CalSAWS CalWIN Implementation Support Services (ISS) Weekly Status Report

Reporting Period: May 30, 2022 to June 05, 2022

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Business Process Reengineering (BPR)	- Completed Week 4 of To-Be BPR sessions for Wave 5 and Wave 6 (Sonoma and San Francisco) from 05/31/22 – 06/03/22. - Conducted final Leadership Session with Sacramento County in advance of To-Be BPR sessions – starting 06/13/22. - Continued working with Placer and Yolo to refine Process Simulation scenarios, execution assignments and execution schedule. - Delivered Configuration Kickoff with Wave 1 (Yolo and Placer), shared initial materials and requested dates for future working sessions. - Confirmed schedule for Configuration Validation and Working Sessions the weeks of 06/13/22, 06/20/22, and 06/27/22 with Yolo and Placer.
Organizational Change Management (OCM)	- Change Discussion Guides Developed approach and framework to work with Wave 1 counties to disseminate CDG to staff. - Finalized outline and draft slides for JPA conference.
Training	- Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum. 89% complete. - Prepped for final ILT walkthroughs for Yolo, Placer (to be conduct from 06/09/22 to 06/10/22). - Training laptops ordered.
Implementation	- Update Work Plans with the Project Leads for the reverification of critical path, milestones, and cross-team blockers across waves - Developed strategy for delivering options to counties for handling data match exceptions, using Conversion Defect Testing (CDT) Internal Work Group meeting data. - Drove Work Plan Table Read for Wave 2 – Led discovery session for all tracks' milestones and critical path yes/no identification - identified 1273 updates made. - Led conversation with TOSS teams regarding moving forward with the Work Plan and discussed tailoring message delivery for the counties. - Initiated creation of Awareness Items derived from CDT defects for Go-live packet (GLP) and began developing structure for the GLP. - Created and reviewed the draft approach for Maximum Caseload internally. Work in progress to incorporate Consortium feedback to align with the Workload Configuration Discussion.

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	• Continued developing the readiness dashboard metrics for project and county readiness.

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.
► **County Work Plans**
  o Identified Wave 1 – Critical Path with the project teams. Developed summary report and started presenting during the week of 06/06/22 to Consortium Leadership.
  o Continued facilitating Work Plan Table Reads to review each Wave Project Plan for accuracy, updates, and to identify milestones, critical path, and cross-team dependencies.
► **Deliverables and Work Products** – Submitted the following:
  o County Review 04.10: Business Process Reengineering Plan – Wave 4 (San Mateo) on 05/31/22.
  o FDEL 04.11: Business Process Reengineering Plan – Wave 4 (Santa Cruz) on 05/31/22.
  o FDEL 04.12: Business Process Reengineering Plan – Wave 4 (Solano) on 05/31/22.
  o FDEL 04.09: Business Process Reengineering Plan – Wave 4 (San Diego) on 05/31/22.
  o FDEL 03.05: Requirements Traceability Matrix (RTM) – Quarter 5 on 06/03/22.
  o FDEL 02.17: Monthly Status Report – May 2022 on 06/03/22.
  o FDEL 01.17: Work Plan Monthly Updates – May 2022 on 06/03/22.
  o DWP 02: To-Be Process Flows – Wave 6 (San Francisco) on 06/06/22.
  o FDEL 09.03: County Training Plan – Wave 1 (Yolo) on 06/06/22.
  o FDEL 09.02: County Training Plan – Wave 1 (Placer) on 06/06/22.
  o FDEL 09.01: County Training Plan – Wave 1 (Contra Costa) on 06/06/22.
  o FDEL 08: Master Training Plan on 06/06/02.

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.
► **County Work Plans**
  o Continue updating Waves 1, 2, and 3 County Work Plans for the Implementation Readiness Checklist.
  o Continue creating the initial Wave 4 Work Plan.
► **Deliverables and Work Products** – Submit the following:
  o FWP 02: To-Be Process Flows – Wave 5 (Alameda) on 06/06/22.
  o DWP 02: To-Be Process Flows – Wave 5 (Sonoma) on 06/06/22.
  o DWP 02: To-Be Process Flows – Wave 6 (San Francisco) on 06/06/22.
  o FDEL 09.03: County Training Plan – Wave 1 (Yolo) on 06/06/22.
  o FDEL 09.02: County Training Plan – Wave 1 (Placer) on 06/06/22.
  o FDEL 09.01: County Training Plan – Wave 1 (Contra Costa) on 06/06/22.

