



CalSAWS DD&I Weekly Status Report

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

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

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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
78	CalSAWS Migration Work Plan Update #39	PMO		<ul style="list-style-type: none"> Received approval of the Final Deliverable (FDEL) on July 20, 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"> None for the reporting period

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
2	Large Meeting Requests	Rancho Cordova and Norwalk Project Offices	Summer 2022	<ul style="list-style-type: none"> • Continued planning facility capacity and equipment needs for requested on-site meetings <ul style="list-style-type: none"> ○ CalSAWS Leadership Alignment meeting on July 20, 2022

- ▶ Completed preparations and participated in the Section Directors Meeting that was held on July 19, 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
- ▶ Continued supporting engagement of project staff working remotely, including:
 - Continued development of the monthly CalSAWS Connect newsletter that will be submitted to the CalSAWS Project Team on August 11, 2022
 - Facilitated the virtual CalSAWS Project All Staff Meeting on July 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
 - Change Notice No. 19 is signed on July 25, 2022. Change Notice No. 19 includes use of the contract's R&A Change Budget Services allocation for:
 - An extension of CalWIN Functional Support through October 2023
 - BenefitsCal Technical Help Desk Infrastructure modifications in the IVR/Telephony solution and ServiceNow tool through October 2023
 - Change Notice No. 20 is being developed and includes the following Premise items:

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- CalFresh overissuances
- Transitional Housing Supplement
- Homeless Assistance \$100 asset limit
- Elderly Simplified Application Project (ESAP)
- CalFresh Simplifications
- Stage One Continuous Eligibility program
- Medi-Cal Redetermination Forms
- CalFresh Public Assistance Definition Alignment
- Resume Pre-Pandemic Medi-Cal Operations
- CalWORKs Time Clock
- Pandemic Emergency Assistance Fund
- Update of Accenture address in the Section 41 (Contractor's offices) of the Exhibit X (CalSAWS Maintenance and Operations ("M&O") Extension)
- 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 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
78	CalSAWS Migration Work Plan Update #39	<ul style="list-style-type: none"> • Facilitated a touchpoint meeting with Deliverable reviewers on July 19, 2022 to address questions and comments for the FDEL, as needed • Received approval of the FDEL on July 20, 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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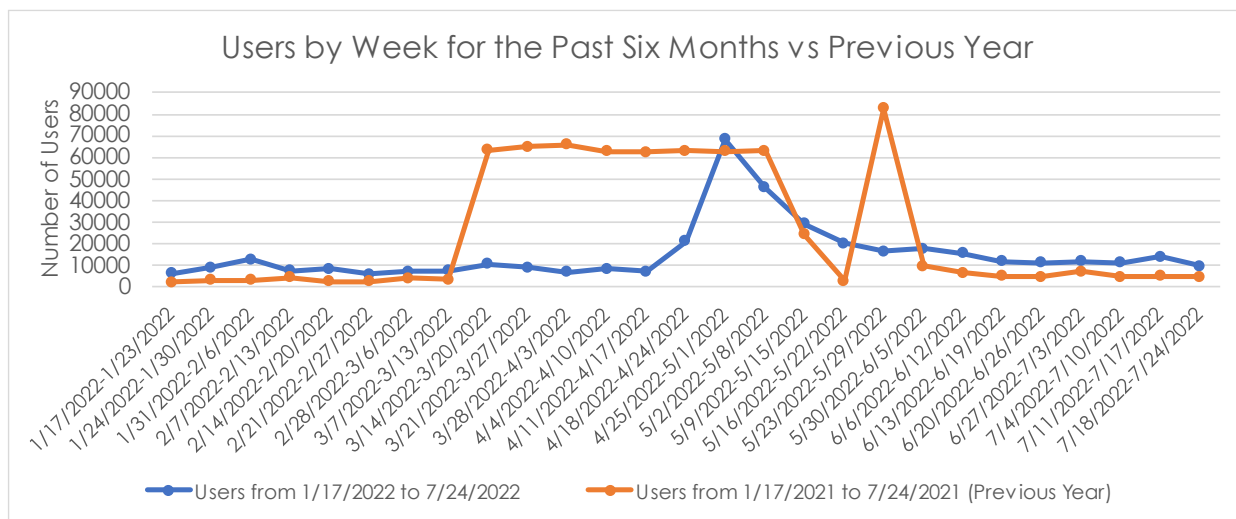
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Table 1.2.2-2 – CalSAWS.org Usage Statistics

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	18	2,286
Total Number of Unique Users	9,741	1,578,426
Total Number of New Users	7,523	1,578,426
Total Number of Sessions (Individual site visits)	13,091	2,234,996
Average Number of Sessions per User	1.34	1.42
Average Number of Page Views per Session	1.40	1.31
Average Session Duration	0:56	0:56
AskCalSAWS Inquiries – Received/Resolved	8/6	806/791

Figure 1.2.2-1 – Overall CalSAWS.org Usage Trend



Note:

Increase in usage from the Previous Year (from March 14, 2021 to May 15, 2021) 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	31%
Latest News – News	24%
Other Updates – System Updates	21%
Other Updates – Careers	20%
CalSAWS Committees – CalWORKs/CalFresh	20%

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1.2.3 Cultural Transformation

- ▶ Began Planning for Cultural Hobby event – considering a virtual art show
- ▶ Begin CalSAWS Power of 58 Store research
 - Provided timeline to the BenefitsCal team as the team can opt to a store simultaneously and have merchandise delivery prior to Wave 1 County go-live

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

- ▶ Co-Create Phase
 - Leadership
 - Received BOLD leadership client post-engagement questionnaire
 - CalSAWS “We Are One” SharePoint Site
 - Continued to update the “We Are One” website tab
 - Pulse Survey
 - Continued to integrate pulse survey analysis into IDEA initiative planning
 - CalSAWS Table Talks
 - Administered Menti during virtual CalSAWS Project All Staff meeting to source Table Talks topics for August. Received suggestions from 30 participants
 - Buddy Program
 - Continued supporting mentors and mentees
 - Small Team Building
 - Promoted Small Team Building initiative opportunities to teams at the virtual CalSAWS Project All Staff Meeting on July 20, 2022
 - Employee Resource Groups (ERGs)
 - Continued discussing plans for a shared ERG session
- ▶ General
 - Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
 - 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 July 24, 2022

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0190-22	2nd Quarter CalSAWS DD&I County Support Staff Report	Informational	July 18, 2022	Stacey Drohan	Tracy Berhel
0193-22	Wave 1 and 2 CalSAWS Infographics #4	Informational	July 20, 2022	Helen Cruz	Araceli Gallardo
0194-22	Wave 3 and 4 CalSAWS Infographics #1	Informational	July 20, 2022	Helen Cruz	Araceli Gallardo

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending July 24, 2022

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
22-052	CalSAWS Migration - Application Reference List Request	June 28, 2022	Open	July 15, 2022	Melanie Gines and Lloyd Rankine
22-054	San Bernardino – ZScaler Discovery SCR	July 1, 2022	Open	July 15, 2022	Eric Prestwood
22-055	CalSAWS Training Coordinator Role for CalWIN Counties	July 5, 2022	Open	July 15, 2022	Ashley Arnold
22-057	Updating CalSAWS County Support Staff Claim Gaps	July 8, 2022	Open	July 27, 2022	Chia Thao
22-058	Application Security; Training Roles; Recruitment for CDV and Process Simulation	July 11, 2022	Open	August 1, 2022	Mike Tombakian
22-059	CalWIN Wave 1 Counties - Request to identify review portal CBO data	July 12, 2022	Open	August 6, 2022	Joel Acevedo
22-060	CalSAWS Training Preview	July 15, 2022	Open	July 29, 2022	Ashley Arnold
22-061	CalWIN County CSF 124 and CSF 125 Opt In/Out	July 19, 2022	Open	July 29, 2022	Gingko Luna

