CalSAWS – CalWIN Implementation Support Weekly Status Report

Reporting Period: January 3, 2022 to January 9, 2022

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1.0 CalWIN Implementation Support Services

1.1 Highlights of the Reporting Period

Project Management
► Continue planning for and onboarding staff resources.
► Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
► Close out Q&A Log items and transfer ownership to the TOSS Team.
► Meet with the TOSS Team on 01/04/22 to update Q&A Log processes.
► Continue updating the County Work Plans for Wave 1.
► Continue gathering timelines for the Project teams for CalWIN County implementation activities.
► Submit the following Deliverables:
  o DEL 04.04: Business Process Reengineering Plan – Wave 2 (Santa Clara) Draft Deliverable (DDEL) on 01/03/22.
  o DEL 04.05: Business Process Reengineering Plan – Wave 2 (Tulare) DDEL on 01/03/22.
  o DEL 06: County Communication Plan DDEL on 01/03/21.
  o DEL 01.12 Work Plan Monthly Updates – Dec 2021 Final Deliverable (FDEL) on 01/07/22.
  o DEL 02.12 Monthly Status Report – Dec 2021 FDEL on 01/07/22.

Business Process Reengineering (BPR)
► Conducted Q&A Sessions for the Application Registration/Intake, Appointment Management/Case Assignment, Task Management, Imaging, and Case Maintenance with Santa Cruz and Solano Counties.
► Submitted Wave-2 County-Specific BPR Plan DDELs on 01/03/22.
► Resolved comments received for the submitted Wave-1 County-Specific BPR Plan FDELs.

Figure 1 – To-Be Process Timetable by County

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

As of 01/10/22

Organizational Change Management (OCM)

► Socialized the T-Minus 12 Wave 1 Readiness Survey Response Report.
► Submitted DEL 06: County Communication Plan DDEL on 01/03/22.
► Refined the approach to the Change Discussion Guides with input from the OCM Leads, QA, and the BPR team.
► Started drafting the Change Discussion Guide for Wave 1.

Training

► Continued training development, creating instructional design documents for the CalSAWS Instructor-Led Training curriculum.
► Continued development of the Learning Journey Maps.
► Continued participation in the CalWIN UAT Planning and Approach discussions.
► Participated in the CalWIN ISS training updates preparation for the 01/27/22 JPA meeting.
► Participated in the Wave 1 check-in meeting on 01/05/22.
► Participated in the Converted Data Test Rejected Items meeting on 01/05/22.
► Prepared for the Training Advisory Committee (TAC) meeting scheduled for 01/19/22.
► Sent meeting invitations to the remaining Wave 5 and 6 counties for training schedule reviews.
► Met with the Consortium Training Manager to review and discuss training team roles.

Implementation Support Services (ISS)

► Continued to compile available cross-project schedules for impacts on Wave 1 CalWIN Counties and incorporate into county-specific timelines.
► Incorporated county-specific Work Plan comments from Contra Costa County and updated the Work Plan. Re-distributed the Contra Costa County Work Plan and submitted for review on 01/07/22.

► Continued drafting the DEL10: Implementation Support Plan Draft Deliverable Expectation Document (DDED).

► Conducted/participated in the Weekly Implementation team meetings.

► Received the draft County Implementation Checklist initial comments and incorporated feedback on 01/05/22.

► Finalized meeting materials and conducted the Wave 1 meeting on 01/05/22.

► Developed the Case Review Guides (CRGs) and updated reporting requirements specific to the CRG #3 Update Provider Name Information based on the CalWIN screenshots received.

► Developing an ongoing mechanism to track County requests, by wave, for the CalWIN Migration efforts.

► Established a workgroup on 01/06/22 to discuss converted data test rejected items for OCM impacted items.

► Participated in ongoing meetings with DD&I and the Consortium for conversion, imaging, application programming interface (API) user groups, UAT, contact center discovery sessions, TPOC bi-weekly meetings and DDID.

