

CaSAWS CalWIN
Implementation Support
Services (ISS) Weekly
Status Report

Reporting Period: April 4, 2022 to April 10, 2022

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 7, 2022

Period: April 4, 2022 to April 10, 2022

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1.0 Project Management

1.1 Executive Summary

| STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|---------------------------|---|
| BPR | <ul style="list-style-type: none"> • Completed Week 1 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery. • Conducted BPR/OCM Refactoring/Closeout sessions with Wave 1 Counties (Contra Costa and Yolo) • Defined plan for BPR/OCM Closeout for Wave 2, including presentation of new flows. • Updated Global To-Be Flows with lessons learned from Wave 1 Refactoring. |
| OCM | <ul style="list-style-type: none"> • Continued to co-facilitate BPR and OCM sessions with Contra Costa and Yolo Counties to finalize change impacts for the CDGs. • Continued development of the CDGs and finalize for DDEL submission on 4/12 • Shared Readiness Surveys based as planned for Tulare, Santa Clara, Placer, Yolo, and Contra Costa. |
| Training | <ul style="list-style-type: none"> • Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum. • Continued planning classroom and scheduling logistics for Counties in all waves. |
| Implementation | <ul style="list-style-type: none"> • Conducted and participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings • Conducted weekly Conversion Defect Testing (CDT) Internal Work Group meetings. • Conducted Global IPOC meeting on 04/06/22 and preparation for April OPAC meeting. • Continued developing County Prep Activities and socialize with internal teams 04/07/22. • Participated 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. |

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 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.

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- ▶ Created Wave 2 County Work Plan Drafts for the Track Leads to update for the Implementation Readiness Checklist.
- ▶ Submitted the following Deliverables and Work Products:
 - FDEL 02.15: Monthly Status Report – March 2022 on 04/05/22.
 - FDEL 01.15: Work Plan Monthly Updates – March 2022 on 04/05/22.
 - FWP 02: To-Be Process Flows – Wave 4 (San Diego) on 04/06/22.
 - County Review 04.12: Business Process Reengineering Plan – Wave 4 (Solano) on 04/08/22.
 - County Review 04.11: Business Process Reengineering Plan – Wave 4 (Santa Cruz) on 04/08/22.
 - FDEL 04.08: Business Process Reengineering Plan – Wave 3 (Ventura) on 04/15/22.
 - FDEL 04.07: Business Process Reengineering Plan – Wave 3 (Orange) on 04/15/22.
 - FDEL 04.06: Business Process Reengineering Plan – Wave 3 (Santa Barbara) on 04/15/22.

1.3 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.
- ▶ Finalize Wave 2 County Work Plan with updates from the Track Leads for the Implementation Readiness Checklist.
- ▶ Submit the following Deliverables and Work Products:
 - DWP & DDEL 07.01: County Change Guide – Wave 1 (Contra Costa) on 04/12/22.
 - DWP & DDEL 07.02: County Change Guide – Wave 1 (Placer) on 04/12/22.
 - DWP & DDEL 07.03: County Change Guide – Wave 1 (Yolo) on 04/12/22.
 - DWP 09.01: County Training Plan – Wave 1 (Contra Costa) on 04/13/22.
 - DWP 09.02: County Training Plan – Wave 1 (Placer) on 04/14/22.
 - DWP 09.03: County Training Plan – Wave 1 (Yolo) on 04/13/22.
 - County Review 04.10: Business Process Reengineering Plan – Wave 4 (San Mateo) on 04/13/22.
 - County Review 04.09: Business Process Reengineering Plan – Wave 4 (San Diego) on 04/13/22.
 - DWP 02: To-Be Process Flows – Wave 5 (Fresno) on 04/15/22.
 - DWP 02: To-Be Process Flows – Wave 5 (Alameda) on 04/15/22.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

- ▶ Completed Week 1 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery.
- ▶ Conducted Week 3 of BPR/OCM Refactoring/Closeout sessions with Wave 1 Counties (Contra Costa and Yolo) from 04/05/22 to 04/08/22.
- ▶ Scheduled overflow BPR/OCM Refactoring/Closeout sessions for Wave 1 Counties (Contra Costa and Yolo) the week of 04/11/22.
- ▶ Defined plan for BPR/OCM Closeout for Wave 2, including presentation of new flows.

