

CaSAWS CalWIN
Implementation Support
Services (ISS) Weekly
Status Report

Reporting Period: April 25, 2022 to May 1, 2022

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 4, 2022

Period: April 25, 2022 to May 1, 2022

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
BPR	<ul style="list-style-type: none"> • Completed Week 4 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery. • Completed Week-2 of To-Be BPR/OCM Closeout sessions for Santa Clara County. • Prepared for Week-1 of To-Be BPR/OCM closeout sessions for Tulare County • Prepared for BPR-OCM planning discussions with Sonoma county on 5/2
OCM	<ul style="list-style-type: none"> • Comment review and resolution of Wave 1 change discussion guides • Participate in BPR/OCM closeout sessions for Fresno, Santa Clara counties • Preparation activities to kick off BPR/OCM sessions for Tulare county • Conducted CNCs meetings on 04/26/22 for Wave 1 and Wave 2. • Continue planning for Targeted Topic on E2Lite in May 2022. • Wave 3 T-Minus 12 Surveys – Send T-Minus 12 Surveys for Wave 3 Counties.
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"> • Presented at the CalWIN ISS OPAC meeting on 04/28/22. • Conducted and participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings. • Began drafting Conversion Playbook, using Conversion Defect Testing (CDT) Internal Work Group meeting data. • Opened 30/60/90-day development discussions. • Refined the County Work Plan and Checklist sync process with team leads and released the Wave 3 County Specific Work Plan initial draft. • Continued County Prep activity planning on 04/27. • Participated in Santa Clara and Tulare IPOC Meetings on 4/27. • Participated in CalSAWS Monthly County Conversion Leads Meeting on 4/25. • Began developing Readiness Dashboard Metrics on 04/27.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

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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:

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.
 - DWP 02: To-Be Process Flows – Wave 5 (Alameda) on 05/02/22.
 - FWP & FDEL 07.03: County Change Guide – Wave 1 (Yolo) on 05/02/22.
 - FWP & FDEL 07.02: County Change Guide – Wave 1 (Placer) on 05/02/22.
 - FWP & FDEL 07.01: County Change Guide – Wave 1 (Contra Costa) on 05/02/22.
 - FDEL 02.16: Monthly Status Report – April 2022 on 05/05/22.
 - FDEL 01.16: Work Plan Monthly Updates – April 2022 on 05/05/22.
 - FWP 09.03: County Training Plan – Wave 1 (Yolo) on 05/05/22.
 - FWP 09.02: County Training Plan – Wave 1 (Placer) on 05/05/22.
 - FWP 09.01: County Training Plan – Wave 1 (Contra Costa) on 05/05/22.
 - FWP 02: To-Be Process Flows – Wave 5 (Fresno) on 05/09/22.
 - FWP 02: To-Be Process Flows – Wave 5 (Alameda) on 05/09/22.
 - DDEL 04.09: Business Process Reengineering Plan – Wave 4 (San Diego) on 05/09/22.
 - DDEL 04.10: Business Process Reengineering Plan – Wave 4 (San Mateo) on 05/09/22.
 - DDEL 04.11: Business Process Reengineering Plan – Wave 4 (Santa Cruz) on 05/09/22.
 - DDEL 04.12: Business Process Reengineering Plan – Wave 4 (Solano) on 05/09/22.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

- ▶ Completed Week 4 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery.
- ▶ Completed Week 3 of To-Be BPR sessions for Alameda County from 04/25/22-04/28/22.
- ▶ Facilitated Fiscal 101 Workshop for Fresno County (Wave 5) on 04/29/22.
- ▶ Facilitated discussion with Alameda County (Wave 5) on max caseload limits in CalSAWS on 04/29/22.

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- ▶ Facilitated discussion for Alameda County to discuss what County would like to accomplish with the APIs and their QMatic solution on 04/26/22.
- ▶ **Santa Clara BPR/OCM Closeout session** - Completed Week 2 of To-Be BPR/OCM Closeout sessions for Santa Clara County.
- ▶ **Santa Clara Workshop Facilitation** - Facilitated Fiscal 101 Workshop for Santa Clara County (Wave 5) on 04/29/22.
- ▶ **Process Simulation finalization** - Continued defining plan and finalizing scenarios for Process Simulation.
- ▶ **San Mateo revised plan creation and FWP** - Created a revised plan with San Mateo County (Wave 4) to finalize To-Be Final Work Product (FWP) on 04/27/22.

