



CalSAWS – CalWIN Implementation Support Weekly Status Report

**Reporting Period: February 7, 2022 to
February 13, 2022**

Table of Contents

1.0 CalWIN Implementation Support Services.....2

1.1 Highlights of the Reporting Period.....2

1.2 Project Deliverable Summary7

1.3 Project Risks and Issues9

1.4 CRFI/CIT Communications Information 10

1.5 Activities for the Next Reporting Period 10

1.6 Deviations from Plan/Adjustments 12

1.0 CalWIN Implementation Support Services

1.1 Highlights of the Reporting Period

Project Management

- ▶ Continued planning for and onboarding staff resources.
- ▶ Continued to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ Continued gathering timelines for the Project teams for CalWIN County implementation activities.
- ▶ Submitted the following Deliverables:
 - WP 02: To-Be Process Maps – Wave 4 (Solano) DWP on 02/07/22.
 - WP 02: To-Be Process Maps – Wave 4 (Santa Cruz) DWP on 02/07/22.
 - DEL 07: County Change Guide Draft Deliverable Expectation Document (DDED) on 02/09/21.

Business Process Reengineering (BPR)

- ▶ Completed Week-1 of To-Be BPR sessions for San Mateo County.
- ▶ Prepared for Week-1 of To-Be BPR sessions for San Diego County.
- ▶ Resolved comments received for the submitted Wave-3 County-Specific BPR Plan DDELS for Orange County.
- ▶ Finalized schedules for Alameda and Fresno To-Be BPR Sessions with BA coverage.
- ▶ Scheduled Leadership session for Fresno County; awaiting confirmation for Alameda.
- ▶ Continued early planning for Process Simulation Testing in coordination with UAT Team.
- ▶ Continued resolving outstanding BPR questions from Wave-1 Counties.
- ▶ Began development of three additional process flows –Fiscal Interfaces, E2Lite, and Contact Center, all of which will be reviewed with Wave-1 counties upon completion.

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalWIN Implementation Support Phase

Weekly Status Report, February 16, 2022

Reporting Period: February 7, 2022 to February 13, 2022

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	02/21/22	02/28/22	03/04/22
Santa Cruz	01/10/22	02/04/22	02/07/22	02/21/22	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 02/13/22*

Organizational Change Management (OCM)

- ▶ Continue drafting the CDGs for Wave 1.
- ▶ Continue planning for the February CNC meeting scheduled for 02/22/22.
- ▶ Draft March Infographics on App Reg and EDBC.
- ▶ Assist Counties to test survey distribution ahead of the February 21 distribution of Wave 1 and Wave 2 surveys.
- ▶ Met with Placer and Contra Costa on CDG content and structure.

Training

- ▶ Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ Continued development of the Learning Journey Maps.
- ▶ Continued planning classroom and scheduling logistics for Wave 1 Counties.
- ▶ Met with Sacramento County on 02/09/22 and San Francisco County on 02/10/22 to discuss the draft training schedules. Initial meetings with all 18 counties are now complete.
- ▶ Participated in the CalWIN ISS and Regional Manager meeting on 02/08/22.
- ▶ Participated in the OCM Change Discussion Guide review with Contra Costa County on 02/10/22.
- ▶ Participated in the County Fiscal Pay Code/Fund Code and Process Impacts discussion on 02/10/22.

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalWIN Implementation Support Phase