- o FDEL 08: Master Training Plan on 06/06/22.
- o DDEL 10: Implementation Support Plan on 06/06/22.
- o FWP 02: To-Be Process Flows – Wave 5 (Fresno) on 06/08/22.
- o DDEL 04.10: Business Process Reengineering Plan – Wave 4 (San Mateo) on 06/10/22.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

► **To-Be BPR Sessions –**
- o Completed Week 4 of To-Be BPR Sessions for Wave 5 and Wave 6 (Sonoma and San Francisco Counties) from 05/31/22 – 06/03/22. San Francisco County sessions are conducted via hybrid remote/on-site delivery.
- o Scheduled last remaining Wave 6 To-Be BPR Sessions (Sacramento and San Luis Obispo Counties), starting 06/13/22 through 07/08/22.

► **BPR/OCM Closeout Sessions**
- o Wave 3 – Wave 6 BPR Closeout activities paused until completion of remaining To-Be BPR Sessions for Wave 6.

► **Automated Actions Discussion** – Facilitated discussion on Automated Actions with Santa Clara County (Wave 2) on 05/31/22 to complete initial Automated Action decisions.

► **Process Simulation** – Held working sessions with both Placer and Yolo Counties to refine scenarios, confirm Process Simulation participants and refine execution schedule.

► **Configuration** – Delivered Configuration Kickoff on 06/01/22. Worked with Yolo and Placer counties to confirm schedule for working sessions the weeks of 06/13/22, 06/20/22, and 06/27/22.

	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	01/07/21	01/18/22	01/24/22	02/11/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/21	01/18/22	01/24/22	02/11/22
Wave 4							
Solano	01/10/22	02/04/22	02/07/22	02/22/22	03/07/22	03/11/22	03/25/22
Santa Cruz	01/10/22	02/04/22	02/07/22	02/22/22	03/07/22	03/11/22	03/25/22
San Mateo	02/07/22	03/04/22	03/09/22	03/22/22	03/30/22	06/03/22	06/10/22
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	06/06/22	06/13/22	07/08/22
Fresno	04/04/22	04/29/22	05/02/22	06/07/22	06/08/22	06/22/22	07/08/22
Sonoma	05/09/22	06/03/22	06/06/22	06/17/22	06/27/22	07/01/22	07/08/22
Wave 6							
San Francisco	05/09/22	06/03/22	06/06/22	06/17/22	06/27/22	07/01/22	08/12/22
Sacramento	06/13/22	07/08/22	07/11/22	07/22/22	08/01/22	08/05/22	08/12/22
San Luis Obispo	06/13/22	07/08/22	07/11/22	07/22/22	08/01/22	08/05/22	08/12/22

Figure 2.1-1 – To-Be Process Timetable by County (As of 06/03/22)

2.2 Activities for the Next Reporting Period

► **To-Be BPR Sessions** – Submit To-Be Draft Work Product (DWP) for San Francisco and Sonoma. Prepare for To-Be BPR Sessions with Sacramento and San Luis Obispo (SLO).

► **Process Simulation** – Continue working with Counties to refine scenarios and confirm Process Simulation participants.

► **Configuration** – Prepare for on-site visits starting the week of 06/13/22 in Yolo and Placer Counties.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

► **Future Targeted Topic/Demo Sessions** – Continue to plan for upcoming Q&A sessions on demo topics requested by Counties. The first Q&A session would be for Child Welfare Services in June.

► **Wave 2 Change Discussion Guides** – Support County reviewers in their review DWPs for the Wave 2 Change Discussion Guides.

► **Wave 1 T-Minus 6 Surveys** – Prepare to distribute T-minus 6 surveys to Wave 1 counties on 06/06/22.

► **Wave 2 T-Minus 9 Surveys** – Prepare to distribute T- minus 9 surveys to Wave 2 counties on 06/06/22.

► **Infographics** – Finalize the infographics for Wave 1 and Wave 2: Imaging and eApplications on 06/20/22.

► **Change Discussion Guide Wave 1** – Developed approach and framework for working with county supervisors and managers to disseminate information in the CDGs to staff.

