

CalSAWS CalWIN
Implementation Support
Services (ISS) Weekly
Status Report

**Reporting Period: February 28, 2022 to
March 6, 2022**

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

Table of Contents

1.0	Project Management	2
1.1	Highlights of the Reporting Period	2
1.2	Activities for the Next Reporting Period	2
2.0	Business Process Reengineering (BPR)	2
2.1	Highlights of the Reporting Period	2
2.2	Activities for the Next Reporting Period	3
3.0	Organizational Change Management (OCM)	3
3.1	Highlights of the Reporting Period	3
3.2	Activities for the Next Reporting Period	4
4.0	Training.....	4
4.1	Highlights of the Reporting Period	4
4.2	Activities for the Next Reporting Period	6
4.3	Highlights of the Reporting Period	6
4.4	Activities for the Next Reporting Period	7
5.0	Appendices	8
5.1	Appendix A – Deliverable Summary	8
5.2	Appendix B – Risks and Issues Summary	9
5.3	Appendix C – Project Work Plan Reports	12

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.
- ▶ Developed initial Wave 2 County Work Plans for Santa Clara and Tulare Counties on 03/04/22.
- ▶ Submitted 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 02.14: Monthly Status Report – February 2022 on 03/04/22.

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:
 - FDEL 01.14: Work Plan Monthly Updates – February 2022 on 03/09/22.
 - FWP 02: To-Be Process Flows – San Mateo County on 03/08/22.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

- ▶ Completed Week 4 of To-Be BPR sessions for San Mateo County and Week 3 of To-Be BPR sessions for San Diego County.
- ▶ Submitted To-Be Final Work Products (FWPs) for Solano and Santa Cruz Counties.
- ▶ Completed Leadership Meeting with Alameda and Fresno Counties.
- ▶ Continued planning for the process simulation testing in coordination with the User Acceptance Test (UAT) Team.
- ▶ Finalized the agenda for Fiscal 101 session for Wave 1 Counties to introduce topics such as pay code/fund code mapping.
- ▶ Scheduled BPR/OCM Closeout sessions with Wave 1 Counties in partnership with the OCM Team to close out pending decisions in the Process Change Inventory, identify automated actions, validate key change impacts, and add new flows as needed (e.g., Community Based Organization (CBO) Manger Account Provisioning, Child Care, Fiscal Interfaces & Operations). The Contact Center flow is pending design.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

	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	DWP BPR Plan Submit
Wave 1							
Contra Costa	06/21/21	07/30/21	08/04/21	09/02/21	09/02/21	09/10/21	09/27/21
Placer	06/21/21	07/30/21	08/04/21	08/20/21	08/30/21	09/07/21	09/27/21
Yolo	07/12/21	08/11/21	08/11/21	08/27/21	09/08/21	09/17/21	09/27/21
Wave 2							
Tulare	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/08/21	11/19/21
Santa Clara	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/08/21	11/19/21
Wave 3							
Santa Barbara	10/18/21	11/12/21	11/15/21	11/30/21	12/08/21	12/14/21	02/11/22
Orange	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22	02/11/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22	02/11/22
Wave 4							
Solano	01/10/22	02/04/22	02/07/22	02/22/22	03/07/22	03/11/22	03/25/22
Santa Cruz	01/10/22	02/04/22	02/07/22	02/22/22	03/07/22	03/11/22	03/25/22
San Mateo	02/07/22	03/04/22	03/07/22	03/18/22	03/28/22	04/01/22	04/15/22
San Diego	02/14/22	03/11/22	03/14/22	03/25/22	04/04/22	04/08/22	04/22/22
Wave 5							
Alameda	04/11/22	05/06/22	05/09/22	05/20/22	05/31/22	06/06/22	06/20/22
Fresno	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22	06/13/22
Sonoma (TBD)	05/09/22	06/03/22	06/06/22	06/17/22	06/27/22	07/01/22	07/18/22
Wave 6							
San Francisco (TBD)	05/09/22	06/03/22	06/06/22	06/17/22	06/27/22	07/01/22	07/18/22
Sacramento (TBD)	06/13/22	07/08/22	07/11/22	07/22/22	08/01/22	08/05/22	08/19/22
San Luis Obispo (TBD)	06/13/22	07/08/22	07/11/22	07/22/22	08/01/22	08/05/22	08/19/22

