

CaSAWS CalWIN
Implementation Support
Services (ISS) Weekly
Status Report

Reporting Period: April 18, 2022 to April 24, 2022

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

Table of Contents

1.0	Project Management	2
1.1	Executive Summary	2
1.2	Highlights of the Reporting Period	2
1.3	Activities for the Next Reporting Period	3
2.0	Business Process Reengineering (BPR)	3
2.1	Highlights of the Reporting Period	3
2.2	Activities for the Next Reporting Period	4
3.0	Organizational Change Management (OCM)	4
3.1	Highlights of the Reporting Period	4
3.2	Activities for the Next Reporting Period	5
4.0	Training.....	5
4.1	Highlights of the Reporting Period	5
4.2	Activities for the Next Reporting Period	7
5.0	Implementation	7
5.1	Highlights of the Reporting Period	7
5.2	Activities for the Next Reporting Period	8
6.0	Appendices	9
6.1	Appendix A – Deliverable Summary	9
6.2	Appendix B – Risks and Issues Summary	11
6.3	Appendix C – Project Work Plan Reports	14

1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
BPR	<ul style="list-style-type: none"> • Completed Week 3 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery. • Facilitated 3-hour working sessions with Wave 2 (Santa Clara and Tulare Counties) to identify To-Be process flows requiring full BPR walkthroughs and finalized the BPR/OCM Closeout schedule. • Completed Week-1 of To-Be BPR/OCM Closeout sessions for Santa Clara County.
OCM	<ul style="list-style-type: none"> • Finalize the Change Discussion Guides for Wave 1. • Send Wave 3 T-12 Readiness Surveys. • CNC meeting on 04/26/22 for Wave 1 and Wave 2.
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"> • Prepared for the CalWIN ISS OPAC meeting scheduled for 04/28/22. • Conducted and participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings. • Conducted the Wave 2 Tulare Work Plan review meeting on 04/18/22. • Conducted a Contra Costa County meeting on 04/20/22. • Conducted weekly Conversion Defect Testing (CDT) Internal Work Group meetings. • Refined the County Work Plan and Checklist sync process with team leads and began prepping the Wave 3 County Specific Work Plan. • Continued County Prep activity planning on 04/21/22.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

- ▶ **Staff Onboarding** – Continued planning for and onboarding staff resources.
- ▶ **Information Coordination for CalWIN Counties** – Continued to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ **Wave 1 and 2 County Work Plans** – Continued updating Wave 1 and 2 County Work Plans for the Implementation Readiness Checklist.
- ▶ **Deliverables and Work Products** – Submitted the following:
 - County Review 04.09: Business Process Reengineering Plan – Wave 4 (San Diego) on 04/18/22.
 - DWP 09.02: County Training Plan - Wave 1 (Placer) on 04/19/22.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

1.3 Activities for the Next Reporting Period

- ▶ **Staff Onboarding** – Continue planning for and onboarding staff resources.
- ▶ **Information Coordination for CalWIN Counties** – Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ **Wave 1 County Work Plan** – Continue updating Wave 1 County Work Plans for the Implementation Readiness Checklist.
- ▶ **Wave 2 County Work Plan** – Finalize Wave 2 County Work Plan with updates from the Track Leads for the Implementation Readiness Checklist.
- ▶ **Deliverables and Work Products** – Submit the following:
 - DWP 02: To-Be Process Flows – Wave 5 (Fresno) on 05/02/22.
 - FWP & FDEL 07.01: County Change Guide – Wave 1 (Contra Costa) on 05/02/22.
 - FWP & FDEL 07.02: County Change Guide – Wave 1 (Placer) on 05/02/22.
 - FWP & FDEL 07.03: County Change Guide – Wave 1 (Yolo) on 05/02/22.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