3.2 Activities for the Next Reporting Period

► **Future Targeted Topic/Demo Sessions** – Continue to plan for upcoming Q&A sessions on demo topics requested by Counties. The first Q&A session would be for Child Welfare Services in June.

► **Wave 2 Change Discussion Guides** – Continue to support County reviewers in their review DWPs for the Wave 2 Change Discussion Guides.

► **Wave 1 T-Minus 6 Surveys** – Distribute T-minus 6 surveys to Wave 1 counties on 06/06/22.

► **Wave 2 T-Minus 9 Surveys** – Distribute T- minus 9 surveys to Wave 2 counties on 06/06/22.

► **Infographics** – Finalize the infographics for Waves 1 and 2: Imaging and eApplications on 06/20/22.

► **Change Discussion Guide Wave 1** – Review approach and framework for working with county supervisors and managers to disseminate information in the CDGs to staff with Wave 1 counties on 06/08/22.

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 (ILT) curriculum. 89% complete. 100% on-time completion expected.

► **Learning Journey Maps** – Continued development of the Learning Journey Maps.

► **Classroom Planning and Scheduling** – Continued planning classroom and scheduling logistics for Counties in all waves. Laptop order submitted.
► **CalSAWS Trainer Onboarding** – Onboarded new CalSAWS Trainers to begin ISS Train the Trainer in preparation for Wave 1 training.
► **LMS and Training Environment** – Continued preparation of the LMS for Wave 1 county training. WBT window opens for Yolo and Placer Early Trainees on 06/13/22.
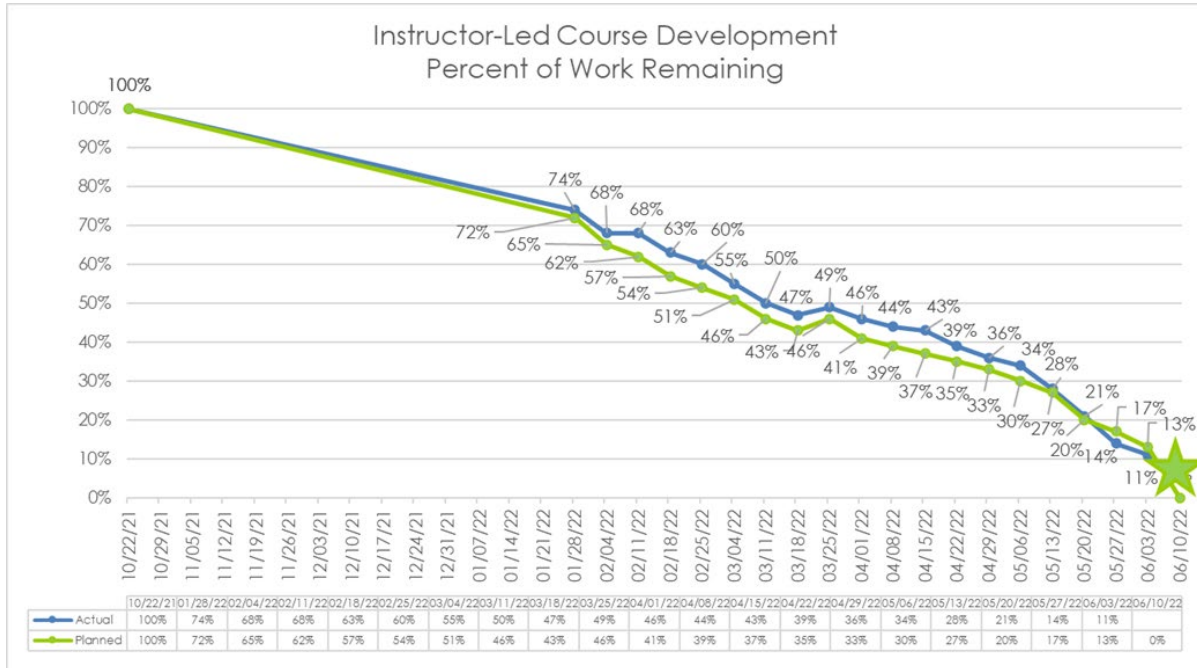► **FDEL 8 - Master Training Plan –** Ready to submit on 06/06/22.

