizations
- Small Team Building
  - Developed the initial plan for small team building initiative and selected a pilot team to sample the initiative
- IDEA General
  - Continued to collaborate with Cultural Transformation team
  - Continued to update the IDEA overall calendar on the "We Are One" website
  - 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 24, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0302-21	Retention Policy Start Date Update	Informational	October 18, 2021 Revised October 19, 2021	Henry Arcangel	Nichole Nava
0303-21	CalSAWS Project County Allocations SFY 2021-22 v2 (2021-10)	Informational	October 18, 2021	Britt Carlsen	Diana Lam
0304-21	Delay of CalSAWS Imaging Solution Implementation for Los Angeles County	Informational	October 18, 2021	Helen Cruz	Araceli Gallardo
0306-21	CalSAWS Analytics Job Aids-Export Data from Qlik Dashboards or On-Request Report	Informational	October 19, 2021	Sean Ny	Carlos Camarena
0309-21	Password Expiration Details for Logging into CalSAWS Applications	Informational	October 20, 2021	Mike Tombakian	Sam Sternberg
0311-21	Updated Process for Application Role Assignments-Delegated Administrators	Informational	October 20, 2021	Mike Tombakian	Sam Sternberg

0312-21	Processing Late Periodic Report and Redetermination	Informational	October 21, 2021	Binh Tran	Caroline Bui, and Sarah Cox
0313-21	CalWIN ISS Case Review Guide	Informational	October 21, 2021	Suresh Ashani	Juli Baker

► The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending October 24, 2021

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
None					

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 24, 2021

1.4   Activities for the Next Reporting Period

1.4.1   Project Management

► Continue CalSAWS DD&I Facility Management activities, including:
   o 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:
   o Continue to work with risk and owners to monitor risks and update risk mitigation plans
► Facilitate the CalSAWS Weekly Status Meeting scheduled for October 27, 2021
► Begin preparations for the Section Directors Meeting that is scheduled for November 2, 2021
► Continue activities to support Project staff working remotely
   o Continue preparations of the monthly virtual CalSAWS Project All Staff Meeting that is scheduled for November 17, 2021
   o Continue developing the next issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on November 11, 2021
   o 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
	None for the reporting period	

1.4.2   Communications Management

► Continue to monitor usage and update materials as requested
  o See table 1.4.2-1 for planned website support activities
► CalSAWS Communications Management activities including:
  o Continue to gather key communication milestones from the Project teams
► CalSAWS Enhanced Communications Strategy:
  o 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 collaborate with the Innovation Team to develop the initial framework for the Ambassador design thinking workshops
► Continue to plan upcoming recruitment efforts for the Round 2 Culture Ambassadors initiatives
► Start engagement for Round 2 initiatives with potential Ambassadors from self-identification and/or nominations from key Section Directors
► Continue to develop the Ambassador engagement activities for Round 2

1.4.4   Inclusion, Diversity & Equity Advancement (IDEA)

► Review materials captures from Project 986 sessions for overview deck
► Conduct our next table talks on October 26, 2021
► Send the certificates for workshop participants once the final session takes place
► Continue to build the round two IDEA initiatives
► Plan the date for the Buddy Program kick off meeting
► 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
► Completed Santa Barbara County Document Migration Discovery Session Check-in for October 18, 2021
► Canceled Tulare County Document Migration Discovery Session Check-in for October 18, 2021
► Completed San Diego County Document Migration Discovery Session Check-in for October 19, 2021
► Canceled Placer County Document Migration Discovery Session Check-in for October 19, 2021
► Completed Santa Clara County Document Migration Discovery Session Check-in for October 20, 2021
► Completed Orange County Document Migration Discovery Session Check-in for October 21, 2021
► Canceled Ventura County Document Migration Discovery Session Check-in for October 21, 2021
► Completed Los Angeles County Document Migration Discovery Session Check-in for October 21, 2021
► Scheduled Santa Barbara County Document Migration Discovery Session Check-in for October 25, 2021
► Scheduled Tulare County Document Migration Discovery Session Check-in for October 25, 2021
► Scheduled Placer County Document Migration Discovery Session Check-in for October 26, 2021
► Scheduled Yolo County Document Migration Discovery Session Check-in for October 26, 2021
► Scheduled Santa Clara County Document Migration Discovery Session Check-in for October 27, 2021
► Scheduled Orange County Document Migration Discovery Session Check-in for October 28, 2021
► Scheduled Ventura County Document Migration Discovery Session Check-in for October 28, 2021
► Scheduled Los Angeles County Document Migration Discovery Session Check-in for October 28, 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 Santa Barbara County Document Migration Discovery Session Check-in	October 18, 2021	Completed
Conduct Tulare County Document Migration Discovery Session Check-in	October 18, 2021	Canceled
Conduct San Diego County Document Migration Discovery Session Check-in	October 19, 2021	Completed
Conduct Placer County Document Migration Discovery Session Check-in	October 19, 2021	Canceled
Conduct Santa Clara County Document Migration Discovery Session Check-in	October 20, 2021	Completed
Conduct Orange County Document Migration Discovery Session Check-in	October 21, 2021	Completed
Conduct Ventura County Document Migration Discovery Session Check-in	October 21, 2021	Canceled
Conduct Los Angeles County Document Migration Discovery Session Check-in	October 21, 2021	Completed
Conduct Santa Barbara County Document Migration Discovery Session Check-in	October 25, 2021	Scheduled
Conduct Tulare County Document Migration Discovery Session Check-in	October 25, 2021	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	October 26, 2021	Scheduled
Conduct Yolo County Document Migration Discovery Session Check-in	October 26, 2021	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	October 27, 2021	Scheduled

MILESTONES	SUBMISSION DUE DATE	STATUS
Conduct Orange County Document Migration Discovery Session Check-in	October 28, 2021	Scheduled
Conduct Ventura County Document Migration Discovery Session Check-in	October 28, 2021	Scheduled
Conduct Los Angeles County Document Migration Discovery Session Check-in	October 28, 2021	Scheduled

Figure 2.1-1 – Los Angeles County (Nexlogica) Imaging Export*
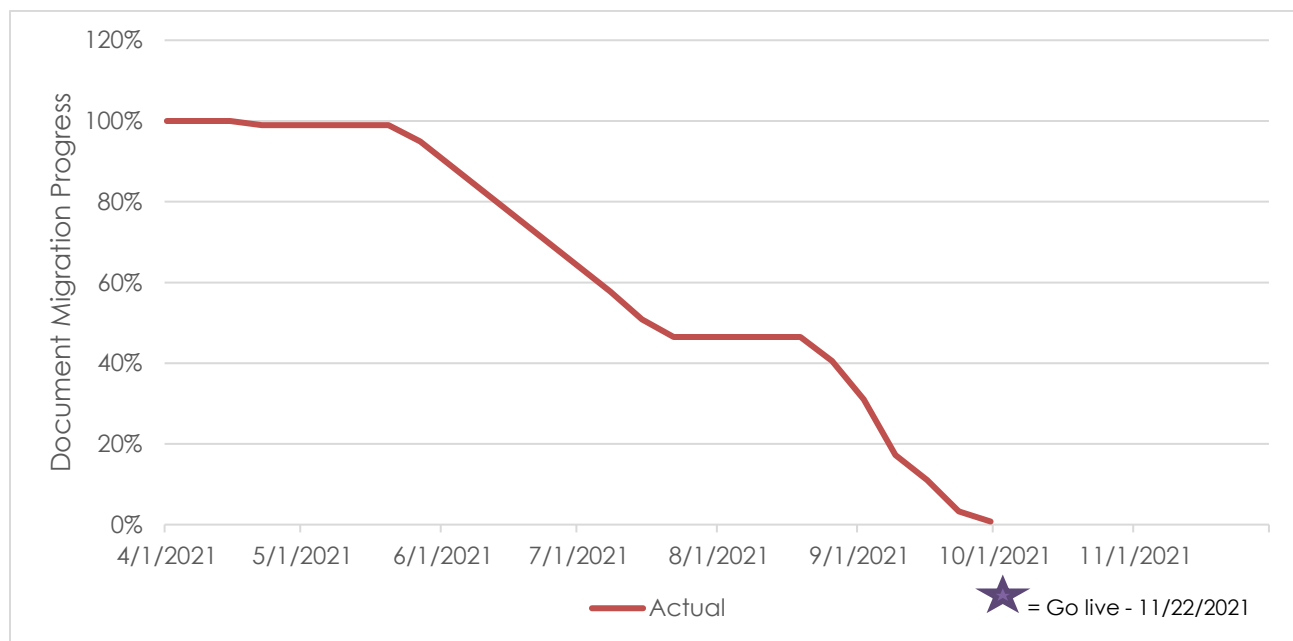
Note:
  * Please see CalSAWS Project Risk #234

Figure 2.1-2 – Los Angeles UAT Imaging Burn-up Chart
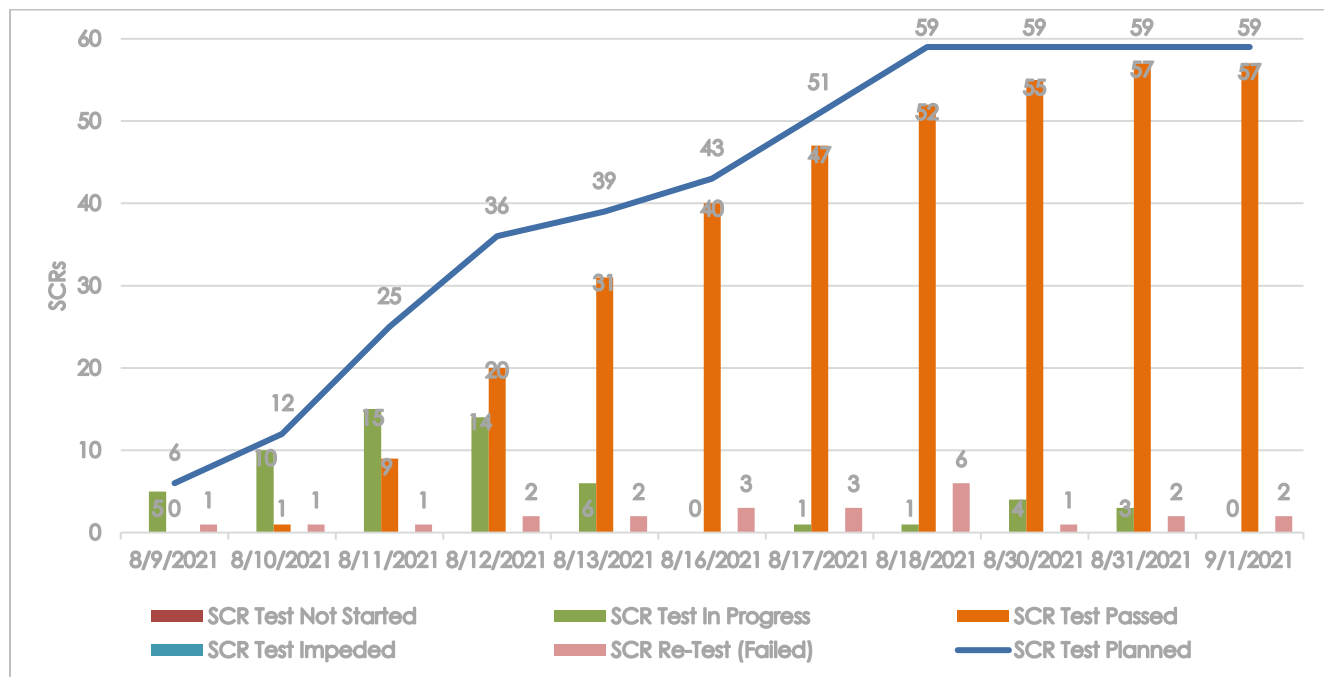
Table 2.1-2 – Los Angeles UAT Imaging Execution