- ▶ **Fresno To-Be Sessions** – Completed Week 3 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery from 04/18/22-04/21/22, and Week-2 of To-Be BPR sessions for Alameda County from 04/18/22-04/21/22.
- ▶ **Wave 5 Max Caseload Discussions** – Scheduled discussions with Wave 5 (Alameda and Fresno Counties) on max caseload limits in CalSAWS. Facilitated discussion with Fresno County on 04/19/22.
- ▶ **CBO User Management for BenefitsCal** – Facilitated discussion on concerns related to Community Based Organization (CBO) management of users to BenefitsCal with BenefitsCal functional team on 04/22/22.
- ▶ **GA/GR Q&A Session** – Facilitated GA/GR Q&A Session for Wave 5 (Alameda County) on 04/22/22.
- ▶ **API Discussion with Alameda County** – Scheduled discussion for Alameda County to discuss what County would like to accomplish with the Application Programming Interfaces (APIs) and their QMatic solution on 04/26/22.
- ▶ **San Mateo County FWP Discussion** – Discussed open items on San Mateo County To-Be Final Work Product (FWP) on 04/20/22.
- ▶ **Wave 2 Working Sessions** – Facilitated 3-hour working sessions with Wave 2 (Santa Clara and Tulare Counties) to identify To-Be process flows requiring full BPR walkthroughs vs. a review of change impacts.
- ▶ **Wave 2 BPR/OCM Closeout Schedule** – Finalized BPR/OCM Closeout schedule for Wave 2 (Santa Clara and Tulare Counties) and scheduled sessions as needed.
- ▶ **Santa Clara County BPR/OCM Closeout Sessions** – Completed Week 1 of To-Be BPR/OCM Closeout sessions for Santa Clara County.
- ▶ **Santa Barbara County BPR Plan FDEL** – Obtained Consortium final approval on Wave 3 County Specific BPR Plan FDEL (Santa Barbara County) on 04/15/22.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

	Session Start Date	Session End Date	First Review Start Date	First Review End Date	Start Final Review	County Sign-Off on	
						Final To-Be Work Product	DWP BPR Plan Submit
Wave 1							
Contra Costa	06/21/21	07/30/21	08/04/21	09/02/21	09/02/21	09/10/21	09/27/21
Placer	06/21/21	07/30/21	08/04/21	08/20/21	08/30/21	09/07/21	09/27/21
Yolo	07/12/21	08/11/21	08/11/21	08/27/21	09/08/21	09/17/21	09/27/21
Wave 2							
Tulare	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/08/21	11/19/21
Santa Clara	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/08/21	11/19/21
Wave 3							
Santa Barbara	10/18/21	11/12/21	11/15/21	11/30/21	12/08/21	12/14/21	02/11/22
Orange	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22	02/11/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22	02/11/22
Wave 4							
Solano	01/10/22	02/04/22	02/07/22	02/22/22	03/07/22	03/11/22	03/25/22
Santa Cruz	01/10/22	02/04/22	02/07/22	02/22/22	03/07/22	03/11/22	03/25/22
San Mateo	02/07/22	03/04/22	03/09/22	03/22/22	03/30/22	04/19/22	05/03/22
San Diego	02/14/22	03/11/22	03/16/22	03/30/22	04/06/22	04/11/22	04/18/22
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 04/24/22)

2.2 Activities for the Next Reporting Period

- ▶ **Fresno County To-Be BPR Sessions** – Complete Week 4 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery and Week 3 of To-Be BPR sessions for Alameda County from 04/25/22-04/28/22.
- ▶ **Alameda County Max Caseload Discussion** – Facilitate discussion with Alameda County on max caseload limits on 04/29/22.
- ▶ **API Discussion with Alameda County** – Facilitate discussion with Alameda County to discuss what County would like to accomplish with the APIs and their QMatic solution on 04/26/22.
- ▶ **Santa Clara County BPR/OCM Closeout Sessions** – Complete Week 2 of To-Be BPR/OCM Closeout sessions for Santa Clara County from 04/25/22 – 04/29/22.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

- ▶ **Wave 1 and 2 Newsletters** – Continued development of Newsletters for Wave 1 and Wave 2
- ▶ **Infographics** – Developed infographics on eICTs and Message Center and Reception Log.
- ▶ **CNC Meeting Presentation** – Finalized Change Network Champions (CNC) presentation for 04/26/22 Wave 1 and Wave 2 meeting.
- ▶ **Wave 1 and 2 Newsletters** – Finalized and routed for internal comment the Newsletters for Wave 1 and Wave 2.
- ▶ **Targeted Topic on E2Lite** – Continued planning for Targeted Topic on E2Lite in May 2022.
- ▶ **Wave 3 T-Minus 12 Surveys** – Finalized preparation for T-Minus 12 Surveys for Wave 3 Counties.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

3.2 Activities for the Next Reporting Period

- ▶ **Wave 1 and 2 Newsletters** – Prepare to send CIT for Newsletters for Wave 1 and Wave 2.
- ▶ **Infographics** – Finalize infographics on eICTs and Message Center and Reception Log.
- ▶ **Santa Clara and Tulare Counties' Change Discussion Guides** – Meet with Santa Clara and Tulare Counties regarding change impacts for their Change Discussion Guides.
- ▶ **CNC Meeting** – Meet with CNCs on 04/26/22 for Wave 1 and Wave 2.
- ▶ **Wave 1 Change Discussion Guides** – Respond to comments on Change Discussion Guides for Wave 1
- ▶ **Targeted Topic on E2Life** – Continue planning for Targeted Topic on E2Life in May 2022.
- ▶ **Wave 3 T-Minus 12 Surveys** – Send T-Minus 12 Surveys for Wave 3 Counties.