Figure 4.1-1 – Instructor-Led Training Development Progress

ILT Course Title	Course – Total % Complete	ILT Course Title	Course – Total % Complete
General Eligibility	100%	Foster Care	95%
CalFresh Eligibility	100%	Supervisor Eligibility	100%
Medi-Cal Eligibility	100%	Supervisor Clerical	56%
Clerical	73%	Fiscal	91%
CalFresh/Medi-Cal Multi-Program	100%	QA/QC	100%
CalWORKs Eligibility	100%	RDB Maintainers	100%
CalFresh/CalWORKs Multi-Program	99%	Special Investigations/IEVS (Fraud)	95%
CalFresh/CalWORKs/Medi-Cal Multi-Program	100%	Child Care	76%
RCA	100%	Hearings	100%
Employment Services Welfare to Work	100%	GA/GR Eligibility	75%
CAPI	62%	Imaging	25%

Table 4.1-2 – Instructor-Led Training Development Progress

Weekly Status Report, June 8, 2022
Period: May 30, 2022 to June 05, 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
2	Contra Costa	07/25/22 – 08/05/22 (Early Training Only)	07/14/22	1	0	25	0
1	Placer	07/18/22 – 10/28/22	07/07/22	3	0	75	0
1	Yolo	07/18/22 – 10/28/22	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** – Complete training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
► **Learning Journey Maps** – Complete development of the Learning Journey Maps.
► **Classroom Planning and Scheduling** – Continue planning classroom and scheduling logistics for Counties in all waves.
► **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.
► **DEL 08: Master Training Plan** – Submit on 06/06/22.

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 TOSS Team meetings, including meeting with Wave 1 County (Implementation Point of Contact (IPOC) – TOSS meetings) for Yolo and Placer County.
► **Conversion Defect Testing (CDT) Rejected Defect Review** – Led two CDT Internal Work Group meetings to continue CDT categorization. The current statuses of the 122 items are noted below:

Status	Next Steps	County
Awareness for Go-Live	Work In Progress to document initial draft in Go-live Packet ETA 6/30	75
Requested Additional Clarification	Await requested information from conversion team	1
Post-Go Live Case Review Guide	Work In Progress to document initial draft Go-live Packet ETA 7/30	5
County Prep	Included in County Prep Tasks. No Further Action Required.	3
Cancelled	No Further Action Required.	11
No Action Needed from CDT Group	No Further Action Required.	27

Table 5.1-1 – Status of CDT Items

► **Work Plan Table Read Session 3** – Led third Work Plan Table Read for Wave 2 with project subject matter experts (SMEs) and Track Leads on 06/02/22.
► **County Prep Planning Activities** – Continued validating and adding to list of 39 items with cross-team members; prioritization and LOE included. ==As validation occurs, more items are discovered as needing to be added to the list.== Burndown chart to be created as next step.
   o 31 configuration items – 0 of 31 documentation completed; planned remaining by 06/30/22 (documentation pending as a result of ongoing configuration activities).
   o 5 office setup items – 0 of 5 documentation completed; planned completion by 06/30/22.
   o 2 security items – 0 of 2 documentation completed; planned completion by 06/30/22.
   o 1 conversion item – 0 of 1 documentation completed; planned completion by 06/30/22.
► **Ventura Work Plan Walkthrough** – Led walkthrough for Wave 3 County Work Plan on 05/31/22.
► **TOSS Touchpoint** – Delivered updated timeline on Work Plan process. Reviewed Work Plan at TOSS request to validate whether updates were made – identified 1273 updates made. Developed plan to ensure updates the following week.
► **Readiness Dashboard Metrics** – Continued developing Readiness Dashboard Metrics for Project and County Readiness. Developed a reporting cadence packet with instructions for weekly updates.
► **Global IPOC Meeting** – Co-facilitated the Global IPOC Meeting on 06/01/22 to spotlight upcoming training plan and materials, as well as provided 30-day look ahead on key activities for Waves 1 and 2.
► **ICT Cutover Process** – Met with Gainwell SMEs on 06/03/22 to discuss ICT cutover process. Obtained CalWIN requirements for county communications and documentation related to ICT cutover. Scheduled follow up meeting with additional SMEs on 06/06/22 to identify and mitigate gaps between CalWIN and CalSAWS efforts.
► **CalWIN Conversion and Change Management –** Conducted the CalWIN Conversion and Change Management meeting on 05/24/22. Reviewed CRG clarifications for Section Code and Longitude/Latitude. Reviewed Staffing framework and documented feedback. Reviewed updated County Data Clean up reports and

communication strategy for inclusion as part of OPAC. Reviewed CDT status with close out/next steps.