CalSAWS UAT	TOTAL SCENARIOS	NOT EXECUTED	PASSED	FAILED		BLOCKED	NOTES
	RETEST COMPLETED						
Imaging Admins	59	0	57	2		0	
	Failed Test Case Reasons:						
	• 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
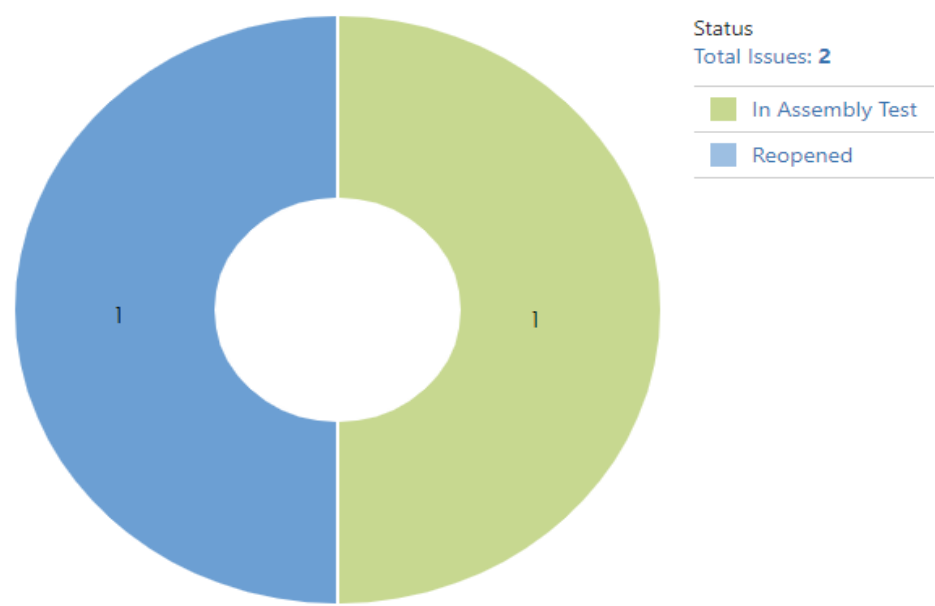
Table 2.1-3 – Los Angeles UAT Imaging Defects

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 Santa Barbara County Document Migration Discovery Session Check-in for October 25, 2021
- ► Complete Tulare County Document Migration Discovery Session Check-in for October 25, 2021
- ► Complete Placer County Document Migration Discovery Session Check-in for October 26, 2021
- ► Complete Yolo County Document Migration Discovery Session Check-in for October 26, 2021
- ► Complete Santa Clara County Document Migration Discovery Session Check-in for October 27, 2021
- ► Complete Orange County Document Migration Discovery Session Check-in for October 28, 2021
- ► Complete Ventura County Document Migration Discovery Session Check-in for October 28, 2021
- ► Complete Los Angeles County Document Migration Discovery Session Check-in for October 28, 2021
- ► Schedule Santa Barbara County Document Migration Discovery Session Check-in for November 1, 2021
- ► Schedule Tulare County Document Migration Discovery Session Check-in for November 1, 2021
- ► Schedule Placer County Document Migration Discovery Session Check-in for November 2, 2021
- ► Schedule Santa Clara County Document Migration Discovery Session Check-in for November 3, 2021
- ► Schedule Orange County Document Migration Discovery Session Check-in for November 4, 2021
- ► Schedule Ventura County Document Migration Discovery Session Check-in for November 4, 2021
- ► Schedule Los Angeles County Document Migration Discovery Session Check-in for November 4, 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

► Reviewed Telephonic Signature Design with Consortium team and continued to make updates with Application Development team
► Continued build of both Enhanced Call Control Panel (CCP) and Outbound IVR
► Continued review of External Party Access System Change Request (SCR) by the IVR Committee

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

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 regarding Los Angeles County IVR Designs
► Begin design discussions with Placer County
► Present Telephonic Signature design to IVR/Contact Center committee
► Review Updates to External Party Access design with IVR/Contact Center committee
► Continue build of System Change Request (SCR) CA-226207 for Outbound IVR
► Continue build of System Change Request (SCR) CA-226844 for Enhanced Call Control Panel (CCP)

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	November 10, 2021 *	January 28, 2022	1	84	**85**	83%
J	Future development	January 15, 2022	TBD	0	75	**75**	
TOTAL REPORTS				27	427	454	

Note:
   * Release I Soft Launch moved to November 10, 2021

4.1.2   Soft Launch

►   Scheduled upcoming soft launch for Analytics Release I for October 27, 2021 has been moved to November 10, 2021

4.1.3   Production (Hard Launch)

►   Daily and monthly reports and dashboards are current to date per post-cutover plan

4.1.4   Performance and Scalability

►   Continued testing Release I daily batch performance
►   Continued additional tuning for Workload Productivity Report (WPR) and Caseload History dashboards
►   Continued to research the impacts of having 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 has been moved to November 10, 2021

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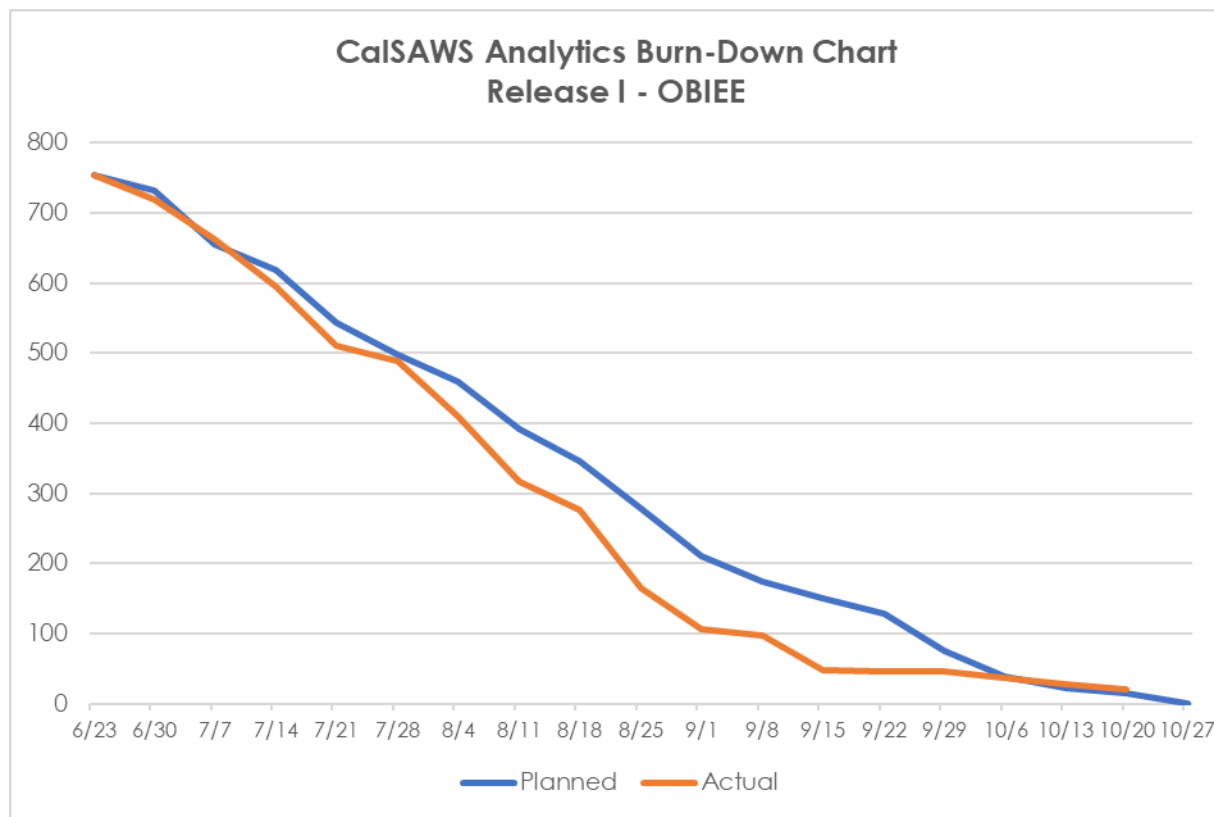
Table 4.1.5-1 – CalSAWS Analytics – Release I Status Matrix (OBIEE)

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	11/8	HL #5 (1/28/22)
	Application Processing	Application Processing				8/31	9/24	10/27	11/8	HL #5 (1/28/22)
	Ehit	Medi-Cal Renewal	9/1	9/24	11/8	9/24	10/1	10/27	11/8	HL #5 (1/28/22)
	Caseload	Active Caseload	9/8	10/1	11/8	10/1	10/8	10/27	11/8	HL #5 (1/28/22)
		Terminations	9/8	10/1	11/8	10/1	10/8	10/27	11/8	HL #5 (1/28/22)
		Graphs	9/8	10/1	11/8	10/1	10/8	10/27	11/8	HL #5 (1/28/22)
	Performance Measures	Performance Measures	9/15	10/8	11/8	10/8	11/3	11/3	11/8	HL #5 (1/28/22)
LA County	GEO Coding	Caseload Characteristics				10/8	11/3	11/3	11/8	HL #5 (1/28/22)
40 County	GEO Coding	Caseload Characteristics				11/8	11/8	11/8	11/8	HL #5 (1/28/22)