4.0 Training

4.1 Highlights of the Reporting Period

- ▶ **Instructor Guide Documents** – Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ **Learning Journey Maps** – Continued development of the Learning Journey Maps.
- ▶ **Master Training Plan Deliverable** – Continued developing the Master Training Plan Deliverable.
- ▶ **Classroom Planning and Scheduling** – Continued planning classroom and scheduling logistics for Counties in all waves.
- ▶ **LMS and Training Environment** – Continued working with the Consortium Training Manager to plan for the LMS and Training Environment for training for the CalWIN Counties.
- ▶ **Placer County-Specific Training Plan** – Met with Placer County to review DDEL 09.02 – Placer County-Specific Training Plan on 04/18/22.
- ▶ **CalWIN County Training Classrooms** – Scheduled follow-up meeting with Tech Team to discuss technical considerations for CalWIN County training classrooms.
- ▶ **CalWIN County Training Needs and Delivery** – Met with Contact Center team to discuss CalWIN County training needs and delivery.
- ▶ **TAC Meeting** – Prepared presentation and facilitated the Training Advisory Council (TAC) on 04/19/22.
- ▶ **Early Training Approach Meetings** – Met with Santa Clara County on 04/18/22 and Contra Costa County on 04/21/22 to discuss Early Training approach.
- ▶ **CalSAWS Training Equipment** – Received specifications document for CalSAWS training equipment from the Tech team.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