► **Go-Live Packet for County Awareness Items –** Established twice weekly meetings with identified team for documenting awareness items for CDT. Work in progress to create documentation. The chart below represents the status of Awareness draft creation:
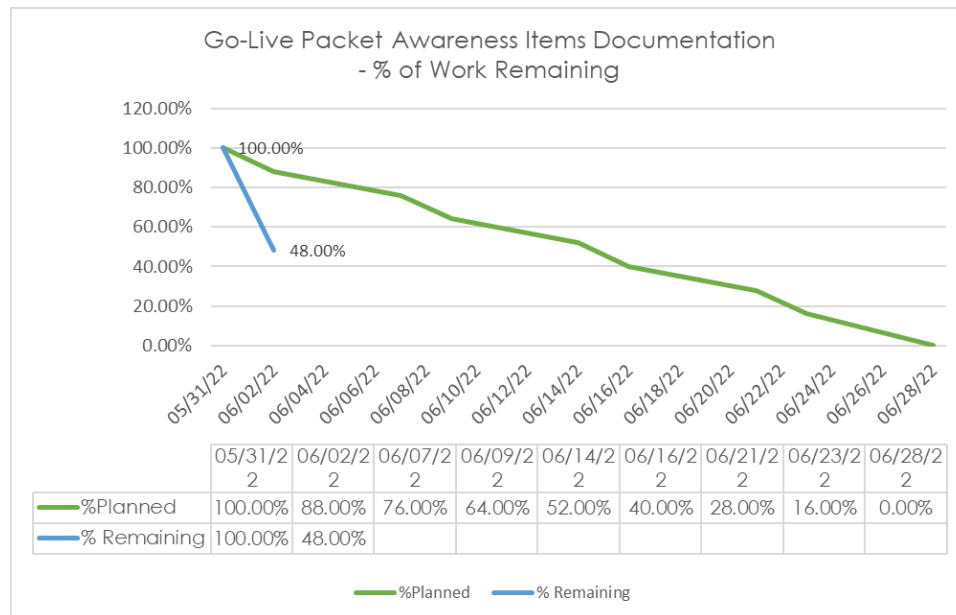

	05/31/22	06/02/22	06/07/22	06/09/22	06/14/22	06/16/22	06/21/22	06/23/22	06/28/22
—%Planned	100.00%	88.00%	76.00%	64.00%	52.00%	40.00%	28.00%	16.00%	0.00%
—% Remaining	100.00%	48.00%							

Figure 5.1-2 – Go-Live Packet Awareness Items Documentation Status

5.2   Activities for the Next Reporting Period

► **Work Plan** – Update Work Plans with the Project Leads for the reverification of critical path, milestones, and cross-team blockers across waves

► **Work Plan Table Read** – Conduct the Work Plan Table Read with project SMEs and Track Leads on 06/09/22 – Focus will be on Wave 3.

► **CDT Workgroup Meetings** – Continue conducting a meeting week of 06/07/22 for CDT rejected items for OCM impacted items with the CDT Workgroup (Accenture, Gainwell, Consortium, and Customer Engagement) and review the impact analysis. With CDT phase closure the team is reconciling with the testing team to identify if any defects are pending assessment and conclude assessments for pending item by 06/07/22.

► **Weekly Implementation Manager and TOSS Team Meetings** – Conduct and lead in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings.

► **Lead Wave 2 TOSS/IPOC Meetings** – Tulare will take place on 06/06/22

► **Case Review Guides** – Transmit two (2) additional CRGs for section codes and Longitude/Latitude listings on 06/08/22.

► **Go-Live Packet for County Awareness Items** – Conduct two weekly meetings with the team that is assisting with creation of the Go-Live Packet on 06/07/22 and 06/09/22 to continue development of the document.

► **CalWIN Conversion and Change Management** – Conduct the CalWIN Conversion and Change Management meeting on 06/07/22. Topics will include status of Go-live packet documentation (Awareness items, Post Go-Live CRGs), Review of staffing framework and additional walk-in items.

► **ICT Cutover** – Follow Up Meeting with additional SMEs on 06/06/22 to identify and mitigate gaps between CalWIN and CalSAWS efforts.