Legend:
Complete
Complete as of this week
In Progress

○ Reports
  • Continued Curation and Visualization Build activities, which remain on schedule for the planned Release I soft launch on November 10, 2021

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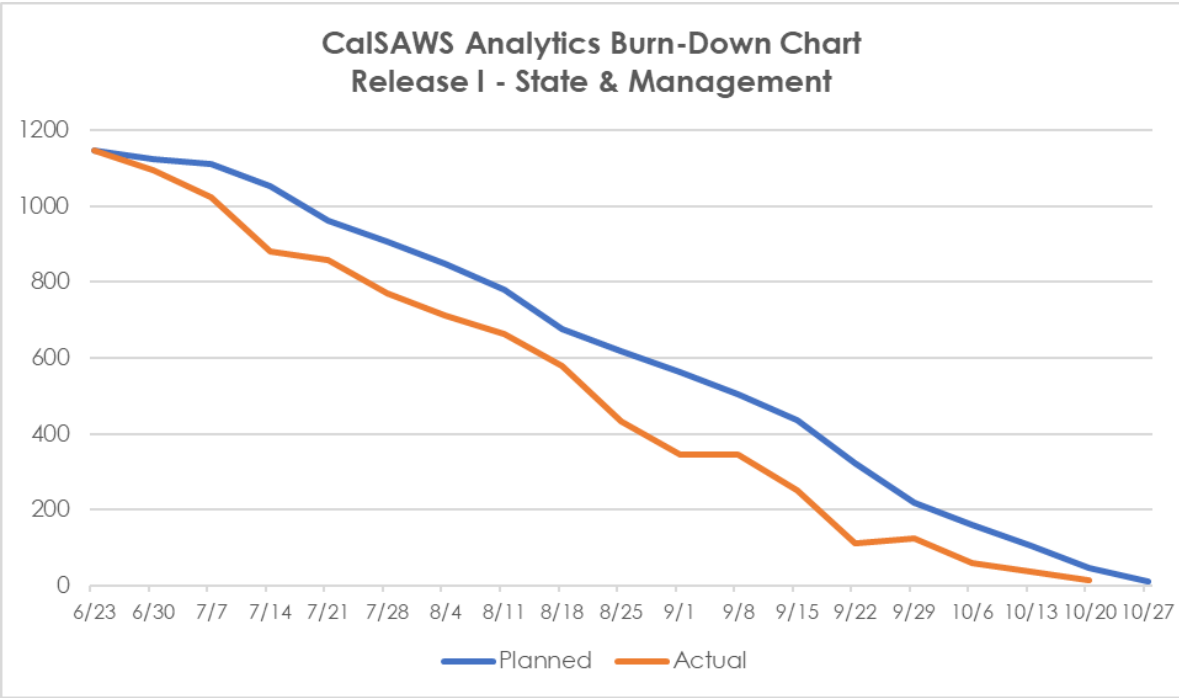
Table 4.1.5-2 – CalSAWS Analytics – Release I Status Matrix (State & Management)

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	100%	9/10	92%	10/27	43%	9/30	100%	10/15	100%	10/27	71%
	Case Activity	23	7/15	100%	8/20	100%	9/10	100%	10/27	61%	9/30	100%	10/15	100%	10/27	96%
	Employment Services	3	7/15	100%	8/20	100%	9/10	100%	10/27	67%	9/30	100%	10/15	100%	10/27	67%
	Fiscal	39	7/15	100%	8/20	100%	9/10	97%	10/27	13%	9/30	95%	10/15	97%	10/27	87%
	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%							9/30	100%	10/15	100%	10/27	0%
TOTAL		84	84 of 84		68 of 68		66 of 68		28 of 68		82 of 84		83 of 84		71 of 84	
			100%		100%		97%		41%		98%		99%		85%	

Legend:
Complete
Complete as of this week
In Progress

4.1.6   Change Enablement

o   Completed all current change enablement scope

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			

Dashboards			
LRS	• Operational Reports	Monthly	30 Sheets
	• Task Management	Daily	19 Sheets
	• Welfare Fraud Prevention & Investigation	Monthly	4 Sheets

State & Management			
	Category	**Number of Scheduled Reports**	**Number of On Request Reports**
LRS and C-IV	• Administrative	2	2
	• Case Activity	3	5
	• Employment Services	0	1
	• Fiscal	28	2
	• Resource Data Bank	0	0
	• State	26	0
	• Special Units	0	5

Release G (Migration Window: November 2020 – March 2021) In Production

Dashboards			
C-IV	• Call Log (In UAT)	Daily	19 Sheets
	• Semi Annual Reporting (In UAT)	Daily	11 Sheets
	• WPR and Engagement (In UAT)	Daily	46 Sheets
LRS / C-IV	• Reception Log (In Production)	Daily	10 Sheets

State & Management			
	Category	**Number of Scheduled Reports**	**Number of On Request Reports**
LRS and C-IV	• Administrative	3	0
	• Case Activity	4	3
	• Employment Services	0	1
	• Fiscal	33	1
	• 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 Production

Dashboards			
LRS	• Caseload History	Monthly	9 Sheets
	• Alerts	Daily	5 Sheets
	• Alerts (CWS)	Daily	3 Sheets
	• Placement Vendor Exception Report (CWS)	Daily	3 Sheets
	• Work Order (CWS)	Daily	6 Sheets
	• Welfare to Work	Daily	7 Sheets

State & Management			
	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) Planning in Progress			
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

4.3   Activities for the Next Reporting Period

► Analytics
  o Continue post-cutover report/dashboard support activities
  o Continue regular meetings with Consortium Regional Managers on reports/dashboard to discuss any critical concerns, work arounds, etc. regarding reports
  o Release I
      • Complete Release I performance testing for daily batch and begin monthly performance testing

4.4   Deviations from Plan/Adjustments

► The Release I soft launch planned for October 27, 2021 has been moved to November 10, 2021

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	2	0	20	12	0	1	4	0	3
	Design in Progress	0	3	0	15	1	0	1	0	0	0
	Ready for Committee	0	0	0	0	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0	0	0	0	0
	Pending Approval	0	0	0	1	0	0	0	0	0	0
Build	Approved	0	4	0	1	1	1	1	1	1	1
	In Development	0	16	0	0	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	26	0	0	0	0	0	0	0	0	0
	Test Complete	4	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	**30**	**27**	**0**	**37**	**14**	**1**	**3**	**5**	**1**	**4**

SCRs in Production	782
SCRs with Release TBD	2

Notes:
  • This table includes Application Development System Change Requests (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 Design Difference Identifiers (DDIDs). Status is provided in Figure 5.1.1-1 (CalSAWS DDID Design Status) above

5.1.2 Design Difference Identifiers (DDID) System Test Status

**Figure 5.1.2-1 – DDID System Test Status**
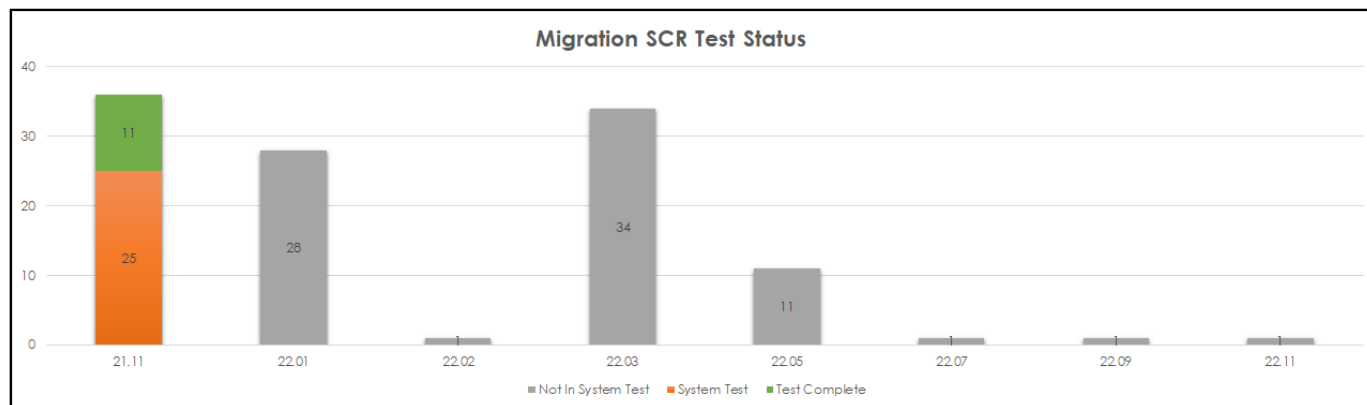
Notes:
- Includes all SCRs that have a Funding Source of CalSAWS DD&I that are not in Rejected or Pending Rejection status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes In 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 22, 2021	**67%**
Pass Rate Actual as of October 22, 2021	**85%**
System Test Complete Date: November 19, 2021	
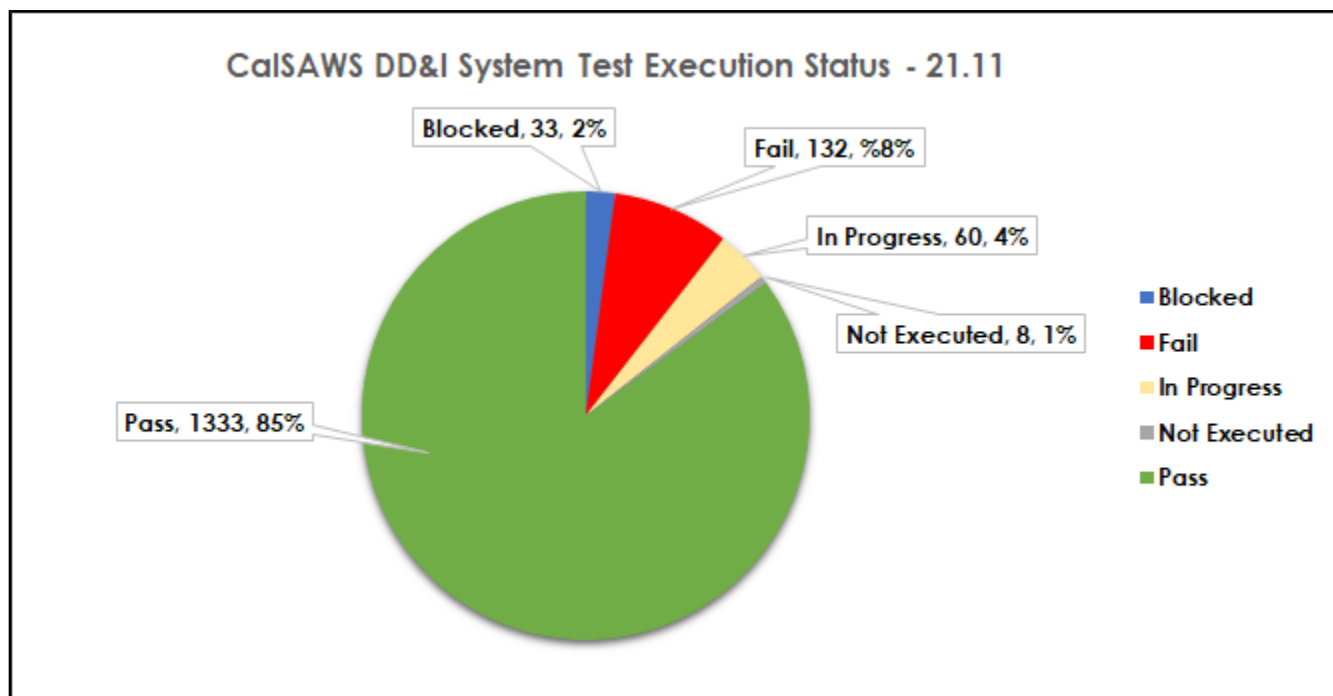
Note:
- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