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- ▶ Continue discussions with Waves 5-6 Counties on To-Be BPR schedule for sessions beginning on 05/09/22 and 06/13/22.
- ▶ Resolved follow-up comments from Wave 4 (San Diego and San Mateo Counties) to To-Be Final Work Product (FWP) and scheduled meetings as needed.
- ▶ Conducted leadership meeting for San Francisco County on 04/04/22.
- ▶ Updated Global To-Be Flows with lessons learned from Wave 1 Refactoring.
- ▶ Conducted CAPI demo and Q&A session for Sacramento, San Mateo, San Diego, and Contra Costa Counties on 04/08/22.
- ▶ Conducted GA/GR Q&A Session for Alameda and Fresno Counties on 04/08/22.
- ▶ Finalized Wave 4 BPR Plans for Solano and Santa Cruz Counties.
- ▶ Submitted FWP for San Diego on 04/05/22.

| | 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 | 01/07/21 | 01/18/22 | 01/24/22 | 02/11/22 |
| Ventura | 11/15/21 | 12/14/21 | 12/20/21 | 01/07/21 | 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 | 03/30/22 | 04/05/22 | 04/19/22 |
| San Diego | 02/14/22 | 03/11/22 | 03/16/22 | 03/30/22 | 04/06/22 | 04/11/22 | 04/25/22 |
| 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 04/10/22)

2.2 Activities for the Next Reporting Period

- ▶ Complete Week 2 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery.
- ▶ Complete Week 1 of To-Be BPR sessions for Alameda County.
- ▶ Conduct Pre-Meet p.2 with Sonoma and San Francisco Counties on 04/14/22.
- ▶ Complete overflow Week 4 sessions of BPR/OCM Refactoring/Closeout Sessions with Wave 1 Counties (Contra Costa and Yolo) on 04/12/22 and 04/13/22.
- ▶ Develop plan to conduct Fiscal 101 workshop for Waves 2-4.
- ▶ Continue discussions with Waves 5-6 Counties on To-Be BPR schedule for sessions beginning on 05/09/22 and 06/13/22.
- ▶ Continue to define plan for BPR Closeout Activities for Waves 2-4.
- ▶ Continue updating Global To-Be Flows with lessons learned from Wave 1 Refactoring in collaboration with Accenture.
- ▶ Conduct Nightly Batch Q&A Session in partnership with Accenture on 04/12/22.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the 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 for early April.
- ▶ 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.

3.2 Activities for the Next Reporting Period

- ▶ Submit DDEL County Change Guides on 04/12/22.
- ▶ Finalize communication materials for EDBC and Application Registration for distribution toward the beginning of April 2022.
- ▶ Develop CNC deck for 04/26/22 Wave 1 and Wave 2 Meeting.
- ▶ Continue development of Newsletters for Wave 1 and Wave 2.
- ▶ Plan for Targeted Topic sessions to resume in May 2022.
- ▶ Prepare for T-12 Surveys for Wave 3 Counties.

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 and Draft County Training Plans.
- ▶ Continued planning classroom and scheduling logistics for Counties in all waves.
- ▶ Continued working with the Consortium Training Manager to plan for the LMS and Training Environment for training for the CalWIN Counties.
- ▶ Met with Wave 1 counties to confirm use of classrooms for training.
- ▶ Continued meeting with Tech Team to discuss technical considerations for CalWIN county training classrooms.
- ▶ Met with Contact Center team to discuss CalWIN county training needs and delivery.
- ▶ Completed DDEL08 County-Specific Training Plans for Contra Costa, Placer and Yolo Counties.
- ▶ Participated in Wave 1 Check-in meeting on 04/06/22.

