

CalSAWS CalWIN
Implementation Support
Services (ISS) Weekly
Status Report

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

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 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	5
5.0	Implementation	6
5.1	Highlights of the Reporting Period	6
5.2	Activities for the Next Reporting Period	6
6.0	Appendices	7
6.1	Appendix A – Deliverable Summary	7
6.2	Appendix B – Risks and Issues Summary	8
6.3	Appendix C – Project Work Plan Reports	12

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 2022

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 updating Wave 1 County Work Plans for the Implementation Readiness Checklist.
- ▶ Submitted the following Deliverables and Work Products:
 - None for this reporting period.

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 updating Wave 1 County Work Plans for the Implementation Readiness Checklist.
- ▶ Submit the following Deliverables and Work Products:
 - FWP 02: To-Be Process Flows – Wave 4 (San Mateo) on 03/30/22.
 - DDEL/DWP 07.01 – 07.03 Change Discussion Guides (CDG) Wave 1 on 03/29/22 (part 1).

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

- ▶ Continued follow-up with Placer County on open items after BPR/OCM Refactoring/Closeout sessions from 03/07/22–03/18/22.
- ▶ Completed Week 1 of BPR/OCM Refactoring/Closeout sessions with remaining Wave 1 Counties (Contra Costa and Yolo) from 03/21/22–03/25/22
- ▶ Initiated planning for onsite BPR sessions for Waves 5–6 beginning in April 2022.
- ▶ Conducted meetings with San Mateo and San Diego Counties to review feedback on To-Be Draft Work Products (DWP) that were submitted on weeks of 03/07/22 and 03/14/22 respectively.
- ▶ Revised the approach to the Fiscal 101 workshop for Contra Costa and Yolo Counties that will take place on 03/29/22 and 03/30/22

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 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	03/09/22	03/22/22	03/28/22	04/01/22	04/15/22
San Diego	02/14/22	03/11/22	03/16/22	03/30/22	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	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	05/09/22	06/03/22	06/06/22	06/17/22	06/27/22	07/01/22	07/18/22
Sacramento	06/13/22	07/08/22	07/11/22	07/22/22	08/01/22	08/05/22	08/19/22
San Luis Obispo	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 03/28/22)

2.2 Activities for the Next Reporting Period

- ▶ Conduct Week 2 of BPR/OCM Refactoring/Closeout Sessions with Wave 1 Counties (Contra Costa and Yolo) from 03/28/22–04/01/22.
- ▶ Conduct Fiscal 101 workshop for Contra Costa and Yolo Counties on 03/29/22 and 03/30/22 with revised approach.
- ▶ Continue discussions with Waves 5–6 Counties on To-Be BPR schedule for sessions beginning on 05/09/22 and 06/13/22.
- ▶ Conduct Week 0 Q&A sessions for Alameda and Fresno Counties, prior to the start of To-Be BPR sessions (03/28/22–03/30/22).
- ▶ Finalize onsite staffing plan for To-Be BPR Sessions starting 04/04/22 for Fresno County.
- ▶ Define plan for BPR Closeout Activities for Waves 2–4.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

- ▶ Co-facilitate BPR and OCM sessions with Contra Costa and Yolo to finalize change impacts for the Change Discussion Guides (CDGs).
- ▶ Continue development of the CDGs.
- ▶ Share the Placer CDG sections for review with Placer County and the Consortium 03/21/22.
- ▶ Finalize communication materials for Eligibility Determination and Benefit Calculation (EDBC) and Application Registration for distribution towards the end of March 2022.
- ▶ Analyze T-Minus 12 Readiness Surveys for Tulare and Santa Clara Counties share with the Consortium week of 03/21/22.
- ▶ Analyze T-Minus 9 Readiness Surveys for Placer, Yolo, and Contra Costa Counties share with the Consortium week of 03/21/22.
- ▶ Request time to meet with Wave 1 and 2 Counties to review Readiness Survey Results for week of 04/04/22.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 2022