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending July 24, 2022

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Table 1.3-3 – Overdue CRFIs

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-052	CalSAWS Migration - Application Reference List Request					Ventura County	
22-054	San Bernardino – ZScaler Discovery SCR					San Bernardino County	
22-055	CalSAWS Training Coordinator Role for CalWIN Counties	Santa Clara County					

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 issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for July 27, 2022
- ▶ Participate in the Section Directors meeting that is scheduled for July 26, 2022
- ▶ Continue activities to support Project staff working remotely
 - Continue developing the next monthly issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on August 11, 2022
 - Begin preparations and planning for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for August 17, 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
- ▶ 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
	None for next reporting period	

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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
Add BenefitsCal page	TBD	Website Content Update

1.4.3 Cultural Transformation

- ▶ Continue to develop calendar of events for the ambassador initiatives through the end of the year
- ▶ Continue to provide project management support to Culture Ambassadors as they continue to develop the 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 (Teams Channel) with new relevant materials to support the implementation of the prioritized initiatives
- ▶ Continue to monitor Microsoft Teams channels for any help needed from Ambassadors

1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)

- ▶ Identify Table Talks topic for August and confirm by week of July 25, 2022
- ▶ Determine cadence of ERG council
- ▶ Continue to manage Buddy Program Round 3 and support buddy pairs
- ▶ Continue to partner with CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
- ▶ 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
N/A	<ul style="list-style-type: none"> None to note for reporting period

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	July 19, 2022	Completed
Conduct San Diego County Document Migration Discovery Session Check-in	July 19, 2022	Completed
Conduct Placer County Document Migration Discovery Session Check-in	July 19, 2022	Completed
Conduct Santa Cruz County Document Migration Discovery Session Check-in	July 19, 2022	Completed
Conduct Contra Costa County Document Migration Discovery Session Check-in	July 20, 2022	Completed
Conduct Sonoma County Document Migration Discovery Session Check-in	July 20, 2022	Completed
Conduct Sacramento County Document Migration Discovery Session Check-in	July 20, 2022	Completed
Conduct Fresno County Document Migration Discovery Session Check-in	July 20, 2022	Completed
Conduct Yolo County Document Migration Discovery Session Check-in	July 21, 2022	Completed
Conduct Orange County Document Migration Discovery Session Check-in	July 21, 2022	Completed
Conduct Ventura County Document Migration Discovery Session Check-in	July 21, 2022	Completed
Conduct Santa Clara County Document Migration Discovery Session Check-in	July 25, 2022	Scheduled
Conduct Santa Barbara County Document Migration Discovery Session Check-in	July 26, 2022	Scheduled
Conduct San Diego County Document Migration Discovery Session Check-in	July 26, 2022	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	July 26, 2022	Scheduled

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MILESTONES	DUE DATE	STATUS
Conduct San Luis Obispo County Document Migration Discovery Session Check-in	July 26, 2022	Scheduled
Conduct Contra Costa County Document Migration Discovery Session Check-in	July 27, 2022	Scheduled
Conduct Yolo County Document Migration Discovery Session Check-in	July 28, 2022	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	July 28, 2022	Scheduled

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

Wave 1	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	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	4/15/22 5/27/22	9/22/22	6/28/22	10/22/22	Go Live 10/31/22 80% Progress
	Finish	7/29/20	10/1/20	10/6/20	3/26/21	2/11/22	5/26/22	6/10/22 6/2/22	10/6/22	10/21/22	10/27/22	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Begin 9/22/22	Begin 10/20/22	Begin 10/22/22	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	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: Placer County is currently completing remediating phase on files that failed to import due to map errors. The first remediation delta was submitted on June 28, 2022. Hyland returned validations results on July 7, 2022. The County is scheduled to send their next remediation delta by end of July

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	Delta	Final Batch	Go Live
Yolo County	Begin	12/3/22	1/6/22	1/24/22	1/6/22	2/1/22	3/21/22	4/11/22	5/14/22	9/22/22	10/11/22	10/28/22	Go Live 10/31/22 80% Progress
	Finish	12/7/22	1/20/22	1/31/22	1/31/22	3/17/22	4/8/22	5/12/22	5/16/22	10/6/22	10/21/22	10/29/22	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Begin 9/22/22	Begin 10/20/22	Begin 10/22/22	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	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

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

Wave 2	Target Dates	Project Charter Signoff	Mapping Completion	Document/ Keyword Mapping Sign Off	Sample Testing	Complete Change Order	Initial Export	Initial Import	Validate Images in Production	Bulk Delta	Final Batch	Go Live
Contra Costa County	Begin	11/5/21	12/21/21	12/22/21	2/22/22	2/8/22	4/4/22	6/6/22	1/30/23	1/6/23	2/1/23	Go Live 2/27/23 70% Progress
	Finish	11/11/21	1/5/22	12/31/21	3/18/22	4/1/22 4/15/22	5/21/22 6/3/22	7/22/22	2/3/23	1/23/23	2/23/23	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	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

Green Status: Completed import for Contra Costa County. Small subset of images, 600, is being corrected and plan to be re-imported by July 15, 2022

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Wave 2	Target Dates	Conv Environment Setup	Vendor Kick Off	Document & Keyword Mapping	Document Mapping & Req Doc Signoff	Solution Sample Build	Sample Testing	Bulk Export	Bulk Import	Imaging UAT Refresh	Validate Images in Prod	Suppl Delta 1	Suppl Delta 2	Go-Live
Santa Clara	Start	1/17/22	5/11/22	5/11/22	6/21/22	7/5/22	8/8/22	9/12/22	11/7/22	5/23/22	1/19/23	1/30/23	2/23/23	Go Live 02/27/23
	Finish	4/29/22	5/11/22	6/17/22	6/28/22	8/1/22	9/9/22	11/4/22	11/30/22	6/3/22	2/2/23	2/23/23	2/26/23	20% Progress
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Completed	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 2	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	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	7/23/22 09/07/22	1/19/23	6/16/22	2/1/23	Go Live 2/27/23
	Finish	10/5/20	12/1/20	1/31/21	7/29/21	12/30/21	4/4/22	8/27/22 11/18/22	2/2/23	1/31/23	2/23/23	60% Progress
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Awaiting	Awaiting	In progress	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

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	Delta	Final Delta	Go Live
Orange County	Begin	1/7/21	3/1/21	3/1/21	2/2/21	4/30/21	4/1/22 4/8/22	8/5/22	3/24/23	9/1/22	4/1/23	Go Live 4/24/23
	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	3/31/23	4/20/23	60% Progress
	Status	Completed	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	Delta	Final Delta	Go Live
Santa Barbara County	Begin	1/19/21	3/1/21	3/1/21	2/18/21	1/15/22	8/1/22	11/01/22	3/24/23	11/1/22 1/09/23	4/1/23	Go Live 4/24/23
	Finish	1/19/21	3/1/21	9/31/21	09/31/21	7/31/22	10/31/22	12/30/22	4/6/23	3/31/23	4/20/23	25% Progress
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	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