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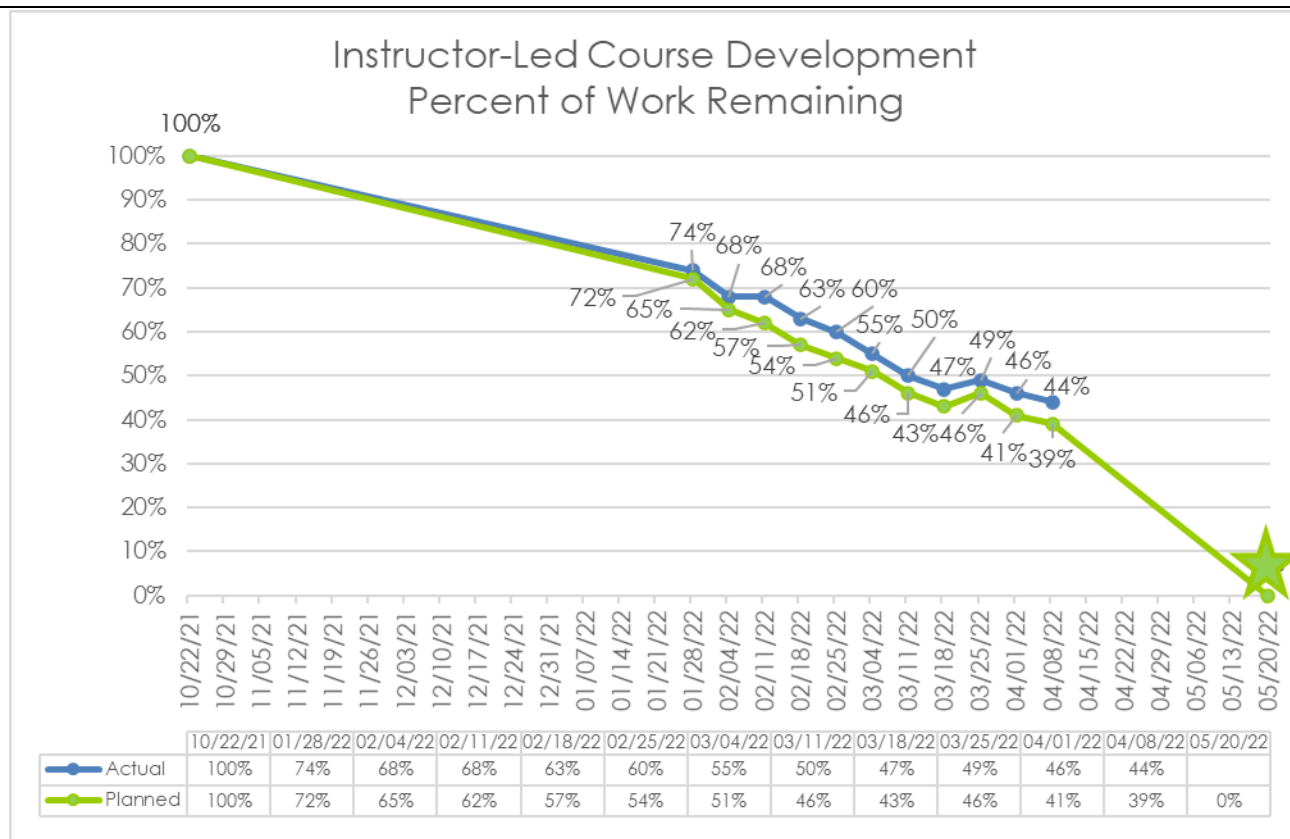


Figure 4.1-1 – Instructor-Led Training Development Progress

| ILT Course Title | Course – Total % Complete | ILT Course Title | Course – Total % Complete |
|--|---------------------------|-------------------------------------|---------------------------|
| General Eligibility | 73% | Foster Care | 55% |
| CalFresh Eligibility | 73% | Supervisor Eligibility | 73% |
| Medi-Cal Eligibility | 70% | Supervisor Clerical | 27% |
| Clerical | 29% | Fiscal | 73% |
| CalFresh/Medi-Cal Multi-Program | 68% | QA/QC | 72% |
| CalWORKs Eligibility | 73% | RDB Maintainers | 68% |
| CalFresh/CalWORKs Multi-Program | 68% | Special Investigations/IEVS (Fraud) | 73% |
| CalFresh/CalWORKs/Medi-Cal Multi-Program | 65% | Child Care | 32% |
| RCA | 73% | Hearings | 55% |
| Employment Services Welfare to Work | 73% | GA/GR Eligibility | 13% |
| CAPI | 27% | Imaging | 0% |

