

CaSAWS CalWIN
Implementation Support
Services (ISS) Weekly
Status Report

**Reporting Period: February 21, 2022 to
February 27, 2022**

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ 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 and Work Products:
 - FDED 07: County Change Guide on 02/21/22.

1.2 Activities for the Next Reporting Period

- ▶ Continue planning for and onboarding staff resources.
- ▶ Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ Continue compiling tasks for the Implementation Readiness Checklist from Counties, Consortium, and other Project Threads.
- ▶ Submit the following Deliverables and Work Products:
 - FWP 02: To-Be Process Flows – Solano County on 03/04/22.
 - FWP 02: To-Be Process Flows – Santa Cruz County on 03/04/22.
 - FDEL 01.14: Work Plan Monthly Updates – February 2022 on 03/04/22.
 - FDEL 02.14: Monthly Status Report – February 2022 on 03/04/22.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

- ▶ Completed Week 3 of To-Be BPR sessions for San Mateo County and Week 2 of To-Be BPR sessions for San Diego County.
- ▶ Began comments resolutions for the To-Be Final Work Products (FWPs) for Solano and Santa Cruz Counties.
- ▶ Completed Pre-Meet Part 1 and 2 for Alameda and Fresno Counties.
- ▶ Continued planning for Process Simulation Testing in coordination with User Acceptance Test (UAT) team.
- ▶ Continued planning Fiscal 101 session for Wave 1 Counties to introduce topics such as pay code and fund code mapping.
- ▶ Finalized the schedule for the BPR Closeout for Wave 1 Counties in partnership with the OCM Team and initiated preparations.
- ▶ Finalized the plan to introduce brand new To-Be Process Flows to Wave 1 Counties by end of March (e.g., CBO Delegated Admin Access, Child Care, Fiscal Interfaces & Operations). Contact Center flow pending design.
- ▶ Conducted Q&A session for Benefit Recovery with San Diego County.
- ▶ Participated in demonstration of Cash Assistance Program for Immigrants (CAPI) functionality in preparation for CAPI-specific To-Be BPR sessions.

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	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	01/07/22	01/18/22	01/24/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22
Wave 4						
Solano	01/10/22	02/04/22	02/07/22	02/22/22	03/07/22	03/11/22
Santa Cruz	01/10/22	02/04/22	02/07/22	02/22/22	03/07/22	03/11/22
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 (TBD)	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22
Fresno (TBD)	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22
Sonoma (TBD)	05/09/22	06/03/22	06/06/22	06/17/22	06/27/22	07/01/22
Wave 6						
San Francisco (TBD)	05/09/22	06/03/22	06/06/22	06/17/22	06/27/22	07/01/22
Sacramento (TBD)	06/13/22	07/08/22	07/11/22	07/22/22	08/01/22	08/05/22
San Luis Obispo (TBD)	06/13/22	07/08/22	07/11/22	07/22/22	08/01/22	08/05/22

Figure 2.1-1 – To-Be Process Timetable by County (As of 02/25/22)

2.2 Activities for the Next Reporting Period

- ▶ Complete Week 4 of To-Be BPR sessions for San Mateo County and Week 3 of To-Be BPR sessions for San Diego County.
- ▶ Submit the To-Be Draft Work Product (DWP) for San Mateo County.
- ▶ Submit the To-Be FWPs for Solano and Santa Cruz Counties.
- ▶ Complete Leadership Meeting with Alameda and Fresno Counties.
- ▶ Continue planning for Process Simulation Testing in coordination with the UAT team.
- ▶ Continue planning the Fiscal 101 session for Wave 1 Counties to introduce topics such as pay code and fund code mapping.
- ▶ Prepare and validate new To-Be Process Flows that will be presented to Wave 1 Counties by end of March (e.g., CBO Delegated Admin Access, Child Care, Fiscal Interfaces & Operations).
- ▶ Present proposed BPR Closeout and Change Discussion Guide (CDG) finalization approach to Wave 1 Counties.
- ▶ Revise and finalize the Wave 5 BPR schedule.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

- ▶ Address comments received for the DEL 07: County Change Guide Final Deliverable Expectation Deliverable (FDED).
- ▶ Facilitate the February Change Network Champions (CNC) meeting on 02/22/22.
- ▶ Review and finalize agreement with the Consortium on the revised CDG plan.
- ▶ Develop communication materials for Eligibility Determination and Benefit Calculation (EDBC) and Application Registration for distribution in March.
- ▶ Research and plan for session on Task Management in April to address Wave 1 concerns and questions.