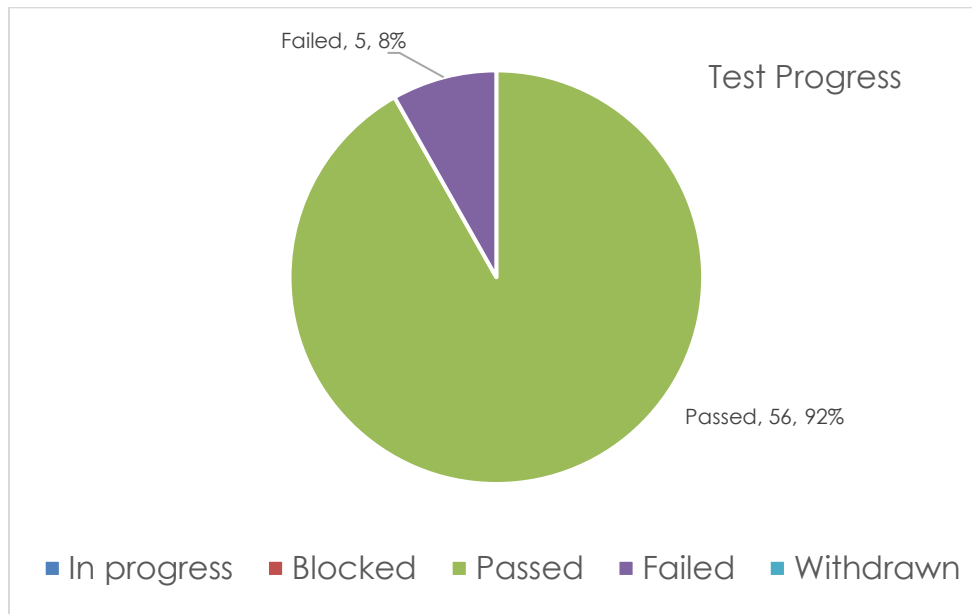
Wave 3	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Ventura County	Begin	1/19/21	3/1/21	3/1/21	2/18/21	6/30/21	4/4/22	9/2/22	3/24/23	9/3/22	4/1/23	Go Live 4/24/23
	Finish	1/19/21	3/1/21	4/30/21	5/31/21	3/31/22	8/31/22	10/21/22	4/6/23	3/31/23	4/20/23	50% Progress
	Status	Completed	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

2.2 Activities for the Next Reporting Period

- ▶ Continue to manage the milestones for the Image Migrations in the tables above
- ▶ User Acceptance Testing (UAT) Imaging Administration session began on July 11, 2022. 56 passed and 5 failed out of a total of 61 scripts

Table 2.2-1 – User Acceptance Testing (UAT) - CalWIN County Testing Progress



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 discussions with Los Angeles County, Wave 1, Wave 2, Wave 3, and Wave 4 CalWIN Counties about migration to CalSAWS Contact Center Solution
N/A	<ul style="list-style-type: none"> • Continued Build of Administration Page (CA-226672), Post-Call Survey (CA-228023), and Scheduled Callback (CA-229573)
N/A	<ul style="list-style-type: none"> • Los Angeles County and CalSAWS have agreed to postpone the Los Angeles Contact Center Go-Live until November 2022

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- ▶ Continued discussions with Los Angeles County, Wave 1, Wave 2, Wave 3, and Wave 4 CalWIN Counties about migration to CalSAWS Contact Center Solution
- ▶ Continued Build of Administration Page (CA-226672), Post-Call Survey (CA-228023), and Scheduled Callback (CA-229573)
- ▶ Began discussions with Wave 5 Counties about migration to CalSAWS Contact Center Solution

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	22.07 22.08.XX
DDID 2219, 2716, 2717, 2728 Outbound IVR - (CA-226207)	February 4, 2022	System Test	22.07 22.08.XX
DDID 2700 Enhanced CCP (CA-226844)	March 18, 2022	In Production	22.03 22.05.06
DDID 2727 Work-from-home Modifications (CA-227064)	March 18, 2022	In Production	22.03 22.05.06
DDID 2216, 2725 External Party Access IVR (CA-226839)	March 25, 2022	In Production	22.05
DDID 2211, 2217, 2218, 2220, 2729, 2730, 2731, 2046, 2732 Telephonic Signature (CA-226838)	April 1, 2022	In Production	22.05
DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2222, 2702, 2721, 2169, 2284, 2722 Admin Page (CA-226672)	July 8, 2022	In Development	22.07 22.08.XX
DDID 2699, 2210, 2705, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2258 Inbound IVR (CA-226837)	July 8, 2022	In Development	22.07 22.08.XX
DDID 2704 Post-Call Survey (CA-228023)	July 8, 2022	In Development	22.07 22.08.XX
DDID 2284 Scheduled Callback (CA-229573)	July 8, 2022	In Development	22.07 22.08.XX
DDID 2701, 2706 Voice Authentication Languages (CA-226843)	July 29, 2022	In Development	22.07 22.09.XX
DDID 2268 Display the CalSAWS Contact Center IVR Caller ID for outbound calls	August 5, 2022	Design in progress	22.07 22.09.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	Training execution	June 29, 2022	CalSAWS Project Team
7	System Test	July 15, 2022	CalSAWS Project Team
8	Conduct model office	July 21, 2022	Los Angeles County
9	Go-live	TBD	CalSAWS Project Team
10	Post go-live support	TBD	CalSAWS Project Team

3.2 Activities for the Next Reporting Period

- ▶ Continue discussions with Contra Costa, Los Angeles, Santa Clara, Tulare, Orange, Santa Barbara, Ventura, Santa Cruz, Solano, San Mateo, and San Diego Counties for County-specific Interactive Voice Response (IVR) designs
- ▶ Continue build of System Change Requests (SCRs) CA-226672 Administrative Page, Post-Call Survey (CA-228023), and Scheduled Callback (CA-229573)
- ▶ Continue build of Los Angeles County Amazon Web Services (AWS) Accounts and Contact Center Infrastructure (CA-240156)

3.3 Deviations from Plan/Adjustments

- ▶ Los Angeles County and CalSAWS have agreed to postpone the Los Angeles Contact Center Go-Live until November 2022
 - Shasta County deployment of Enterprise Call Center Program (ECCP) has been delayed due to the recent Forgerock issues
 - Continued to assess the impacts of C-IV ECCP go-live dates based on results of the Forgerock Root Cause Analysis (RCA) and Shasta County deployment
 - The revised Los Angeles County go-live date is still pending. The Contact Center Team will continue to work closely with Los Angeles County to decide what the new date is that will work for both Los Angeles County and CalSAWS
 - This delay does not have any impact on the CalWIN migrations, as Los Angeles County will stay on their Cisco On-Premises Contact Center. The new date in November 2022 is to avoid interfering with Wave 1 or Wave 2 CalWIN Counties' go lives

4.0 Application Development and Test

4.1 Highlights of the Reporting Period

Table 4.1-1 – CalSAWS Application Development and Test Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.1.2 Design Difference Identifiers (DDID) System Test Status	<ul style="list-style-type: none"> Deployed 22.07 release to production
4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> 24 of the 39 Consortium, State, and County interfaces have successfully passed validation

4.1.1 Application Development Summary

Table 4.1.1-1 – CalSAWS Application Development Summary

	Status	22.07	22.09	22.11	23.01	23.02	23.05
Design	New	1	1	0	9	1	9
	Design in Progress	0	4	3	0	0	1
	Ready for Committee	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0
	Pending Approval	0	0	0	1	0	1
Build	Approved	0	2	2	1	1	2
	In Development	0	5	0	1	0	0
	Development Complete	0	2	0	0	0	0
	In Assembly Test	0	7	0	0	0	0
Test	System Test	2	3	0	0	0	0
	Test Complete	0	0	0	0	0	0
	In Production	8	0	0	0	0	0
	Grand Total	11	24	5	12	2	13

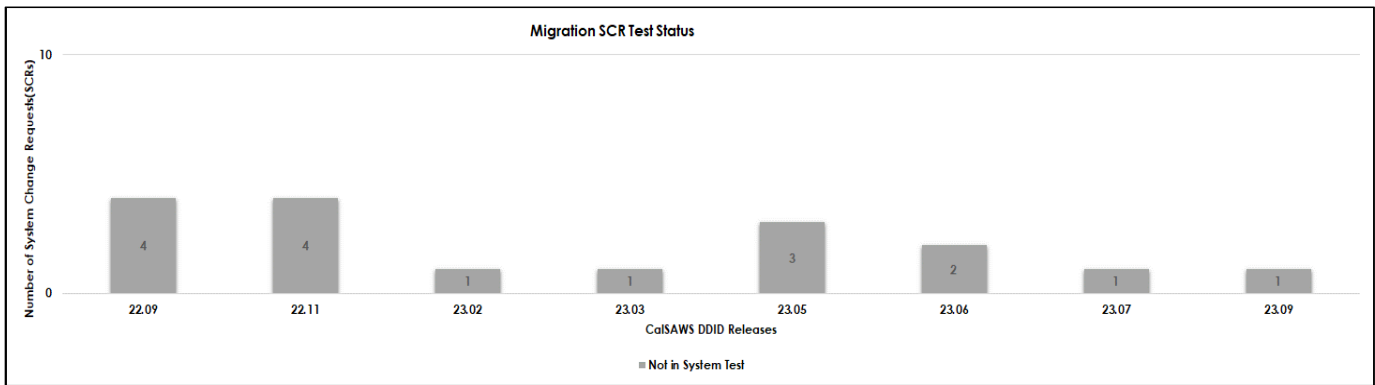
System Change Requests (SCRs) in Production	913
---	-----