Table 4.1-2 – Instructor-Led Training Development Progress

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| 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 | 07/18/22 – 10/27/22 | 07/05/22 | 7 | 0 | 175 | 0 |
| 1 | Placer | 07/18/22 – 10/27/22 | 07/07/22 | 3 | 0 | 75 | 60 |
| 1 | Yolo | 07/18/22 – 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.
- ▶ Conduct site visits to view and assess classroom space in Santa Cruz, San Luis Obispo, Santa Barbara, and Ventura counties.
- ▶ Continue working with the Consortium Training Manager to plan for the LMS and Training Environment for training for the CalWIN Counties.
- ▶ Meet with Contra Costa County to review DDEL 09.01 – Contra Costa County-Specific Training Plan on 04/13/22.
- ▶ Meet with Yolo County to review DDEL 09.03 – Yolo County-Specific Training Plan on 04/14/22.
- ▶ Continue meeting 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.

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 meetings with Wave 1 Counties (IPOC – TOSS meetings) with Contra Costa County, Placer County, and Yolo County.

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- ▶ Conducted a weekly Conversion Defect Testing (CDT) Internal Work Group meeting. Working with the ISS team to prepare information for necessary actions and documentation. The current statuses of the 92 items are noted below:

| Status | County |
|---|--------|
| Impact Analysis Requested | 0 |
| Not Started | 0 |
| Awareness for Go-Live (include in Go-Live Packet) | 60 |
| No Action Needed from CDT Group | 21 |
| Requested Additional Clarification | 3 |
| 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.
- ▶ Conducted re-baseline work plan meetings with Accenture and Project Leads on 04/04/22-04/06/22.
- ▶ Conducted a weekly Checklist and Task Sync meeting with TOSS teams on 04/05/22.
- ▶ Conducted Global IPOC meeting on 04/06/22.
- ▶ Continue developing County Prep Activities and socialize with internal teams 04/07/22.

5.2 Activities for the Next Reporting Period

- ▶ Continue documenting the project readiness checklist items, categories/subcategories, and readiness criteria/metrics for Implementation. Week of 04/11/22 re-baseline Wave 2 work plan.
- ▶ Conduct meeting with Santa Clara County on 04/14/22 for WP review.
- ▶ 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. Complete scheduling for Wave 4–6 ad-hoc sessions.
- ▶ Conduct CalWIN ISS Stand-Up Meeting on 04/11/2022.
- ▶ Begin planning for April OPAC meeting and coordinate with leads.
- ▶ 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.
- ▶ Discuss, modify, and update the County Prep activities timeline for internal review.