Weekly Status Report, February 16, 2022

Reporting Period: February 7, 2022 to February 13, 2022

Figure 2 – Instructor-Led Training Development Progress

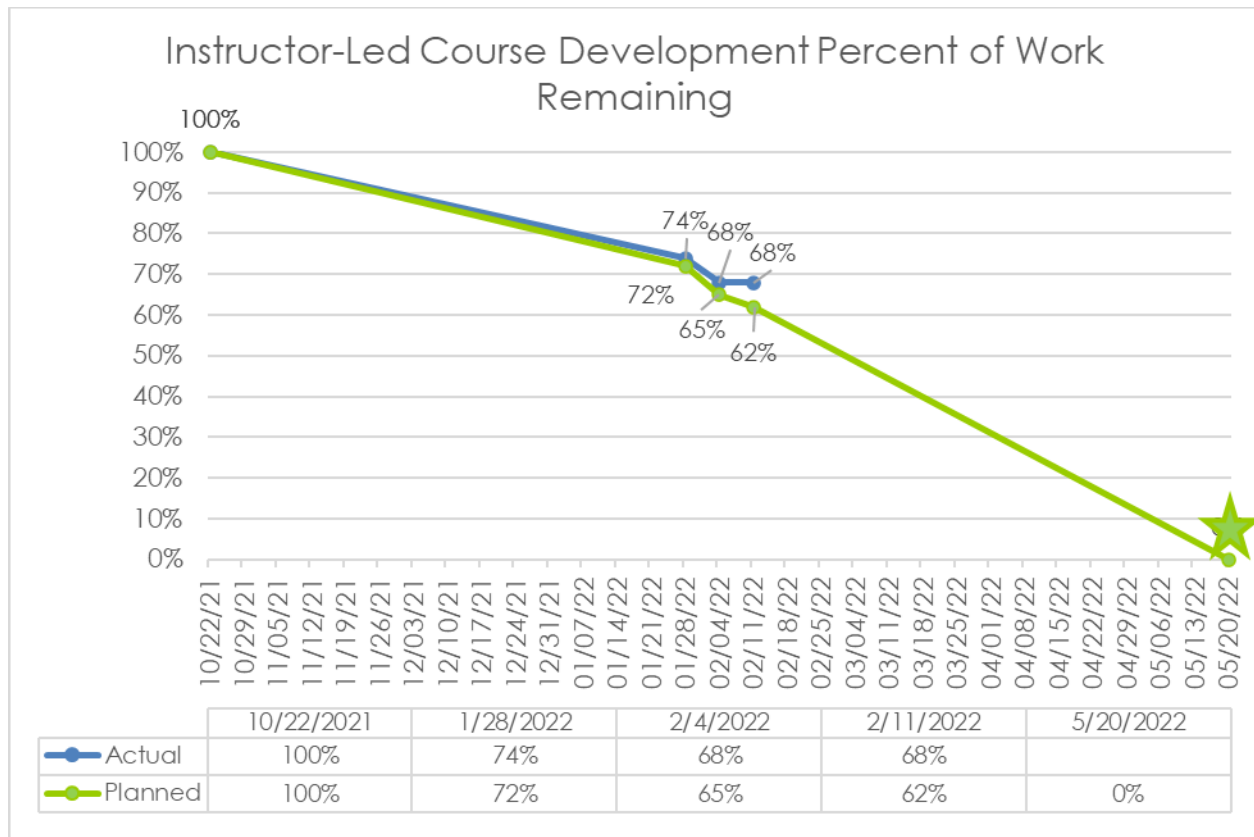


Table 1 – Instructor-Led Training Development Progress

ILT Course Title	Course – Total % Complete	ILT Course Title	Course – Total % Complete
General Eligibility	50%	Foster Care	31%
CalFresh Eligibility	60%	Supervisor Eligibility	39%
Medi-Cal Eligibility	40%	Supervisor Clerical	30%
Clerical	30%	Fiscal	38%
CalFresh/Medi-Cal Multi-Program	40%	QA/QC	34%
CalWORKs Eligibility	30%	RDB Maintainers	38%
CalFresh/CalWORKs Multi-Program	30%	Special Investigations/IEVS (Fraud)	30%
CalFresh/CalWORKs/Medi-Cal Multi-Program	30%	Child Care	30%
RCA	30%	Hearings	30%
Employment Services Welfare to Work	37%	GA/GR Eligibility	0%
CAPI	30%	Learning Journey Maps (non ILT)	4%

Implementation Support Services (ISS)

- ▶ Conducted/participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings, including weekly meeting with Contra Costa.

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalWIN Implementation Support Phase

Weekly Status Report, February 16, 2022

Reporting Period: February 7, 2022 to February 13, 2022

- ▶ Conducted the weekly project Ad-Hoc Reporting meeting on 02/10/22, creating the Wave 2 – Wave 6 County ad-hoc meeting schedule with the reporting team for revised County by County approach
- ▶ Conducted Case Review Guide (CRG) #3 Update Provider Name Information office hours on 02/09/22; continued to document the CRG #3 FAQ.
- ▶ Conducted twice weekly Conversion Defect Testing (CDT) Defect Internal Work Group meetings on 02/08/22 and 02/10/22. The Current Status of the 59 items are noted below:

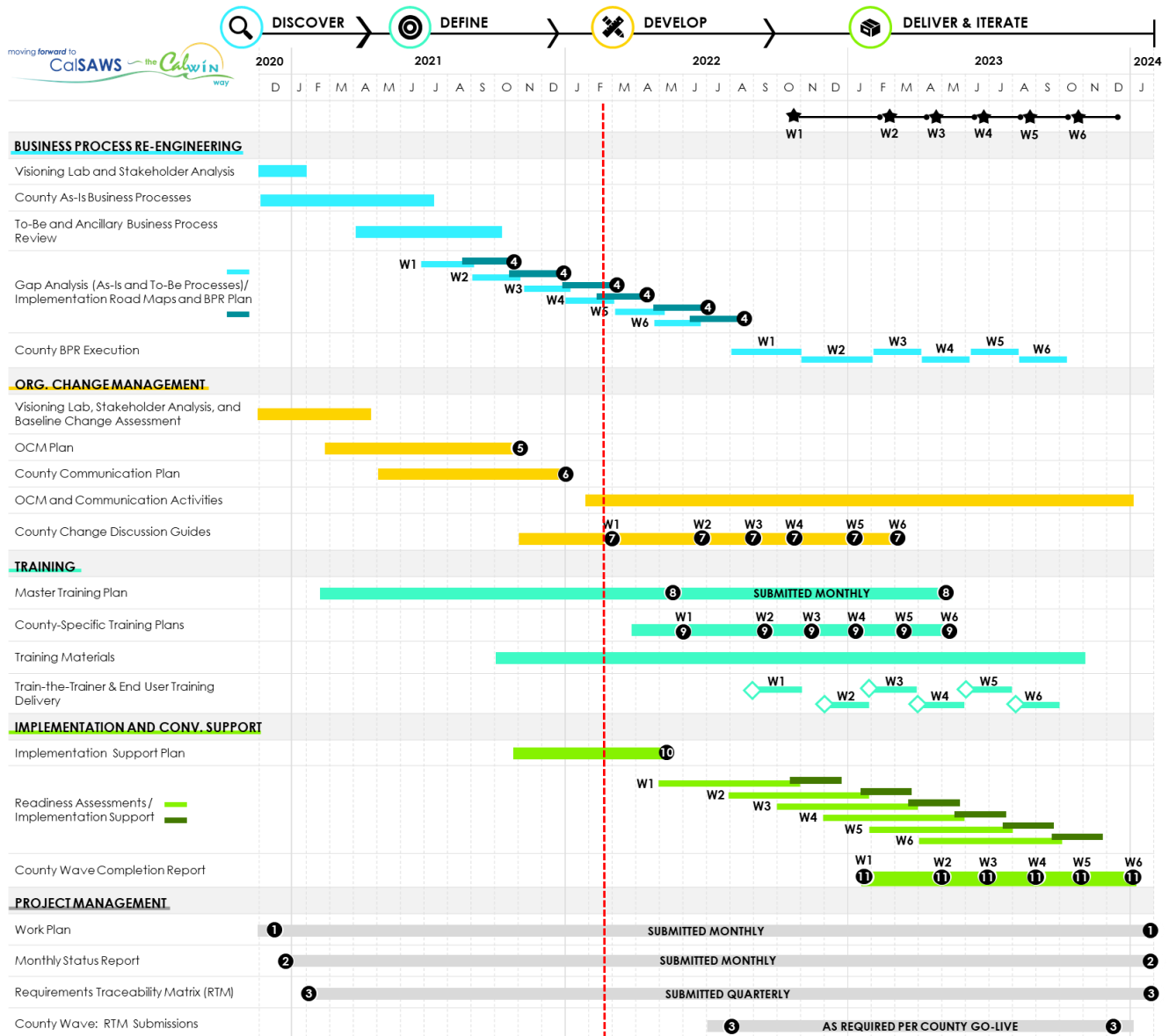
Status	County
Impact Analysis Requested	12
Not Started	12
Awareness for Go-Live (include in Go-Live Packet)	20
No Action Needed from CDT Group	3
Requested Additional Clarification	5
Communications Needed for County	7

- ▶ Distributed the Application Security draft CalSAWS Information Transmittal (CIT) for internal approval on 02/11/22.
- ▶ Coordinated the Max Caseload cross-project impact meetings.
- ▶ 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 the Implementation Readiness Checklist Building Session on 02/07/22
- ▶ Participated in the CalSAWS/Placer Weekly Contact Center Discovery Session on 02/08/22 and the Yolo County Contact Center Discovery Session on 02/09/22.
- ▶ Participated in the Contra Costa County IPOC/TOSS Weekly Meeting on 02/07/22.
- ▶ Participated in the weekly Implementation Team Meeting on 02/10/22.
- ▶ Prepared CalSAWS agenda for the February 24 OPAC meeting.