► Participated in meeting preparation discussions for January JPA and WCDS meetings.
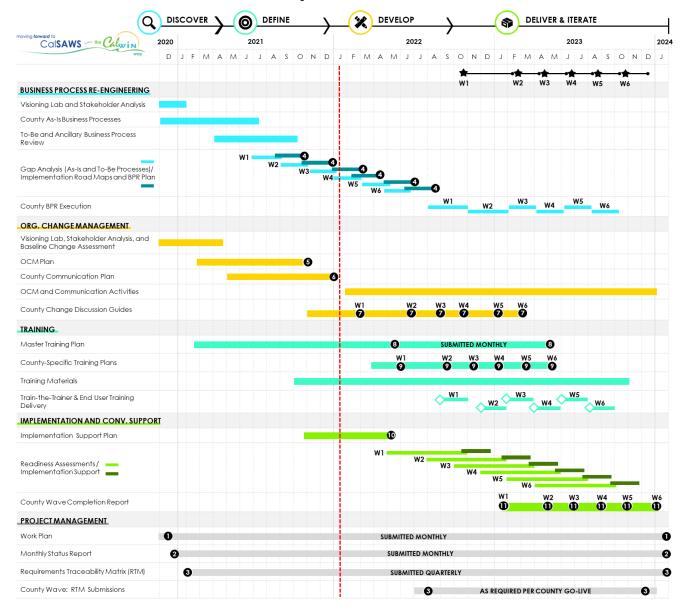
Project Timeline

Figure 2 – Project Gantt Chart

1.2 Project Deliverable Summary

Deliverable Activity is summarized within the tables below.

Table 1 – Deliverable Status for Current Reporting Period

		Completed		Coming Soon	

DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final
01	Workplan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	01/27/21
03	Requirements Traceability Matrix Initial	12/22/20	01/07/21	02/01/21	02/16/21	02/23/21
04	Business Process Reengineering Plan	07/14/21	07/26/21	10/01/21	10/22/21	10/27/21
05	Organizational Change Management Plan	07/14/21	07/26/21	10/04/21	10/26/21	11/02/21
06	County Communication Plan	08/16/21	08/26/21	01/03/22	01/25/22	02/01/22
07	County Change Guide	02/09/22	02/21/22	03/24/23	04/17/23	04/24/23
08	Master Training Plan	10/27/21	11/08/21	05/13/22	06/06/23	06/13/23
09	County Specific Training Plan (W1)	10/27/21	11/08/21	05/13/22	06/06/23	06/13/23
10	Implementation Support Plan	01/14/22	01/27/22	05/16/22	06/07/22	06/14/22
11	Wave Completion Report	09/15/22	09/27/22	01/11/24	01/24/24	01/31/24

Table 2 – Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
01	Workplan – Initial	Complete	
01.12	Work Plan – December 2021	On-Track	FDEL submitted 01/07/22 FDEL approval due 01/14/22
02	Monthly Status Report – Initial	Complete	
02.12	Monthly Status Report – December 2021	On-Track	FDEL submitted 01/07/22 FDEL approval due 01/14/22
03	Requirements Traceability Matrix Initial	Complete	

DEL #	Deliverable Name	Status	Next Deadline
03.04	Requirement Traceability Matrix – Quarter 4	On-Track	FDEL submitted 03/04/22 FDEL approved 03/11/22
04	Business Process Reengineering Plan	Complete	
04.01	County BPR Plan – Contra Costa	In Process	FDEL submitted 12/20/21 FDEL approval due 12/28/21
04.02	County BPR Plan – Placer	In Process	FDEL submitted 12/20/21 FDEL approval due 12/28/21
04.03	County BPR Plan – Yolo	In Process	FDEL submitted 12/20/21 FDEL approval due 12/28/21
04.04	County BPR Plan – Santa Clara	On-Track	DDEL submitted 01/03/22 FDEL submission 01/25/22
04.05	County BPR Plan – Tulare	On-Track	DDEL submitted 01/03/22 FDEL submission 01/25/22
05	Organizational Change Management Plan	Complete	
06	County Communication Plan	On-Track	DDEL submitted 01/03/22 FDEL submission 01/25/22
07	County Change Guide	On-Track	DDED submission 02/09/22 FDED submission 02/21/22
08	Master Training Plan	On-Track	DDEL submission 05/13/22 FDEL submission 06/06/22
09.01	County Specific Training Plan – Contra Costa	On-Track	DDEL submission 05/13/22 FDEL submission 06/06/22
09.02	County Specific Training Plan – Placer	On-Track	DDEL submission 05/13/22 FDEL submission 06/06/22
09.03	County Specific Training Plan – Yolo	On-Track	DDEL submission 05/13/22 FDEL submission 06/06/22
10	Implementation Support Plan	On-Track	DDED submission 01/14/22 FDED submission 01/27/22
11	Wave Completion Report	On-Track	DDED submission 09/15/22 FDED submission 09/27/22