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

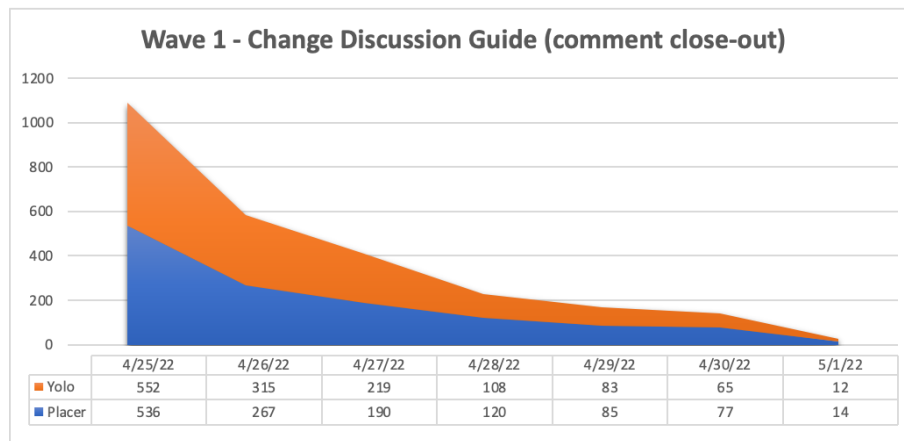
2.2 Activities for the Next Reporting Period

- ▶ Complete Week 4 of To-Be BPR sessions for Alameda County from 05/02/22-05/05/22.
- ▶ Complete Week 3 of To-Be BPR/OCM Closeout sessions for Santa Clara County from 05/02/22-05/06/22.
- ▶ Completed Week-1 of To-Be BPR/OCM Closeout sessions for Tulare Clara County from 05/02/22-05/06/22.
- ▶ Continued defining plan and finalizing scenarios for Process Simulation.
- ▶ Conduct Week 0 Q&A Sessions for Wave 5 and Wave 6 (Sonoma & San Francisco Counties).
- ▶ Conduct additional To-Be BPR Session on IEVS for Fresno County on 05/03/22.
- ▶ Submit To-Be Draft Work Product (DWP) for Fresno County on 05/03/22.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

- ▶ **Wave 1 and 2 Newsletters** – Sent 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 E2Lite** – Continue planning for Targeted Topic on E2Lite in May 2022.
- ▶ **Wave 3 T-Minus 12 Surveys** – Send T-Minus 12 Surveys for Wave 3 Counties.

3.2 Activities for the Next Reporting Period

- ▶ **Infographics** – Finalize infographics on eICTs and Message Center and Reception Log. Send to RMs for final internal review.
- ▶ **Santa Clara and Tulare Counties’ Change Discussion Guides** – Continue meeting with Santa Clara and Tulare Counties regarding change impacts for their Change Discussion Guides.
- ▶ **Future Targeted Topic/Demo Sessions** – Finalize session topics and dates for future demo sessions. Prepare to present the finalized list to the Regional Managers (RMs).
- ▶ **Wave 1 Change Discussion Guides** – Provide FDEL responses.
- ▶ **Wave 2 (contra costa) Change Discussion Guides** – Close out Contra Costa comments on Change Discussion Guides by May 10
- ▶ **Targeted Topic on E2Lite** – Hold Targeted Topic Session on May 10.
- ▶ **Wave 3 T-Minus 12 Surveys** – Closeout the survey for Wave 3 if counties responses have reached 50%.

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.
- ▶ **Instructor Guide Walkthroughs** – Planned and scheduled Wave 1 County and Contra Costa County walkthroughs of County-specific content.
- ▶ **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.
- ▶ **Early Training Approach Meetings** – Met with Orange County on 04/29/22 to discuss Early Training approach.
- ▶ **CalSAWS Training Equipment** – Further planned for CalSAWS training equipment.