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. Status is provided in Table 4.1.1-1 (CalSAWS Application Development Summary) above

4.1.2 Design Difference Identifiers (DDID) System Test Status

Figure 4.1.2-1 – 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 4.1.2-1 – DDID System Test Execution Status – 22.07

Pass rate target as of July 20, 2022	100%
Pass rate actual as of July 20, 2022	100%
System Test Completed date: July 20, 2022	

Figure 4.1.2-2 – DDID System Test Execution Status – 22.07

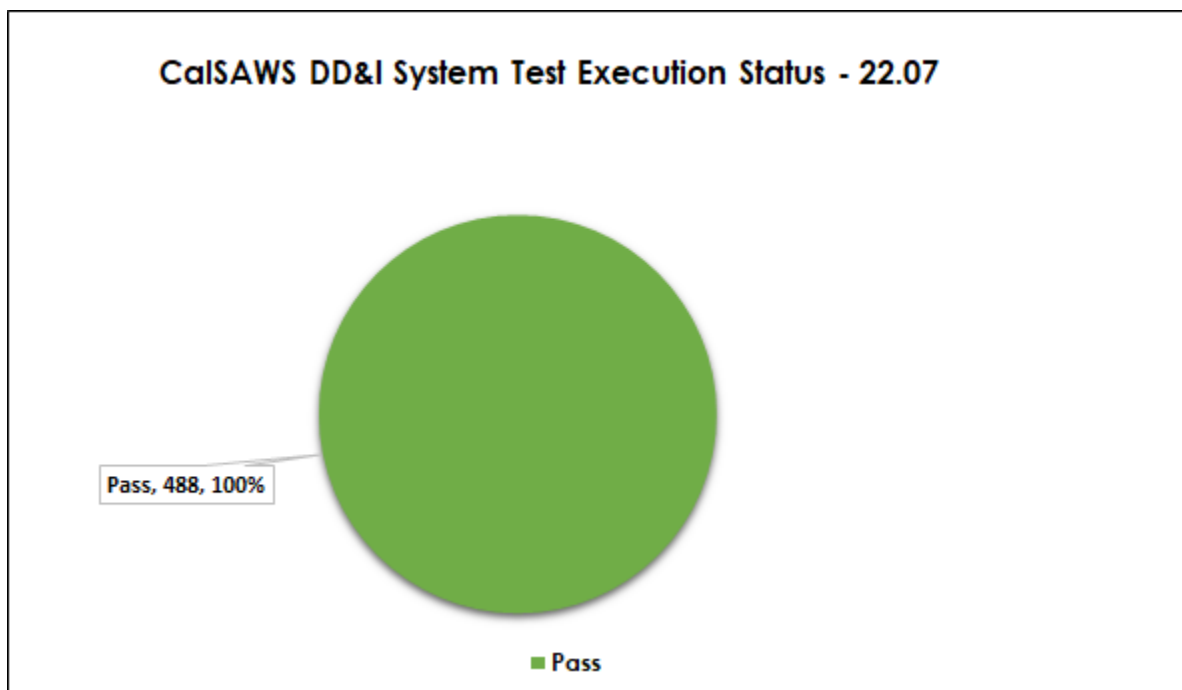
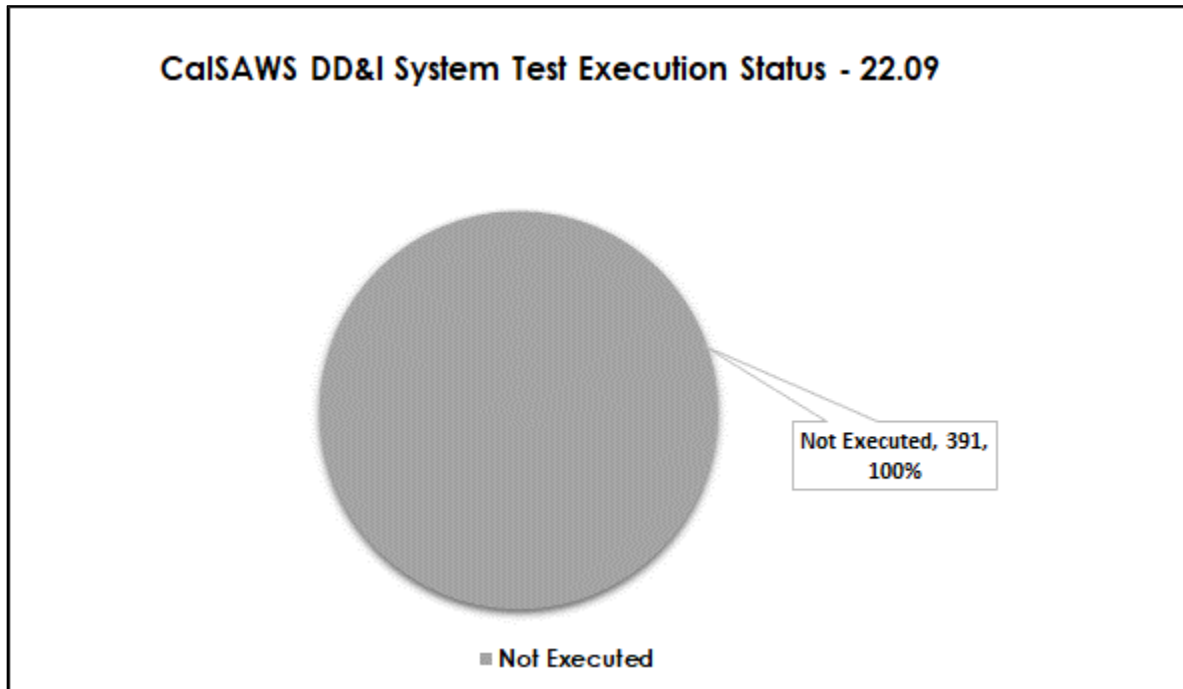


Table 4.1.2-2 – DDID System Test Execution Status – 22.09

Pass rate target as of July 22, 2022	0%
Pass rate actual as of July 22, 2022	0%
System Test Completed date: September 21, 2022	

Figure 4.1.2-3 – DDID System Test Execution Status – 22.09



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
-
- ▶ Completed Test Execution for 22.07
 - ▶ Began Test Preparation for 22.09

Figure 4.1.2-4 – Overall GA/GR CalSAWS and Client Correspondence System Test Execution Status – 22.07