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6.0 Appendices

6.1 Appendix A – Deliverable Summary

| DEL ID | Deliverable Name | Complete | | | | Coming Soon | Final Approval |
|--------|--|----------|----------|----------|----------|-------------|----------------|
| | | DDED | FDED | DDEL | FDEL | | |
| 01 | Workplan – Initial | 12/04/20 | 12/15/20 | 12/23/20 | 01/14/21 | 01/22/21 | |
| 01.15 | Work Plan Monthly Updates – March 2022 | N/A | N/A | N/A | 04/05/22 | 04/13/22 | |
| 02 | Monthly Status Report – Initial | 12/04/20 | 12/18/20 | 01/05/21 | 01/12/21 | 01/27/21 | |
| 02.15 | Monthly Status Report – March 2022 | N/A | N/A | N/A | 04/05/22 | 04/13/22 | |
| 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 | 04/12/22 | 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 |
|-------|--|----------|--|
| 01.15 | Work Plan Monthly Updates – March 2022 | On track | FDEL approval 04/13/22 |
| 02.15 | Monthly Status Report – March 2022 | On track | FDEL approval 04/13/22 |
| 04.06 | Business Process Reengineering Plan – Wave 3 (Orange) | On track | FDEL approval 04/13/22 |
| 04.07 | Business Process Reengineering Plan – Wave 3 (Santa Barbara) | On track | FDEL approval 04/13/22 |
| 04.08 | Business Process Reengineering Plan – Wave 3 (Ventura) | On track | FDEL approval 04/13/22 |
| 07.01 | County Change Guide – Wave 1 (Yolo) | On track | DDEL submission 04/12/22 FDEL submission 05/02/22 FDEL approval 05/09/22 |
| 07.02 | County Change Guide – Wave 1 (Placer) | On track | DDEL submission 04/12/22 FDEL submission 05/02/22 FDEL approval 05/09/22 |
| 07.03 | County Change Guide – Wave 1 (Contra Costa) | On track | DDEL submission 04/12/22 FDEL submission 05/02/22 FDEL approval 05/09/22 |

Table 6.1-2 – Upcoming Deliverable Deadlines

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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 | 04/11/22 | |
| 07.01 | County Change Guide – Wave 1 (Contra Costa County) | 04/12/22 | 05/02/22 | 05/09/22 | |
| 07.02 | County Change Guide – Wave 1 (Placer County) | 04/12/22 | 05/02/22 | 05/09/22 | |
| 07.03 | County Change Guide – Wave 1 (Yolo County) | 04/12/22 | 05/02/22 | 05/09/22 | |

Figure 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

| WP # | Work Product Name | Status | Next Deadline |
|-------|--|----------|--|
| 02 | To-Be Process Flows – Wave 4 (San Diego) | On Track | FWP approval 04/08/22 |
| 07.01 | County Change Guide – Wave 1 (Yolo) | On track | DWP submission 04/12/22 FWP submission 05/02/22 FWP County sign-off 05/09/22 |
| 07.02 | County Change Guide – Wave 1 (Placer) | On track | DWP submission 04/12/22 FWP submission 05/02/22 FWP County sign-off 05/09/22 |
| 07.03 | County Change Guide – Wave 1 (Contra Costa) | On track | DWP submission 04/12/22 FWP submission 05/02/22 FWP County sign-off 05/09/22 |
| 09.01 | County Training Plan – Wave 1 (Contra Costa) | On track | DWP submission 04/13/22 FWP submission 05/04/22 FWP County sign-off 05/11/22 |
| 09.02 | County Training Plan – Wave 1 (Placer) | On track | DWP submission 04/18/22 FWP submission 05/02/22 FWP County sign-off 05/09/22 |
| 09.03 | County Training Plan – Wave 1 (Yolo) | On track | DWP submission 04/14/22 FWP submission 05/05/22 FWP County sign-off 05/12/22 |

Table 6.1-4 – Upcoming Work Product Deadlines

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6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

| ID | Title | Details | Status | Impact | Risk Level | Date Logged |
|-----|---|--|--------|--------|------------|-------------|
| 240 | The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without effectively taking into account the multi-county and multi-vendor CalSAWS ecosystem may impact business operations | As we expand to 58 counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&O batch schedule magnifies the potential impact to business operations and benefits to the participants. | Open | 4 | Medium | 03/03/21 |
| 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 | 4 | High | 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 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 | Open | 4 | High | 01/13/22 |

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|-----|--|--|--------|--------|------------|-------------|
| | | and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS. | | | | |
| 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 | 5 | High | 01/12/22 |
| 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 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. | Open | Medium | 50% | 02/02/22 |

Table 6.2-1 – Project Risks and Issues

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 7, 2022

Period: April 4, 2022 to April 10, 2022

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 |
|---------|-----------------|-----------------------------|------------|-------------------|-------------------------|------------------------|
| 0098-22 | Wave 3 Counties | T-12 Month Readiness Survey | CalWIN ISS | 04/11/22 | Helen Cruz | Araceli Gallardo |