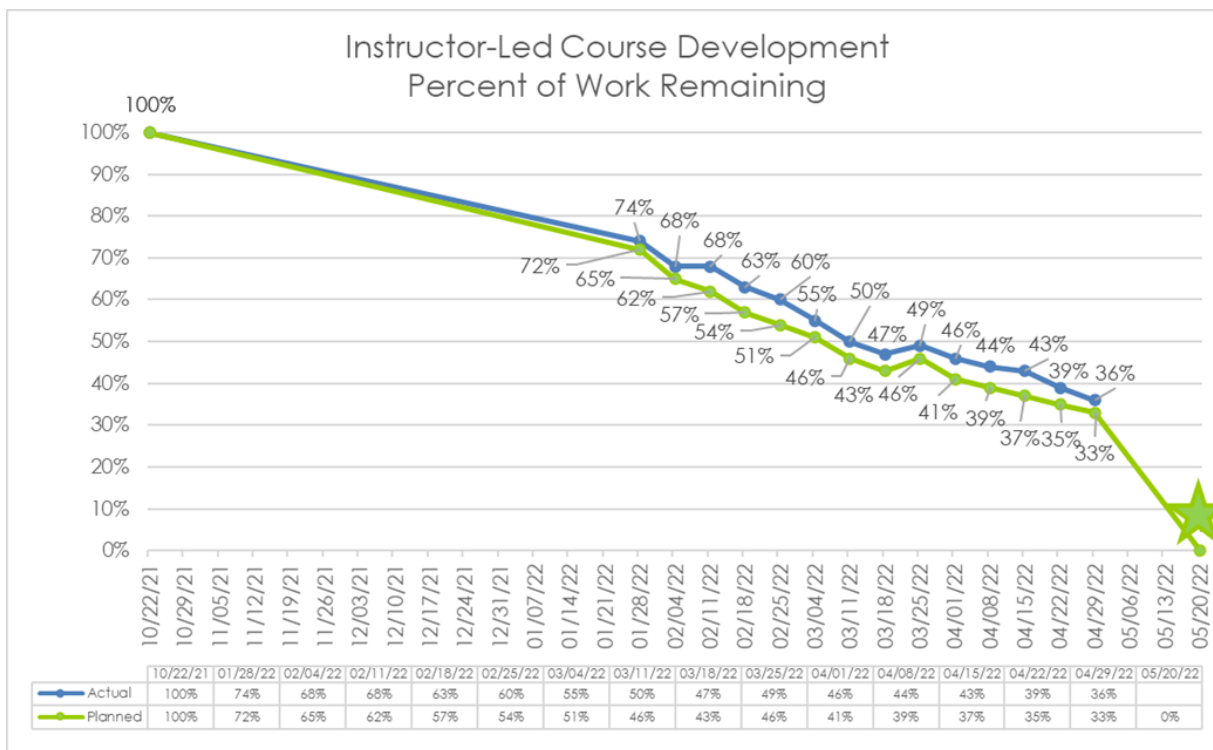


Figure 4.1-1 – Instructor-Led Training Development Progress

ILT Course Title	Course – Total % Complete	ILT Course Title	Course – Total % Complete
General Eligibility	82%	Foster Care	64%
CalFresh Eligibility	82%	Supervisor Eligibility	82%
Medi-Cal Eligibility	77%	Supervisor Clerical	30%

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Clerical	45%	Fiscal	77%
CalFresh/Medi-Cal Multi-Program	82%	QA/QC	80%
CalWORKs Eligibility	77%	RDB Maintainers	82%
CalFresh/CalWORKs Multi-Program	82%	Special Investigations/IEVS (Fraud)	73%
CalFresh/CalWORKs/Medi-Cal Multi-Program	82%	Child Care	45%
RCA	73%	Hearings	65%
Employment Services Welfare to Work	70%	GA/GR Eligibility	38%
CAPI	30%	Imaging	1%