Project Timeline

Figure 3 – Project Gantt Chart

Project Timeline



CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalWIN Implementation Support Phase

Weekly Status Report, February 16, 2022

Reporting Period: February 7, 2022 to February 13, 2022

1.2 Project Deliverable Summary

Deliverable Activity is summarized within the tables below.

Table 2 – 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 3 – Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
01	Workplan – Initial	Complete	
01.14	Work Plan – February 2021	On-Track	FDEL submission 03/04/22 FDEL approval due 03/11/22
02	Monthly Status Report – Initial	Complete	
02.14	Monthly Status Report – February 2021	On-Track	FDEL submission 03/04/22 FDEL approval due 03/11/22
03	Requirements Traceability Matrix Initial	Complete	
03.04	Requirement Traceability Matrix – Quarter 4	On-Track	FDEL submission 03/04/22 FDEL approval due 03/11/22

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalWIN Implementation Support Phase

Weekly Status Report, February 16, 2022

Reporting Period: February 7, 2022 to February 13, 2022

DEL #	Deliverable Name	Status	Next Deadline
04	Business Process Reengineering Plan	Complete	
04.04	County BPR Plan – Santa Clara	Complete	FDEL submitted 01/25/22 FDEL approved 02/03/22
04.05	County BPR Plan – Tulare	Complete	FDEL submitted 01/25/22 FDEL approved 02/03/22
04.06	County BPR Plan – Orange	On-Track	DDEL Submission 03/15/22 FDEL Submission 04/06/22
04.07	County BPR Plan – Santa Barbara	On-Track	DDEL Submission 03/15/22 FDEL Submission 04/06/22
04.08	County BPR Plan – Ventura	On-Track	DDEL Submission 03/15/22 FDEL Submission 04/06/22
05	Organizational Change Management Plan	Complete	FDEL submitted 10/26/21 FDEL approved 11/02/21
06	County Communication Plan	Complete	FDEL submitted 01/25/22 FDEL approved 02/01/22
07	County Change Guide	On-Track	DDED Submitted 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	DDEL submission 05/06/22 FDEL submission 06/07/22
11	Wave Completion Report	On-Track	DDED submission 09/15/22 FDED submission 09/27/22

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalWIN Implementation Support Phase

Weekly Status Report, February 16, 2022

Reporting Period: February 7, 2022 to February 13, 2022

1.3 Project Risks and Issues

The following table lists the open risks and issues for the reporting period.

Table 4 – Risks & Issues

ID	Title	Details	Status	Impact	Severity	Date Logged
262	The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information	The CalWIN counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction.	Open	3	Medium	12/13/21
270	The CalWIN counties may not be fully prepared for Go-Live if there is insufficient information in the Organizational Change Management (OCM) Change Discussion Guides (CDGs)	If OCM does not have sufficient documentation and resources to create CDGs, and counties do not have adequate time to review and provide feedback, the CDG delivery timeframe and level of detail might be impacted. The OCM team uses the County To-Be Process documentation to create the CDGs. Requirement DEL-11 states that CDGs must capture tasks within each job process, steps the person in the role will complete once they begin utilizing the new System, and impacts to the 18 CalWIN Counties along with the steps that the person will stop completing once they begin utilizing the CalSAWS System. If County To-Be process	Open	4	Medium	02/02/22

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalWIN Implementation Support Phase

Weekly Status Report, February 16, 2022

Reporting Period: February 7, 2022 to February 13, 2022

ID	Title	Details	Status	Impact	Severity	Date Logged
		documentation does not capture this information, more work must be done on the CDG content to make it useful for counties. The Training team leverages the CDGs by linking roles and changes to related training content and depends on receiving accurate CDGs in the expected timeframes.				

1.4 CRFI/CIT Communications Information

The following table lists the open CalSAWS Request for Information (CRFI) for the reporting period.

Table 5 – CRFIs

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date

The following table lists the open CalSAWS Information Transmittals (CITs) for the reporting period.