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- ▶ Distribute T-Minus 12 Readiness Surveys for Tulare and Santa Clara Counties on 02/22/22.
- ▶ Distribute T-Minus 9 Readiness Surveys for Placer, Yolo, and Contra Costa Counties on 02/22/22.

3.2 Activities for the Next Reporting Period

- ▶ Continue development of CDGs and plan for working sessions with Wave 1 Counties.
- ▶ Develop communication materials for EDBC and Application Registration for distribution in March.
- ▶ Begin analysis of T-Minus 12 Readiness Surveys for Tulare and Santa Clara Counties closing on 03/08/22.
- ▶ Begin analysis of T-Minus 9 Readiness Surveys for Placer, Yolo, and Contra Costa Counties closing on 03/08/22.

4.0 Training

4.1 Highlights of the Reporting Period

- ▶ Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ Continued development of the Learning Journey Maps.
- ▶ Continued developing the Master Training Plan Deliverable.
- ▶ Continued planning classroom and scheduling logistics for Wave 1 Counties.
- ▶ Continued working with the Consortium Training Manager to plan for the Learning Management System (LMS) and Training Environment for training for the CalWIN Counties.
- ▶ Updated training tasks in the CalWIN ISS Work Plan on 02/23/22.
- ▶ Conducted the TAC meeting on 02/23/22.
- ▶ Participated in the CalWIN ISS planning sessions on 02/22/22 and 02/23/22.
- ▶ Presented training update at the OPAC meeting on 02/24/22.
- ▶ Uploaded additional draft training materials to the Web Portal for County TAC review.