Figure 2.1-1 – To-Be Process Timetable by County (As of 03/06/22)

2.2 Activities for the Next Reporting Period

- ▶ Complete Week 4 of To-Be BPR sessions for San Diego County.
- ▶ Submit the To-Be Draft Work Product (DWP) for San Mateo and San Diego Counties.
- ▶ Finalize the BPR schedule for the Wave 5 Counties (Alameda and Fresno Counties) based on available BA support.
- ▶ Continue planning for the process simulation testing in coordination with UAT Team.
- ▶ Lead the BPR/OCM Closeout sessions with the Wave 1 Counties.
- ▶ Create a plan to address the BPR schedule shift for Wave 5 (Sonoma) and Wave-6 (San Francisco, Sacramento, and San Luis Obispo) Counties.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

- ▶ Resolved comments received for the DEL 07: County Change Guide Final Deliverable Expectation Deliverable (FDED).
- ▶ Planned for the March Change Network Champions (CNC) meeting on 03/22/22.
- ▶ Reviewed and finalized agreement with the Consortium on the revised Change Discussion Guide (CDG) plan.
- ▶ Prepared for the Wave 1 BPR/OCM sessions with Placer County to finalize the change impacts for the CDGs.
- ▶ Developed communication materials for Eligibility Determination and Benefit Calculation (EDBC) and Application Registration for distribution in March.
- ▶ Monitored the T-Minus 12 Readiness Surveys for Tulare and Santa Clara Counties on 02/22/22.
- ▶ Monitored the T-Minus 9 Readiness Surveys for Placer, Yolo, and Contra Costa Counties on 02/22/22.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

3.2 Activities for the Next Reporting Period

- ▶ Co-facilitate sessions with Placer County to finalize change impacts for the CDGs.
- ▶ Continue development of the 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 the T-Minus 12 Readiness Surveys for Tulare and Santa Clara Counties closing on 03/08/22.
- ▶ Begin analysis of the 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 and 2 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.
- ▶ Participated in Wave 1 check-in and planning meetings on 03/02/22.
- ▶ Participated in Global Implementation Points of Contact (IPOC) meeting on 03/02/22
- ▶ Participated in joint team planning for the Wave 1 BPR To-Be refactoring.
- ▶ Uploaded draft courses for County reviews.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

