



CalSAWS DD&I Weekly Status Report

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

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 4, 2022, to April 10, 2022

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1.0 Project Management

1.1 Project Deliverables Summary

Table 1.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

| DEL # | DELIVERABLE NAME | TEAM | STATUS [1] | STATUS |
|-------|--|-------------------------|---|--|
| 58 | CalSAWS (CalWIN) UAT Readiness Report/Milestone | Application Development |  | <ul style="list-style-type: none"> Final Deliverable (FDEL) is in progress Submission of the FDEL is due on May 27, 2022 |
| 71 | CalACES Migration Final Acceptance Certification | PMO |  | <ul style="list-style-type: none"> Submitted the Draft Deliverable (DDEL) on April 5, 2022 Comments for the DDEL are due on April 13, 2022 |
| 73 | CalSAWS Migration Project Control Document Update #3 | PMO |  | <ul style="list-style-type: none"> Submitted the Draft Deliverable (DDEL) on April 5, 2022 Comments for the DDEL are due on April 12, 2022 |
| 74 | CalSAWS Migration Work Plan Update #36 | PMO |  | <ul style="list-style-type: none"> Final Deliverable (FDEL) is in progress Submission of the FDEL is due on April 12, 2022 |

[1] Status: **Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

1.2 Highlights of the Reporting Period

Table 1.2-1 – CalSAWS Project Management Status Agenda Topic

| STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|---------------------------|---|
| Project Management | <ul style="list-style-type: none"> Submitted DDEL #71 (CalACES Migration Final Acceptance Certification) and DDEL #73 (CalSAWS Migration Project Control Document Update #3) for review on April 5, 2022 |

1.2.1 Project Management

- ▶ Continued CalSAWS DD&I Facility Management activities, including:
 - Key initiatives related to facilities at the Rancho Cordova Project Office are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) below

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Table 1.2.1-1 – Key Facility Initiatives/Projects

| ITEM # | INITIATIVES/ PROJECTS | LOCATION | TARGET DATE | NOTES/STATUS |
|--------|--------------------------|--|----------------|--|
| 1 | Return to Office (RTO) | Rancho Cordova and Norwalk Project Offices | Ongoing | <ul style="list-style-type: none"> • Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices • Continued to monitor and review requests from CalSAWS Project staff who are interested in returning to the CalSAWS Rancho Cordova and Norwalk Project offices on a hybrid schedule • Continued to assess updates to Federal, State, and local policies and ordinances for the CalSAWS Project's return to office processes |

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on April 6, 2022
- ▶ Completed preparations and participated in the Section Directors meeting that was held on April 5, 2022
- ▶ Continued CalSAWS Risk Management activities, including:
 - Continued to work with risk and issue owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks and issues
 - Facilitated a meeting of the Risk Management Group on April 6, 2022
- ▶ Continued supporting engagement of project staff working remotely, including:
 - Continued developing the next monthly CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on April 14, 2022
 - Continued preparations and planning for the next monthly virtual CalSAWS Project All Staff meeting that is scheduled for April 20, 2022
- ▶ Continued discussions with the Consortium regarding the development of high-level Gantt charts for the CalSAWS Project and continued reviewing potential tools that may be used to create the CalSAWS Integrated Gantt charts
- ▶ Continued performing Contract Management activities for the CalSAWS DD&I Project
 - Submitted the documents for contract Change Notice No. 16 to the Consortium for review on April 8, 2022. Change Notice No. 16 is planned to be submitted to the CalSAWS Joint Powers Authority (JPA) Board for approval on April 22, 2022 and include use of the contract's R&A Change Budget Services allocation for additional enhancements related to the American Rescue Plan Act (ARPA)
 - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
- ▶ Continued development of the monthly CalSAWS IT Project Status Report for March 2022 and preparations for the monthly CalSAWS IT Report Meeting with OSI (Office of Systems Integration), CMS (Centers for Medicare and Medicaid Services), and FNS

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(Food and Nutrition Service) that is scheduled for April 13, 2022

- ▶ Continued performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.2.1-2 – Deliverable Status for Current Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|--|--|
| 71 | CalACES Migration Final Acceptance Certification | <ul style="list-style-type: none"> • Finalized and submitted the DDEL to the Consortium for review and feedback on April 5, 2022 • Comments for the DDEL are due on April 13, 2022 |
| 73 | CalSAWS Migration Project Control Document Update #3 | <ul style="list-style-type: none"> • Finalized and submitted the DDEL to the Consortium for review and feedback on April 5, 2022 • Comments for the DDEL are due on April 12, 2022 • Scheduled a walkthrough meeting with Deliverable reviewers for April 11, 2022, to address questions and comments for the DDEL, as needed |
| 74 | CalSAWS Migration Work Plan Update #36 | <ul style="list-style-type: none"> • Began developing the FDEL • Submission of the FDEL is due on April 12, 2022 |

1.2.2 Communications Management

- ▶ CalSAWS Communications Management activities including:
 - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
 - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org):
 - Continued the administration and support of the CalSAWS external website
 - See Table 1.2.2-1 for details on website support activities

Table 1.2.2-1 – Website Support Activities

| TASK | DATE (S) | TASK TYPE |
|-------------------------------|----------|-----------|
| None for the reporting period | | |

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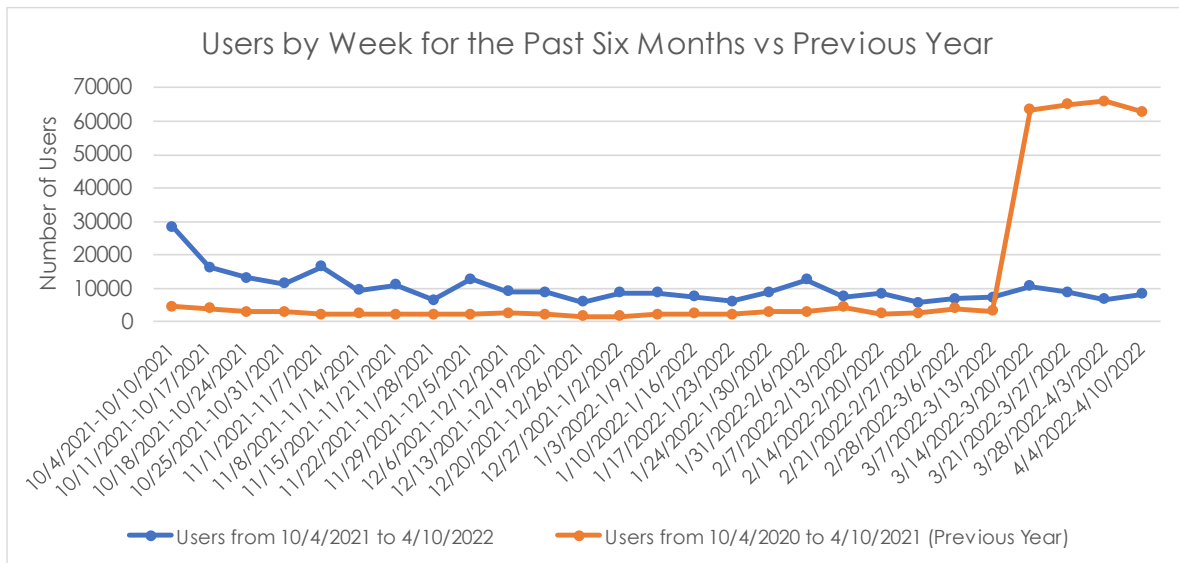
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Table 1.2.2-2 – CalSAWS.org Usage Statistics

| CATEGORY | DURING REPORTING PERIOD | SINCE LAUNCH |
|---|-------------------------|--------------|
| Total Number of Subscribers | 1,768 | 1,768 |
| Total Number of Unique Users | 8,377 | 1,325,186 |
| Total Number of New Users | 6,805 | 1,325,186 |
| Total Number of Sessions (Individual site visits) | 11,154 | 1,809,612 |
| Average Number of Sessions per User | 1.33 | 1.37 |
| Average Number of Page Views per Session | 1.39 | 1.32 |
| Average Session Duration | 0:56 | 0:58 |
| AskCalSAWS Inquiries – Received/Resolved | 7/11 | 625/621 |

Figure 1.2.2-1 – Overall CalSAWS.org Usage Trend



Note:

* Increase in usage from the Previous Year (from March 14, 2021 onwards) was investigated to be from cities in the United States.

Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

| WEBPAGE | PERCENT OF SUBSCRIBERS |
|--|------------------------|
| Latest News – CalSAWS Buzz Newsletter | 35% |
| Latest News – News | 28% |
| Other Updates – Careers | 23% |
| CalSAWS Committees – CalWORKs/CalFresh | 23% |
| Meetings – Project Steering Committee | 22% |

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1.2.3 Cultural Transformation

- ▶ Kicked off the weekly Wellness Wednesday content release via email
- ▶ Hosted working session for ambassadors to progress their initiatives planning and discuss their individual contributions
- ▶ Drafted communications to be distributed to CalSAWS regarding the upcoming Coffee Table Chats series on innovation and entrepreneurship at CalSAWS
- ▶ Drafted April content for the CalSAWS Connect Newsletter
- ▶ Continued to develop the content for Microsoft Teams Beyond the Basis demonstration series
 - Demonstration 1: Develop content covering the breakout room feature

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

- ▶ Co-Create Phase
 - Workshops
 - Distributed the post survey to participants who attended the first session
 - Distributed the post session materials to all participants of the first session
 - Distributed Workshop sign-up communications for second session
 - CalSAWS “We Are One” SharePoint Site
 - Continued to update the “We Are One” website tab
 - Pulse Survey
 - Completed the pulse survey one and two analysis
 - CalSAWS Table Talks
 - Began discussion for the next table talks topic
 - Small Team Building
 - Drafted one-pager of common challenge themes encountered across small teams
 - Employee Resource Groups (ERGs)
 - Continued to support ERGs with planning and events
- ▶ General
 - Continued to partner with the CalSAWS Connect Team to provide content for the CalSAWS monthly newsletter
 - Continued to analyze pulse survey results to properly demonstrate our story of progression over time
 - Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the project

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1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending April 10, 2022

Table 1.3-1 – CITs

| CIT ID | SUBJECT | CATEGORY | DISTRIBUTION DATE | PRIMARY CalSAWS CONTACT | BACKUP CalSAWS CONTACT |
|---------|--|---------------|-------------------|-------------------------|------------------------|
| 0094-22 | Monthly CalSAWS De-Duplication Report Posted | Informational | April 5, 2022 | Cristy Sharma | Paul Trisler |

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending April 10, 2022

Table 1.3-2 – CRFIs

| CRFI ID | SUBJECT | DISTRIBUTION DATE | STATUS | RESPONSE DUE DATE | CalSAWS CONTACT |
|---------|--|-------------------|--------|-------------------|-----------------|
| 22-015 | Technical Questionnaire for CalSAWS Enablement | February 24, 2022 | Open | April 15, 2022 | Melanie Gines |
| 22-018 | WTW/REP Sanction End Batch Job Opt In/Out | March 16, 2022 | Open | April 19, 2022 | Gingko Luna |
| 22-019 | Application Security Conversion: Security Roles and Classifications for UAT | March 16, 2022 | Closed | April 8, 2022 | Paul Trisler |
| 22-021 | CalWIN WTW Program Activation Batch Opt In/Out | March 21, 2022 | Open | April 8, 2022 | Gingko Luna |
| 22-022 | Application Security Conversion: Security Roles and Classifications for County Preparation | March 23, 2022 | Open | April 22, 2022 | Paul Trisler |
| 22-023 | Wave 1 County Data Validation Participant Request | March 23, 2022 | Closed | April 5, 2022 | Paul Trisler |
| 22-024 | Change Readiness Survey Participant Demographic Data | March 28, 2022 | Closed | April 8, 2022 | Helen Cruz |
| 22-026 | Wave 1 County Site Plans | April 4, 2022 | Open | April 15, 2022 | Pete Quijada |
| 22-027 | CalWIN GA/GR Renewal Packets Process | April 8, 2022 | Open | April 15, 2022 | Caroline Bui |

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending April 10, 2022

Table 1.3-3 – Overdue CRFIs

| CRFI ID | Subject | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 |
|---------|--|------------------------------------|-------------------|----------|-------------------|-------------------------------------|----------|
| 22-021 | CalWIN WTW Program Activation Batch Opt In/Out | Alameda, and Contra Costa Counties | Sacramento County | | Stanislaus County | San Bernadino, and Ventura Counties | |