Table 4.1-2 – Instructor-Led Training Development Progress

Wave	County	ILT Training Dates (Includes Early Training, Train the Trainer, End User Training)	Estimated Setup Date	Total # Classrooms Needed	# Classrooms to Lease (In progress)	Total # Workstations Required for Training	# Project-Provided Workstations Needed
2	Contra Costa	07/18/22 – 08/05/22 (Early Training Only)	07/05/22	1	0	25	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	Contra Costa	11/28/22 – 02/24/23	11/15/22 – 11/16/22	7	9	175	0
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** – Respond to County comments and resubmit DDEL 09.02 – Placer County-Specific Training Plan.
- ▶ **Yolo County-Specific Training Plan** – Respond to County comments and resubmit DDEL 09.03 – Yolo County-Specific Training Plan.

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- ▶ **Contra Costa County-Specific Training Plan** – Respond to County comments and resubmit DDEL 09.01 – Contra Costa County-Specific Training Plan.
- ▶ **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.

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.
- ▶ **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.
- ▶ **Checklist and Task Sync Meeting** – Conducted a weekly Checklist and Task Sync meeting with TOSS teams on 04/28/22.
- ▶ **Go-Live Packet + Conversion Playbook** – Continued working on Go-live packet + conversion playbook from 04/25/22-04/29/22
- ▶ **County Prep Planning Activities** – Continued ongoing weekly meetings for the County Prep Planning activities sessions with ISS leads on 04/27/22.
- ▶ **Wave 3 Work Plan** – Released the Wave 3 Work Plan sessions and processes initial draft on 04/29/22.
- ▶ **Santa Clara TOSS/IPOC Meeting** – Participated in Santa Clara TOSS/IPOC Meeting on 04/27/22.
- ▶ **Tulare TOSS/IPOC Meeting** – Participated in kick-off Tulare TOSS/IPOC Meeting on 04/27/22.

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- ▶ **CalSAWS Monthly County Conversion Leads Meeting:** Participated in CalSAWS Monthly County Conversion Leads Meeting on 04/25/22.
- ▶ **OPAC Meeting –** Presented on County Prep Activities Timeline at the OPAC meeting on 04/28/22 and provided updates on Yolo (CDGs), San Mateo (Help Desk), San Luis Obispo (Section Code Lists), and Contra Costa (Call Center).
- ▶ **Contra Costa County TOSS/IPOC Meeting –** Participated in the weekly Contra Costa TOSS/IPOC meeting on 04/26/22.
- ▶ **Readiness Dashboard Metrics –** Began developing Readiness Dashboard Metrics on 04/27/22.
- ▶ **30/60/90 Day Plan –** Engaged discussion with CalSAWS Project teams and began developing 30/60/90 Day Plan on 04/27/22.
- ▶ **Post Deployment Support Structure –** Began planning Post Deployment Support Structure with ISS team leads on 04/27/22.
- ▶ **Global IPOC –** Began developing Global IPOC meeting agenda with ISS team leads on 04/26/22.

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.
- ▶ **Wave 3 Work Plan –** Continue re-baselining for the Wave 3 Work Plan with the Project Leads the week of 05/02/22. Conduct outreach for Wave 3 County Work Plan walk-through meetings.
- ▶ **Contra Costa Wave 2 Migration –** Continue discussions for moving Contra Costa to Wave 2 Work Plan hybrid model.
- ▶ **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.
- ▶ **Integrated Work Plan –** Publish updated county workplans from updates in the Integrated Work Plan on 05/02/22.
- ▶ **Weekly Implementation Manager and TOSS Team Meetings –** Conduct and participate in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings.
- ▶ **Yolo TOSS/IPOC Meeting:** Participate in the Yolo TOSS/IPOC Meeting on 05/04/22.
- ▶ **Placer TOSS/IPOC Meeting:** Participate in the Placer TOSS/IPOC Meeting on 05/05/22.
- ▶ **Go-Live Packet + Conversion Playbook –** Share early draft version of Conversion Playbook by 05/05/22.