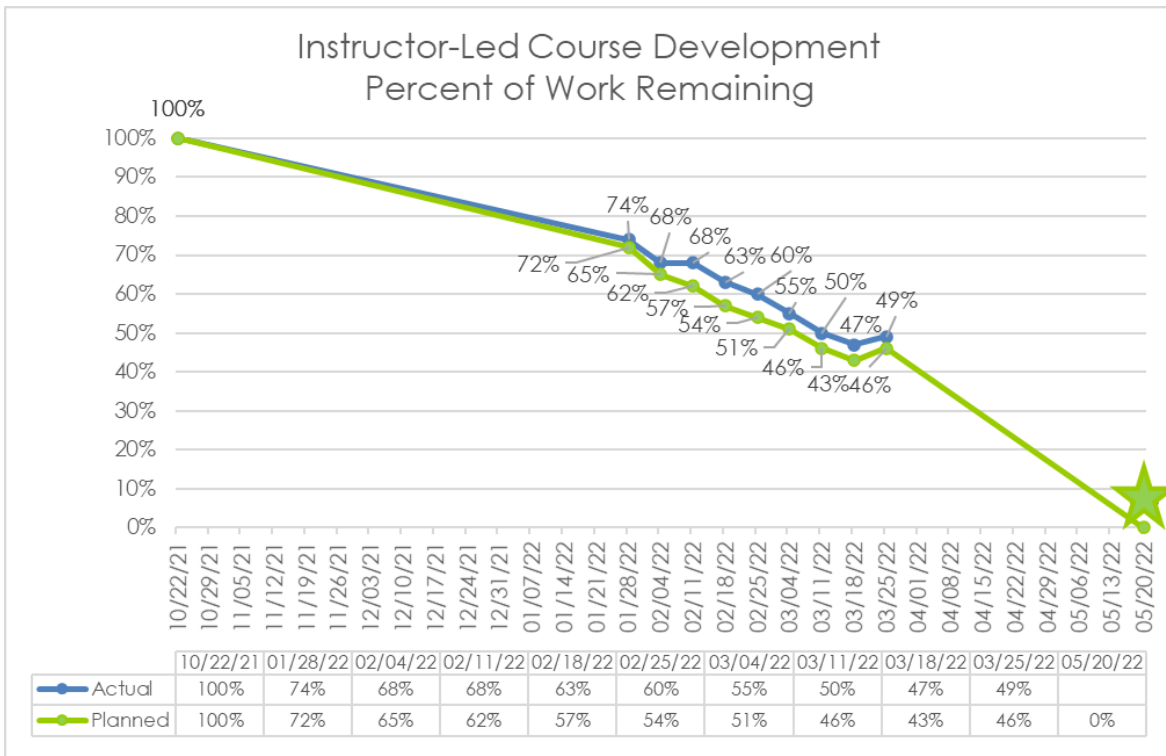
3.2 Activities for the Next Reporting Period

- ▶ Continue to co-facilitate BPR and OCM sessions with Contra Costa and Yolo Counties to finalize change impacts for the CDGs.
- ▶ Continue development of the CDGs.
- ▶ Finalize communication materials for EDBC and Application Registration for distribution toward the end of March 2022.
- ▶ Share T-Minus 12 Readiness Surveys for Tulare and Santa Clara Counties share with the Consortium week of 04/04/22.
- ▶ Share T-Minus 9 Readiness Surveys for Placer, Yolo, and Contra Costa Counties share with the Counties week of 04/04/22.

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.
- ▶ Facilitated the Training Advisory Council (TAC) meeting scheduled for 03/23/22.
- ▶ Continued planning classroom and scheduling logistics for Counties in all waves.
- ▶ Continued working with the Consortium Training Manager to plan for the Learning Management System (LMS) and Training Environment for training for the CalWIN Counties.
- ▶ Presented training updates at the OPAC meeting on 03/24/22.



Note: Effective 03/21/22, there is an additional step for the Training Curriculum Development Tracker resulting in a slight increase in the planned and actual percent complete.

Figure 4.1-1 – Instructor-Led Training Development Progress

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 2022

ILT Course Title	Course – Total % Complete	ILT Course Title	Course – Total % Complete
General Eligibility	73%	Foster Care	45%
CalFresh Eligibility	73%	Supervisor Eligibility	64%
Medi-Cal Eligibility	64%	Supervisor Clerical	27%
Clerical	29%	Fiscal	64%
CalFresh/Medi-Cal Multi-Program	62%	QA/QC	64%
CalWORKs Eligibility	64%	RDB Maintainers	64%
CalFresh/CalWORKs Multi-Program	61%	Special Investigations/IEVS (Fraud)	63%
CalFresh/CalWORKs/Medi-Cal Multi-Program	60%	Child Care	31%
RCA	62%	Hearings	42%
Employment Services Welfare to Work	64%	GA/GR Eligibility	11%
CAPI	27%	Imaging	0%