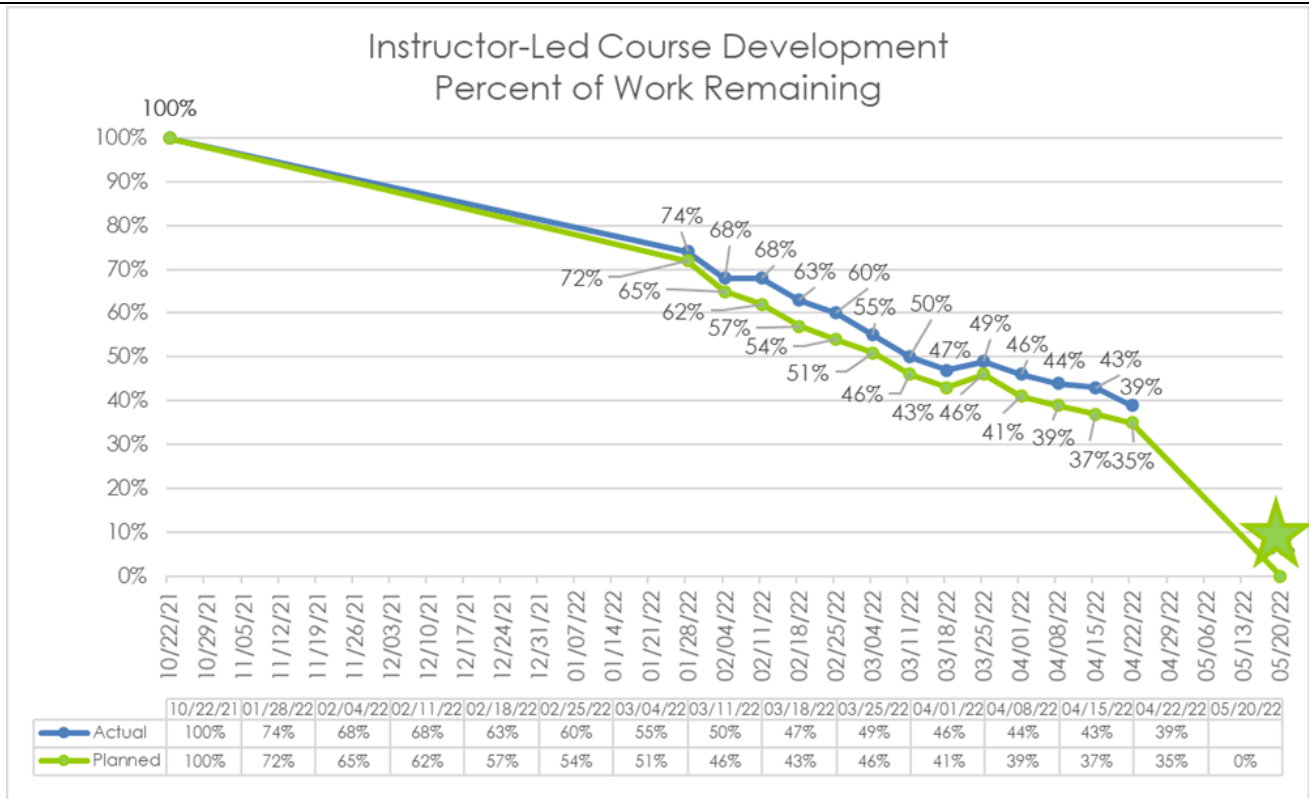


Figure 4.1-1 – Instructor-Led Training Development Progress

ILT Course Title	Course – Total % Complete	ILT Course Title	Course – Total % Complete
General Eligibility	73%	Foster Care	55%
CalFresh Eligibility	77%	Supervisor Eligibility	82%
Medi-Cal Eligibility	77%	Supervisor Clerical	29%
Clerical	36%	Fiscal	73%
CalFresh/Medi-Cal Multi-Program	82%	QA/QC	73%
CalWORKs Eligibility	77%	RDB Maintainers	73%
CalFresh/CalWORKs Multi-Program	82%	Special Investigations/IEVS (Fraud)	73%
CalFresh/CalWORKs/Medi-Cal Multi-Program	82%	Child Care	32%
RCA	73%	Hearings	55%
Employment Services Welfare to Work	70%	GA/GR Eligibility	31%
CAPi	28%	Imaging	0%

Table 4.1-2 – Instructor-Led Training Development Progress

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

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

- ▶ **Instructor Guide Documents** – Continue training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ **Learning Journey Maps** – Continue development of the Learning Journey Maps.
- ▶ **Master Training Plan Deliverable** – Continue developing the Master Training Plan Deliverable.
- ▶ **Classroom Planning and Scheduling** – Continue planning classroom and scheduling logistics for Counties in all waves.
- ▶ **CalSAWS Trainer Onboarding** – Continue planning for CalSAWS Trainer onboarding and CalWIN ISS Train the Trainer in preparation for Wave 1 training.
- ▶ **LMS and Training Environment** – Continue working with the Consortium Training Manager to plan for the LMS and Training Environment for training for the CalWIN Counties.
- ▶ **Placer County-Specific Training Plan** – Meet with Placer County to review DDEL 09.02 – Placer County-Specific Training Plan on 04/13/22.
- ▶ **CalWIN County Training Classrooms** – Meet with the Tech Team to discuss technical considerations for CalWIN County training classrooms.
- ▶ **CalWIN County Training Needs and Delivery** – Meet with Contact Center team to discuss CalWIN County training needs and delivery.
- ▶ **CNC Meeting** – Participate in the CNC meeting on 04/26/22.
- ▶ **OPAC Meeting** – Present training update at the Operations and Policy Advisory Committee (OPAC) meeting on 04/28/22.

5.0 Implementation

5.1 Highlights of the Reporting Period

- ▶ **Weekly Implementation Manager and TOSS Team Meetings** – Conducted and participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings, including meetings with Wave 1 Counties (Implementation Point of Contact (IPOC) – TOSS meetings) with Contra Costa County.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

- ▶ **CDT Internal Work Group Meeting** – 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)	62
No Action Needed from CDT Group	24
Requested Additional Clarification	3
Post-Go Live Case Review Guide	3
County Prep	3