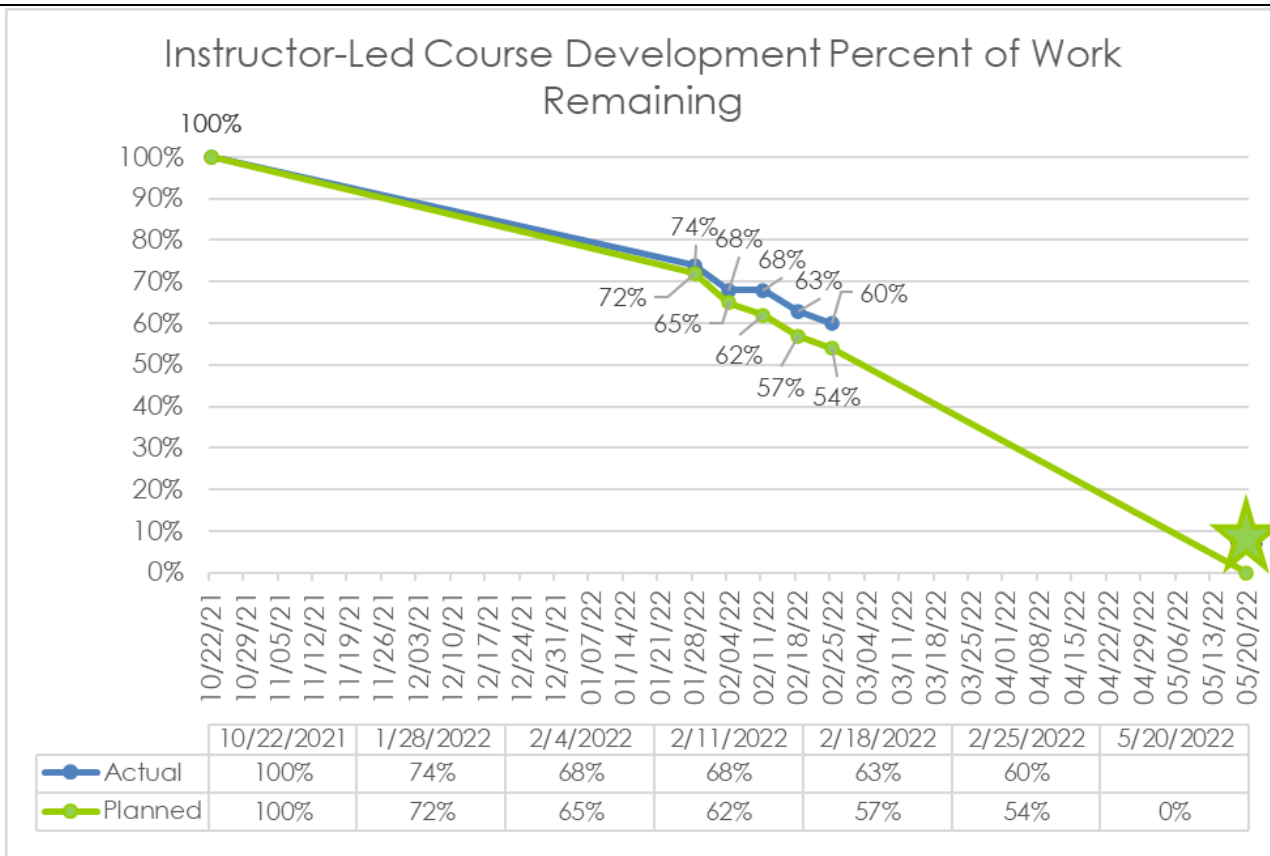


Figure 4.1-1 – Instructor-Led Training Development Progress

ILT Course Title	Course – Total % Complete	ILT Course Title	Course – Total % Complete
General Eligibility	65%	Foster Care	35%
CalFresh Eligibility	65%	Supervisor Eligibility	60%
Medi-Cal Eligibility	60%	Supervisor Clerical	30%
Clerical	32%	Fiscal	40%
CalFresh/Medi-Cal Multi-Program	45%	QA/QC	40%
CalWORKs Eligibility	40%	RDB Maintainers	49%
CalFresh/CalWORKs Multi-Program	38%	Special Investigations/IEVS (Fraud)	40%
CalFresh/CalWORKs/Medi-Cal Multi-Program	30%	Child Care	30%
RCA	40%	Hearings	30%
Employment Services Welfare to Work	40%	GA/GR Eligibility	0%
CAPi	30%	Learning Journey Maps (non ILT)	5%

Table 4.1-2 – Instructor-Led Training Development Progress

4.2 Activities for the Next Reporting Period

- ▶ Continue training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ Continue development of the Learning Journey Maps.

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- ▶ 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 for the CalWIN Counties.
- ▶ Participate in Wave 1 check-in and planning meetings.
- ▶ Participate in Global IPOC meeting on 03/02/22.

5.0 Implementation Support Services (ISS)

5.1 Highlights of the Reporting Period

- ▶ Conducted/participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings, including weekly meeting with Contra Costa.
- ▶ Conducted the weekly project Ad-Hoc Reporting meeting on 02/24/22, discussing revised approach for ad-hoc reporting (communicating at OPAC) and county discovery kick-off meetings
- ▶ Conducted twice weekly Conversion Defect Testing (CDT) Defect Internal Work Group meetings on 02/22/22 and 02/24/22. Conducted an internal working group on 2/25/22 to establish whether CDT Defects which team (BPR, ISS, Training, etc.) will handle actions for certain CDT activities. The Current Status of the 72 items are noted below:

Status	County
Impact Analysis Requested	11
Not Started	0
Awareness for Go-Live (include in Go-Live Packet)	45
No Action Needed from CDT Group	8
Requested Additional Clarification	6
Requires Pre-Go Live Case Review Guide	1
Requires Post-Go Live Case Review Guide	1

Table 5.1-1 – Status of CDT Items

- ▶ Continued preparation and planning for the Application Security educational sessions (scheduled on 03/08/22 – 03/09/22).
- ▶ 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.
- ▶ Conducted the 02/24/22 OPAC meeting.
- ▶ Participated in the CalSAWS/Placer Weekly Contact Center discovery session on 02/22/22 and in the CalSAWS/Yolo Weekly Contact Center discovery session on 02/23/22.
- ▶ Conducted a meeting with the TPOC team to outline detailed technical tasks for counties in February-March on 02/24/22

5.2 Activities for the Next Reporting Period

- ▶ Continue documenting project readiness checklist items, categories/subcategories, and readiness criteria/metrics for Implementation. Continue working on updating

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project work plans and Wave 2 county specific work plans. Wave 2 T-12 county specific work plan for distribution the week of 02/21/22.