Table 4.1-2 – Instructor-Led Training Development Progress

Wave	County	ILT Training Dates (Includes Early Training, Train the Trainer, End User Training)	Estimated Setup Date	Total # Classrooms Needed	# Classrooms to Lease (In progress)	Total # Workstations Required for Training	# Project-Provided Workstations Needed
1	Contra Costa	07/12/22 – 10/27/22	07/05/22	7	0	175	0
1	Placer	07/12/22 – 10/27/22	07/07/22	3	0	75	60
1	Yolo	07/12/22 – 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 Counties in all waves.
- ▶ Continue working with the Consortium Training Manager to plan for the LMS and Training Environment for training for the CalWIN Counties.
- ▶ Meet with Tech Team to discuss technical considerations for CalWIN county training classrooms.
- ▶ Meet with Contact Center team to discuss CalWIN county training needs and delivery.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 2022

- ▶ Complete DDEL08 County-Specific Training Plans for Contra Costa, Placer, and Yolo Counties.

5.0 Implementation

5.1 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 a weekly Conversion Defect Testing (CDT) Internal Work Group meeting on 03/22/22. The current statuses of the 85 items are noted below:

Status	County
Impact Analysis Requested	2
Not Started	0
Awareness for Go-Live (include in Go-Live Packet)	54
No Action Needed from CDT Group	19
Requested Additional Clarification	2
Pre-Cutover Bulk Update	3
Pre-Cutover Review Guide	0
Post-Go Live Case Review Guide	3
County Prep	2

Table 5.1-1 – Status of CDT 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, Technical Points of Contact (TPOC) bi-weekly meetings, and DDID.
- ▶ Continued working on Work Plan enhancements for Wave 1 and 2 Counties and compiling data for Wave 3 Counties Work Plan. Coordinate with other entities specific for system readiness activities, central print, and UAT preparedness.
- ▶ Conducted a weekly Checklist and Task Sync meeting with TOSS teams on 03/21/22.
- ▶ Participated in the weekly IPOC/TOSS meeting for Contra Costa County on 03/22/22.
- ▶ Develop and draft implementation readiness packet information and socialize with Implementation managers. Develop County Preparation schedule of activities and review the County Prep document activities on 03/25/22.
- ▶ Conducted the Region 1 Management Site Visit (MSV) meeting on 03/23/22.
- ▶ Conducted the monthly OPAC meeting on 03/24/22.

5.2 Activities for the Next Reporting Period

- ▶ Continue documenting the 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 (resubmission scheduled for the week of 03/28/22, pending review of cross-team activities).
- ▶ Conduct Application Security Conversion office hours on 03/29/22 and 03/30/22.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 2022

- ▶ Continue conducting twice-weekly 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. Begin consolidating for Wave 3 Counties.
- ▶ 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.
- ▶ Prepare for the Global IPOC meeting scheduled for 04/06/22 (agenda, materials, look ahead).
- ▶ Discuss, modify, and update the County Prep activities timeline for internal review.

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	03/09/22	03/29/22
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	03/14/22
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	03/29/22	04/20/22	04/29/22
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

Figure 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
07	07.01 – 07.03 County Change Guides – Wave 1 (part 1).	On track	DDEL Submission 03/29/22 (Part 1)

Table 6.1-2 – Upcoming Deliverable Deadlines

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 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)	03/09/22	03/30/22	04/06/22	
02	To-Be Process Maps – Wave 4 (San Diego County)	03/16/22	04/04/22	04/08/22	
07.01	County Change Guide – Wave 1 (Contra Costa County)	03/29/22	N/A	N/A	
07.02	County Change Guide – Wave 1 (Placer County)	03/29/22	N/A	N/A	
07.03	County Change Guide – Wave 1 (Yolo County)	03/29/22	N/A	N/A	

Figure 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
02	To-Be Process Maps – Wave 4 (San Mateo County)	On track	FWP Submitted 03/30/22 FWP Approval 04/06/22
07	07.01 – 07.03 County Change Guides – Wave 1 (part 1).	On track	DWP Submission 03/29/22 (Part 1)

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 timelines for what is needed to be completed by when,	Open	Medium	50%	12/13/21

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
		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 there is insufficient	If OCM does not have sufficient documentation and resources to create CDGs, and counties do not have adequate time to review and provide	Open	Medium	50%	02/02/22

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
	information in the Organizational Change Management (OCM) Change Discussion Guides (CDGs)	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
None.						