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1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
 - Continue key initiatives related to facilities at the Rancho Cordova and Norwalk Project Offices, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ▶ Continue CalSAWS Risk Management activities, including:
 - Continue to work with risk and owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
 - Prepare for next Risk Management Group (RMG) scheduled for May 4, 2022
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for April 13, 2022
- ▶ Participate in the Section Directors Meeting that is scheduled for April 12, 2022
- ▶ Continue activities to support Project staff working remotely
 - Continue preparations and planning for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for April 20, 2022
 - Finalize and distribute the next monthly issue of the CalSAWS Connect newsletter to the CalSAWS Project Team on April 14, 2022
 - Continue developing Project communications, as needed
- ▶ Continue to support Return to Office (RTO) requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ▶ Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
- ▶ Complete development of the monthly CalSAWS IT Project Status Report for March 2022 and participate in the monthly CalSAWS IT Report Meeting with OSI (Office of Systems Integration), CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for April 13, 2022
- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.4.1-1 – Deliverable Status for Next Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|--|---|
| 71 | CalACES Migration Final Acceptance Certification | <ul style="list-style-type: none">• Facilitate a walkthrough of the DDEL with Deliverable reviewers on April 12, 2022, to address questions and comments, as needed• Receive comments for the DDEL on April 13, 2022 |
| 73 | CalSAWS Migration Project Control Document Update #3 | <ul style="list-style-type: none">• Facilitate a walkthrough of the DDEL with Deliverable reviewers on April 11, 2022, to address questions and comments, as needed• Receive comments for the DDEL |

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| DEL # | DELIVERABLE NAME | STATUS |
|-------|--|--|
| | | on April 12, 2022 |
| 74 | CalSAWS Migration Work Plan Update #36 | <ul style="list-style-type: none"> Finalize and submit the FDEL to the Consortium for review and feedback on April 12, 2022 |

1.4.2 Communications Management

- ▶ Continue to monitor usage and update materials as requested
 - See table 1.4.2-1 for planned website support activities
- ▶ CalSAWS Communications Management activities including:
 - Continue to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
 - Continue oversight and management of Power of 58 roll out

Table 1.4.2-1 – Website Support Activities

| TASK | DATE(S) | TASK TYPE |
|--|----------------|------------------------|
| Update 'YourBenefitsNow' link on Resource page to direct to new BenefitsCal portal | April 24, 2022 | Website Content Update |

1.4.3 Cultural Transformation

- ▶ Continue to provide project management support to Culture Ambassadors as they begin to develop implementation plans for the initiatives
- ▶ Continue to coordinate working sessions for each Ambassador group to progress their initiatives planning and discuss their individual contributions
- ▶ Continue to develop wellness initiative content to keep the project staff engaged
- ▶ Continue to update resources and a collaboration workspace with new relevant materials to support the implementation of the prioritized initiatives
- ▶ Continue to monitor Teams Channels for any help needed from Ambassadors

1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)

- ▶ Continue to partner with CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
- ▶ Continue to partner with our Cultural Transformation team to align on dates
- ▶ Continue to analyze pulse survey results to properly demonstrate our story of progression over time and engagement based on recency of respondent's to project
- ▶ Continue to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the project

1.5 Deviations from Plan/Adjustments

- ▶ None for the reporting period

2.0 Imaging

2.1 Highlights of the Reporting Period

Table 2.1-1 – CalSAWS Imaging Status Agenda Topic

| STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|--------------------------------|--|
| Enhanced Performance | <ul style="list-style-type: none"> Successfully executed final integrated performance tests with Los Angeles County April 6 2022 |
| Contra Costa Migration (Amber) | <ul style="list-style-type: none"> Several documents were mapped to be exported as case level documents. These documents must be moved from the Case Drawer to the Confidential Drawer for security reasons |
| Placer Migration (Amber) | <ul style="list-style-type: none"> Placer County has submitted several test batches to validate fixes this week. The number of errors has decreased |
| Santa Clara Migration (Amber) | <ul style="list-style-type: none"> Santa Clara County and Hyland have requested assistance in navigating network requirements and permission access |

- ▶ Continued the enhanced performance testing work
 - Executed final integrated performance tests with Los Angeles County April 6 2022
 - Targeted for production deployment of all identified enhancements prior to Los Angeles go-live
- ▶ Training
 - Hosted Imaging Quick Tips Video Sync meetings with development team on April 4, 2022, April 6, 2022, and April 8, 2022
 - Attended Weekly Training Touchpoint with Consortium Training Manager and Accenture Training Lead on April 5, 2022
 - Continued supporting production of Imaging Quick Tips videos
 - Monitored ServiceNow queue for functional questions from Los Angeles County General Training
 - Generated Imaging Training Completion reports from the CalSAWS Learning Management System (LMS) and distributed to Los Angeles County
 - Combined Imaging training completion data received through reports from the CalSAWS Learning Management System (LMS) and Learning Link
 - Completed manual counts of overall enrollment in Imaging and Imaging Light curricula to augment automated Training Completion Reports and send updates to Region 6 Regional Managers, Imaging Leads, and CalSAWS Support Section Manager
- ▶ Change Management
 - Finalized Los Angeles County Imaging and BenefitsCal Go-Live Packet
 - Drafted presentation materials for the Los Angeles County Imaging Change Network April Monthly meeting
- ▶ Implementation
 - Hosted Los Angeles County Imaging Implementation Readiness Checkpoint on April 4, 2022
 - Hosted meeting with Region 6 Regional Managers and Los Angeles County Imaging Leads regarding Imaging Implementation Readiness Task Status one April 6, 2022
 - Attended Imaging Migration Standup Calls on April 5, 2022 and April 7, 2022

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- o Continued planning for Los Angeles County post-deployment imaging support
- o Updated Los Angeles County Imaging Readiness Dashboard for County and Project readiness checklists
- o Maintained Los Angeles County and Project Imaging Readiness checklists in Jira

Table 2.1-2 – CalSAWS Imaging Project Milestones

| MILESTONES | DUE DATE | STATUS |
|--|----------------|-------------|
| Migration Activities | | In progress |
| Conduct Santa Barbara County Document Migration Discovery Session Check-in | April 4, 2022 | Canceled |
| Conduct Placer County Document Migration Discovery Session Check-in | April 5, 2022 | Completed |
| Conduct Santa Clara County Document Migration Discovery Session Check-in | April 6, 2022 | Canceled |
| Conduct Orange County Document Migration Discovery Session Check-in | April 7, 2022 | Completed |
| Conduct Santa Barbara County Document Migration Discovery Session Check-in | April 11, 2022 | Canceled |
| Conduct Placer County Document Migration Discovery Session Check-in | April 12, 2022 | Scheduled |
| Conduct Santa Clara County Document Migration Discovery Session Check-in | April 13, 2022 | Scheduled |
| Conduct Orange County Document Migration Discovery Session Check-in | April 14, 2022 | Scheduled |

Table 2.1-3 – CalWIN Counties’ Wave 1 Status Update

| Wave 1 | Target Dates | Project Charter Signoff | Mapping Completion | Doc/ Keyword Mapping Sign Off | Sample Testing | Complete Change Order | Bulk Export | Initial Import | Validate Images In Production | Bulk Delta | Final Batch | Go Live |
|--------------|---------------|-------------------------|--------------------|-------------------------------|----------------|-----------------------|--------------|----------------|-------------------------------|----------------|----------------|---|
| Contra Costa | Begin | 11/5/21 | 12/21/21 | 12/22/21 | 2/22/22 | 2/8/22 | 4/4/22 | 6/1/22 | 9/22/22 | 10/20/22 | 10/22/22 | Go Live 10/31/22 Overall Progress 30% |
| | Finish | 11/11/21 | 1/5/22 | 12/31/21 | 3/18/22 | 4/4/22 4/15/22 | 5/21/22 | 6/30/22 | 10/06/22 | 10/21/22 | 10/24/22 | |
| | Critical Path | Completed | Completed | Completed | Completed | Begin 5/11/22 | Begin 6/2/22 | Begin 8/28/22 | Begin 9/22/22 | Begin 10/20/22 | Begin 10/22/22 | |
| | Status | Completed | Completed | Completed | Completed | In progress | In progress | Awaiting | Awaiting | Awaiting | Awaiting | |

Status: Gray: Completed; Green: On schedule, performing as planned; Amber: Potential delay/monitor with no material schedule impact; Red: Behind schedule and requires escalation

Amber Status:

- Export vendor, Hyland, was able to remap security documents for export under the confidential drawer
- In a parallel effort, Contra Costa County begin processing export data this week, with 20% completed
- Change orders and validation tests for newly modified security documents are due by April 15, 2022
- As a precaution, Contra Costa County will remain in an Amber status until exports are completed by May 21, 2022

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| Wave 1 | Target Dates | Project Charter Signoff | Mapping SS Completion | Req Document Completion | Document Keyword Mapping Sign Off | Solution/ Sample Build | Sample Testing | Bulk Export | Initial Import | Validate Images in Production | Bulk Delta | Final Batch | Go Live |
|-------------|---------------|-------------------------|-----------------------|-------------------------|-----------------------------------|------------------------|----------------|---------------|----------------|-------------------------------|----------------|----------------|--|
| Yolo County | Begin | 1/6/22 | 1/14/22 | 1/28/22 | 1/6/22 | 2/1/22 | 3/21/22 | 4/11/22 | 5/23/22 | 9/22/22 | 10/20/22 | 10/22/22 | Go Live 10/31/22 Overall Progress 30% |
| | Finish | 1/13/22 | 1/28/22 | 1/28/22 | 1/28/22 | 3/17/22 | 4/8/22 | 5/21/22 | 6/1/22 | 10/6/22 | 10/21/22 | 10/24/22 | |
| | Critical Path | Completed | Completed | Completed | Completed | Completed | Completed | Begin 7/12/22 | Begin 8/24/22 | Begin 9/22/22 | Begin 10/20/22 | Begin 10/22/22 | |
| | Status | Completed | Completed | Completed | Completed | Completed | Completed | Completed | Awaiting | Awaiting | Awaiting | Awaiting | |

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

| Wave 1 | Target Dates | Kick Off | Identify Migration Method/ Vendor | Test Network | Document Mapping | Testing | Initial Export | Initial Import | Validate Images in Production | Bulk Delta | Final Delta | Go Live |
|---------------|---------------|-----------|-----------------------------------|--------------|------------------|-----------|----------------|--------------------|-------------------------------|----------------|----------------|--|
| Placer County | Begin | 7/29/20 | 10/1/20 | 8/6/20 | 8/31/20 | 4/1/21 | 2/17/22 | 3/23/22 4/15/22 | 9/22/22 | 3/14/22 | 10/3/22 | Go Live 10/31/22 Overall Progress 40% |
| | Finish | 7/29/20 | 10/1/20 | 10/6/20 | 3/26/21 | 2/11/22 | 5/27/22 | 4/10/22 6/30/22 | 10/6/22 | 10/2/22 | 10/20/22 | |
| | Critical Path | Completed | Completed | Completed | Completed | Completed | Begin 7/27/22 | Begin 8/19/22 | Begin 9/22/22 | Begin 10/20/22 | Begin 10/22/22 | |
| | Status | Completed | Completed | Completed | Completed | Completed | Completed | Paused | In progress | Awaiting | Awaiting | |

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

Amber Status: The export tool has been updated by Placer County's export vendor. Errors continue to decrease. Testing of the final test batch should be completed by the end of this week. Placer County will remain in Amber status until the Hyland import team confirms the export data is clean and ready for import

Table 2.1-4 – CalWIN Counties’ Wave 2 Status Update

| Wave 2 | Target Dates | Kick Off | Identify Migration Method/ Vendor | Test Network | Document Mapping | Testing | Initial Export | Initial Import | Validate Images in Production | Bulk Delta | Final Delta | Go Live |
|--------------------|--------------|-----------|-----------------------------------|--------------|------------------|-----------|----------------|----------------|-------------------------------|------------|-------------|---------------------------------|
| Santa Clara County | Begin | 10/15/20 | 12/1/20 | 11/30/20 | 11/10/20 | 5/2/22 | 6/1/22 | 7/8/22 | 1/19/23 | 9/1/22 | 2/1/23 | Go Live 2/27/23 10% Progress |
| | Finish | 10/15/20 | 1/20/22 | 1/31/21 | 8/27/21 | 5/31/22 | 6/30/22 | 8/31/22 | 2/2/23 | 1/31/23 | 2/16/23 | |
| | Status | Completed | Completed | Completed | Completed | Completed | Awaiting | Awaiting | Awaiting | Awaiting | Awaiting | |