6.0 Appendices

6.1 Appendix A – Deliverable Summary

			Complete		Coming Soon	

DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
01	Work Plan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21
01.17	Work Plan Monthly Updates – May 2022	N/A	N/A	N/A	06/03/22	06/13/22
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	05/13/22
02.17	Monthly Status Report – May 2022	N/A	N/A	N/A	06/03/22	06/13/22
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 – Wave 4	07/14/21	07/26/21	05/09/22	05/31/22	06/09/22
04.10	Business Process Reengineering Plan – Wave 4 (San Mateo)	N/A	N/A	06/10/22	07/01/22	07/13/22
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 – Wave 1	02/09/22	02/21/22	04/12/22	05/03/22	05/13/22
08	Master Training Plan	10/27/21	11/08/21	05/13/22	06/06/23	06/13/23
09	County Specific Training Plan – Wave 1	10/27/21	11/08/21	05/13/22	06/06/23	06/13/23
10	Implementation Support Plan	01/14/22	01/27/22	06/06/22	06/27/22	07/05/22
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
04.09	Business Process Reengineering Plan – Wave 4 (San Diego)	On Track	FDEL approval 06/09/22
04.10	Business Process Reengineering Plan – Wave 4 (San Mateo)	On Track	DDEL submission 06/10/22
04.11	Business Process Reengineering Plan – Wave 4 (Santa Cruz)	On Track	FDEL approval 06/09/22
04.12	Business Process Reengineering Plan – Wave 4 (Solano)	On Track	FDEL approval 06/09/22
08	Master Training Plan	On Track	FDEL submission 06/06/22 FDEL approval 06/15/22
09.01	County Training Plan – Wave 1 (Contra Costa)	On Track	FDEL submission 06/06/22 FDEL approval 06/15/22
09.02	County Training Plan – Wave 1 (Placer)	On Track	FDEL submission 06/06/22 FDEL approval 06/15/22
09.03	County Training Plan – Wave 1 (Yolo)	On Track	FDEL submission 06/06/22 FDEL approval 06/15/22
10	Implementation Support Plan	On Track	DDEL submission 06/06/22

Table 6.1-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

	Complete		Coming Soon

ID	Work Product Name	DWP	FWP	Final Approval
02	To-Be Process Maps – Wave 4 (San Mateo County)	03/09/22	03/30/22	06/03/22
02	To-Be Process Maps – Wave 5 (Alameda County)	05/09/22	06/06/22	06/13/22
02	To-Be Process Maps – Wave 5 (Fresno County)	05/02/22	06/08/22	06/22/22
02	To-Be Process Maps – Wave 6 (San Francisco County)	06/06/22	06/27/22	07/01/22
07	County Change Guide – Wave 1	04/12/22	05/03/22	05/13/22
07	County Change Guide – Wave 2	05/25/22	06/16/22	06/23/22
09	County-Specific Training Plan – Wave 1	04/14/22	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
02	To-Be Process Flows – Wave 5 (Sonoma).	On track	DWP submission 06/06/22
02	To-Be Process Flows – Wave 5 (Alameda)	On track	FWP submission 06/06/22 FWP approval 06/13/22
02	To-Be Process Flows – Wave 5 (Fresno)	On track	FWP submission 06/08/22 FWP approval 06/22/22
02	To-Be Process Flows – Wave 6 (San Francisco)	On track	DWP submission 06/06/22

Table 6.1-4 – Upcoming Work Product Deadlines

6.2   Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	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

ID	Title	Details	Status	Impact	Risk Level	Date Logged
262	The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information	The CalWIN counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, 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, and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS.	Open	4	High	01/13/22
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and	Open	5	High	01/12/22

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		putting their County Readiness for Go-Live at-risk.				
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	4	High	02/02/22

Table 6.2-1 – Project Risks and Issues

CRFI/CIT/CalSAWS CR Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0146-22	Placer PPOC, Placer Director Yolo PPOC, Yolo Director, Region 1 Regional Managers, Region 2 Regional Managers, Section Directors	Wave 1 Counties T-6 Months Change Readiness Survey	CalWIN Migration	05/24/22	Helen Cruz	Araceli Gallardo

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0147-22	Santa Clara PPOC, Santa Clara Director Tulare PPOC, Tulare Director, Region 1 Regional Managers, Region 4 Regional Managers, Section Directors	Wave 2 Counties T-9 Months Change Readiness Survey	CalWIN Migration	05/24/22	Helen Cruz	Araceli Gallardo