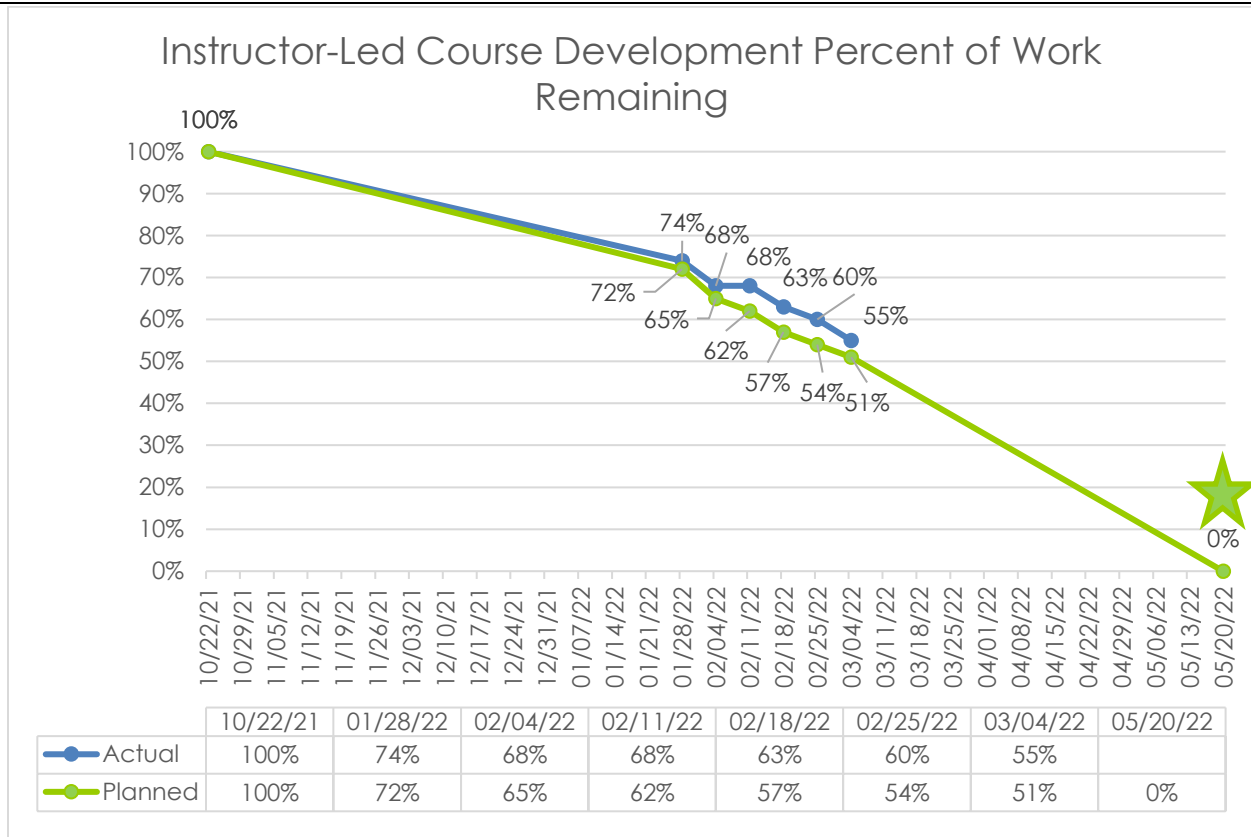


Figure 4.1-1 – Instructor-led Training Development Progress

ILT Course Title	Course – Total % Complete	ILT Course Title	Course – Total % Complete
General Eligibility	69%	Foster Care	35%
CalFresh Eligibility	69%	Supervisor Eligibility	64%
Medi-Cal Eligibility	65%	Supervisor Clerical	30%
Clerical	32%	Fiscal	63%
CalFresh/Medi-Cal Multi-Program	50%	QA/QC	62%
CalWORKs Eligibility	62%	RDB Maintainers	62%
CalFresh/CalWORKs Multi-Program	40%	Special Investigations/IEVS (Fraud)	40%
CalFresh/CalWORKs/Medi-Cal Multi-Program	44%	Child Care	30%
RCA	50%	Hearings	33%
Employment Services Welfare to Work	63%	GA/GR Eligibility	1%
CAPI	30%	Learning Journey Maps (non ILT)	10%
Imaging	0%		

Table 4.1-2 – Instructor-Led Training Development Progress

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

Wave	County	ILT Training Dates (Includes Early Training, Train the Trainer, End User Training)	Estimated Setup Date	Total # Classrooms Needed	# Classrooms to Lease	Total # Workstations Required for Training	# Project-Provided Workstations Needed
1	Contra Costa	07/12 – 10/27/22	07/05/22	7	0	175	0
1	Placer	07/12 - 10/27/22	07/07/22	3	0	75	60
1	Yolo	07/12 - 10/27/22	07/08/22	3	2	75	50
2	Santa Clara	11/28/22 – 02/24/23	11/15/22 – 11/16/22	7	0	175	0
2	Tulare	11/28/22 – 02/24/23	11/17/22 – 11/18/22	6	0	150	36

Table 4.1-3 – Waves 1 and 2 Classroom Needs and Set-Up

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.
- ▶ Continue developing the Master Training Plan Deliverable.
- ▶ Continue planning classroom and scheduling logistics for Wave 1 and 2 Counties.
- ▶ Continue working with the Consortium Training Manager to plan for the LMS and Training Environment for training for the CalWIN Counties.
- ▶ Meet with Project teams on 03/08/22 to discuss the Waves 2 through 6 CalWIN UAT and Training user load for ForgeRock, LMS, Jira, Virtual Private Network (VPN), and ServiceNow. Implementation Support Services (ISS)

4.3 Highlights of the Reporting Period

- ▶ Conducted and participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings, including a weekly meeting with Contra Costa County.
- ▶ Conducted the weekly project Ad-Hoc Reporting meeting on 03/03/22 discussing needs for the Wave 1 Counties (on-going meetings with Contra Costa County are scheduled) and the Wave 2 County Discovery Kickoff meetings.
- ▶ Conducted weekly Conversion Defect Testing (CDT) Defect Internal Work Group meetings on 03/01/22. The current statuses of the 77 items are noted below:

Status	County
Impact Analysis Requested	5
Not Started	5
Awareness for Go-Live (include in Go-Live Packet)	47
No Action Needed from CDT Group	10
Requested Additional Clarification	3
Pre-Go Live Mass Update	5
Pre-Go Live Case Review Guide	0

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

Status	County
Post-Go Live Case Review Guide	2

Table 4.3-1 – Status of CDT Items

- ▶ Continued preparation and planning for the Application Security educational sessions (scheduled for 03/08/22 – 03/09/22). Conducted a walkthrough on 03/03/22.
- ▶ Participated in ongoing meetings with DD&I and the Consortium for conversion, imaging, application programming interface (API) user groups, UAT, contact center discovery sessions, Technical Points of Contact (TPOC) bi-weekly meetings, and DDID.
- ▶ Conducted readiness meetings with area owners for validation efforts, organizational readiness, and technical readiness on 02/28/22 and conversion and implementation readiness activities on 03/01/22 and presented Overall approach on Wednesday, 03/02/22 and Friday, 03/04/22.
- ▶ Participated in the CalSAWS Placer County Weekly Contact Center Discovery session on 03/01/22 and in the CalSAWS Yolo County Weekly Contact Center Discovery session on 03/02/22.
- ▶ Conducted the Global IPOC meeting on 03/02/22.
- ▶ Participated in the Placer County TOSS/IPOC meeting on 03/03/22.
- ▶ Participated in the CalSAWS TPOC meeting on 03/03/22.
- ▶ Submitted Wave 2 County Work Plans for Santa Clara and Tulare Counties on 03/04/22.

4.4 Activities for the Next Reporting Period

- ▶ Continue documenting project readiness checklist items, categories/subcategories, and readiness criteria/metrics for Implementation. Continue updating the project Work Plans and Wave 2 County specific Work Plans (Wave 2 submitted on 03/04/22).
- ▶ Complete the County Readiness Checklist milestones for project leadership review by 03/11/22.
- ▶ Conduct two (2) education sessions for the Application Security Conversion needs with the Counties on 03/08/22 and 03/09/22.
- ▶ Continue conducting twice-weekly Conversion Defect Testing (CDT) rejected items for OCM impacted items with the CDT Workgroup (Accenture, Gainwell, Consortium, and Customer Engagement) and review the impact analysis.
- ▶ Conduct Weekly Implementation Manager and TOSS Team meetings and continue working with Project Reporting (Ad-Hoc) to complete planning efforts for Wave 1 and Wave 2.
- ▶ Present at the Joint Powers Authority (JPA) meeting on 03/11/22.
- ▶ Participate in ongoing meetings with DD&I and the Consortium for conversion, imaging, API user groups, UAT, contact center discovery sessions, TPOC bi-weekly meetings, and DDID.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

5.0 Appendices

5.1 Appendix A – Deliverable Summary

DEL ID	Deliverable Name	Complete			Coming Soon	
		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 5.1-1 – 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 03/09/22 FDEL Approval 03/11/22
02.14	Monthly Status Report – February 2022	On track	FDEL Submitted 03/04/22 FDEL Approval 03/11/22
03.04	Requirements Traceability Matrix – Q4	On track	FDEL Submitted 03/04/22 FDEL Approval 03/11/22

Table 5.1-2 – 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 Submitted 03/04/22 FWP Approval 03/11/22
02	To-Be Process Maps – Wave 4 (Santa Cruz County)	On track	FWP Submitted 03/04/22 FWP Approval 03/11/22
02	To-Be Process Maps – Wave 4 (San Mateo County)	On track	FWP Submitted 03/08/22 FWP Approval 03/28/22

Table 5.1-3 – Upcoming Work Product Deadlines

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

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)	03/08/22	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 5.1-4 – Upcoming Work Product Deadlines

5.2 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 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	Medium	50%	12/13/21
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	Open	High	70%	01/13/22

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
		<p>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.</p>				
269	<p>CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live</p>	<p>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.</p>	Open	High	50%	01/12/22
270	<p>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)</p>	<p>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</p>	Open	Medium	50%	02/02/22