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

Amber Status: Santa Clara County and Hyland have requested assistance in navigating network requirements and permission access. There is a scheduled meeting for the week of April 11, 2022. There is a possibility of a delay if Santa Clara County and Vendor do not negotiate a security agreement

| Wave 2 | Target Dates | Kick Off | Identify Migration Method/ Vendor | Test Network | Document Mapping | Testing | Initial Export | Initial Import | Validate Images in Production | Bulk Delta | Final Delta | Go Live |
|---------------|--------------|-----------|-----------------------------------|--------------|------------------|-----------|----------------|----------------|-------------------------------|------------|-------------|---------------------------------|
| Tulare County | Begin | 10/5/20 | 12/1/20 | 11/30/20 | 12/2/20 | 8/2/21 | 2/15/22 | 05/23/22 | 1/19/23 | 4/16/22 | 2/1/23 | Go Live 2/27/23 40% Progress |
| | Finish | 10/5/20 | 12/1/20 | 1/31/21 | 7/29/21 | 12/30/21 | 4/15/22 | 06/27/22 | 2/2/23 | 1/31/23 | 2/16/23 | |
| | Status | Completed | Completed | Completed | Completed | Completed | Completed | In progress | Awaiting | Awaiting | Awaiting | |

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

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Table 2.1-5 – CalWIN Counties’ Wave 3 Status Update

| Wave 3 | Target Dates | Kick Off | Identify Migration Method/ Vendor | Test Network | Document Mapping | Testing | Initial Export | Initial Import | Validate Images In Production | Bulk Delta | Final Delta | Go Live |
|---------------|--------------|-----------|-----------------------------------|--------------|------------------|-----------|--------------------|----------------|-------------------------------|------------|-------------|------------------------------------|
| Orange County | Begin | 1/7/21 | 3/1/21 | 3/1/21 | 2/2/21 | 4/30/21 | 4/11/22 4/29/22 | 8/5/22 | 3/23/23 | 8/1/22 | 4/1/23 | Go Live 4/24/23 30% Progress |
| | Finish | 1/7/21 | 3/1/21 | 4/30/21 | 4/22/21 | 12/30/21 | 8/1/22 | 1/31/23 | 4/6/23 | 1/31/23 | 4/20/23 | |
| | Status | Completed | Completed | Completed | Completed | Completed | Awaiting | Awaiting | Awaiting | Awaiting | Awaiting | |

Status: Gray: Completed; Green: On schedule, performing as planned; Amber: Potential delay/monitor with no material schedule impact; Red: Behind schedule and requires escalation

Green Status: DataSync is currently undergoing proof of concept testing. Target completion date is April 25, 2022. County exports will not begin until the Proof of Concept (POC) is evaluated. Exports are tentatively scheduled for April 29, 2022

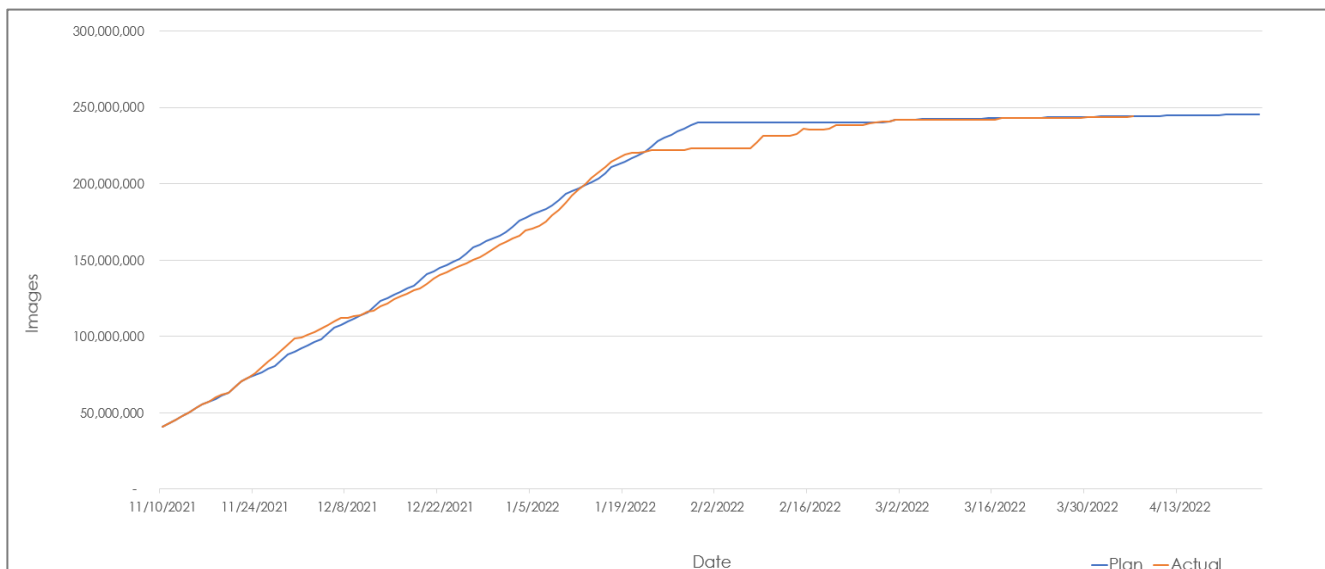
| Wave 3 | Target Dates | Kick Off | Identify Migration Method/ Vendor | Test Network | Document Mapping | Testing | Initial Export | Initial Import | Validate Images In Production | Bulk Delta | Final Delta | Go Live |
|----------------------|--------------|-----------|-----------------------------------|--------------|------------------|-------------|----------------|----------------|-------------------------------|------------|-------------|------------------------------------|
| Santa Barbara County | Begin | 1/14/21 | 3/1/21 | 8/1/21 | 2/11/21 | 3/9/22 | 6/1/22 | 8/1/22 | 3/23/23 | 8/1/22 | 4/1/23 | Go Live 4/24/23 20% Progress |
| | Finish | 1/14/21 | 3/1/21 | 10/31/21 | 12/30/21 | 5/31/22 | 8/1/22 | 1/31/23 | 4/6/23 | 3/31/23 | 4/20/23 | |
| | Status | Completed | Completed | Completed | Completed | In progress | Awaiting | Awaiting | Awaiting | Awaiting | Awaiting | |

Status: Gray: Completed; Green: On schedule, performing as planned; Amber: Potential delay/monitor with no material schedule impact; Red: Behind schedule and requires escalation

| Wave 3 | Target Dates | Kick Off | Identify Migration Method/ Vendor | Test Network | Document Mapping | Testing | Initial Export | Initial Import | Validate Images In Production | Bulk Delta | Final Delta | Go Live |
|----------------|--------------|-----------|-----------------------------------|--------------|------------------|-----------|----------------|----------------|-------------------------------|------------|-------------|------------------------------------|
| Ventura County | Begin | 1/19/21 | 3/1/21 | 3/1/21 | 2/18/21 | 6/30/21 | 4/4/22 | 3/9/22 | 3/23/23 | 9/16/22 | 4/1/23 | Go Live 4/24/23 35% Progress |
| | Finish | 1/19/21 | 3/1/21 | 4/30/21 | 5/31/21 | 3/31/22 | 8/31/22 | 9/15/22 | 4/6/23 | 3/31/23 | 4/20/23 | |
| | Status | Completed | Completed | Completed | Completed | Completed | In progress | Awaiting | Awaiting | Awaiting | Awaiting | |

Status: Gray: Completed; Green: On schedule, performing as planned; Amber: Potential delay/monitor with no material schedule impact; Red: Behind schedule and requires escalation

Figure 2.1-1 – Los Angeles Image Hyland Import Burn-up Chart



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2.2 Activities for the Next Reporting Period

- ▶ Training
 - Host Imaging Quick Tips Video Sync meetings with development team on April 11, 2022, April 13, 2022, and April 15, 2022
 - Attend Weekly Training Touchpoint with Consortium Training Manager and Accenture Training Lead on April 12, 2022
 - Continue supporting production of Imaging Quick Tips videos
 - Monitor ServiceNow queue for functional questions from Los Angeles County General Training
 - Generate Imaging Training Completion reports from the CalSAWS Learning Management System (LMS) and distribute to Los Angeles County
 - Combine Imaging training completion data received through reports from the CalSAWS Learning Management System (LMS) and Learning Link
 - Complete manual counts of overall enrollment in Imaging and Imaging Light curricula to augment automated Training Completion Reports and send updates to Region 6 Regional Managers, Imaging Leads, and CalSAWS Support Section Manager
 - Update Imaging Web-Based Training (WBT) modules based on new functionality implemented since the C-IV Migration to CalSAWS
- ▶ Change Management
 - Distribute Los Angeles County Imaging Go-Live packet
 - Review presentation materials for the Los Angeles County Imaging Change Network April monthly meeting
- ▶ Implementation
 - Host Los Angeles County Imaging Implementation Readiness Checkpoint on April 11, 2022
 - Host meeting with Region 6 Regional Managers and Los Angeles County Imaging Leads regarding Imaging Implementation Readiness Task Status on April 13, 2022
 - Attend Imaging Migration Standup calls on April 12, 2022 and April 14, 2022
 - Attend bi-Weekly CalSAWS Meeting on April 14, 2022
 - Finalize approach and processes for Los Angeles County post-deployment imaging support
 - Update Los Angeles County Imaging Readiness Dashboard for County and Project readiness checklists
 - Maintain Los Angeles County and Project Imaging Readiness checklists in Jira

2.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

3.0 Customer Service Center (CSC)

3.1 Highlights of the Reporting Period

Table 3.1-1 – CalSAWS Customer Service Center Status Agenda Topic

| STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|---------------------------|---|
| N/A | <ul style="list-style-type: none"> Continued to System Test Task for Cancelling an Appointment in Outbound IVR (CA-25604), Telephonic Signature (CA-226838) and, Enhanced Call Control Panel (CCP) (CA-226839) Service Change Requests (SCR) |
| N/A | <ul style="list-style-type: none"> Continued discussion with Los Angeles County, Wave 1, and Wave 2 CalWIN Counties about migration to CalSAWS Contact Center Solution |
| N/A | <ul style="list-style-type: none"> Continued Build of Administration Page (CA-226672) |

- ▶ Continued to test Task for Cancelling an Appointment in Outbound IVR (CA-25604), Telephonic Signature (CA-226838) and, Enhanced Call Control Panel (CCP) (CA-226839) Service Change Requests (SCR)
- ▶ Continued discussion with Los Angeles County, Wave 1, and Wave 2 CalWIN Counties about migration to CalSAWS Contact Center Solution
- ▶ Continued Build of Administration Page (CA-226672)

Table 3.1-2 – Customer Service Center Enhancement Milestones

| MILESTONES | SYSTEM TEST DELIVERY DATE | STATUS | RELEASE/ MINOR RELEASE |
|---|---------------------------|---------------|------------------------|
| DDID 2292, 2697, 2698, 2723, 2724 WFM/QA/QM Reporting (CA-226209) | December 3, 2021 | In production | 22.01 |
| DDID 2718 Task for Cancelling an Appointment in Outbound IVR (CA-25604) | January 24, 2022 | System Test | 22.03 22.05.XX |
| DDID 2219, 2716, 2717, 2728 Outbound IVR - (CA-226207) | February 4, 2022 | System Test | 22.03 22.05.XX |
| DDID 2700 Enhanced CCP (CA-226844) | March 18, 2022 | System Test | 22.03 22.04.17 |
| DDID 2727 Work-from-home Modifications (CA-227064) | March 18, 2022 | System Test | 22.03 22.04.17 |
| DDID 2216, 2725 External Party Access IVR (CA-226839) | March 25, 2022 | System Test | 22.05 |
| DDID 2211, 2217, 2218, 2220, 2729, 2730, 2731, 2046, 2732 Telephonic Signature (CA-226838) | April 1, 2022 | System Test | 22.05 |

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| MILESTONES | SYSTEM TEST DELIVERY DATE | STATUS | RELEASE/ MINOR RELEASE |
|---|---------------------------|--------------------|------------------------|
| DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2222, 2702, 2721, 2169, 2284, 2722 Admin Page (CA-226672) | April 4, 2022 | In development | 22.05 22.06.XX |
| DDID 2701, 2706 Voice Authentication Languages (CA-226843) | May 5, 2022 | In development | 22.05 22.06.XX |
| DDID 2699, 2210, 2705, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2258 Inbound IVR (CA-226837) | May 5, 2022 | Approved | 22.05 22.06.XX |
| DDID 2704 Post-Call Survey (CA-228023) | May 5, 2022 | Approved | 22.05 22.06.XX |
| DDID 2284 Scheduled Callback (CA-229573) | May 5, 2022 | Approved | 22.05 22.06.XX |
| DDID 2268 Display the CalSAWS Contact Center IVR Caller ID for outbound calls | May 5, 2022 | Design in progress | 22.05 22.06.XX |