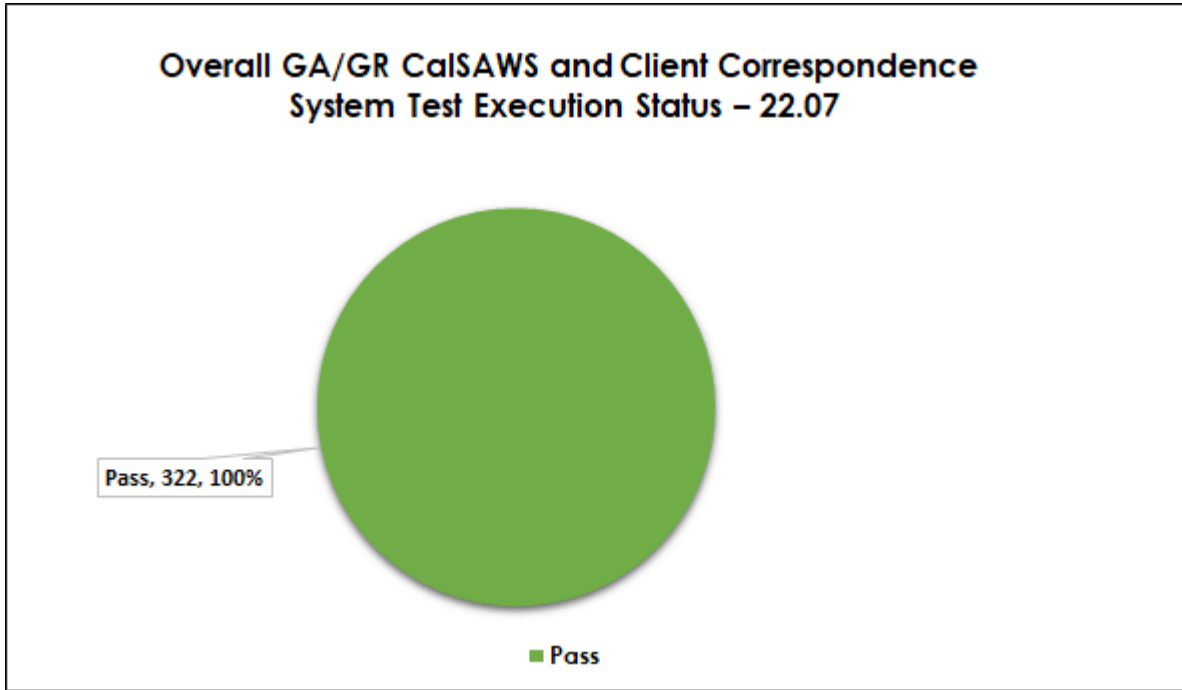
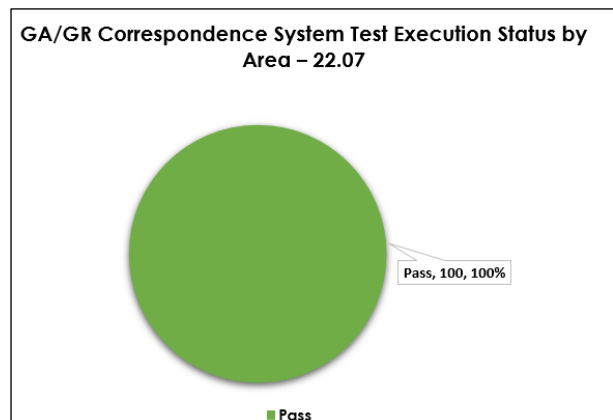
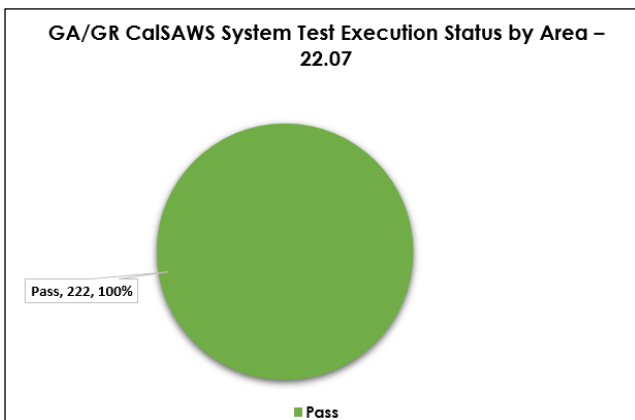


Table 4.1.2-3 - GA/GR System Test Execution Status by Area – 22.07

GA/GR CalSAWS	
Pass rate target as of July 20, 2022	100%
Pass rate actual as of July 20, 2022	100%
System Test completed date: July 20, 2022	

GA/GR Client Correspondence	
Pass rate target as of July 20, 2022	100%
Pass rate actual as of July 20, 2022	100%
System Test completed date: July 20, 2022	

Figure 4.1.2-5 – GA/GR System Test Execution Status by Area – 22.07



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4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)

Table 4.1.3-1 – Consortium Partners

INTERFACE TESTING		
CONSORTIUM PARTNER	STATUS	TARGET COMPLETION DATE
Electronic Inter County Transfer (EICT) - CalWIN	3/3	July 21, 2022
Online CalWORKS Appraisal Tool (OCAT)	2/2	June 28, 2022

Note:

- None as of July 22, 2022

Table 4.1.3-2 – State Partners

INTERFACE TESTING		
STATE PARTNER	STATUS	TARGET COMPLETION DATE
California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)	4/5	August 31, 2022
California Child Support Automation System (CCSAS) - DCSS	0/2	August 31, 2022
California Department of Social Services (CDSS) - DSS	1/2	August 31, 2022
Case Management Information and Payrolling System (CMIPS) - OSI	2/2	July 12, 2022
County Medical Services Program (CMSP)	1/1	June 30, 2022
Electronic Benefits Transfer (EBT) - FIS	2/2	July 21, 2022
Medi-Cal Eligibility Data System (MEDS) - DHCS	1/2	August 31, 2022
Welfare Data Tracking Implementation Project (WDTIP) - OSI	2/2	July 12, 2022
Welfare Intercept System (WIS) - DSS	2/2	July 5, 2022

Notes:

- CCSAS (DCSS):
 - CCSAS test environment became available July 18, 2022 and IPT testing has commenced.

Table 4.1.3-3 – CalWIN Wave 1 Counties

INTERFACE TESTING		
CalWIN Wave 1 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE
Placer County	3/8	August 31, 2022
Yolo County	1/6	August 31, 2022

Notes:

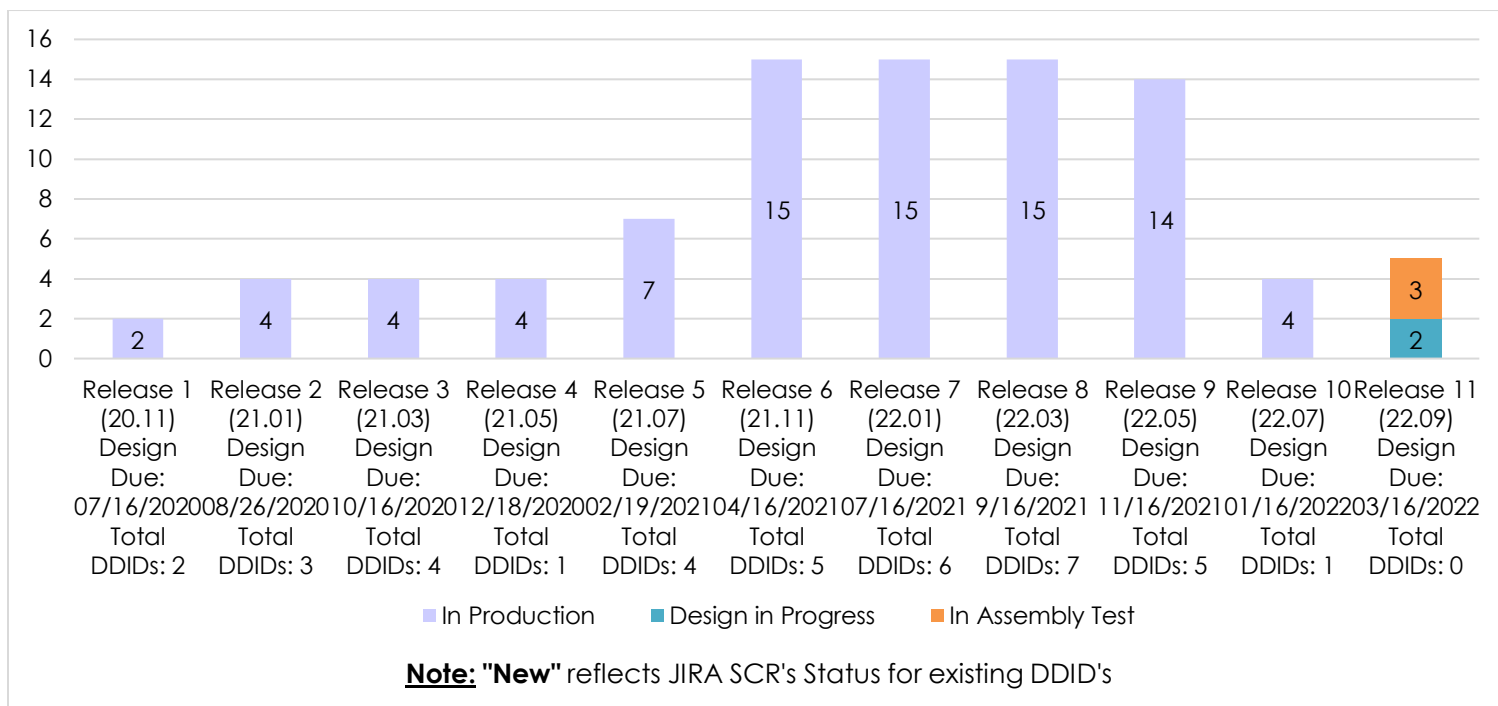
- Placer County
 - End-to-end IPT pending county firewall configuration to be completed and ready by July 27, 2022. Refer to Risk 275. Interim testing will entail manual posting of interface files to secure web portal location
 - Auditor Controller, Paid Warrant Reader and Direct Deposit Writer received/sent manually via Web Portal and confirmed to have processed without any issues