Table 6 – CITs

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
CIT 040-22	CalWIN Wave 1 Counties	Wave 1 T-9 Months Change Readiness Survey	OCM	02/07/22	Helen Cruz	Araceli Gallardo
CIT 041-22	CalWIN Wave 2 Counties	Wave 2 T-12 Months Change Readiness Survey	OCM	02/07/22	Helen Cruz	Araceli Gallardo
CIT XXX-22	CalWIN Counties	CalWIN Conversion: Application Security Education Sessions	Conversion	TBD	Cathryn van Namen	Nicole Williams

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.

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalWIN Implementation Support Phase

Weekly Status Report, February 16, 2022

Reporting Period: February 7, 2022 to February 13, 2022

- ▶ Continue compiling tasks for Implementation Readiness Checklist from Counties, Consortium, and other Project Threads.
- ▶ Submit the following Deliverables:
 - DEL 07: County Change Guide Draft Deliverable Expectation Document (FDED) on 02/21/21.

Business Process Reengineering (BPR)

- ▶ Complete Week-2 of To-Be BPR Sessions for San Mateo County.
- ▶ Complete Week-1 of To-Be BPR sessions for San Diego County.
- ▶ Schedule Pre-Meet Pt. 1 for Alameda and Fresno Counties.
- ▶ Continue early planning for Process Simulation Testing in coordination with UAT Team.
- ▶ Finalize Fiscal Interfaces process flow and begin scheduling review sessions with Wave-1 counties.
- ▶ Continue development of E2Lite and Contact Center process flows.
- ▶ Attend Targeted Topic session on Child Care and confirm Child Care flow, which will be reviewed with Wave-1 counties upon completion.
- ▶ Schedule workshop with Wave-1 counties to discuss caseload management (e.g., how the caseloads could be logically split and the business impact of breaking up large caseloads pre Go-Live).
- ▶ Begin discussions with Wave-1 Counties to determine status of pending decisions from BPR (documented in Process Change Inventory).
- ▶ Prepare to report burndown for pending decisions per County by flow in future weekly reports.

Organizational Change Management (OCM)

- ▶ Continue drafting the Change Discussion Guides for Wave 1
- ▶ Plan for the February CNC Meeting – Feb 22nd
- ▶ Meet with Yolo to gather their feedback on CDGs
- ▶ Review feedback received on the CDGs to determine next steps
- ▶ Child Care Targeted Topic on 2/15/2021

Training

- ▶ Continue training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ Continue development of the Learning Journey Maps.
- ▶ Continue developing the Master Training Plan Deliverable.
- ▶ Continue planning classroom and scheduling logistics for Wave 1 Counties.
- ▶ Continue working with the Consortium Training Manager to plan for the LMS and Training Environment for training CalWIN counties.
- ▶ Plan and prepare for the Training Advisory Council meeting on 02/23/22.
- ▶ Participate in the CalWIN ISS Standup Meeting on 02/14/22.
- ▶ Participate in the OCM Change Discussion meeting with Yolo County on 02/15/22.
- ▶ Participate in the CalWIN UAT Planning and Prep - OCM/BPR and Application Training meeting on 02/17/22.

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalWIN Implementation Support Phase

Weekly Status Report, February 16, 2022

Reporting Period: February 7, 2022 to February 13, 2022

Implementation Support Services

- ▶ Continue documenting project readiness checklist items, categories/subcategories, and readiness criteria/metrics for Implementation. Continue working on Wave 2 T-12 county specific work plan for distribution the week of 02/21/22.
- ▶ Continue planning for the agenda and materials for the February Operations and Policy Advisory Committee (OPAC) meeting on 02/24/22.
- ▶ Prepare materials for the Application Security Education sessions with the Counties. Distribute the Application Security Education Sessions CIT to CalWIN Counties and distribute the calendar invites for the session, to be conducted on 03/08/22 and 03/09/22.
- ▶ Continue conducting twice weekly CDT rejected items for OCM impacted items with the CDT Workgroup (Accenture, Gainwell, Consortium, and Customer Engagement).
- ▶ Continue drafting the DEL 10: Implementation Support Plan DDEL.
- ▶ Conduct Weekly Implementation manager and TOSS team meetings.
- ▶ Continue working with Project Reporting [Ad-Hoc] to complete planning efforts for Wave 1 and subsequent waves work groups.
- ▶ Conduct the CalWIN County Stand-Up Meeting on 02/14/22.
- ▶ Participate 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.