Table 3.1-3 – Los Angeles County Milestones

| MILESTONES | DUE DATE | OWNER |
|--------------------------------------|----------------|----------------------|
| 1 Design completion | March 11, 2022 | CalSAWS Project Team |
| 2 Initial performance/load testing | March 18, 2022 | CalSAWS Project Team |
| 3 Training development | May 16, 2022 | CalSAWS Project Team |
| 4 Build and unit test | May 20, 2022 | CalSAWS Project Team |
| 5 Training content review | May 20, 2022 | Consortium |
| 6 System Test | June 3, 2022 | CalSAWS Project Team |
| 7 Training execution | June 6, 2022 | CalSAWS Project Team |
| 8 Conduct model office | June 13, 2022 | Los Angeles County |
| 9 Go-live | June 17, 2022 | CalSAWS Project Team |
| 10 Post go-live support | July 1, 2022 | CalSAWS Project Team |

3.2 Activities for the Next Reporting Period

- ▶ Continue discussions with Contra Costa, Los Angeles, Santa Clara, and Tulare Counties for their County specific Interactive Voice Response (IVR) designs
- ▶ Attend Contact Center Design Kick-Off meeting with Ventura County
- ▶ Continue build of System Change Requests (SCRs) CA-226843 Voice Authentication Languages and, CA-226672 Admin Page
- ▶ Begin build of Los Angeles County Amazon Web Services (AWS) Accounts and Contact Center Infrastructure (CA-240156)

3.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

4.0 Analytics

4.1 Highlights of the Reporting Period

Table 4.1-1 – CalSAWS Analytics Status Agenda Topic

| STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|---|---|
| 4.1.2 Soft Launch | <ul style="list-style-type: none"> Release J County Validation completed. All reports from Release J are signed off apart from "Kin-GAP Redetermination Report", which is expected to be signed off by end of day April 11, 2022 |
| 4.1.3 Production (Hard Launch) | <ul style="list-style-type: none"> Release J hard launch planned for the end of April 2022. This will be the final re-platform release. All reports will be re-platformed as of this release |
| 4.3 Activities for the Next Reporting Period | <ul style="list-style-type: none"> Began Release J hard launch testing |

4.1.1 Analytics Summary

Table 4.1.1-1 – CalSAWS Analytics Summary

| ANALYTICS RELEASE | STATUS | SOFT LAUNCH DATE | HARD LAUNCH DATE | DASHBOARDS | STATE & MGMT. REPORTS | TOTAL | % OF TOTAL |
|----------------------|---------------|------------------|------------------|------------|-----------------------|------------|------------|
| C | In production | Deployed | Deployed | 2 | 0 | 2 | 0% |
| D | In production | Deployed | Deployed | 4 | 33 | 37 | 9% |
| E | In production | Deployed | Deployed | 7 | 60 | 67 | 23% |
| F | In production | Deployed | Deployed | 3 | 74 | 77 | 40% |
| G | In production | Deployed | Deployed | 4 | 45 | 49 | 51% |
| H | In production | Deployed | Deployed | 6 | 65 | 71 | 67% |
| I | In production | Deployed | Deployed | 1 | 84 | 85 | 83% |
| J | In production | Deployed | April 28, 2022 | 0 | 75 | 75 | |
| TOTAL REPORTS | | | | 27 | 436 | 463 | |

Note:

*Release J Soft Launch on January 27, 2022

4.1.2 Soft Launch

- ▶ Release J was successfully soft launched on January 27, 2022. County validation began as planned on March 9, 2022, and is in progress

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4.1.3 Production (Hard Launch)

- ▶ Release I was successfully hard launched on February 3, 2022
 - All dashboards have been officially re-platformed in production
- ▶ Release J hard launch targeted for end of April 2022

4.1.4 Performance and Scalability

- ▶ Workload Productivity Report (WPR) Unengagement Dashboard Sheet Production Batch job. System Change Request (SCR) - CA-238402 in discussion to either decommission or modify dashboard sheet (WPR is composed of many dashboard sheets and this SCR is just to decommission or re-design the Unengagement sheet)
- ▶ As Release J was the final release, the team performance tested the daily runs on a scaled EMR (Elastic Map Reduce) cluster to gauge how much additional performance the jobs show as the architecture scales. Detailed results were reviewed with Consortium and Quality Assurance teams last week. Summary of results available on the Project SharePoint. Estimated reduction in reports end to end run time is 55 minutes to an hour. Consortium Data team has approved scaling up the architecture, however Technical Budget Change Request (TBCR) CHG0034322 was held in FinOps process until additional cost savings measures in other areas can be identified

4.1.5 Development and Testing

- ▶ Release J
 - Release J was soft launched on January 27, 2022
 - Began County Validation completed on April 8, 2022
 - All reports except "Kin-GAP Redetermination Report" signed off from County Validation, the remaining report is expected to sign off by end of day April 11, 2022
 - Began hard launch testing for Release J
- ▶ Not assigned to a release yet
 - Continued to work on the 58-County version of the Geo-Coding Dashboard (System Change Request (SCR) CA-232876)

4.2 Re-Platform Migration Schedule

Table 4.2-1 – Analytics Reports Re-Platform Release Migration Schedule

| Release C (Migration Window: November 2020 – March 2021): In production | | | |
|--|--------------------------|---------|-----------|
| Dashboards | | | |
| Leader Replacement System (LRS) | • CalWORKs | Daily | 18 Sheets |
| | • Quality Assurance (QA) | Daily | 10 Sheets |
| Release D (Migration Window: February 2020 – June 2020): In production | | | |
| Dashboards | | | |
| LRS | • CalFresh | Daily | 30 Sheets |
| | • CalFresh Meals | Monthly | 2 Sheets |
| | • Managed Personnel | Daily | 1 Sheet |
| | • SSI/SSP | Daily | 2 Sheets |
| State and Management | | | |

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| | Category | Number of Scheduled Reports | Number of On Request Reports |
|--|--|-----------------------------|------------------------------|
| LRS and C-IV | • Administrative | 4 | 0 |
| | • Case Activity | 7 | 0 |
| | • Fiscal | 15 | 0 |
| | • State | 6 | 0 |
| Release E (Migration Window: May 2020 – September 2020): In production | | | |
| Dashboards | | | |
| LRS | • Medi-Cal | Daily | 30 Sheets |
| | • General Relief | Daily and Monthly | 32 Sheets |
| | • Program Assignment | Monthly | 1 Sheet |
| | • DPSSTATS Scorecard | Daily | 1 Sheet |
| | • AAP (CWS) | Daily | 21 Sheets |
| | • Foster Care (CWS) | Daily | 21 Sheets |
| | • Kin-Gap (CWS) | Daily | 21 Sheets |
| State and Management | | | |
| | Category | Number of Scheduled Reports | Number of On Request Reports |
| LRS and C-IV | • Administrative | 7 | 0 |
| | • Case Activity | 4 | 0 |
| | • Employment Services | 0 | 0 |
| | • Fiscal | 34 | 0 |
| | • State | 13 | 0 |
| | • Special Units | 1 | 0 |
| | • Resource Data Bank | 1 | 0 |
| Release F (Migration Window: August 2020 – December 2020) In production | | | |
| Dashboards | | | |
| LRS | • Operational Reports | Monthly | 30 Sheets |
| | • Task Management | Daily | 19 Sheets |
| | • Welfare Fraud Prevention and Investigation | Monthly | 4 Sheets |
| State and Management | | | |
| | Category | Number of Scheduled Reports | Number of On Request Reports |
| LRS and C-IV | • Administrative | 2 | 2 |
| | • Case Activity | 3 | 5 |
| | • Employment Services | 0 | 1 |
| | • Fiscal | 28 | 2 |
| | • Resource Data Bank | 0 | 0 |
| | • State | 26 | 0 |
| | • Special Units | 0 | 5 |

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| Release G (Migration Window: November 2020 – March 2021) In production | | | |
|---|---|-----------------------------|------------------------------|
| Dashboards | | | |
| C-IV | • Call Log (In UAT) | Daily | 19 Sheets |
| | • Semi Annual Reporting (In UAT) | Daily | 11 Sheets |
| | • WPR and Engagement (In UAT) | Daily | 46 Sheets |
| LRS / C-IV | • Reception Log (In production) | Daily | 10 Sheets |
| State and Management | | | |
| | Category | Number of Scheduled Reports | Number of On Request Reports |
| LRS and C-IV | • Administrative | 3 | 0 |
| | • Case Activity | 4 | 3 |
| | • Employment Services | 0 | 1 |
| | • Fiscal | 33 | 1 |
| | • State | 0 | 0 |
| | • Special Units | 0 | 0 |
| | • Resource Data Bank | 0 | 0 |
| | • New Reports | 0 | 0 |
| Release H (Migration Window: February 2021 – June 2021) In production | | | |
| Dashboards | | | |
| LRS | • Caseload History | Monthly | 9 Sheets |
| | • Alerts | Daily | 5 Sheets |
| | • Alerts (CWS) | Daily | 3 Sheets |
| | • Placement Vendor Exception Report (CWS) | Daily | 3 Sheets |
| | • Work Order (CWS) | Daily | 6 Sheets |
| | • Welfare to Work | Daily | 7 Sheets |
| State and Management | | | |
| | Category | Number of Scheduled Reports | Number of On Request Reports |
| LRS and C-IV | • Administrative | 0 | 14 |
| | • Case Activity | 0 | 8 |
| | • Employment Services | 0 | 11 |
| | • Fiscal | 2 | 20 |
| | • State | 5 | 0 |
| | • Special Units | 0 | 6 |
| | • Resource Data Bank | 0 | 2 |
| Release I (Migration Window: May 2021 – September 2021) In production | | | |
| Dashboards | | | |
| LRS | • Statistical Reports | Monthly | 79 Sheets |
| State and Management | | | |
| | Category | Number of Scheduled | Number of |

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| | | Reports | On Request Reports |
|--|-----------------------|-----------------------------|------------------------------|
| LRS | • Administrative | 11 | 1 |
| | • Case Activity | 19 | 5 |
| | • Employment Services | 3 | 0 |
| | • Fiscal | 28 | 5 |
| | • State | 2 | 0 |
| | • Special Units | 1 | 1 |
| Release J (Migration Window: September 2021 – January 2022) In production (Soft launched) | | | |
| State and Management | | | |
| | Category | Number of Scheduled Reports | Number of On Request Reports |
| LRS | • Administrative | 4 | 3 |
| | • Case Activity | 14 | 1 |
| | • Employment Services | 7 | 0 |
| | • Fiscal | 36 | 1 |
| | • Resource Data Bank | 1 | 0 |
| | • Special Units | 5 | 3 |

Note:

- State and Management number of reports might change as per analysis with Application Development and other dependencies

4.3 Activities for the Next Reporting Period

- ▶ Analytics
 - Continue to conduct regular meetings with the Consortium Regional Managers on reports/dashboard to discuss any critical concerns, work arounds, etc. regarding reports
 - Continue to pursue performance improvements, such as:
 - On hold: EMR (Elastic Map Reduce) cluster increase: Technical Budget Change Request (TBCR) CHG0034322
 - Review options for CA-241296: System Change Request (SCR) for Sunday Reports schedule change
 - CA-238402: Workload Productivity Report (WPR) Unengagement Sheet decommission
 - Continue to support Release J hard launch testing

4.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

5.0 Application Development and Test

5.1 Highlights of the Reporting Period

Table 5.1-1 – CalSAWS Application Development and Test Status Agenda Topic

| STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|---|--|
| 5.1.2 Design Difference Identifiers (DDID) System Test Status | <ul style="list-style-type: none"> 22.05 System Testing on schedule. Week 2 of 8 completed. 28% pass rate on a 25% EOW target |
| 5.1.3 Converted Data Test (CDT) | <ul style="list-style-type: none"> CalWIN CDT 59% pass rate on a 60% EOW target |

5.1.1 Application Development Summary

Table 5.1.1-1 – CalSAWS Application Development Summary

| | Status | 22.02 | 22.03 | 22.05 | 22.07 | 22.09 | 22.11 | 23.01 | 23.02 |
|--------|----------------------|----------|-----------|-----------|----------|-----------|----------|----------|----------|
| Design | New | 0 | 0 | 0 | 1 | 4 | 1 | 7 | 1 |
| | Design in Progress | 0 | 0 | 0 | 3 | 6 | 2 | 1 | 0 |
| | Ready for Committee | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Committee Review | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Pending Approval | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Build | Approved | 0 | 0 | 0 | 2 | 4 | 1 | 0 | 0 |
| | In Development | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 |
| | Development Complete | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | In Assembly Test | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Test | System Test | 2 | 4 | 19 | 0 | 0 | 0 | 0 | 0 |
| | Test Complete | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| | In Production | 6 | 23 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Grand Total | 8 | 29 | 21 | 8 | 14 | 4 | 9 | 1 |