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
		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 5.2-1 – 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 5.2-2 – CITs

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 5.2-3 – CRFIs

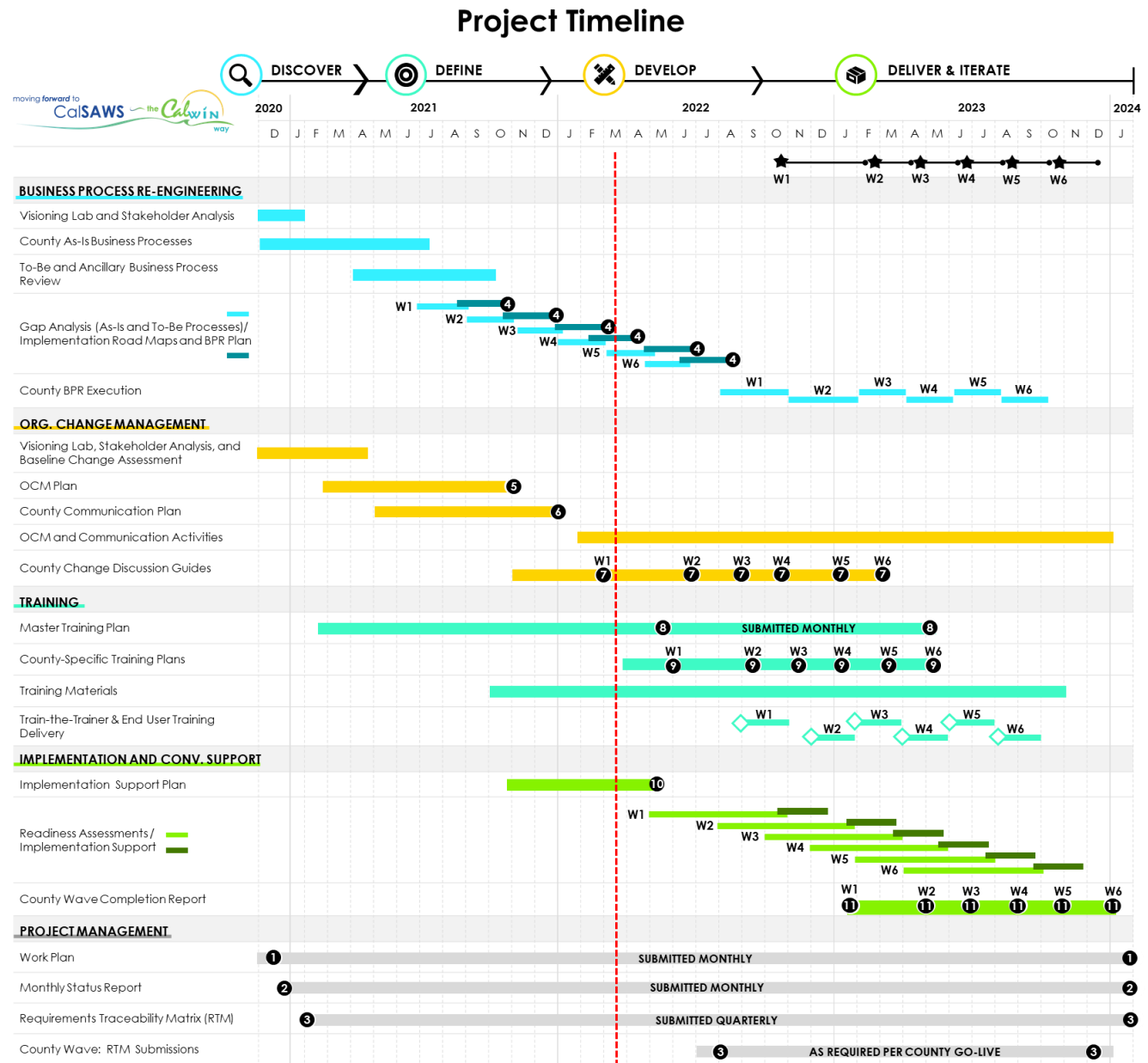
CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2022

Period: February 28, 2022 to March 6, 2022

5.3 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 5.3-1 – Overdue Action Items