► Continued test execution for Release 21.11. Status is provided in Figure 5.1.2-1 (CalSAWS DDID System Test Execution Status) above
  o Most failed test cases are tied to CalSAWS GAGR functionality. As the CalSAWS GAGR Correspondence Service continues to stabilize, the team is working through the remaining failed/blocked test cases

5.1.3   Non-State Forms (NSF):

► State form translations
  o CA-231858 – CW 105: Waiting for State translations
  o 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 (QA) team to develop designs for the 22.01 release
  o CA-214914 DDID 2249, 2247 – Task Watchers
► Continued to meet with Consortium Business Analysts and Quality Assurance (QA) team to develop designs for the 22.03 release
  o CA-214916 DDID 2233 – Referral tasks
 o CA-214903 DDID 2225 – Worker Assignment Preview

Figure 5.1.4-1 – Task Management Design Difference Identifiers (DDID) Status
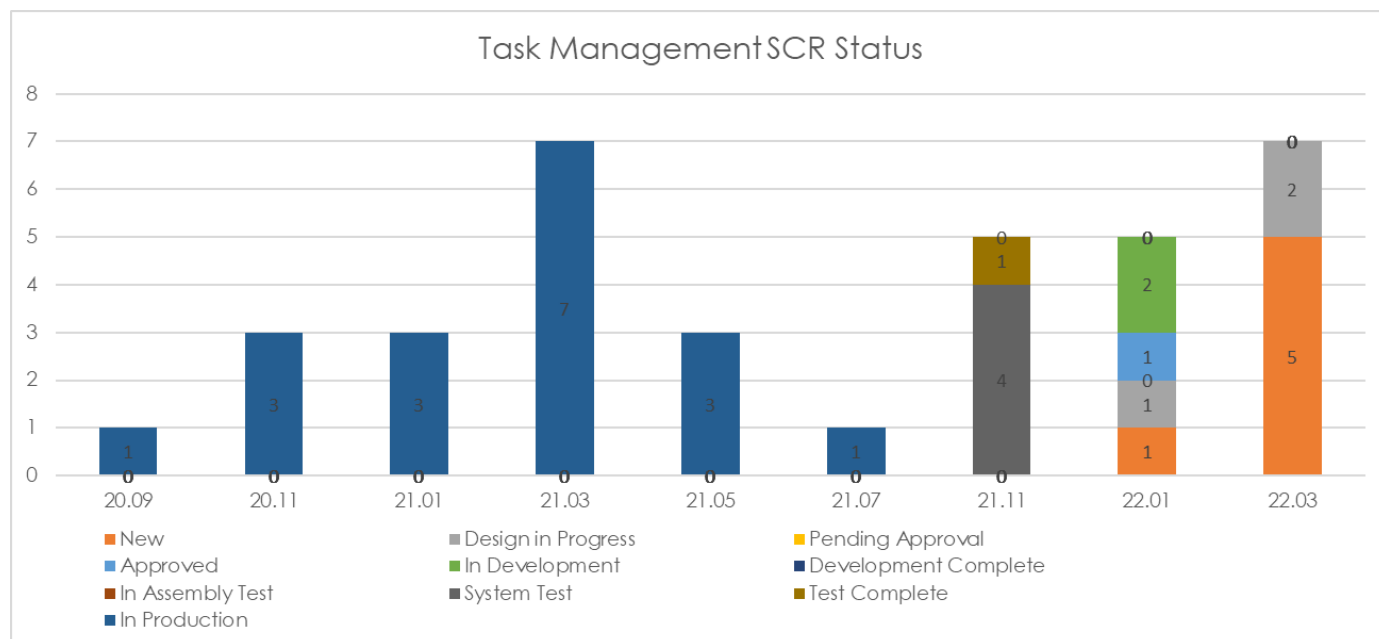
5.1.5   Application Programming Interface (API)

▶ Deployed four Application Programming Interfaces (APIs) to production on October 21, 2021:
- o   Activities API
- o   Activity Agreement API
- o   Service Arrangement API
- o   Issuance API

▶ Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) team to develop designs:
- o   CA-214756 DDID 2353 – Time Limits API
- o   CA-214754 DDID 2351 – Reception Log API

▶ Continued development on the following APIs:
- o   CA-214759 DDID 2356 FDS: API - Worker Info API
- o   CA-214757 DDID 2354 FDS: API - Verifications API
- o   CA-214752 DDID 2349 FDS: API - Person API
- o   CA-214746 DDID 2343 FDS: API - Barriers API

Figure 5.1.5-1 – API DDID Status
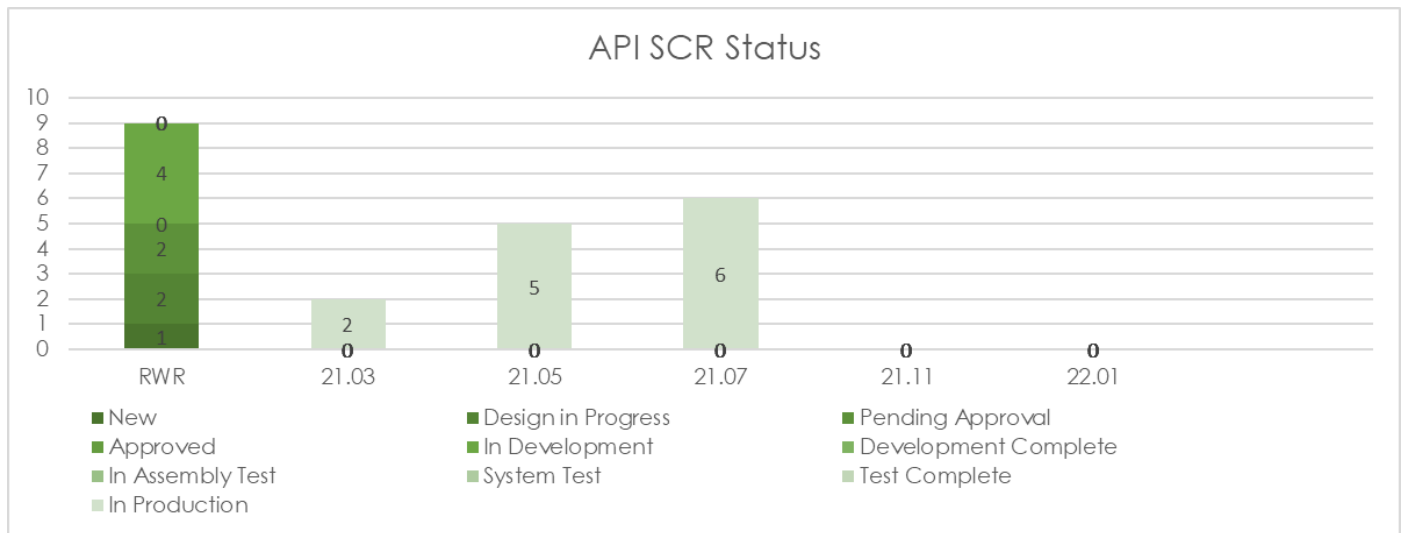
5.1.6   GA/GR

▶ General:
- o   Provided the weekly status update and GA GR release plan changes to the Consortium on October 19, 2021
- o   Discussed the GA/GR Correspondence work products and design clarifications on October 19, 2021, and October 21, 2021
- o   Discussed the GA/GR Correspondence web service design clarifications on October 20, 2021, and October 22, 2021
- o   Completed the Business Analyst review and approval for the below 22.01 designs
  - •   CA-233487 - DDID 2319 FDS - GA GR - Group 4 Forms
  - •   CA-225255 - DDID 2686/2314 FDS: GA GR - Batch Sweeps for CalWIN GA GR MU triggers - Phase 1
 - •   CA-224771 - GR Fiscal Changes phase 2

- o Continued with 22.01 designs
  - CA-233489 - DDID 2314 FDS: GA GR Phase 3 Batch 2 - Resource Rules and corresponding Notice of Action (NOA) Reasons
  - CA-233488 - DDID 2314 FDS: GA GR Phase 2 Batch 5 - Income Rules and corresponding Notice of Action (NOA) Reasons
- o Reviewed with Business Analysts on October 14, 2021the following
  - Draft Design of CA-233488 - DDID 2314 FDS: GA GR Phase 2 Batch 5 - Income Rules and corresponding Notice of Action (NOA) Reasons
  - Draft Design of CA-233489 - Phase 3 Batch 2 - Income Rules and corresponding Notice of Action (NOA) Reasons
- o Continued with Automated System Test scripting and execution of below phase 2 System Change Requests (SCRs)
  - CA-224578 - Batch 3 Income Rules, Notice of Action (NOA) Reasons