Table 6.2-2 – CITs

The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

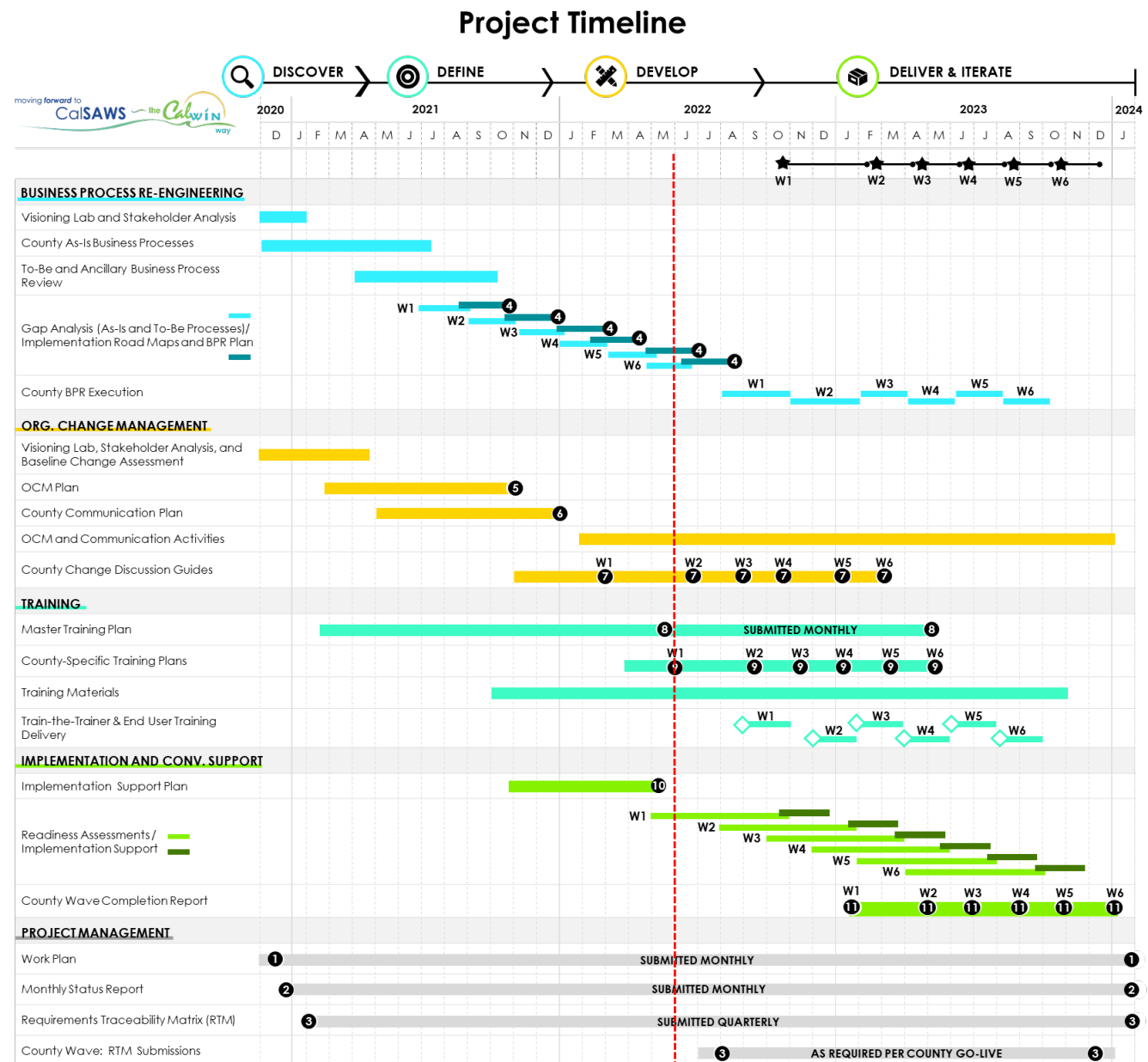| CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
22-039	Wave 3 Counties	Interface Partner Testing Contacts Confirmation for CalWIN Wave 3 Counties	Migration	05/13/22	06/03/22

Table 6.2-3 – CRFIs

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