Table 5.1-1 – Status of CDT Items

- ▶ **Ongoing Meetings with DD&I and the Consortium** – 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.
- ▶ **PSC and JPA Meetings** – Participated in the PSC and JPA meetings on 04/21/22 and 04/22/22.
- ▶ **OPAC Prep Meetings** – Participated in OPAC Committee prep meetings on 04/21/22.
- ▶ **Contra Costa County Wave Schedule** – Created materials for the Contra Costa County wave schedule and conducted meeting with Contra Costa on 04/20/22.
- ▶ **Wave 2 Tulare County Work Plan Meeting** – Conducted the Wave 2 Tulare County Work Plan meeting on 04/18/22.
- ▶ **Checklist and Task Sync Meeting** – Conducted a weekly Checklist and Task Sync meeting with TOSS teams on 04/18/22.
- ▶ **Go-Live Packet + Conversion Playbook** – Began strategy discussion on Go-live packet + conversion playbook on 04/19/22
- ▶ **Go-Live Packet + Conversion Playbook** – Began drafting conversion playbook utilizing items from CDT on 04/20/22.
- ▶ **Santa Clara County IPOC/TOSS Meet n Greet** – Participated in Santa Clara County IPOC/TOSS meet n greet on 04/20/22.
- ▶ **County Prep Planning Activities** – Continued ongoing weekly meetings for the County Prep Planning activities sessions with Project Leads on 04/21/22.
- ▶ **Wave 3 Work Plan** – Prepared the Wave 3 Work Plan sessions and processes for release the week of 04/25/22.

5.2 Activities for the Next Reporting Period

- ▶ **Project Readiness Checklist Items** – Continue documenting the project readiness checklist items, categories/ subcategories, and readiness criteria/metrics for Implementation. Conduct the Tulare Wave 2 Work Plan meeting on 04/18/22.
- ▶ **Wave 3 Work Plan** – Continue re-baselining for the Wave 3 Work Plan with the Project Leads the week of 04/25/22. Conduct outreach for Wave 3 County Work Plan walk-through meetings.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

- ▶ **CDT Workgroup Meetings** – 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.
- ▶ **Ongoing Meetings with DD&I and the Consortium** – 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.
- ▶ **County Prep Planning Activities** – Discuss, modify, and update the County Prep activities timeline for internal review on 04/28/22.
- ▶ **OPAC Meeting** – Facilitate the CalWIN County OPAC meeting on 04/28/22.

6.0 Appendices

6.1 Appendix A – Deliverable Summary

		Complete			Coming Soon	
DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
01	Workplan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21
01.15	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	N/A	N/A
08	Master Training Plan	10/27/21	11/08/21	05/13/22	06/06/23	06/13/23
09	County Specific Training Plan (Wave 1)	10/27/21	11/08/21	05/13/22	06/06/23	06/13/23
10	Implementation Support Plan	01/14/22	01/27/22	05/16/22	06/07/22	06/14/22
11	Wave Completion Report	09/15/22	09/27/22	01/11/24	01/24/24	01/31/24

Figure 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
07.01	County Change Guide – Wave 1 (Yolo)	On track	FDEL submission 05/02/22 FDEL approval 05/11/22
07.02	County Change Guide – Wave 1 (Placer)	On track	FDEL submission 05/02/22 FDEL approval 05/11/22
07.03	County Change Guide – Wave 1 (Contra Costa)	On track	FDEL submission 05/02/22 FDEL approval 05/11/22

Table 6.1-2 – Upcoming Deliverable Deadlines

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

Work Product Status by Submission

		Complete	Coming Soon		
ID	Work Product Name	DWP	FWP	Final Approval	
02	To-Be Process Maps – Wave 4 (Solano County)	02/07/22	03/04/22	03/11/22	
02	To-Be Process Maps – Wave 4 (Santa Cruz County)	02/07/22	03/04/22	03/11/22	
02	To-Be Process Maps – Wave 4 (San Mateo County)	03/09/22	03/30/22	04/19/22	
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	05/11/22	
07.02	County Change Guide – Wave 1 (Placer County)	04/12/22	05/02/22	05/11/22	
07.03	County Change Guide – Wave 1 (Yolo County)	04/12/22	05/02/22	05/11/22	
09.01	County-Specific Training Plan – Wave 1 (Contra Costa County)	04/14/22	05/05/22	05/12/22	
09.02	County-Specific Training Plan – Wave 1 (Placer County)	04/19/22	05/05/22	05/12/22	
09.03	County-Specific Training Plan – Wave 1 (Yolo County)	04/15/22	05/05/22	05/12/22	

Figure 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
07.01	County Change Guide – Wave 1 (Yolo)	On track	FWP submission 05/02/22 FWP County sign-off 05/11/22
07.02	County Change Guide – Wave 1 (Placer)	On track	FWP submission 05/02/22 FWP County sign-off 05/11/22
07.03	County Change Guide – Wave 1 (Contra Costa)	On track	FWP submission 05/02/22 FWP County sign-off 05/11/22
09.01	County Training Plan – Wave 1 (Contra Costa)	On track	FWP submission 05/05/22 FWP County sign-off 05/12/22
09.02	County Training Plan – Wave 1 (Placer)	On track	DWP submitted 04/19/22 FWP submission 05/05/22 FWP County sign-off 05/12/22
09.03	County Training Plan – Wave 1 (Yolo)	On track	FWP submission 05/05/22 FWP County sign-off 05/12/22

Table 6.1-4 – Upcoming Work Product Deadlines

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

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

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 2022

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		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 27, 2022

Period: April 18, 2022 to April 24, 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
None.						