Figure 5.1.6-1 – GA/GR DDID Status
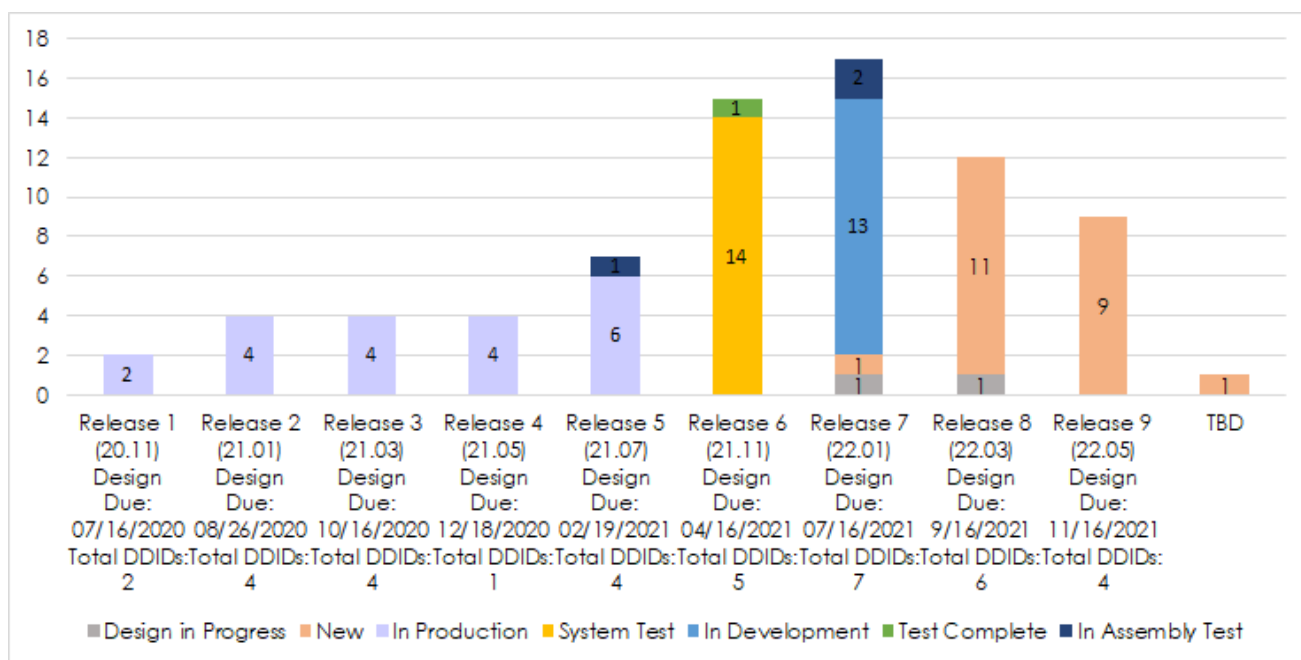
► CalWIN Correspondence Track:

Figure 5.1.6-2 – GA/GR Correspondence
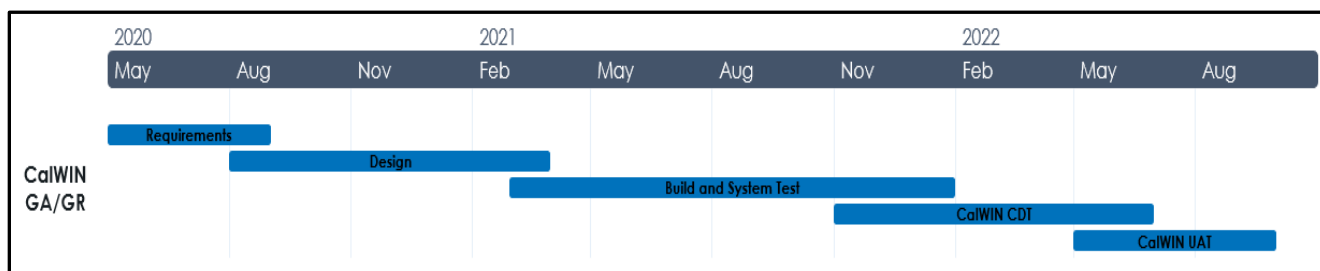
Figure 5.1.6-3 – CalWIN GA/GR Correspondence Development
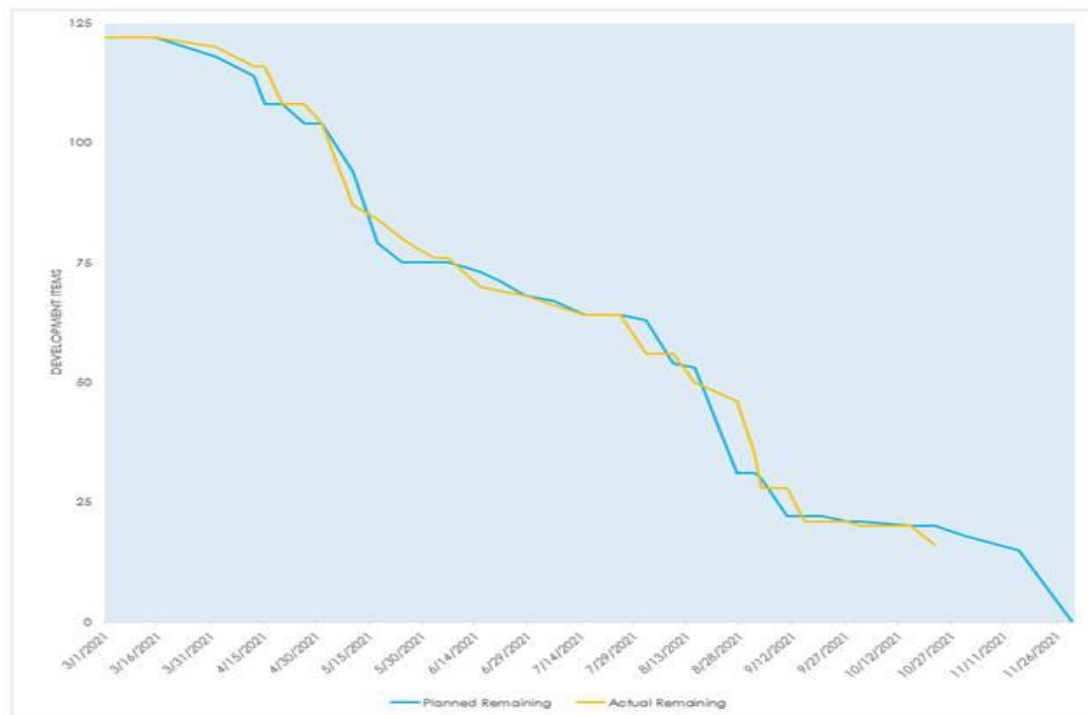
Figure 5.1.6-4 – CalWIN CalSAWS GA/GR Correspondence Testing

Pass Rate Target as of October 22, 2021	**17%**
Pass Rate Actual as of October 22, 2021	**6%**
System Test Complete Date: November 19, 2021	

CalSAWS DD&I GAGR Correspondence Test Execution Status - 21.11

In Progress, 34, 11%

Fail, 49, 17%

Blocked, 1, 0%

Pass, 17, 6%

Not Executed, 194, 66%

- Blocked
- Fail
- In Progress
- Not Executed
- Pass
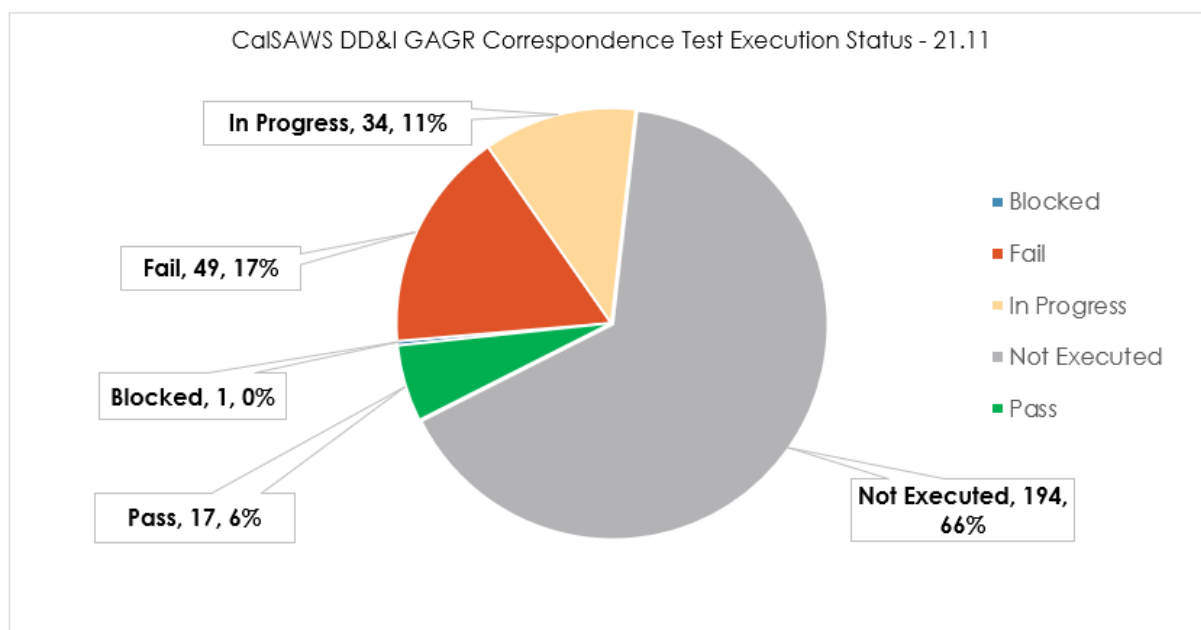
► Gainwell Technologies GAGR Correspondence Service
  o 49 cases have failed subsequently blocking an additional 1 case
  o 34 test cases are currently in progress, down from 51 from last reporting period ending October 10, 2021 as cases are moving to passed

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
  o Completed Wave 2 Counties (Kings, Marin, Siskiyou, Imperial, Calaveras, San Joaquin, Tehama) conversion on October 19, 2021
  o Completed extraction of Wave 3 Counties (Shasta, Alpine, Inyo, Monterey, Napa, Plumas, Lake, Lassen, Modoc, Mono, Amador, Butte) data from LDS into S3 storage. Conversion of Wave 3 Counties scheduled to complete by October 26, 2021
  o Continued extraction of Wave 3 Counties (Sutter, Sierra, Mariposa, San Benito, Mendocino, Del Norte, El Dorado, Madera, Kern). Targeted completion by October 25, 2021. Conversion of Wave 4 Counties scheduled to complete by October 29, 2021
  o Conversion of PERS_ADDR data for all Waves is scheduled for October 31, 2021. This is the last step of LDS conversion
► Case Data Removal Detail page targeted for deployment week of November 12, 2021 (SCR CA-229300)