- ▶ Prepare materials for the Application Security Education sessions with the Counties for the sessions 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). Review the impact analysis.
- ▶ 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 (Santa Clara County on 2/28/22).
- ▶ Conduct the CalWIN Wave 1 Meeting on 03/02/22
- ▶ Create the T-8 view across the project for prioritized and critical path for Wave 1 counties.
- ▶ Conduct the Global Implementation Points of Contact (IPOC) meeting on 03/02/22.
- ▶ 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.

6.0 Appendices

6.1 Appendix A – Deliverable Summary

		Complete		Coming Soon		
DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
01	Workplan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21
01.14	Work Plan Monthly Updates – February 2022	N/A	N/A	N/A	03/04/22	03/11/22
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	01/27/21
02.14	Monthly Status Report – February 2022	N/A	N/A	N/A	03/04/22	03/11/22
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 (Wave 1)	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 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
01.14	Work Plan Monthly Updates – February 2022	On track	FDEL Submission 03/04/22 FDEL Approval 03/11/22
02.14	Monthly Status Report – February 2022	On track	FDEL Submission 03/04/22 FDEL Approval 03/11/22
03.04	Requirements Traceability Matrix – Q4	On track	FDEL Submission 03/04/22 FDEL Approval 03/11/22

Table 6.1-2 – Upcoming Deliverable Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
02	To-Be Process Maps – Wave 4 (Solano County)	On track	FWP Submission 03/04/22 FWP Approval 03/11/22
02	To-Be Process Maps – Wave 4 (Santa Cruz County)	On track	FWP Submission 03/04/22 FWP Approval 03/11/22

Table 6.1-3 – Upcoming Work Product Deadlines

Work Product Status by Submission

Complete
Coming Soon

ID	Work Product Name	DWP	FWP	Final Approval
02	To-Be Process Maps – Wave 4 (Solano County)	02/07/22	03/04/22	03/11/22
02	To-Be Process Maps – Wave 4 (Santa Cruz County)	02/07/22	03/04/22	03/11/22
02	To-Be Process Maps – Wave 4 (San Mateo County)	03/07/22	03/28/22	04/01/22
02	To-Be Process Maps – Wave 4 (San Diego County)	03/14/22	04/04/22	04/08/22
07.01	County Change Guide – Wave 1 (Contra Costa County)	02/24/22	N/A	N/A
07.02	County Change Guide – Wave 1 (Placer County)	02/24/22	N/A	N/A
07.03	County Change Guide – Wave 1 (Yolo County)	02/24/22	N/A	N/A

Table 6.1-4 – Upcoming Work Product Deadlines

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Probability	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	Open	Medium	50%	12/13/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
		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.				
268	Implementation Readiness for CalWIN Cutover to CalSAWS	If implementation readiness (project and county) is not on track to meet their respective exit criteria by 04/29/2022, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 1 cutover to CalSAWS on October 27, 2022 and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS.	Open	High	70%	01/13/22
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk.	Open	High	50%	01/12/22
270	The CalWIN counties may not be fully prepared for Go-Live if	If OCM does not have sufficient documentation and resources to create CDGs, and counties do not	Open	Medium	50%	02/02/22

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ID	Title	Details	Status	Impact	Probability	Date Logged
	there is insufficient information in the Organizational Change Management (OCM) Change Discussion Guides (CDGs)	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 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.				