- Yolo County
 - Completed Blank File Exchange Test for all six county interfaces. Functional test completed for Paid Warrant Reader, others have been sent via FTP and pending confirmation from County

4.1.4 General Assistance/General Relief (GA/GR)

- ▶ General:
 - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on July 18, 2022 and July 20, 2022
 - Discussed Gainwell System Test status on July 20, 2022
 - Below GA/GR documentation only System Change Requests (SCRs) are in design
 - CA-242939: GA GR M&O Process for Correspondence Administration (documentation Only) (22.09)
 - CA-245148: GA GR Training Documentation (documentation Only) (22.09)
 - Continued the Assembly Test for the below SCRs
 - CA-240916 GA/GR Automated Solution - Imaging Updates
 - CA-244842 Set GA/GR Aid Code for CalFresh program on PACF cases (for GA/GR Automated solution)
 - CA-220016 GA GR Automated Solution Admin Changes - Wave 1 and Tier 3 Manual Correspondences
 - Completed the System Test for the below 22.07 System Change Requests (SCRs)
 - CA-245506: CA-226398 Batch Sync Recommendations
 - CA-244108: GR Time on aid page changes
 - CA-245253: Implement Additional Miscellaneous Parameters for EDBC-triggered Reason Codes

Figure 4.1.4-1 – GA/GR Design Difference Identifiers (DDID) Status



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4.1.5 CalWIN Wave 1 Batch Performance

- ▶ The CalWIN Wave 1 Batch Performance effort (CA-217183) began on June 6, 2022
 - Golden Data Set (GDS) 7 loaded into the Batch Performance database
 - Automated test team ran scripts to create data for counties in the environment
 - Executed 43* County Batch
- ▶ The “Main Payroll - day 2” batch performance test ran under 10 hours during both executions
- ▶ The “High Volume Forms” batch performance cycle is being loaded and validated for a run this week

*The Wave 1 Conversion will only include 42 Counties. However, GDS 7 still included Contra Costa County, so the first few performance tests will continue to include all 43 Counties for testing purposes

Table 4.1.5-1- CalWIN Wave 1 Batch Performance Schedule and Results

Performance Cycle	Start Date	End Date	Run Time	Performance Defects
End of Month	June 6, 2022	June 19, 2022	(Run 1) 11 hours, 26 minutes	
			(Run 2) 10 hours, 39 minutes	
			(Run 3) 9 hours, 24 minutes	
First day of the Month	June 20, 2022	July 3, 2022	(Run 1) 10 hours, 3 minutes	
Main Payroll	July 5, 2022	July 17, 2022	(Run 1) 9 hours, 28 minutes	
			(Run 2) 9 hours, 24 minutes	
			(Run 3) 9 hours, 32 minutes	
High volume forms process	July 18, 2022	July 31, 2022	Target July 27, 2022 run	
Interface Outbound files	July 18, 2022	July 31, 2022	TBD	
10-day cutoff	August 1, 2022	August 14, 2022	TBD	
Contingency for re-runs	August 15, 2022	August 28, 2022	TBD	

4.1.6 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

- ▶ Completed Design, Development and Test for Sprint 9 features that are included in the 22.07 baseline System Change Requests (SCRs). This release includes the following items and have been deployed to production with the 22.07 release on July 24, 2022 (to be Live on July 25, 2022):
 - Sprint 9 SCR CA-235667
 - Create Image Removal process for images associated with cases identified for Data Removal
 - Create Document Removal process for the CalSAWS Disaster Service Repository
 - Update Imaging Server with new deletion Image function to allow for the removal of an image record given a document identification
 - Update the Imaging Client Service Application Programming Interface (API) to allow for the new deletion Image function
 - Update Application Programming Interface (API) gateway with new Uniform Resource Locator (URL) to allow for the new deletion Image transaction