Figure 5.1.7-1 – LDS Conversion Gantt Chart
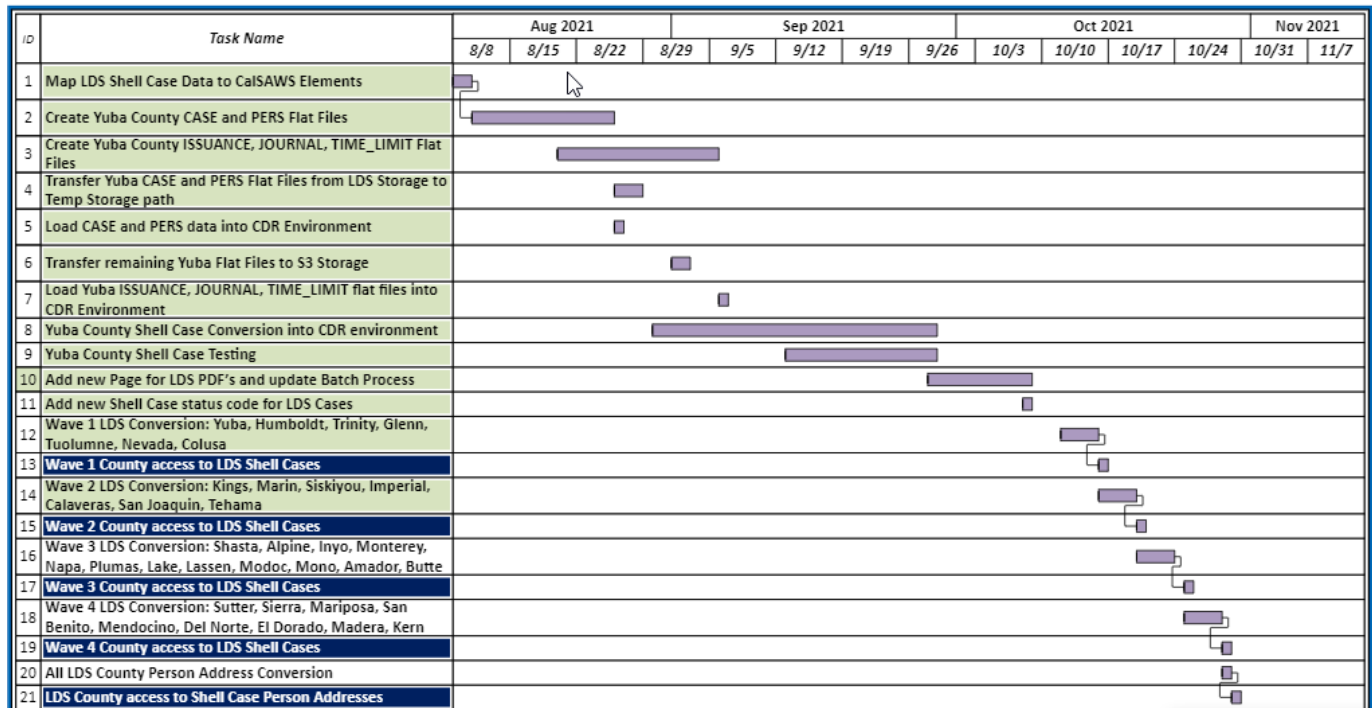
5.1.8   Deliverable Management

Table 5.1.8-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
62	CalSAWS Requirements Traceability Matrix – Update #8	• Received approval for the FDEL on October 18, 2021

5.2   Activities for the Next Reporting Period

► Continue drafting designs for Migration Impact System Change Requests (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
	None for the reporting period	

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 former C-IV Counties
   o Completed
      • CA-233874 – Missing Immunization Records
      • CA-234635 – C-IV Staff created after 8/23 - Spoken Language details not included during conversion
      • CA-234649 – Investigation Result Detail – Possible issues with investigation results
   o In-progress
      • CA-234657 – Conversion Data not Displaying translated documents in distributed document list page
      • CA-234845 – Update UNIT and POS link for workers 33LS18PX00
      • CA-235193 – Duplicate person records appearing for Active, Pending persons
      • CA-235301 – Updates to TASK_HST_DETL and RPT_TASK_HST
      • CA-235206 – CF Converted Welfare to Work (WTW) Non-Compliance
   o Rejected
      • CA-235018 – Remaining Imaging Form Information not returned in lookup
         ▪ System Change Request (SCR) CA-235194 was logged to implement the remaining missing forms
   o Pending Rejection
      • CA-235362 – CalSAWS indicate Notice of Action (NOA) was translated but unable to retrieve the Spanish version
         ▪ Duplicate of CA-234657

6.1.2   CalWIN Conversion:

► Data Model (DM) 21.09 Epic
   o Completed Golden Data Set (GDS) 2 hardening sprint
► CalWIN Conversion Golden Data Set (CW GDS) 2
   o Completed GDS2

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

21.09												
				Item Status								
Sprint	**Total - Deferred Items**	**Sprint Duration**		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	102	9/3/2021	10/22/2021	0	0	0	0	0	0	102	0	0
Data Model Sprint 1	39	9/3/2021	10/1/2021	0	0	0	0	0	0	39	0	0
EDBC Match Sprint 7	13	9/3/2021	10/1/2021	0	0	0	0	0	0	13	0	0
GDS#2 Hardening Sprint	50	10/4/2021	10/22/2021	0	0	0	0	0	0	50	0	0

► Continued CalWIN Conversion System Test Development (Epic) which is approximately 78% complete and with the plan to complete development of all scripts by the end of October 2021. The 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 Start	In Progre	On Hol	Complet	% Complete	Planned Complete	SPI
Overall	Overall	334	3/22/2021	10/29/2021	6	51	16	261	78%	98%	0.8
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	35	9/6/2021	10/29/2021	0	5	0	30	86%	91%	0.9
Interfaces	Scenarios	35	9/6/2021	10/29/2021	5	30	0	0	0%	91%	0.0
Ancillary	Queries	25	8/23/2021	10/1/2021	0	0	0	25	100%	100%	1.0
Ancillary	Scenarios	25	8/23/2021	10/1/2021	0	15	10	0	0%	100%	0.0
Ancillary Wave Dependent	Queries	5	10/1/2021	10/29/2021	0	1	0	4	80%	83%	1.0
Ancillary Wave Dependent	Scenarios	5	10/1/2021	10/29/2021	1	0	4	0	0%	83%	0.0
EDBC - CC-3271 - Missing hyperlink	Scenarios	1	9/7/2021	10/29/2021	0	0	1	0	0%	91%	0.0
EDBC - CC-2850 UIED	Scenarios	1	9/7/2021	10/29/2021	0	0	1	0	0%	91%	0.0
EDBC - CC-2849 UEID	Scenarios	1	9/7/2021	10/29/2021	0	0	0	1	100%	91%	1.1

6.1.3 Gainwell Technologies

► CalWIN Data Migration
  o Continued development of newly approved shell case design
► CalWIN Document Migration
  o Completed transmission of Client Correspondence for Converted Data Test (CDT)
► CalWIN Data Retention M&O
  o 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
  o Followed up with Counties to address issues found within the files
► Collections, SIU/Fraud and Task
  o Completed data mapping and transformation
► Shell Cases
  o Completed data mapping and transformation build and test

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 to note		

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
Ventura	**Design and build completed** Received production sized files	N/A	N/A

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
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

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 handing 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

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
January 2022	System Test Complete	System Test execution dependent on test scripts and Build Complete are ready to Start (or are Complete)	In progress
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
97	CalWIN/CalSAWS Master Conversion Plan – Update #2	• Finalized and submitted the DDEL to the Consortium for review on October 20, 2021 • Comments for the DDEL are due on October 29, 2021

6.2   Activities for the Next Reporting Period

6.2.1   C-IV Conversion:

► Continue post go-live support for C-IV Counties

6.2.2   CalWIN Conversion:

► Continue System Test scenario development
► Update Jira Epics and Issue assignment to align with new GDS Delivery schedule
► Continue Converted Data Delivery planning activities

6.2.3 Gainwell Technologies

- ► CalWIN Data Migration
    - o Continue planning for future CalWIN extractions
- ► CalWIN Data Retention M&O
    - o 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 for automation development

6.2.5 Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
97	CalWIN/CalSAWS Master Conversion Plan – Update #2	• Receive comments back for the DDEL on October 29, 2021

6.3 Deviations from Plan/Adjustments

- ► None for the reporting period

7.0 Training

7.1 Highlights of the Reporting Period
- ► Hosted Weekly CalSAWS Training team meeting on October 19, 2021
- ► Continued support during the daily Post Deployment County stakeholder calls
- ► Training Environments
    - o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets
    - o Received Emergency approval from Security/CAB teams for CHG0032382
    - o Monitored one time code deployment for Training Environments completed on the weekend of October 22, 2021 (CHG0032382)
- ► Learning Management System (LMS)
    - o Continued to work cross-team to troubleshoot CalSAWS Learning Management (LMS) Tickets
    - o Planning training for LMS support to the Consortium Training team
- ► Continued to assist the BenefitsCal training team on LMS administrative functions/configuration

► Imaging
  o Delivered Los Angeles County Imaging Train-the-SME (ITTSME) on October 18, 19, 20, and 21, 2021
  o Drafted Imaging Search Results fact sheet