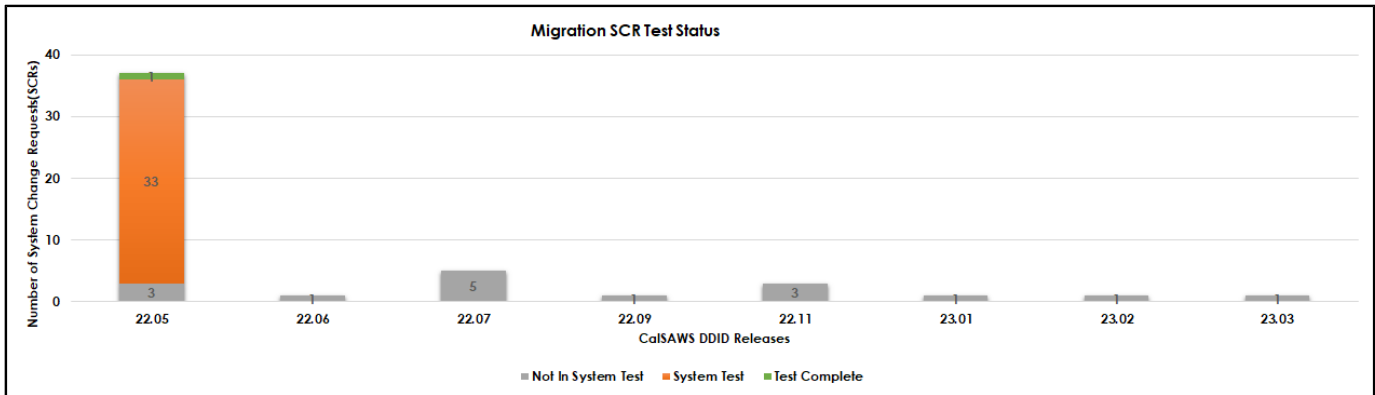
| | |
|---|-----|
| System Change Requests (SCRs) in Production | 883 |
|---|-----|

Notes:

- This table includes Application Development System Change Requests (SCRs) with migration impact. SCRs in Production represents a count of any SCR that have a project phase of migration and have been deployed to production
- Continued drafting designs and development activities for Design Difference Identifiers (DDIDs). Status is provided in Table 5.1.1-1 (CalSAWS Application Development Summary), above

5.1.2 Design Difference Identifiers (DDID) System Test Status

Figure 5.1.2-1 – DDID System Test Status



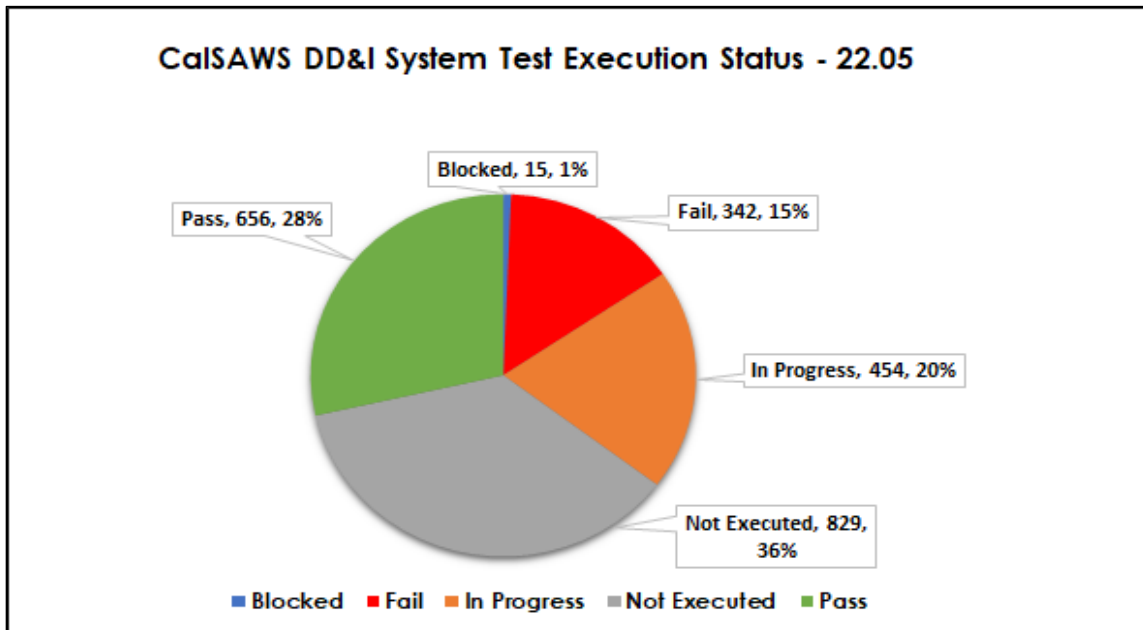
Notes:

- Includes all System Change Requests (SCRs) that have a funding source of CalSAWS DD&I that are not in "Rejected" or "Pending Rejection" status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes "In Production" status; Test Complete includes "Test Completed" status; System Test includes "System Test" status; Not in System Test includes all SCR statuses prior to System Test delivery
- Counts are higher in this chart (as compared with Design and Build Status) due to the inclusion of all CalSAWS DD&I System Change Requests (SCRs) targeted for the release, such as DD&I Training and Technical System Change Requests (SCRs)

Table 5.1.2-1 – DDID System Test Execution Status – 22.05

| | |
|--|------------|
| Pass rate target as of April 8, 2022 | 25% |
| Pass rate actual as of April 8, 2022 | 28% |
| System Test Completed date: May 18, 2022 | |

Figure 5.1.2-2 – DDID System Test Execution Status – 22.05



Note:

- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

- ▶ Continued test execution for 22.05

Figure 5.1.2-3 – Overall GA/GR CalSAWS and Client Correspondence System Test Execution Status – 22.05

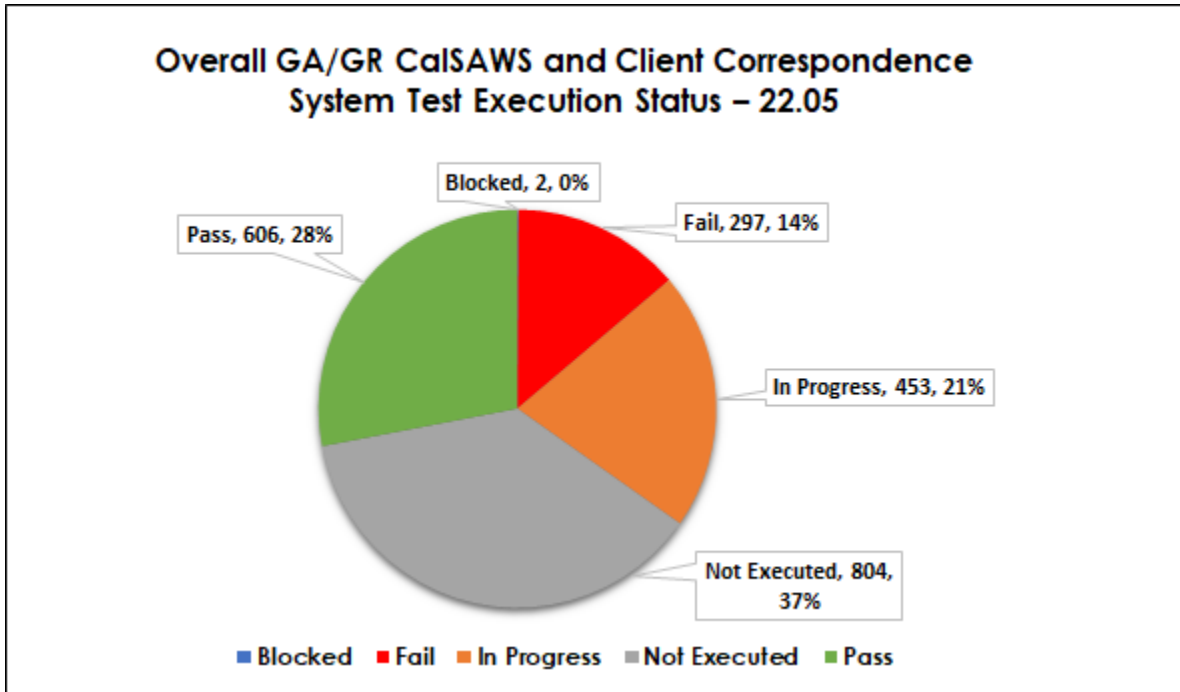


Figure 5.1.2-4 – GA/GR System Test Execution Status by Area – 22.05

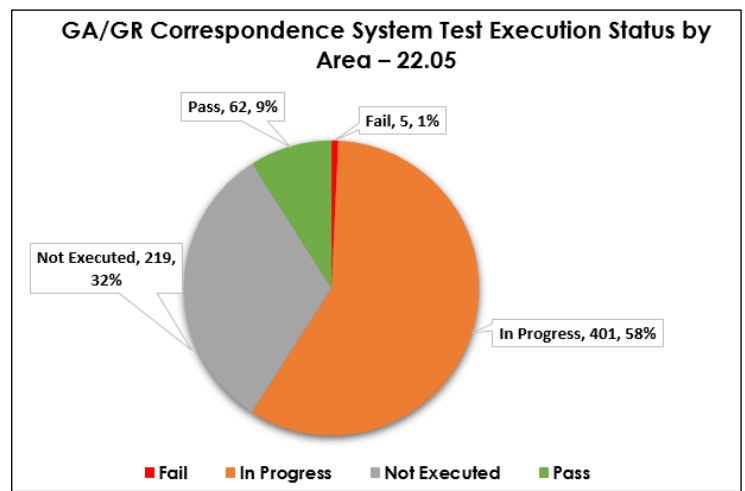
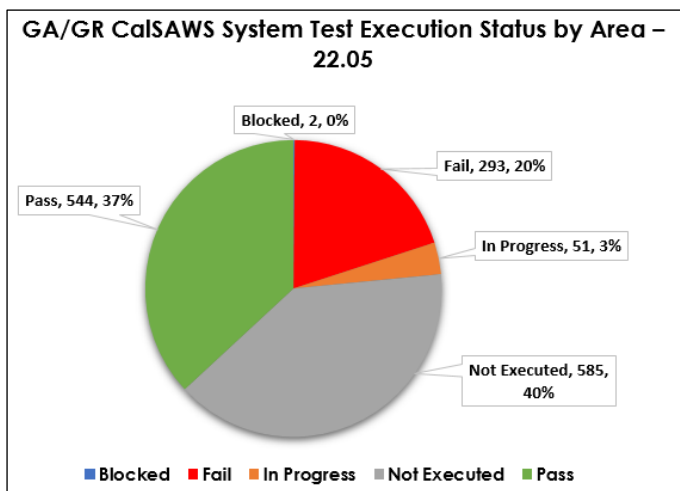


Table 5.1.2-2 - GA/GR System Test Execution Status by Area – 22.05

| GA/GR CalSAWS | |
|--|------------|
| Pass rate target as of April 08, 2022 | 25% |
| Pass rate actual as of April 08, 2022 | 37% |
| System Test completed date: May 18, 2022 | |

| GA/GR Client Correspondence | |
|--|-----------|
| Pass rate target as of April 10, 2022 | 7% |
| Pass rate actual as of April 10, 2022 | 9% |
| System Test completed date: May 18, 2022 | |

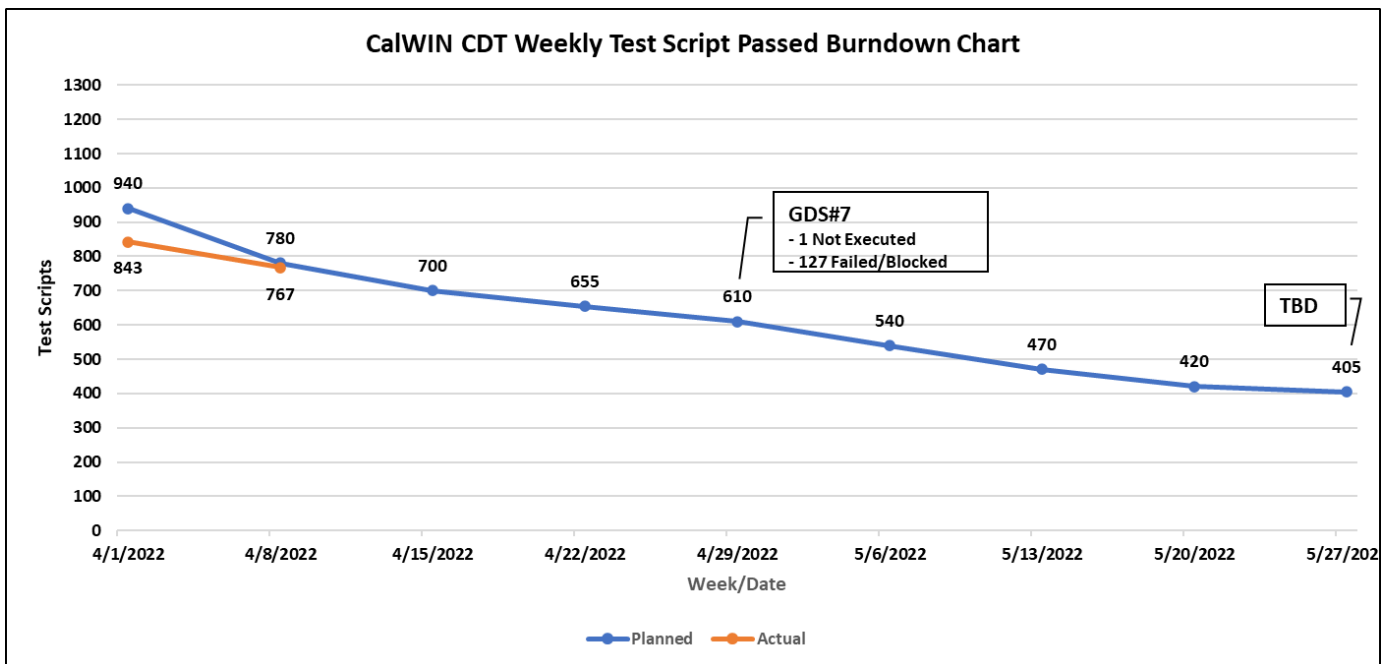
5.1.3 Converted Data Test (CDT)