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6.0 Appendices

6.1 Appendix A – Deliverable Summary

DEL ID	Deliverable Name	Complete				Coming Soon	Final Approval
		DDED	FDED	DDEL	FDEL	FDEL	
01	Workplan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21	
01.15	Work Plan Monthly Updates – March 2022	N/A	N/A	N/A	04/05/22	04/13/22	
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	01/27/21	
02.15	Monthly Status Report – March 2022	N/A	N/A	N/A	04/05/22	04/13/22	
03	Requirements Traceability Matrix Initial	12/22/20	01/07/21	02/01/21	02/16/21	02/23/21	
04	Business Process Reengineering Plan	07/14/21	07/26/21	10/01/21	10/22/21	10/27/21	
05	Organizational Change Management Plan	07/14/21	07/26/21	10/04/21	10/26/21	11/02/21	
06	County Communication Plan	08/16/21	08/26/21	01/03/22	01/25/22	02/01/22	
07	County Change Guide	02/09/22	02/21/22	04/12/22	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
04.09	Business Process Reengineering Plan – Wave 4 (San Diego)	On track	DDEL submission 05/09/22
04.10	Business Process Reengineering Plan – Wave 4 (San Mateo)	On track	DDEL submission 05/09/22
04.11	Business Process Reengineering Plan – Wave 4 (Santa Cruz)	On track	DDEL submission 05/09/22
04.12	Business Process Reengineering Plan – Wave 4 (Solano)	On track	DDEL submission 05/09/22
01.16	Work Plan Monthly Updates – April 2022	On track	FDEL submission 05/05/22
02.16	Monthly Status Report – April 2022	On track	FDEL submission 05/05/22

Table 6.1-2 – Upcoming Deliverable Deadlines

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Work Product Status by Submission

		Complete	Coming Soon		
ID	Work Product Name	DWP	FWP	Final Approval	
02	To-Be Process Maps – Wave 4 (Solano County)	02/07/22	03/04/22	03/11/22	
02	To-Be Process Maps – Wave 4 (Santa Cruz County)	02/07/22	03/04/22	03/11/22	
02	To-Be Process Maps – Wave 4 (San Mateo County)	03/09/22	03/30/22	04/19/22	
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
	To-Be Process Flows – Wave 5 (Fresno)	On track	DWP submission on 05/02/22 FWP submission on 05/09/22
	To-Be Process Flows – Wave 5 (Alameda)	On track	DWP submission on 05/02/22 FWP submission on 05/09/22

Table 6.1-4 – Upcoming Work Product Deadlines

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6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Risk Level	Date Logged
240	The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without effectively taking into account the multi-County and multi-vendor CalSAWS ecosystem may impact business operations	As we expand to 58 counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&O batch schedule magnifies the potential impact to business operations and benefits to the participants.	Open	4	Medium	03/03/21
262	The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information	The CalWIN counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction.	Open	4	High	12/13/21
268	Implementation Readiness for CalWIN Cutover to CalSAWS	If implementation readiness (project and County) is not on track to meet their respective exit criteria by 04/29/2022, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 1 cutover to CalSAWS on October 27, 2022	Open	4	High	01/13/22

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		and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS.				
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk.	Open	5	High	01/12/22
270	The CalWIN counties may not be fully prepared for Go-Live if there is insufficient information in the Organizational Change Management (OCM) Change Discussion Guides (CDGs)	If OCM does not have sufficient documentation and resources to create CDGs, and counties do not have adequate time to review and provide feedback, the CDG delivery timeframe and level of detail might be impacted. The OCM team uses the County To-Be Process documentation to create the CDGs. Requirement DEL-11 states that CDGs must capture tasks within each job process, steps the person in the role will complete once they begin utilizing the new System, and impacts to the 18 CalWIN Counties along with the steps that the person will stop completing once they begin utilizing the CalSAWS System. If County To-Be process documentation does not capture this information, more work must be done on the CDG content to make it useful for counties. The Training team leverages the CDGs by linking roles and changes to related training content and depends on receiving accurate CDGs in the expected timeframes.	Open	Medium	50%	02/02/22