Figure 7.1-1 Training System Change Request (SCR) Status
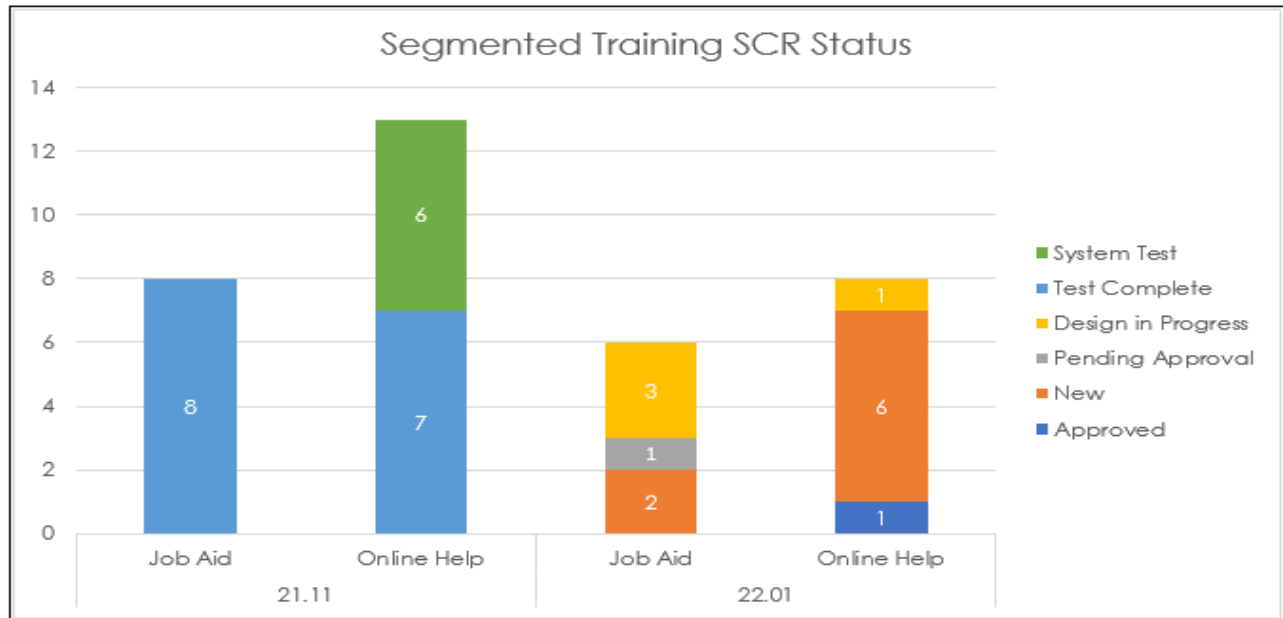
Note: The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates. Data is as of October 25, 2021

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.2 Activities for the Next Reporting Period

► Host weekly Training Touchpoint meeting on October 27, 2021
► Continue to monitor progress for Training Staging, Training Production Environment and Learning Management System (LMS) login incidents in ServiceNow
► Provide support during the daily Post-Deployment County Stakeholder calls
► Imaging
  o Attend Weekly Training Touchpoint with Consortium Training Lead on October 25, 2021
  o Host meeting regarding Additional Imaging Training/Demonstrations on October 26, 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

8.1.1   Implementation

► Continued to provide enhanced Post-Deployment Support
  o Provided on-site and virtual support for each of the 5 Regions with the former C-IV Counties, by visiting select County offices
    • Region 1 – Both Region 1 Counties accepting visitors had on-site Project Support week 4 of go-live; two of the four Region 1 Counties are not accepting on-site support at this time
    • Region 2 – All Region 2 Counties accepting visitors (4) had on-site Project Support during week 4 of go-live; six of the ten Region 2 Counties are not accepting on-site support at this time
    • Region 3 – Seven of the fourteen Region 3 Counties had on-site Project Support during week 4 of go-live
    • Region 4 – One Region 4 Counties was accepting and received on-site support during week 4 of go-live. All other Region 4 Counties transitioned to a virtual model, where TOSS is supporting their Counties by hosting twice-daily bridge lines
    • Region 5 - Both Region 5 Counties had on-site Project Support week 4 of go-live; one of the three Region 5 Counties are not accepting on-site support at this time
  o 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
    • 192 total defects or System Change Requests (SCRs) were logged on the tracker

Table 8.1.1-1 – Defects/SCRs by Target Resolution Date

TARGET RESOLUTION DATE	TOTAL
Week of September 27, 2021	40
Week of October 4, 2021	27
Week of October 11, 2021	30
Week of October 18, 2021	26
Week of October 25, 2021	7
Week of November 1, 2021	1
21.10.xx	34
21.11	3
21.11.xx	4
22.01	4
22.01.xx	1
22.03	2
22.05	2
Release When Ready (RWR)	10
TBD	1

- By System Owner
  - BenefitsCal: 8
  - CalSAWS: 180
  - FIS: 1
  - Hyland: 3
- 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.
- 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 Implementation Point of Contacts (IPOCs), Primary Point of Contacts (PPOCs), 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 included:
  - Notice of Missed Interview
  - How to Update EBT Printers
  - How to Process SAR 7s
  - Homeless Assistance FAQ
  - Exporting a Dataset from a Qlik Report

► Continued ongoing engagement with County Implementation Point of Contacts (IPOCs), documenting questions asked in the Master Frequently Asked Questions (FAQ) tracker, and researching and providing the associated resolution in support of readiness activities
► Imaging
   o Assisted CalSAWS Command Center and targeted on-site support staff in answering County questions regarding the CalSAWS Imaging Solution
   o Maintained County and Project Imaging Readiness Checklists in JIRA
   o Continued planning for Los Angeles County post-deployment Imaging support
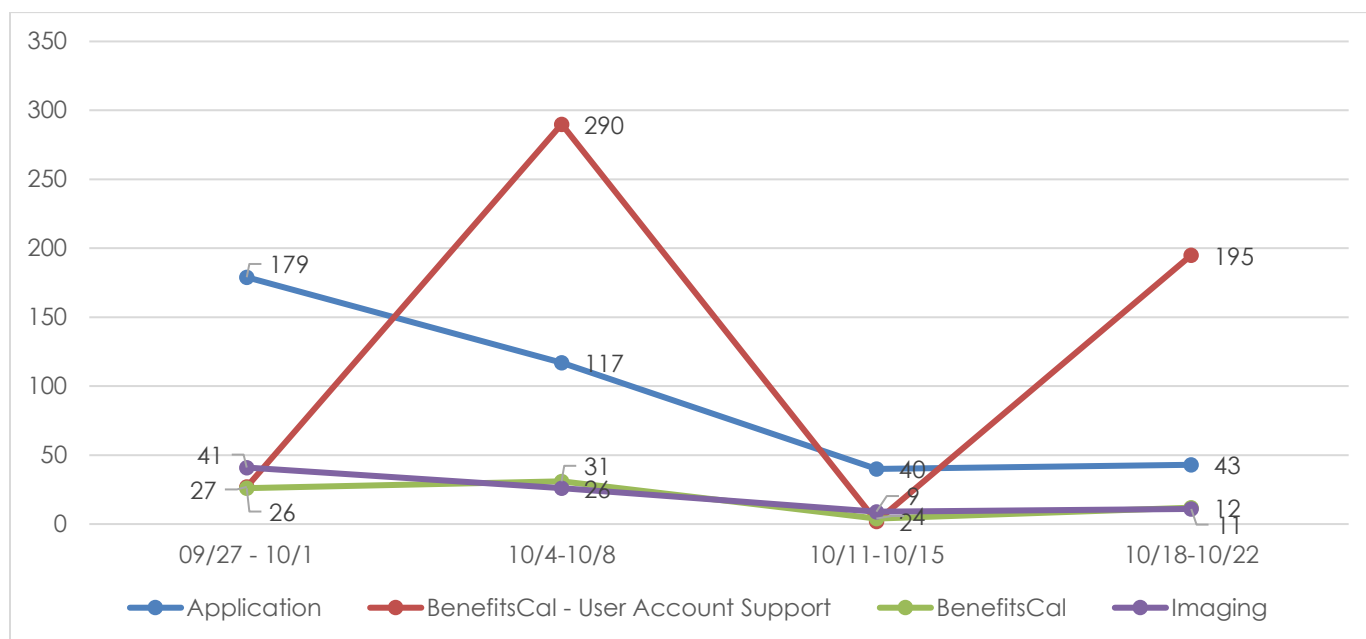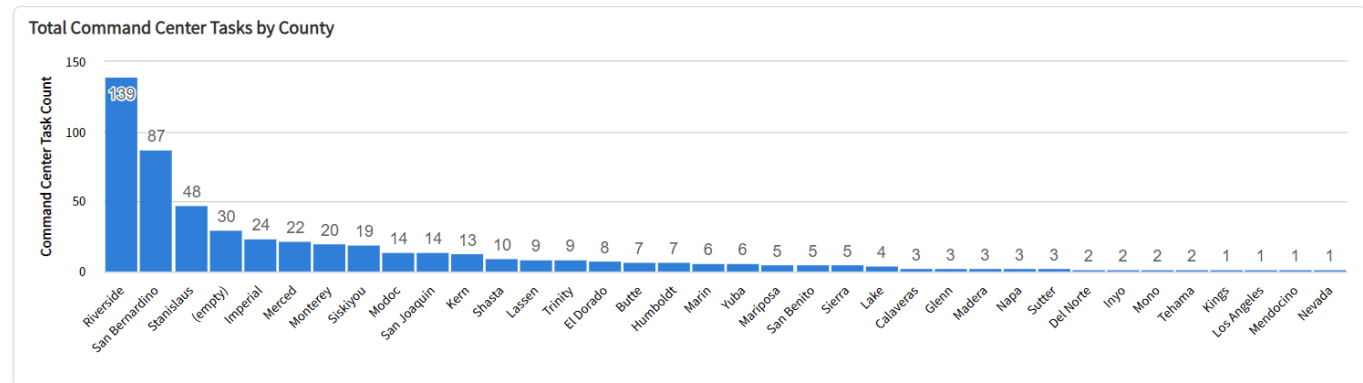
Figure 8.1.1-1 – Command Center Call Breakdown by Week

Figure 8.1.1-2 – Command Center Total Calls

QUEUE	TOTAL CALLS
Application	379
BenefitsCal - User Account Support	514
BenefitsCal	73
Imaging	87

Figure 8.1.1-3 – Command Center Total Calls by County

Total Command Center Tasks by County

8.1.2   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 editing the Change Management section of the DDEL 66 deliverable

► Communication
   o T+3 Week User Readiness Assessment Survey
      • Finalized the questions for the sixth and final T-3 User Readiness Assessment Survey
      • Distributed the T+3 Week Survey and monitored survey responses
   o Distributed and managed the Fact Sheets for Post-Deployment Support via the Fact Sheet Tracker
   o Assisted in compiling the Daily High Impact Issues Tracker
   o Hosted two Functional Demo Sessions
      • Hosted SAR 7 and RE Processing demonstration on October 20, 2021 and began to compile follow-up materials
      • Hosted Change Reason on October 21, 2021 and began to compile follow-up materials