- ▶ Continued test execution of CalWIN Converted Data Test (CDT) phase

Table 5.1.3-1 – CalWIN CDT Execution Status

| CalWIN CDT | |
|--|------------|
| Pass rate target as of April 8, 2022 | 59% |
| Pass rate actual as of April 8, 2022 | 60% |
| System Test completed date: May 31, 2022 | |

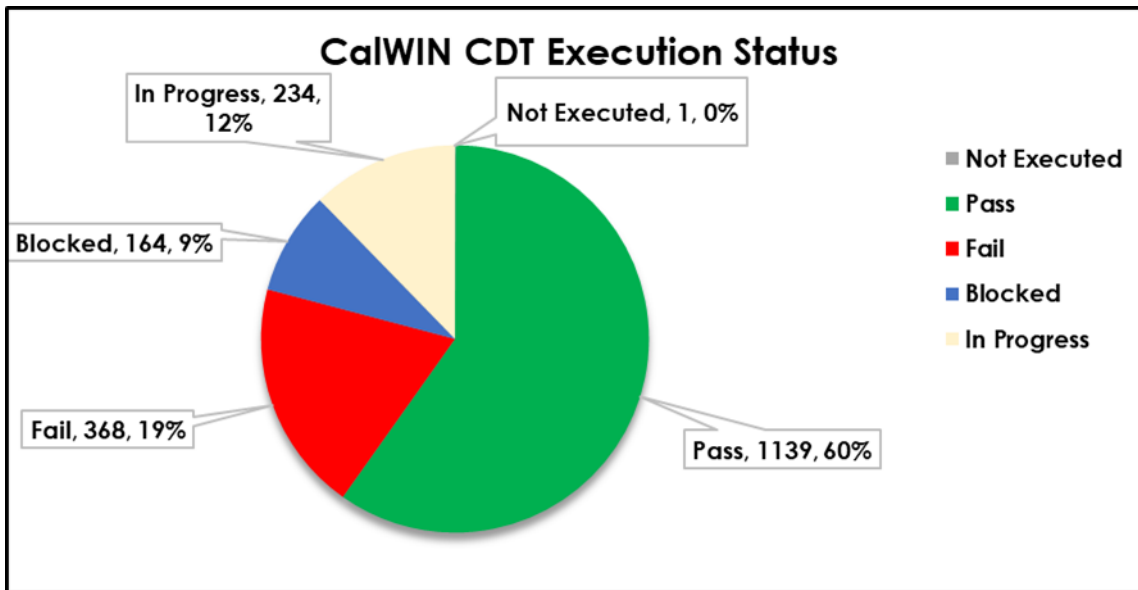
Figure 5.1.3-1 – CalWIN CDT Weekly Test Script Passed Burndown Chart



Note:

- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

Figure 5.1.3-2 – CalWIN CDT Execution Status



Note:

- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

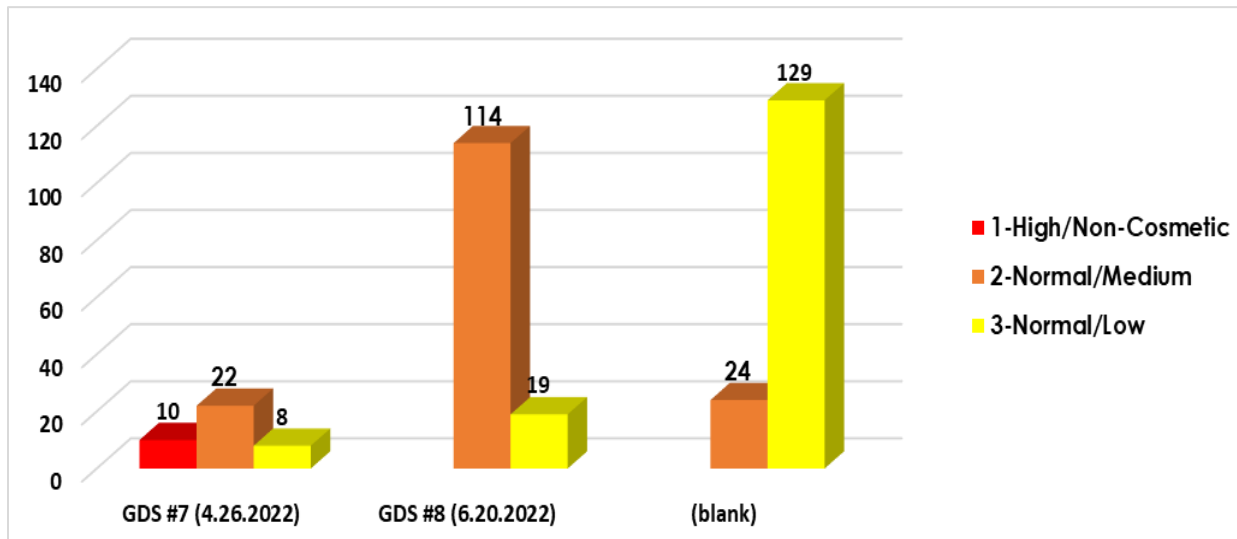
Table 5.1.3-2 – CalWIN Converted Data Test (CDT) Execution Status by Functional Area

| CALWIN CDT EXECUTION STATUS BY FUNCTIONAL AREA | NOT EXECUTED | IN PROGRESS | PASS | FAIL | BLOCKED | TOTAL |
|--|--------------|-------------|-------------|------------|------------|-------------|
| Ancillary | 0 | 0 | 27 | 1 | 6 | 34 |
| CalHEERS | 1 | 0 | 70 | 3 | 5 | 79 |
| Correspondence | 0 | 2 | 98 | 57 | 3 | 160 |
| Eligibility | 0 | 1 | 226 | 91 | 95 | 413 |
| Fiscal | 0 | 67 | 229 | 20 | 2 | 318 |
| GA/GR | 0 | 148 | 33 | 45 | 0 | 226 |
| Online | 0 | 2 | 151 | 33 | 1 | 187 |
| Reports | 0 | 6 | 36 | 75 | 3 | 120 |
| High-Volume Online Transactions | 0 | 8 | 269 | 43 | 49 | 369 |
| TOTAL | 1 | 234 | 1139 | 368 | 164 | 1906 |

Note:

- High-Transaction volume are the scripts that are executed via our Automated Regression scripts that are being manually executed against Converted data. Test script counts are subject to change as test scripts are added or removed throughout the execution phase

Figure 5.1.3-3 – CalWIN Converted Data Test (CDT) Defects

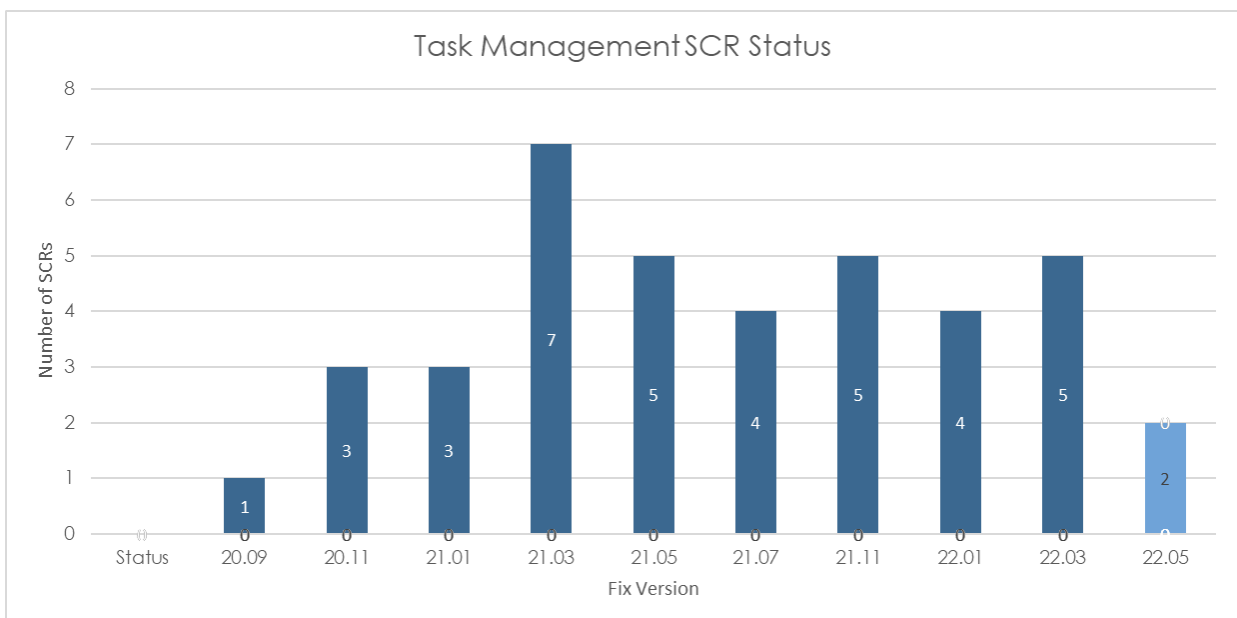


- ▶ 64 defects being triaged by Application Development (new or assigned status)
- ▶ 326 open converted data defects

5.1.4 Task Management

- ▶ Continued development for the 22.07 release
 - CA-214922 DDID 2388 – FDS: Task Management - Task Start Date

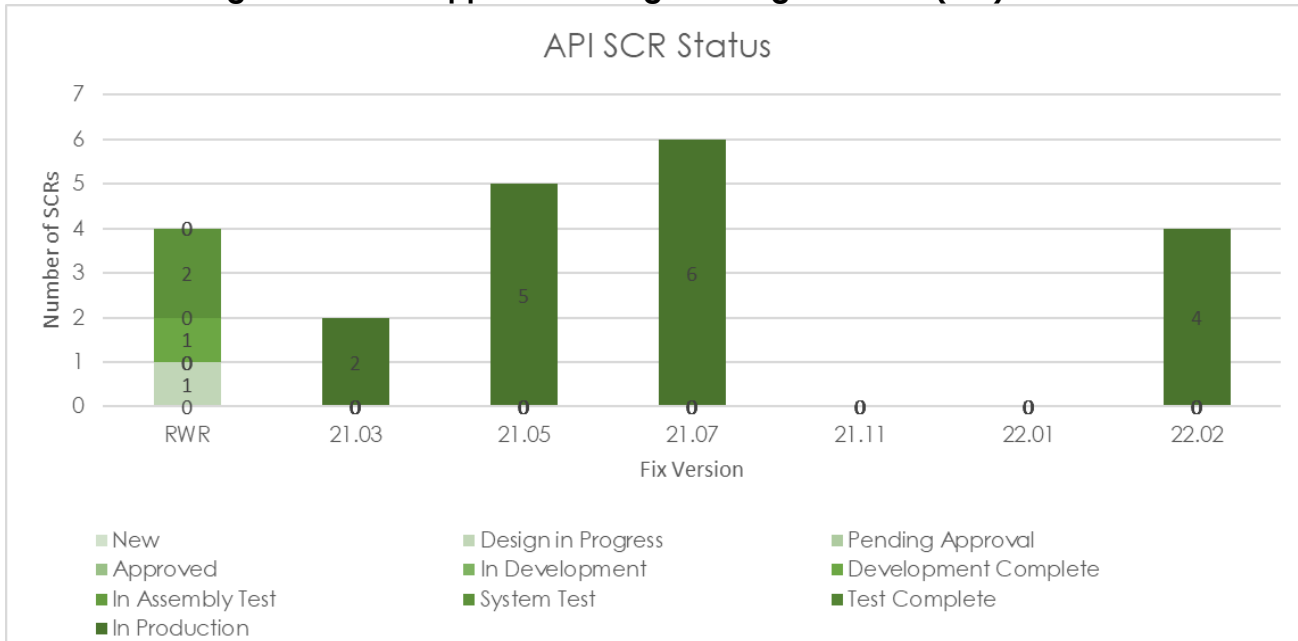
Figure 5.1.4-1 – Task Management Design Difference Identifiers (DDID) Status