Table 6.2-1 – Project Risks and Issues

CalSAWS – CalWIN ISS Weekly Status Report

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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

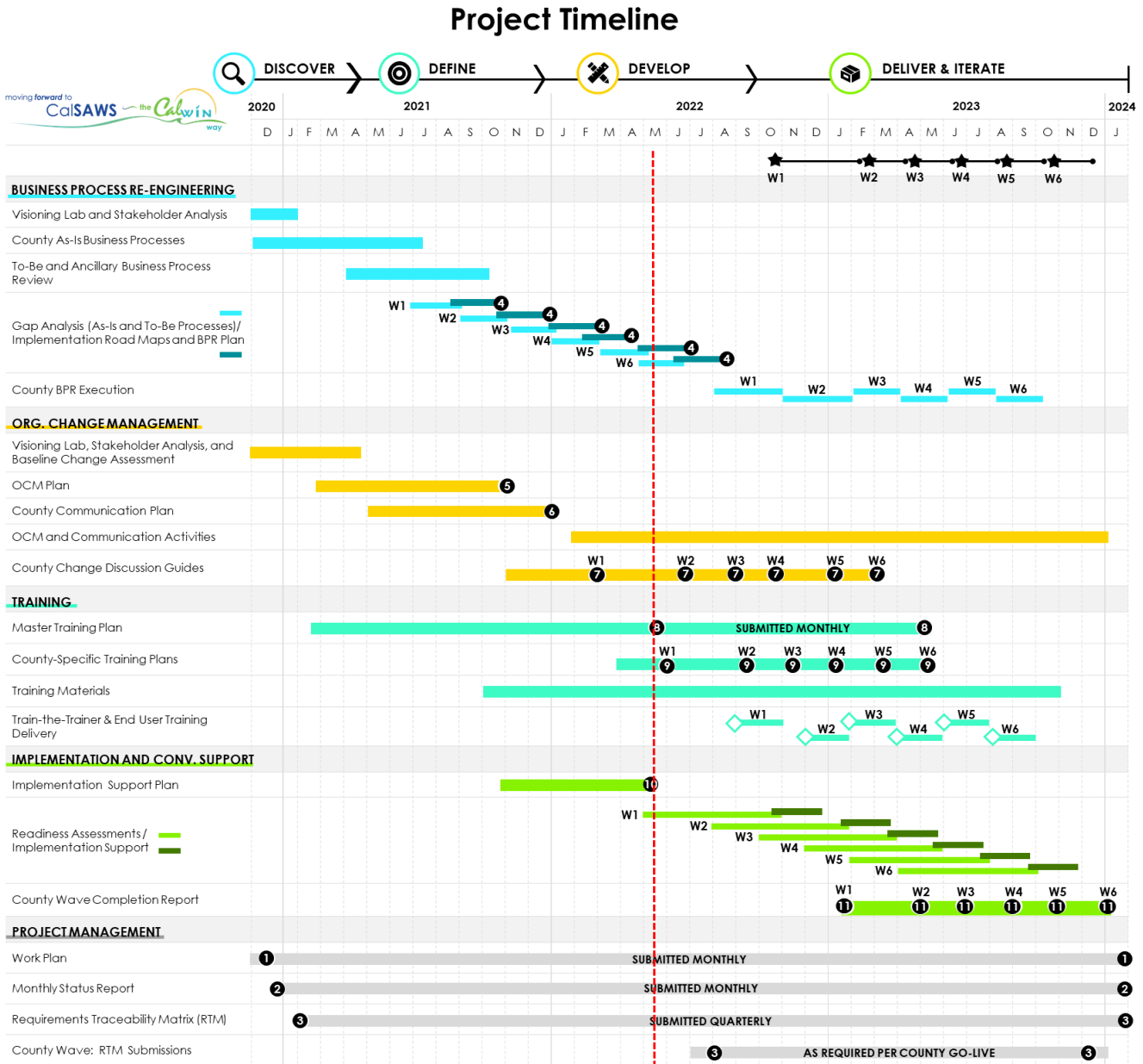
CalSAWS – CalWIN ISS Weekly Status Report

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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