1.3   Project Risks and Issues

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

Table 3 – Risks & Issues

ID	Title	Details	Status	Impact	Severity	Date Logged
N/A						

1.4   CRFI/CIT Communications Information

There are no open CalSAWS Request for Information (CRFI) for the reporting period.

Table 4 – CRFIs

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
N/A					

There are currently no new CalSAWS Information Transmittals (CITs) for the reporting period.

Table 5 – CITs

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
N/A						

1.5   Activities for the Next Reporting Period

Project Management
► Continue planning for and onboarding staff resources.
► Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
► Finalize TOSS Q&A Log processes and prepare for IPOC presentation on 01/18/22.
► Draft Work Plan and Implementation Readiness process and review prior to IPOC meeting on 01/18/22.
► Submit the following Deliverables:
  o DEL07: County Change Guide DDED on 01/14/22.

Business Process Reengineering (BPR)
► Complete Week-1 To-Be BPR Sessions for Santa Cruz & Solano Counties.
► Obtain Approval on Wave-1 County-Specific BPR Plan FDELs.
► Begin resolving comments on Wave-2 County-Specific BPR Plan DDELs.
► Complete Pre-Meet Pt. 1 for San Mateo and San Diego Counties.

Organizational Change Management (OCM)
► Continue drafting the Change Discussion Guides for Wave 1.
► Continue to refine the CNC deck kickoff.
► Schedule time to socialize the T-12 Readiness Surveys with the Wave 1 counties.

Training

► Continue training development, creating instructional design documents for the CalSAWS Instructor-Led Training curriculum.
► Continue development of the Learning Journey Maps.
► Continue participation in CalWIN UAT Planning and Approach.
► Participate in CalWIN ISS training updates preparation for the 01/27/22 JPA meeting.
► Participate in the CalWIN Implementation Support Services - Stand-up Meeting on 1/10/22.
► Participate in the Wave 4 BPR Pre-meeting on 01/11/22.
► Participate in the CalWIN ISS and RMs Monthly Discussion on 1/11/22.
► Prepare for the Training Advisory Committee (TAC) meeting scheduled for 01/19/22.
► Participate in working session to finalize the ISS Action Plan for Training (originating from C-IV Retros) on 1/12/22.
► Present CalWIN ISS training update at the WCDS Committee meeting on 1/14/22.

Implementation Support Services

► Follow up with the Conversion Team regarding planning the application security requirements and timeline (items specific to CalWIN emails).
► Submit CRG #3 Update Provider Name and CIT documentation for review.
► Submit updated CRG #2 for additional information based on feedback from the CalWIN Counties.
► Schedule and conduct ongoing cross-project meetings for the App Dev, Consortium, ISS, and Customer Engagement teams.
► Submit the Deliverable Expectation Document (DED) for the Implementation Support Plan.
► Conduct ISS and Regional Manager monthly meeting on 01/11/22.
► Participate in the Central Print Kick-Off Meeting on 01/12/22.
► Submit OPAC materials 01/14/22 and conduct walk-through meetings with ISS and the Customer Engagement team.
► Participate and present at the WCDS meeting on 01/14/22.
► Prepare and create materials for the January 2022 Implementation Point of Contact (IPOC) Kick-Off meeting on 01/18/22.
► Participated in ongoing meetings with DD&I and the Consortium for conversion, imaging, application programming interface (API) user groups, UAT, contact center discovery sessions, TPOC bi-weekly meetings and DDID.

1.6 Deviations from Plan/Adjustments

► None for the reporting period.