5.1.5 Application Programming Interface (API)

- ▶ Continued development on the following Application Programming Interfaces (APIs):
 - CA-214754 DDID 2351 – FDS: API - Reception Log API
 - CA-214741 DDID 2298 – FDS: API - Person - MDM API

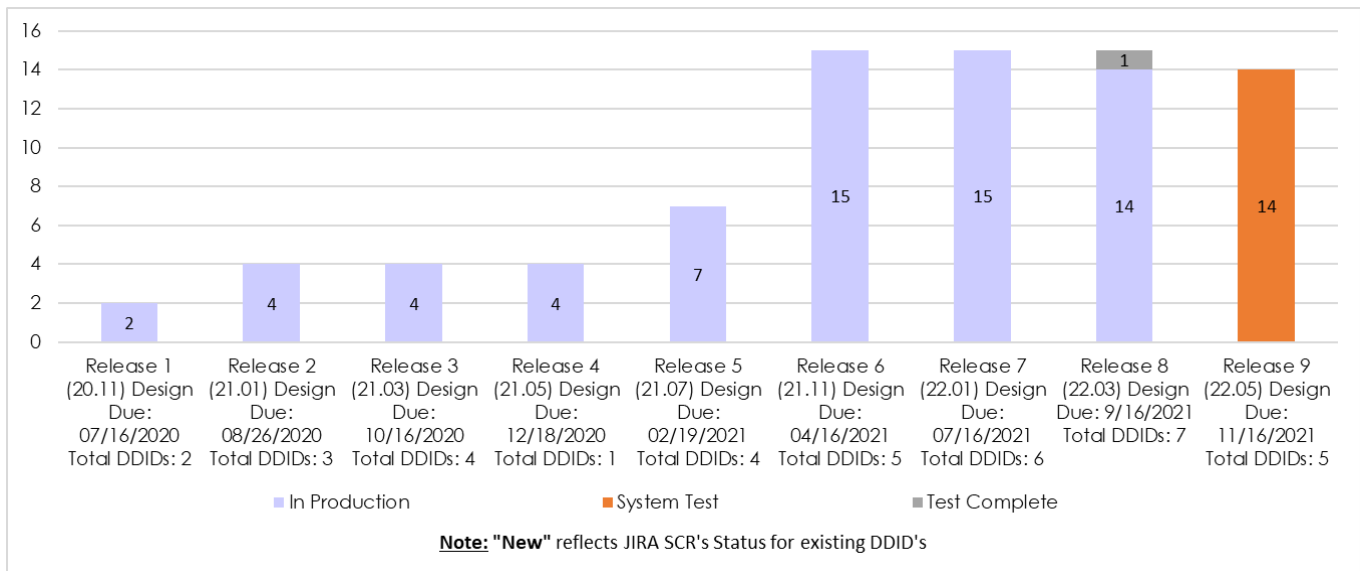
Figure 5.1.5-1 – Application Programming Interface (API) DDID Status



5.1.6 General Assistance/General Relief (GA/GR)

- ▶ General:
 - Provided the weekly status update and General Assistance/General Relief (GA/GR) release plan changes to Consortium on April 5, 2022
 - Discussed the General Assistance/General Relief (GA/GR) Correspondence work products and design clarifications on April 5, 2022, and April 7, 2022
 - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design clarifications on April 6, 2022, and April 8, 2022
 - Discussed Gainwell System Test status on April 6, 2022
 - Completed the design, development, and assembly testing of the below 22.05 System Change Requests (SCRs)
 - Automated System test preparation of the below 22.05 System Change Requests (SCRs) is in progress
 - CA-233752 - DDID 2314 – FDS: GA GR Phase 5 Batch 1 - Reporting Rules and corresponding NOA Reasons
 - CA-229078 - GA GR EDBC Phase 5 Batch 3 - Negative Action, Manual EDBC
 - CA-226620 - DDID 2314/2319 – GA GR EDBC Phase 5 - Batch 2 Mandatory Program Requirements Rule

Figure 5.1.6-1 – GA/GR Design Difference Identifiers (DDID) Status



5.1.7 Case Purge

In July 2020, a team was formed to design, build, test, and deploy a Case Purge solution for C-IV and CalSAWS. This Purge functionality is based on the records retention policy approved by the CalSAWS Project Steering Committee in September 2019. The Purge team is using the Agile methodology for this effort and is deploying functionality to Production at the conclusion of each Sprint. This team is operating independently of the existing Design, Application Development, Training, and Test teams

- ▶ Continued design and development for Sprint features included in the 22.05 baseline System Change Requests (SCRs). This release includes the following items and will be deployed to production with the 22.05 release on May 22, 2022:
 - Sprint 7 SCR CA-229308
 - Update Time Limit Aid Summary and Detail pages to pull data from retained tables in Read-Only mode
 - Update Deletion Model to include Residential and Receipt tables
 - Update CalSAWS application to validate and block CalHEERS referrals from linking to purged cases
 - Port Case Data Removal Completion Report into CalSAWS
 - Update BenefitsCal page to validate and remove links to purged cases
 - Sprint 8 SCR CA-229309
 - Update Case Re-Verification Batch to exclude CS (Child Protective Services) program for all Counties
 - Design CalSAWS Disaster Recovery Document Removal process
 - Update Exception and Trace logging
 - Update Stored Procedure to delete from Residential and Receipt tables
 - Include Verify Lawful Presence (VLP) records into Case Data Removal when CalSAWS cases are linked to Department of Health Services (DHS) removed cases
 - Create Data Change for OBIEE cleanup for Delete Track table

Figure 5.1.7-1 – Case Purge Burndown Chart

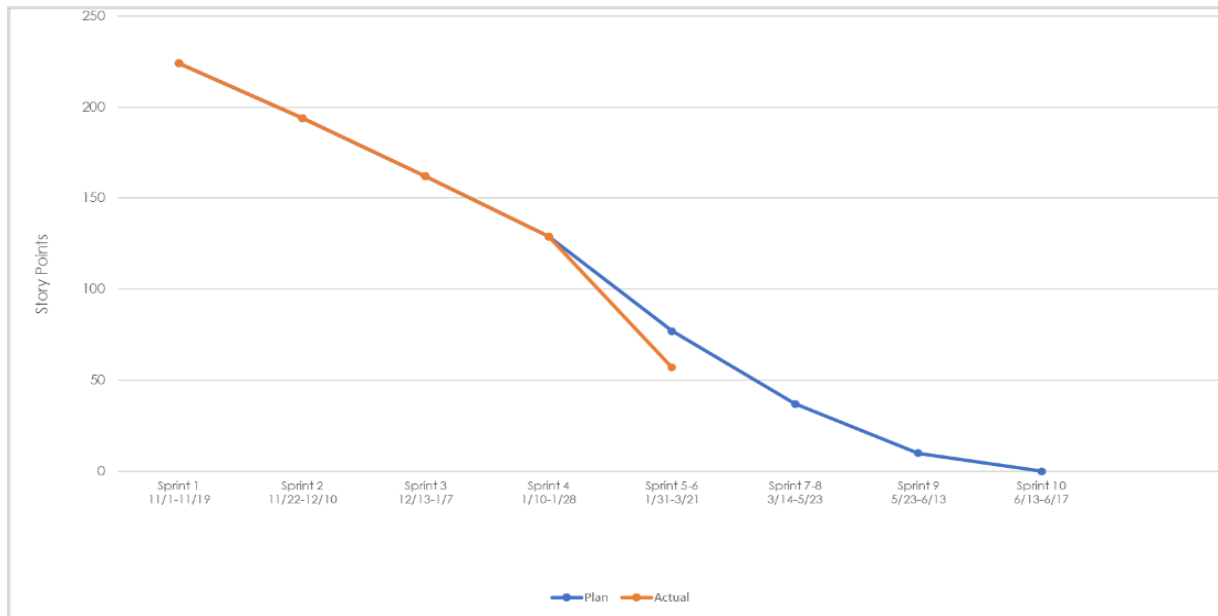


Table 5.1.7-1 – Planned Purge Sprints

| SPRINT NUMBER | SPRINT DESCRIPTION |
|------------------|---|
| Sprint 1 | Porting Case Summary page updates, Case Data Removal page updates |
| Sprint 2 | Add Case Locking, Image View only |
| Sprint 3 | Porting the Identification sweep logic, adding new Eligibility Determination Benefit Calculation/Recovery Account (EDBC/RA) Rules to Identification Sweeps, Porting Portable Document Format (PDF) Generation Process, Increasing Journal Portable Document Format (PDF) Character Limit |
| Sprint 4 | Porting Case Deletion Logging process, adding new CalHEERS tables to Deletion Model, Remove Recovery Account Responsible Party tables from Deletion Model |
| Sprint 5 | Porting Case Identification and Override Reports, Port Document Removal process to S3, Create Stored Procedure Database Change Requests (DBCRCs), Schedule Batch for Journal Portable Document Format (PDF) Re-run |
| Sprint 6 | Creating CalSAWS Re-Verification Batch, Updating Identification and Re-Verification logic to include new Recovery Account rules, Updating Document S3 storage service framework, Updating Identification Batch to exclude CS program |
| Sprint 7 | Porting Time Limit Aid Summary page changes, Porting Case Completion Report, Updating Deletion Model to include Residential and Receipt tables, Updating CalSAWS page to validate and block CalHEERS referrals, Combining Document and Imaging removal process with Data Removal Batch, Updating Benefits Cal page to validate for removed cases during linkage |
| Sprint 8 | Porting for Disaster Recovery Document Deletion, OBIEE Cleanup for Delete Track, Updating Batch to Verify Lawful Presence (VLP) |
| Sprint 9 | Performance Environment Preparation and Execution |
| Sprint 10 | Batch Scheduling, Case Purge Transition |

5.1.8 Deliverable Management

Table 5.1.8-1 – Deliverable Status for Current Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|---|--|
| 58 | CalSAWS (CalWIN) UAT Readiness Report Milestone | <ul style="list-style-type: none"> Received comments for the DDEL on April 5, 2022 Began developing the FDEL based on feedback received on the DDEL Submission of the FDEL is due on May 27, 2022 |

5.2 Activities for the Next Reporting Period

- ▶ Continue drafting designs for Migration Impact System Change Requests (SCRs)
- ▶ Continue test execution for CalSAWS 22.03 Release

Deliverable Management

Table 5.2-1 – Deliverable Status for Next Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|---|---|
| 58 | CalSAWS (CalWIN) UAT Readiness Report Milestone | <ul style="list-style-type: none"> Continue developing the FDEL Submission of the FDEL is due on May 27, 2022 |

5.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

6.0 Conversion

6.1 Highlights of the Reporting Period

Table 6.1-1 – CalSAWS Conversion Status Agenda Topic

| STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|-------------------------------|--|
| 6.1.2 CalWIN Conversion | <ul style="list-style-type: none"> GDS7 is on-schedule to deliver to the project on April 18, 2022 On-schedule to deliver approx. 40 P1, P2, and P3/4 Defects with GDS#7. This is inclusive of the remaining Open P1 Defects as of April 1, 2022 |

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6.1.1 CalWIN Conversion

- ▶ Completed Golden Data Set (GDS) 7 Epic
 - Continued to assess and prioritize Converted Data Testing (CDT) items based on Converted Data Testing (CDT) prioritization for Golden Data Set (GDS) delivery
 - GDS7 Epic is focused on 22.03, converted data test (CDT) defects, and General Assistance/General Relief (GA/GR)
 - Note: GA/GR total items include a large number Code Set and table mappings that have already been performed but required 22.03 to be fully tested and mappings validated
- ▶ Continued to triage Converted Data Testing (CDT) defects as they are created
- ▶ Began GDS7 delivery activities. Remains on track for April 18, 2022 delivery

Table 6.1.1-1 – CalWIN Conversion Statistics Golden Data Set (GDS) 7 (March 2022 – April 2022)

| GDS#7 | | | | | | | | | | | | |
|---------------------|------------------------|-----------------|----------|-------------|--------------------------------|-----------------------------|-------------------|--------------|---------|---------------------|------|----------|
| Sprint | Total - Deferred Items | Sprint Duration | | Item Status | | | | | | | | |
| | | | | 0% | 25% | 30% | 50% | 75% | 5% | 100% | 100% | 0% |
| | | | | Not Started | Analysis & Mapping in Progress | Ready for Consortium Review | Build In Progress | Ready for AT | On Hold | Completed (Tested)* | CNR | Deferred |
| Overall | 147 | 3/21/2022 | 4/8/2022 | 0 | 0 | 0 | 0 | 21 | 0 | 126 | 0 | 0 |
| GDS#7 Bugfixes | 22 | 3/21/2022 | 4/8/2022 | 0 | 0 | 0 | 0 | 13 | 0 | 9 | 0 | 0 |
| GA/GR through 22.03 | 125 | 3/21/2022 | 4/8/2022 | 0 | 0 | 0 | 0 | 8 | 0 | 117 | 0 | 0 |
| Hardening | none | 4/8/2022 | 4/8/2022 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