► Imaging
   o Los Angeles County Imaging Change Management
      • Continued drafting Document Manipulation Infographic
      • Continued planning for Los Angeles County Imaging Change Network October monthly meeting
      • Continued drafting Los Angeles County Imaging Go-Live Packet

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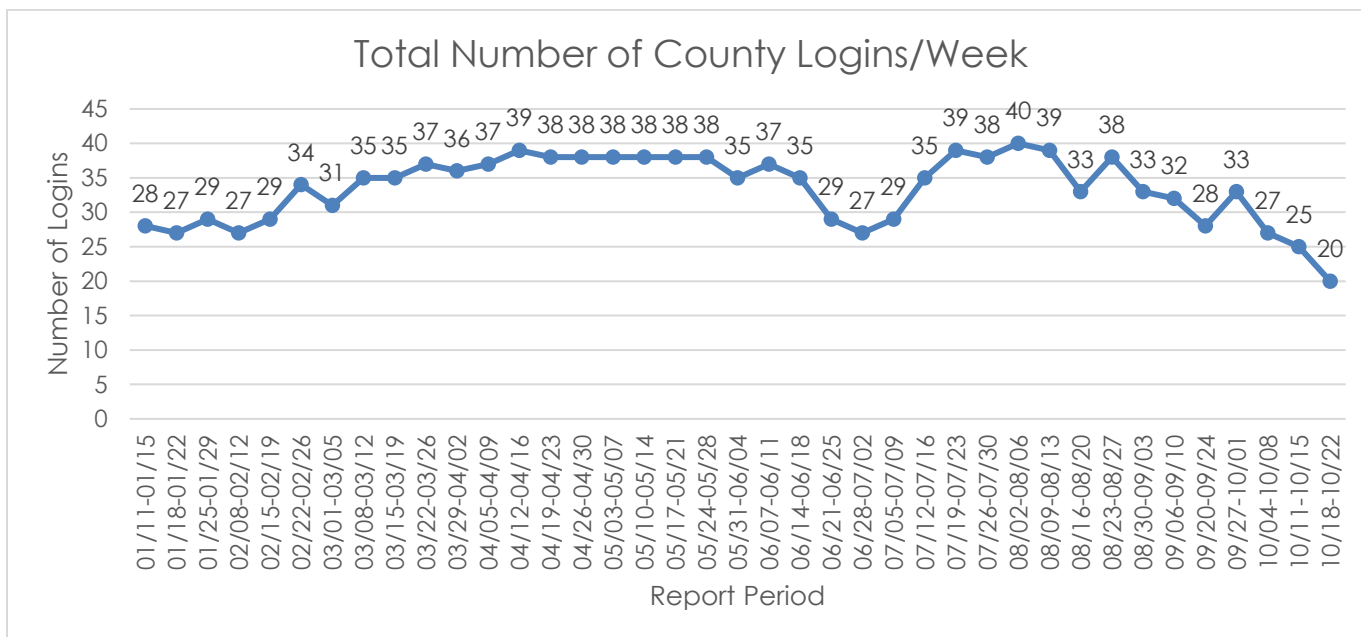**(Excluding 02/01/2021-02/09/2021, 09/13/2021-09/17/2021) ***
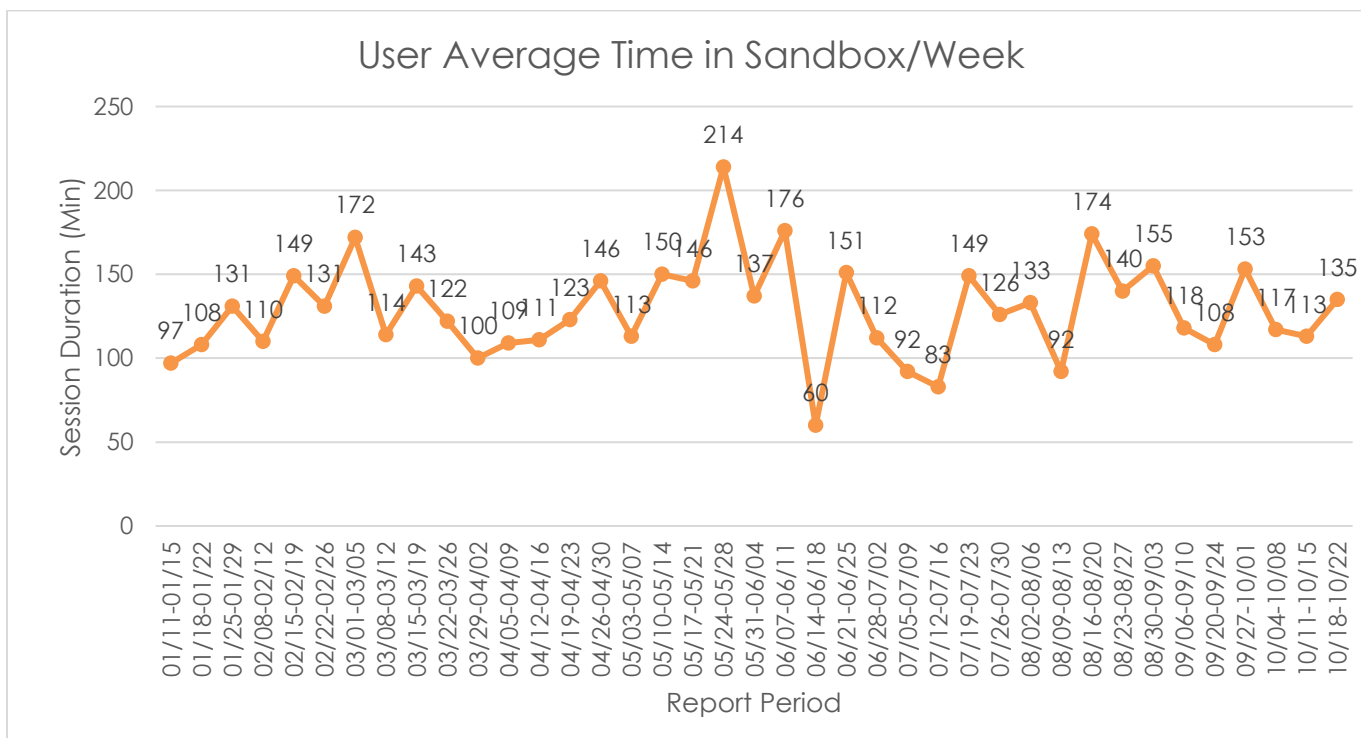

Figure 8.1.2-2 – CalSAWS Sandbox Environment: Average Time Users Spent in the Sandbox per Week (Excluding 02/01/2021-02/09/2021, 09/13/2021-09/17/2021) *

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

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Alameda	User1, 2, 3, 6	8	00:32:45
Butte	User 1	1	00:02:56
Contra Costa	Users 1, 2, 3	15	00:21:43
Del Norte	Users 1, 5	3	00:33:09
Humboldt	Users 1, 2	2	00:06:56
Kern	Users 2, 3, 5	8	00:55:50
Los Angeles	Users 4, 6	78	11:28:10
Merced	Users 2, 5	4	00:02:50
Orange	Users 1, 2, 3, 4, 6	49	04:31:48
Placer	Users 1, 3	11	01:53:55
Riverside	Users 1, 2, 4	10	00:25:36
Sacramento	User 1	2	00:34:43
San Francisco	Users 1, 6	7	00:09:21
San Luis Obispo	Users 1, 3, 6	8	02:38:48
San Mateo	Users 1, 2, 3, 5, 6	69	03:51:28
Santa Barbara	Users 1, 2, 3, 4	55	10:04:37
Santa Clara	Users 1, 4, 6	29	05:15:40
Stanislaus	User 3	2	00:19:45
Ventura	Users 5, 6	6	01:11:19
Yolo	Users 5, 6	2	00:00:00

8.1.3   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	• Continued developing the DDEL • Submission of the DDEL is due on November 5, 2021

8.2 Activities for the Next Reporting Period

8.2.1 Implementation

► Continue to provide enhanced Post-Deployment Support
  o Provide on-site or enhanced virtual support for each of the 5 Regions with C-IV Counties, by visiting select County offices
  o 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.
  o 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
  o Distribute the Daily High-Priority Issue Summary Update Email to County Implementation Point of Contacts (IPOCs), Primary Point of Contacts (PPOCs), and County Help Desks on the outcomes of the stakeholder call
  o Host the centralized Command Center, where County how-to questions can be asked via designated office-level support individuals within the Counties
  o Continue to create Fact Sheets based on communications need
► Continue ongoing engagement with County Implementation Point of Contacts (IPOCs), documenting questions asked in the Master FAQ tracker, and researching and providing the associated resolution in support of readiness activities
► Imaging
  o Host Los Angeles County Imaging Implementation Readiness Checkpoint on October 25, 2021
  o Attend daily Post-Deployment Project Stakeholder calls
  o Attend daily Post-Deployment County Stakeholder calls
  o Continue supporting Command Center and targeted on-site support staff in answering County Imaging questions
  o Continue monitoring Project and County Imaging Readiness tasks for Los Angeles County Imaging implementation
  o Continue planning for Los Angeles County post-deployment Imaging support

8.2.2 Change Management

► Continue 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
► Continue editing the Change Management section of the DDEL 66 deliverable
► Communication
  o T+3 Week User Readiness Assessment Survey
    • Monitor the responses to the T+3 Week Survey
    • Begin to prepare the T+3 Week Survey Responses Readout Deck
  o Distribute and manage the Fact Sheets for Post-Deployment Support via the fact sheet tracker
  o Continue to assist in compiling the Daily High Impact Issues Tracker

- o Finalize materials from two previous functional demonstration sessions and distribute
  - SAR 7 and RE Processing
  - Change Reason
  - Prepare and host Applications Functional demonstration session on October 21, 2021 and begin to compile follow-up materials
- ► Imaging
  - o Host Los Angeles County Imaging Change Network October monthly meeting on October 28, 2021
  - o Host meeting regarding Change Management for Los Angeles County Imaging with Consortium Change Management and ClearBest Quality Assurance leads
  - o Distribute CalSAWS Imaging Document Manipulation infographic
  - o Continue drafting Los Angeles County Imaging Go-Live packet

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	• Continue developing the DDEL • Submission of the DDEL is due on November 5, 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

CalSAWS – California Statewide Automated Welfare System
CalSAWS DD&I Project Phase
Weekly Status Report Period: October 18, 2021 to October 24, 2021

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