Table 6.2-1 – Project Risks and Issues

CRFI/CIT/CalSAWS CR Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
CIT 0053-22	CalWIN Counties	CalWIN Conversion: Application Security Education Sessions	Conversion	02/17/22	Cathryn van Namen	Nicole Williams

Table 6.2-2 – CITs

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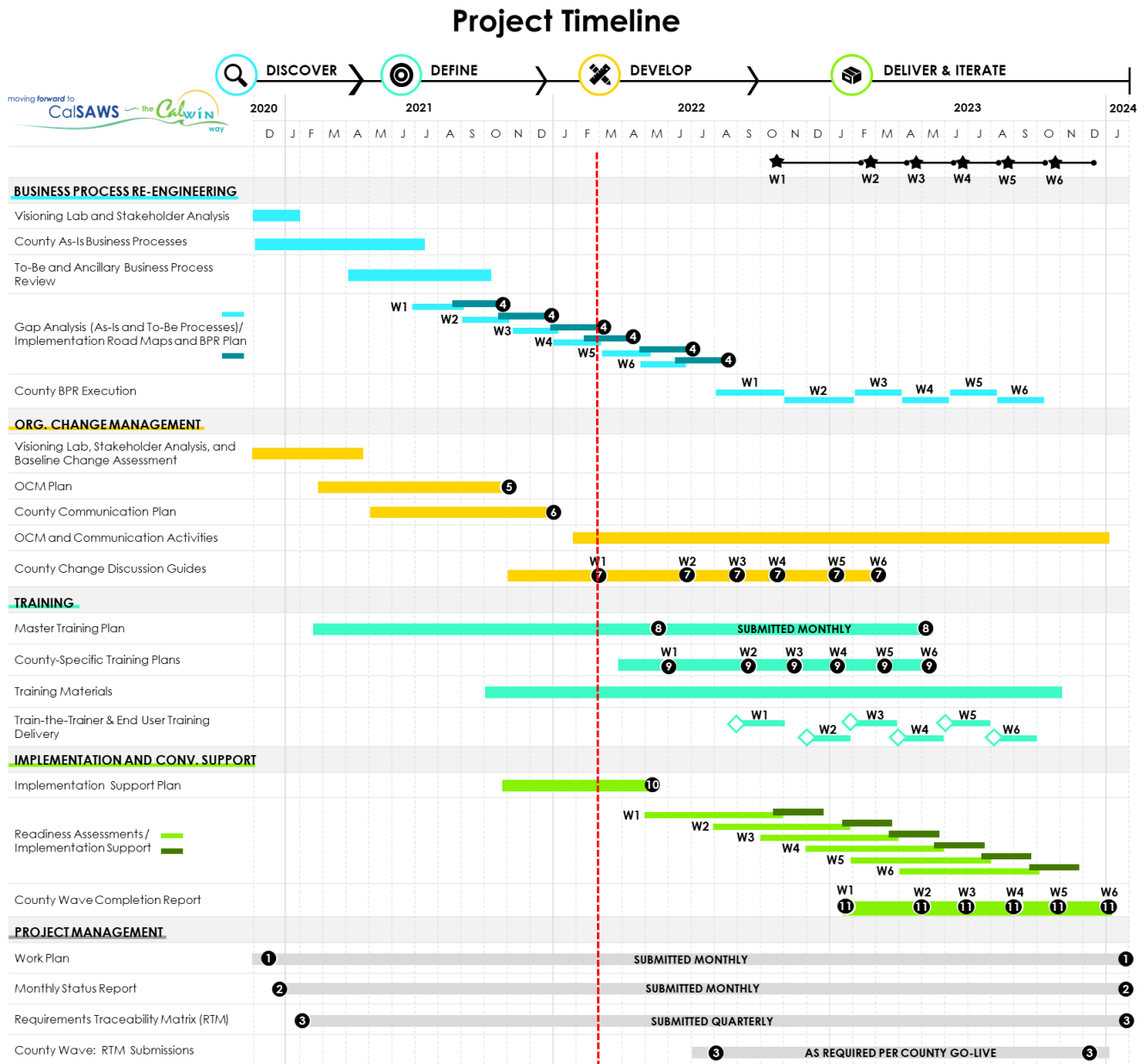
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
None					

Table 6.2-3 – CRFIs

6.3 Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None for this period			

Table 6.3-1 – Overdue Action Items