Figure 4.1.6-1 – Case Purge Burndown Chart

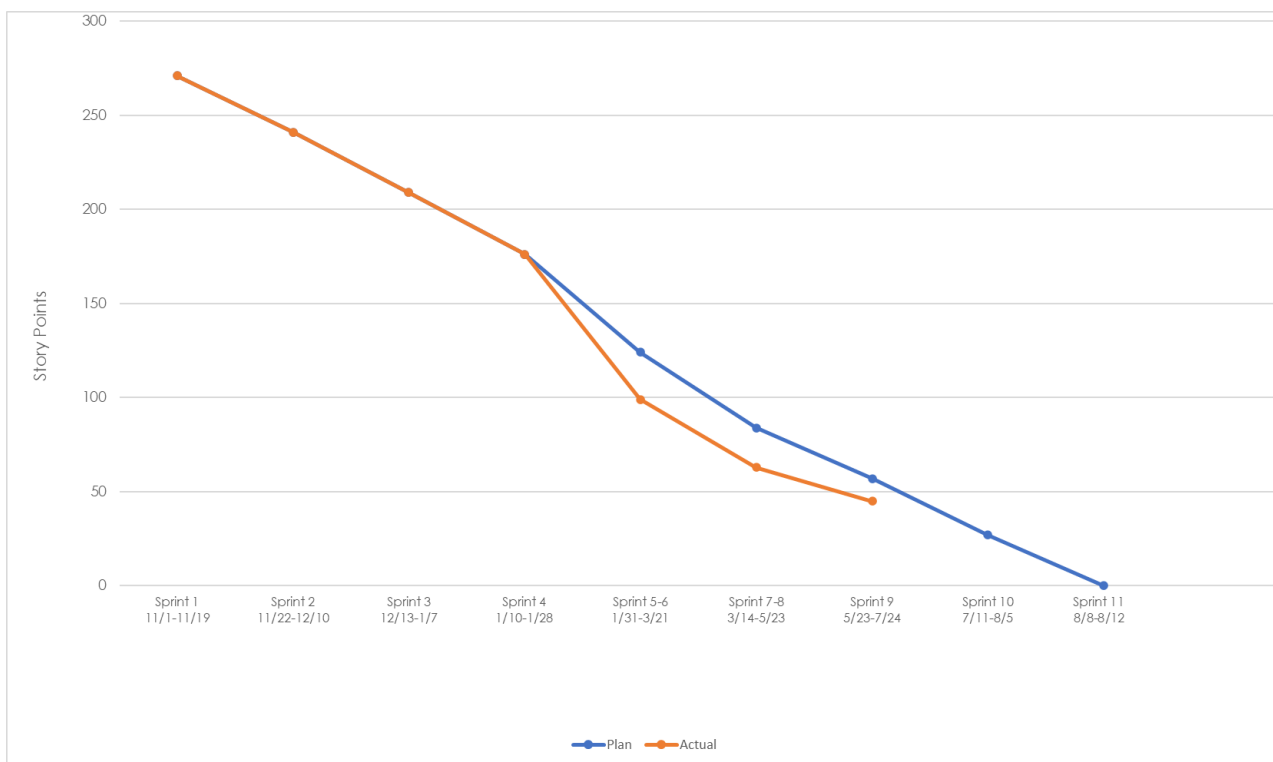


Table 4.1.6-1 – Planned Purge Sprints

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	OBIEE Cleanup for Delete Track, Updating Batch to Verify Lawful Presence (VLP)
Sprint 9	Image Deletion, Porting for Disaster Recovery Document Deletion
Sprint 10	Performance Environment Preparation and Execution
Sprint 11	Batch Scheduling, Case Purge Transition

4.1.7 Deliverable Management

Table 4.1.7-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

4.2 Activities for the Next Reporting Period

- ▶ Continue drafting designs for Migration Impact System Change Requests (SCRs)
- ▶ Continue test execution for CalSAWS 22.07 Release

Deliverable Management

Table 4.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

4.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

5.0 Conversion

5.1 Highlights of the Reporting Period

Table 5.1-1 – CalSAWS Conversion Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> • Continued post-completion support of County Data Validation (CDV) • Continued to triage and prioritize defects identified in CDT, CDV, IPT, and UAT • Continued preparation activities for Mock Cutover 2 planned to begin at the end of July 2022

5.1.1 CalWIN Conversion

- ▶ Continued to address open and unresolved Converted Data testing identified defects
- ▶ Continued Converted Data Validation (CDV) support activities
- ▶ Continued Golden Data Set (GDS) 9 Epic development and testing. This Epic is focused on:
 - 22.05 and 22.07 production data structure and code value changes which impact conversion transformation logic
 - Identified and unresolved Converted Data Test (CDT) defects
 - General Assistance/General Relief (GA/GR) data structure and code value enhancements where conversion transformation logic also need be enhanced to convert GA/GR
 - Planned to be delivered on August 31, 2022

Table 5.1.1-1 – CalWIN Conversion Statistics Golden Data Set (GDS) 9 (June 2022 – July 2022)

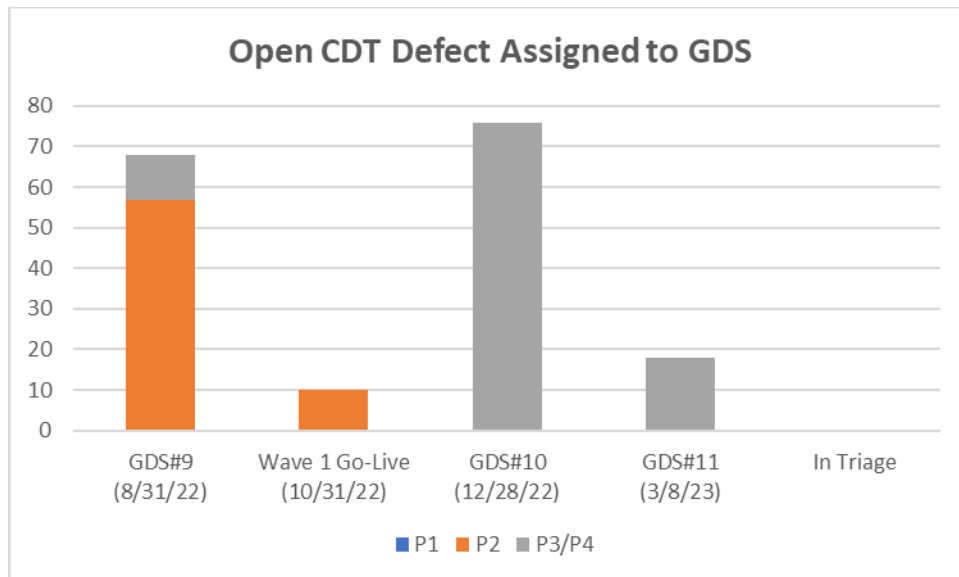
Sprint	Total - Deferred Items	Sprint Duration		GDS#9								
				Item Status								
				0%	25%	30%	50%	75%	5%	100%	100%	0%
				Not Started	Analysis & Mapping in Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed [Tested]*	CNR	Deferred
Overall	224	6/6/2022	7/29/2022	24	22	0	17	48	0	104	0	0
GDS#9 Bugfix 1	47	6/6/2022	7/1/2022	0	3	0	0	13	0	31	0	0
GA/GR	62	6/6/2022	7/1/2022	2	3	0	0	7	0	50	0	0
GDS#9 Bugfix 2	74	7/5/2022	7/22/2022	12	10	0	16	27	0	9	0	0
22.5/22.07	41	7/5/2022	7/22/2022	10	6	0	1	1	0	14	0	0
Hardening	tbd	7/25/2022	7/29/2022	0	0	0	0	0	0	0	0	0

5.1.2 CalWIN Conversion Defects Converted Data Test Defect

Table 5.1.2-1 – Open Converted Data Test (CDT) Defects

Defect Delivery by Golden Data Set (GDS)	Priority 1	Priority 2	Priority 3/Priority 4	Total
GDS#9	0	57	11	68
Wave 1 Go-Live	0	10	TBD	10
GDS#10	0	0	76	76
GDS#11	0	0	18	18
In Triage	0	0	0	0
CDT Open Total	0	67	105	172

Figure 5.1.2-1– Open Converted Data Test (CDT) Defects by GDS



5.1.3 Gainwell Technologies

- ▶ CalWIN Document Migration
 - Continued delivery of Client Correspondence (CC) from CalWIN

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5.1.4 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
- ▶ Met with Wave 1 Counties to review County owned tasked during Mock Cutover