6.1.2 Gainwell Technologies

- ▶ CalWIN Document Migration
 - Continued planning for delivery of all Client Correspondence (CC)
 - Continued delivery of Client Correspondence (CC) from CalWIN
 - Continued restoration of CC data and notices in offline storage

6.1.3 Ancillary Systems Conversion

- ▶ Continued to address issues found in production dataset size files. These files are necessary for CalWIN Core Conversion orchestration and integrations
- ▶ Facilitated exception reports review sessions with the Ancillary Counties to address questions and concerns

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Table 6.1.3-1 – County Status by Ancillary System

| COUNTY | COLLECTIONS | FRAUD | TASK MANAGEMENT |
|---------------|--|--|--|
| Contra Costa | Design and build completed Received production sized files | N/A | N/A |
| Placer | Design and build completed Received production sized files | Design and build completed Received production sized files | Design and build completed Received production sized files |
| Yolo | Design and build completed Received production sized files | N/A | N/A |
| Santa Clara | N/A | N/A | Design and build completed Received production sized files |
| Tulare | Design and build completed Received production sized files | N/A | N/A |
| Orange | Design and build completed Received production sized files | Design and build completed Received production sized files | Design and build completed Received production sized files |
| Santa Barbara | N/A | N/A | Design and build completed Received production sized files |
| Ventura | Design and build completed Received production sized files | N/A | N/A |
| San Mateo | Design and build completed Received production sized files | N/A | Design and build completed Received production sized files |
| Santa Cruz | Design and build completed Received production sized files | N/A | Design and build in-progress Received production sized files |
| Solano | Design and build completed Received production sized files | N/A | N/A |
| Alameda | Design and build completed Received production sized files | Design and build completed Received production sized files | N/A |
| Fresno | Design and build completed | N/A | N/A |

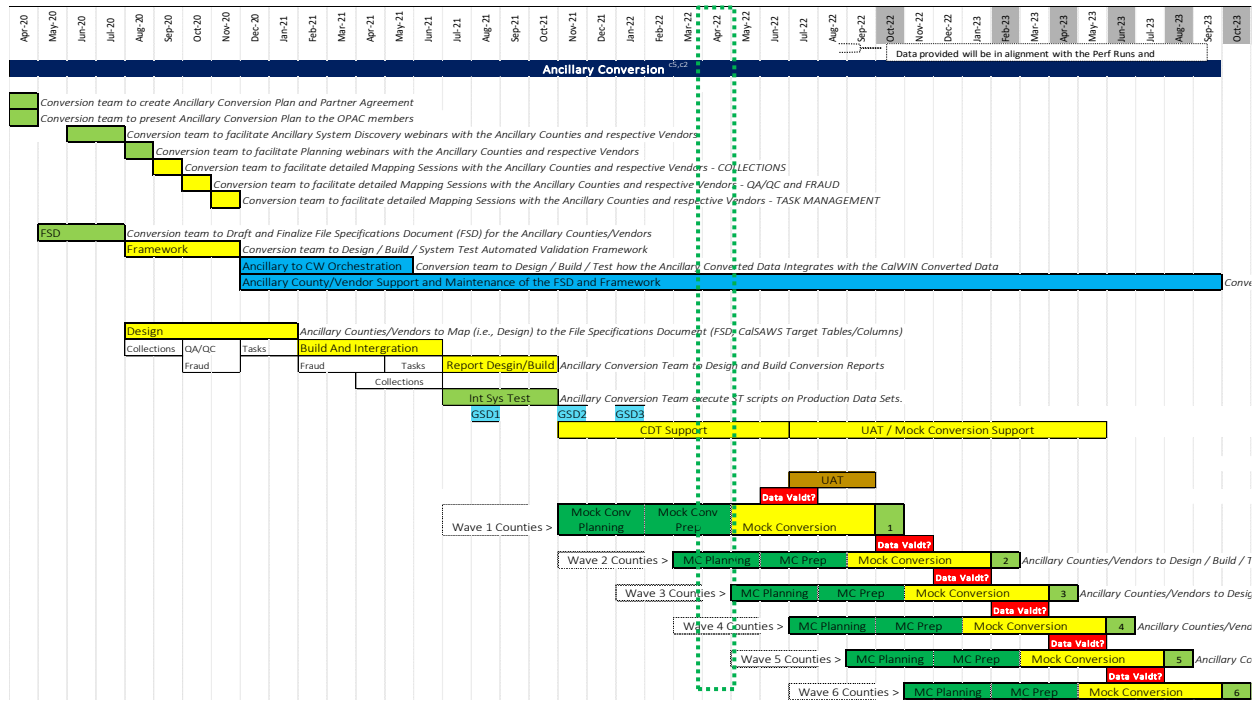
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| COUNTY | COLLECTIONS | FRAUD | TASK MANAGEMENT |
|-----------------|--|--|--|
| | Received production sized files | | |
| Sonoma | Design and build completed Received production sized files | N/A | Design and build completed Received production sized files |
| Sacramento | N/A | Design and build completed Received production sized files | Design and build completed Received production sized files |
| San Francisco | Design and build completed Received production sized files | N/A | N/A |
| San Luis Obispo | Design and build completed Received production sized files | Design and build completed Received production sized files | N/A |

Figure 6.1.3-1– Ancillary Systems Conversion Gantt Chart



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Table 6.1.3-2 – Ancillary Systems Conversion Milestones

| FINISH | MILESTONE | MILESTONE DESCRIPTION | STATUS |
|---------------|---|--|---------------|
| July 2020 | Project Kick-Off/Discovery Sessions | Team introductions and Project overview | Completed |
| August 2020 | File Specification Document (FSD) | CalSAWS DB (structures) as Conversion Target | Completed |
| August 2020 | Project Planning | Detailed walkthrough of the Project schedule and File Specification Document (FSD) | Completed |
| December 2020 | Automation Framework Complete | Exception handling for Ancillary provided Data is ready for the Counties | Completed |
| February 2021 | Design/Mapping Complete | All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary | Completed |
| July 2021 | Build Complete | Development activities dependent Design Mapping are ready to Start (or are Completed) | Completed |
| January 2022 | System Test Complete | System Test execution dependent on test scripts and Build Completed are ready to Start (or are Completed) | Completed |
| April 2022 | Integration Test Complete | End-to-End Test execution dependent on test scripts and System Test Completed are ready to Start (or are Completed) | In progress |
| August 2023 | Mock Conversion Ancillary System Data Delivered | Counties to delivery Ancillary System Data to the CalSAWS Conversion team as a Pre-Requisite to begin Mock Conversions | Not started |
| August 2023 | Wave 1 – 6 Mock Conversions | Simulated Cutover Activities dependent on Integration Test Completed are ready to Start (or are Completed) | Not started |
| August 2023 | Wave 1 – 6 Mock Conversions Data Validation | Validation of Data (from Mock Conversion) are ready to Start (or are Completed) | Not started |
| October 2023 | Wave 1 – 6 Conversion Cutovers | Execution of (live) Cutover Activities are ready to Start (or are Completed) | Not started |

6.1.4 Deliverable Management

Table 6.1.4-1 – Conversion Deliverable Status for Current Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|-------------------------------|--------|
| | None for the reporting period | |

6.2 Activities for the Next Reporting Period

6.2.1 CalWIN Conversion

- ▶ Complete Jira epics and issue aligned with Golden Data Set (GDS) Delivery schedule
- ▶ Begin Golden Data Set (GDS) 8 Epic
- ▶ Continue Converted Data Test (CDT) Support
- ▶ Continue Converted Data Delivery planning activities

6.2.2 Gainwell Technologies

- ▶ CalWIN Data Migration
 - Continue planning for future CalWIN extractions
- ▶ CalWIN Data Retention M&O
 - Continue planning for future data retention runs

6.2.3 Ancillary Systems Conversion

- ▶ Continue ongoing support for mapping and data extract activities on Ancillary Collections, Fraud, and Task Management
- ▶ Continue to update the Ancillary Systems file specifications documents (as needed)
- ▶ Continue System Test scenario for automation development

6.2.4 Deliverable Management

Table 6.2.4-1 – Conversion Deliverable Status for Next Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|--------------------------------|--------|
| | None for next reporting period | |

6.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

7.0 CalWIN Functional Support

7.1 Highlights of the Reporting Period

Table 7.1-1 – CalSAWS CalWIN Functional Support Status Agenda Topic

| STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|---------------------------|--|
| N/A | <ul style="list-style-type: none"> • Began supporting Change Discussion Guide reviews • Began reviewing Global To-Be Flows |

- ▶ Provided CalSAWS expertise at the Yolo County and Contra Costa County Process Change Inventory (PCI) Closeout sessions on April 4-April 8, 2022
 - Supported (including follow-ups), Yolo County Business Process Reengineering (BPR) To-Be Refactoring sessions include:
 - Fraud/Income and Eligibility Verification System (IEVS) and Appeals/Hearings
 - Valuables, Resource Databank (RDB), Service Arrangements
 - Re-Evaluation (RE), Print Warrants, Electronic Benefits Transfer (EBT) Issuance
 - Adoption Assistance Program (AAP), Kinship Guardian Assistance Payment (Kin-Gap)
 - Inter-County Transfer (ICT)
 - Supported (including follow-ups), Contra Costa County Business Process Reengineering (BPR) To-Be Refactoring sessions include:
 - Employment Services (ES), Child Care
 - Re-Evaluation (RE)
 - Valuables, Resources (RDB), Service Arrangements, Print Warrants, Rush Electronic Benefits Transfer (EBT)
 - Fraud/Income and Eligibility Verification System (IEVS)
 - Conducted daily check-in's and debriefs to provide additional feedback
- ▶ Supported for Change Discussion Guide (CDG) Working Sessions:
 - CDG Working Session Kickoff on April 4, 2022
 - RE, PR, Change Reported, Discontinuance, Restoration of Aid on April 7, 2022
 - ES, CWS, Benefit Recovery, eICT, Service Arrangements on April 8, 2022
- ▶ Supported CalWIN County CalSAWS Request for Information (CRFI) - Opt In/Out Revalidation for CalWIN on April 5, 2022
- ▶ Supported the Weekly Work Plan/Checklist Activities on April 4-8, 2022 to support and coordinate CalWIN Readiness Checklist items and activities
- ▶ Supported County Preparation Planning Working Session on April 7, 2022 to outline readiness items that Counties need to complete during the County Preparation Phase between 1A and 1B go-lives

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- ▶ Began Review of Global To-Be process Flows due April 15, 2022
 - Employment Services
 - Benefit Recovery and Collections
 - General Assistance/General Relief (GA/GR)
 - Add Resource
 - Valuables
 - Service Arrangements
 - Child Care
 - Appointment Scheduling

7.2 Activities for the Next Reporting Period

- ▶ Prepare for Change Discussion Guide Working Sessions:
 - Intake Processes on April 11, 2022
- ▶ Continue to prepare for Yolo County and Contra Costa County Process Change Inventory (PCI) Closeout Sessions:
 - Yolo – Employment Services (ES) on April 12, 2022
 - Contra Costa – Resource Databank on April 13, 2022
- ▶ Prepare for the Wave 1 – Nightly Batch Q&A on April 12, 2022 to support Wave 1 Counties getting all batch questions answered
- ▶ Prepare for the Weekly Touchbase on Work Plan/Checklist Activities on April 14, 2022 to support and coordinate CalWIN Readiness Checklist items and activities
- ▶ Prepare for County Preparation Planning Working Session on April 14, 2022 to outline readiness items that Counties need to complete during the County Preparation Phase between 1A and 1B go-lives
- ▶ Continue to Review Global To-Be process Flows by April 15, 2022
 - Employment Services
 - Benefit Recovery and Collections
 - General Assistance/General Relief (GA/GR)
 - Add Resource
 - Valuables
 - Service Arrangements
 - Child Care
 - Appointment Scheduling

7.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

8.0 Appendices

Appendix A – CalSAWS Deliverable Summary

Appendix B – CalSAWS Migration Work Plan Summary

Appendix C – CalSAWS DD&I Project Gantt Chart

Appendix D – CalSAWS Project Risks and Issues

Appendix E – OBIEE and State & Management Master Inventory