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

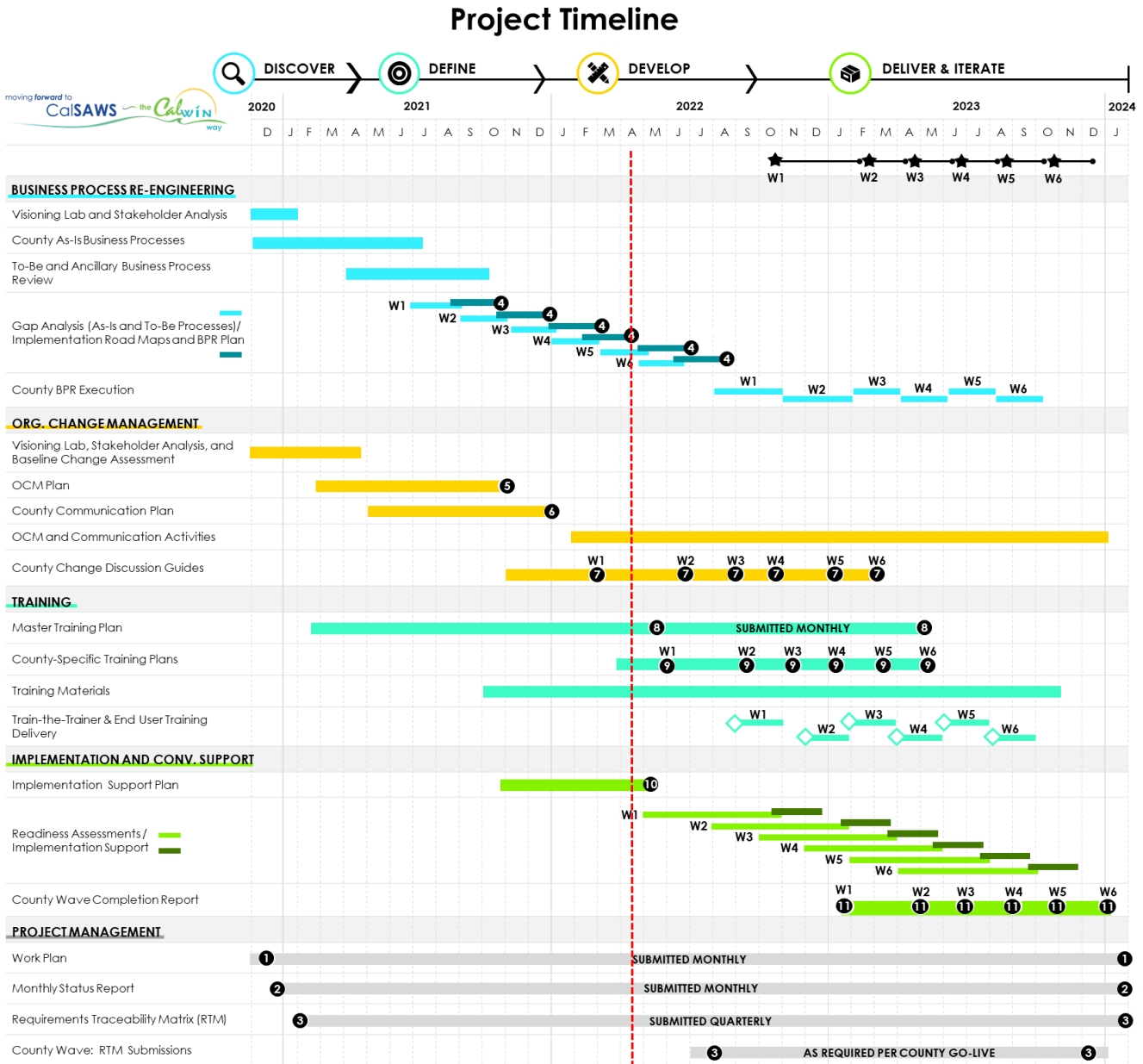
CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 27, 2022

Period: April 18, 2022 to April 24, 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