Table 6.2-2 – CITs

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 2022

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

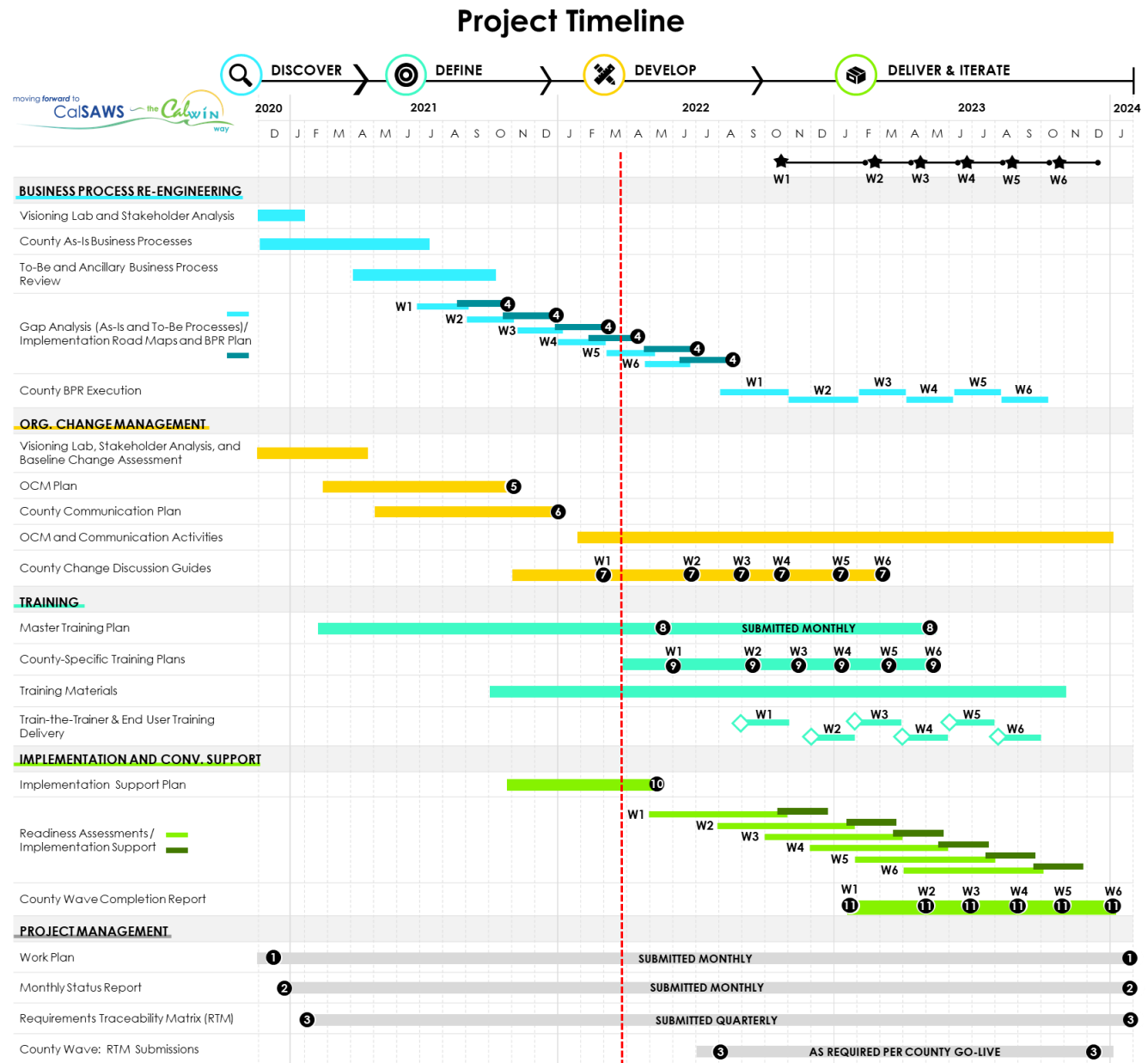
CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 21, 2022 to March 27, 2022

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.			

Table 6.3-1 – Overdue Action Items