Table 6.2-2 – 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 6.2-3 – CRFIs

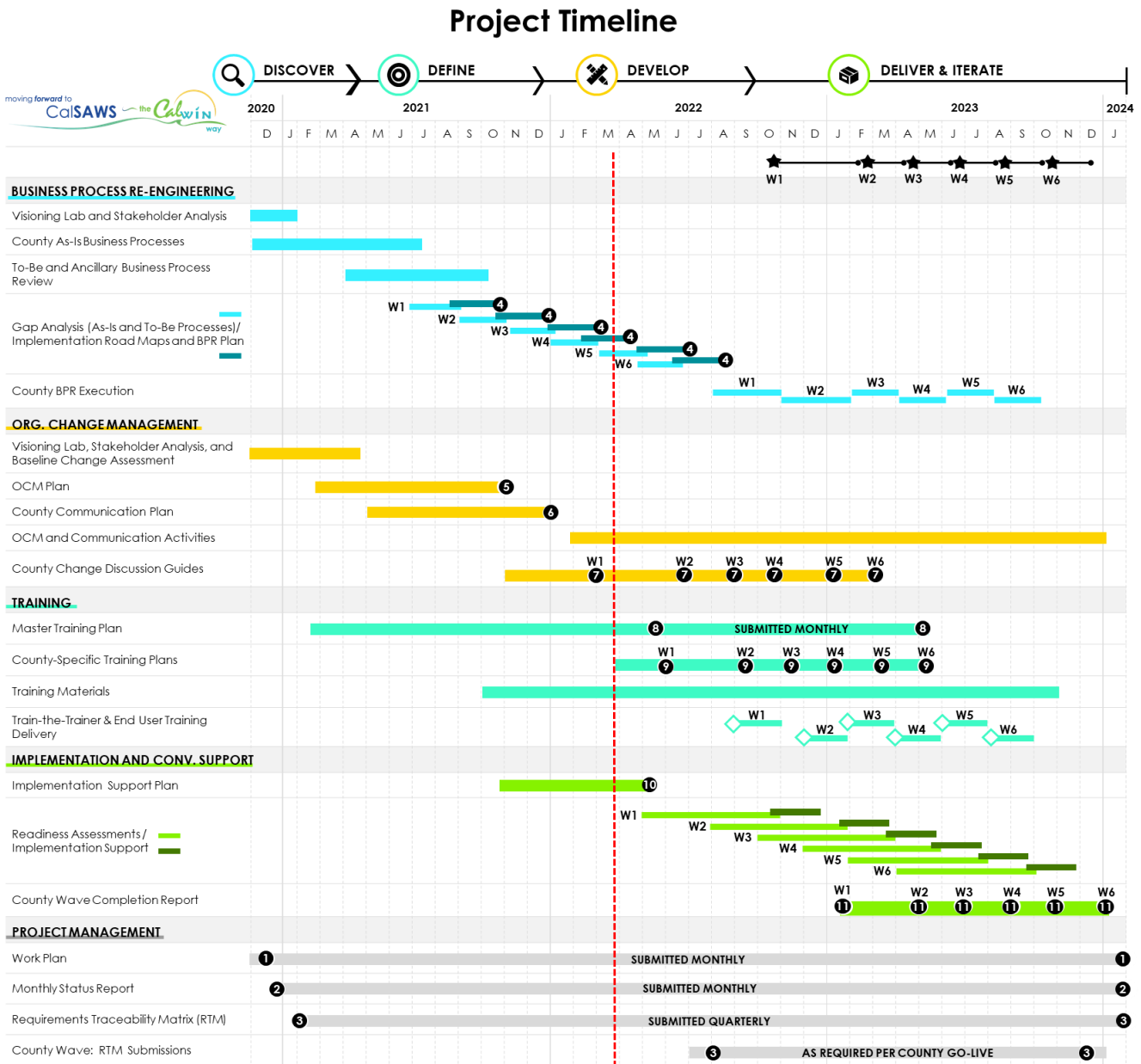
CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 7, 2022

Period: April 4, 2022 to April 10, 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