Figure 5.1.4-1– Ancillary Systems Conversion Gantt Chart

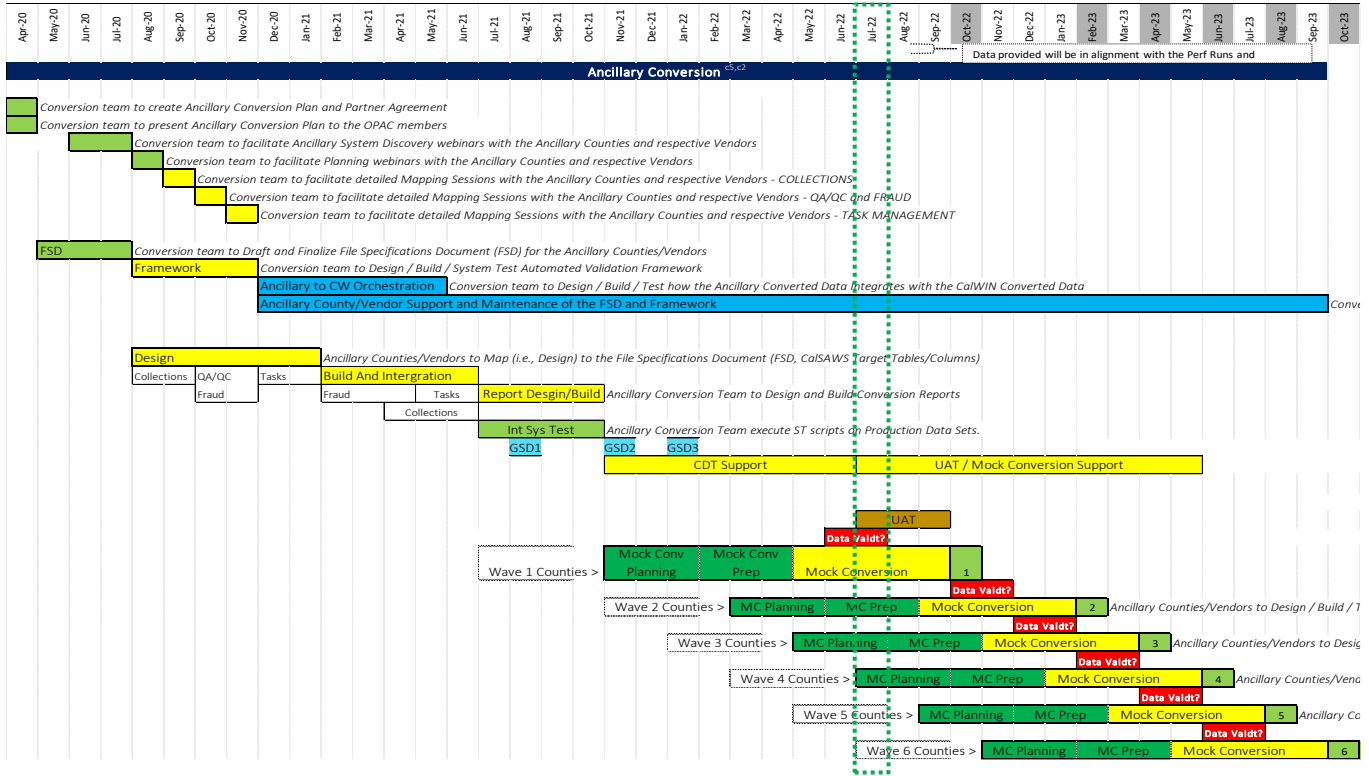


Table 5.1.4-2 – Ancillary Systems Conversion Milestones

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 Completed	Exception handling for Ancillary provided Data is ready for the Counties	Completed

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FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
February 2021	Design/Mapping	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Completed
July 2021	Build	Development activities, dependent Design Mapping, are ready to Start (or are Completed)	Completed
January 2022	System Test	System Test execution, dependent on test scripts and Build Completed, are ready to Start (or are Completed)	Completed
June 2022	Integration Test	End-to-End Test execution, dependent on test scripts, System Test Completed and CDT completed, are ready to Start (or are Completed)	Completed
August 2023	Mock Conversion Ancillary System Data Delivered	Counties to delivery Ancillary System Data to the CalSAWS Conversion team as a Prerequisite to begin Mock Conversions	W1 In-progress, W2-6 Not started
August 2023	Wave 1 – 6 Mock Conversions	Simulated Cutover Activities, dependent on Integration Test Completed, are ready to Start (or are Completed)	W1 In-progress, W2-6 Not started
August 2023	Wave 1 – 6 Mock Conversion Data Validation	Validation of Data, (from Mock Conversion), are ready to Start (or are Completed)	W1 Completed, W2-6 Not started
October 2023	Wave 1 – 6 Conversion Cutovers	Execution of (live) Cutover Activities are ready to Start (or are Completed)	Not started

5.1.5 Deliverable Management

Table 5.1.5-1 – Conversion Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

5.2 Activities for the Next Reporting Period

5.2.1 CalWIN Conversion

- ▶ Continue to complete Jira epics and issue aligned with Golden Data Set (GDS) delivery schedule
- ▶ Continue development for the delivery of Golden Data Set (GDS) 9 Epic
- ▶ Continue preparation activities for Mock Cutover 2 (planned start July 30, 2022)

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5.2.2 Gainwell Technologies

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

5.2.3 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
- ▶ Prepare for Mock Cutover B for Wave 1

5.2.4 Deliverable Management

Table 5.2.4-1 – Conversion Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

5.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

6.0 CalWIN Functional Support

6.1 Highlights of the Reporting Period

Table 6.1-1 – CalSAWS CalWIN Functional Support Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	• None to note for reporting period

- ▶ Supported CalSAWS 3x Weekly Leadership Meetings on July 18, 2022 and July 22, 2022 to collaborate on leadership items for the CalWIN release
- ▶ Supported CalSAWS Leadership Alignment Working Session – July 20, 2022 to collaborate on leadership items for the CalWIN release
- ▶ Supported Implementation Support Services (ISS) Team Leads Meetings on July 19, 2022 and July 21, 2022 to collaborate effectively
- ▶ Supported Orange County To-Be Business Process Reengineering (BPR) Closeout Sessions on July 18-22, 2022, upcoming sessions include:
 - Task Management
 - Application Registration, Data Collection, Community Based Organizations (CBO)
 - Fiscal 101 Workshop and Process Flows

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- o Appointments
- o ICTs
- o Employment Services and Child Care
- o Task Management 2
- ▶ Supported Santa Barbara County To-Be Business Process Reengineering (BPR) Closeout Sessions on July 18-22, 2022, upcoming sessions include:
 - o Appointments
 - o Workload (Caseload) Management
 - o Task Management
- ▶ Supported Region 5 July MSV on July 18, 2022 to support topics related to the CalWIN Migration for Region 5 CalWIN Counties
- ▶ Supported OCAT Conversion Plan meeting on July 19, 2022 to provide input into OCAT conversion
- ▶ Supported Yolo County Configuration Set Up for Process Simulation on July 19, 2022 to support Yolo County loading their configuration for process simulation
- ▶ Supported County Preparation Packet Clarification – GA/GR on July 19, 2022 to answer questions about GA/GR related to the County Preparation Packet
- ▶ Supported CAPI Discovery Session with San Mateo/Sacramento on July 19, 2022 to learn more about CAPI requirements for CalWIN Counties
- ▶ Supported County Preparation Packet Clarification – Security Roles and DOC_DATA on July 20, 2022 to answer questions about Security Roles and DOC_DATA related to the County Preparation Packet
- ▶ Supported Training – Preparation Enablement Sync on July 20, 2022 to support CalWIN county training efforts
- ▶ Supported Process Simulation during July 18-22, 2022 to meet data requirements and plan functional support coverage

6.2 Activities for the Next Reporting Period

- ▶ Prepare for CalSAWS 3x Weekly Leadership Meetings on July 25, 2022, July 27, 2022, and July 29, 2022 to collaborate on leadership items for the CalWIN release
- ▶ Prepare for Implementation Support Services (ISS) Team Leads Meetings on July 26, 2022 and July 28, 2022 to collaborate effectively
- ▶ Prepare for Orange County To-Be Business Process Reengineering (BPR) Closeout Sessions on July 25-29, 2022, upcoming sessions include:
 - o Periodic Reporting (PR), Discontinuance, Re-evaluation (RE)
 - o Service Arrangements, Valuables, Resource Databank (RDB)
 - o Lobby and Workload Management
 - o General Relief (GR) and GR RE
 - o Automated Actions Review
- ▶ Prepare for Santa Barbara County To-Be Business Process Reengineering (BPR) Closeout Sessions on July 25-29, 2022, upcoming sessions include:
 - o Service Arrangements, Valuables, Resource Databank (RDB)
 - o Automated Actions Review
 - o Fiscal 101 Workshop and Processes
 - o Fiscal Continued
 - o Child Welfare Services and Special Investigations

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- ▶ Prepare for Command Center/Escalation Strike Team: Meeting 1 on July 25, 2022 to plan for post-implementation support
- ▶ Prepare for Process Simulation during the week of July 25-29, 2022 to support validation of Yolo and Placer County’s processes hands-on-keys in CalSAWS, consisting of:
 - Standups
 - Process Simulation Sessions
 - Process Simulation Session Debriefs

6.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

7.0 Technical Infrastructure

7.1 Highlights of the Reporting Period

Table 7.1-1 – CalSAWS Technical Infrastructure Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	• None to note for reporting period

Figure 7.1-1 – Wave 1 County Network Connectivity Readiness Burndown

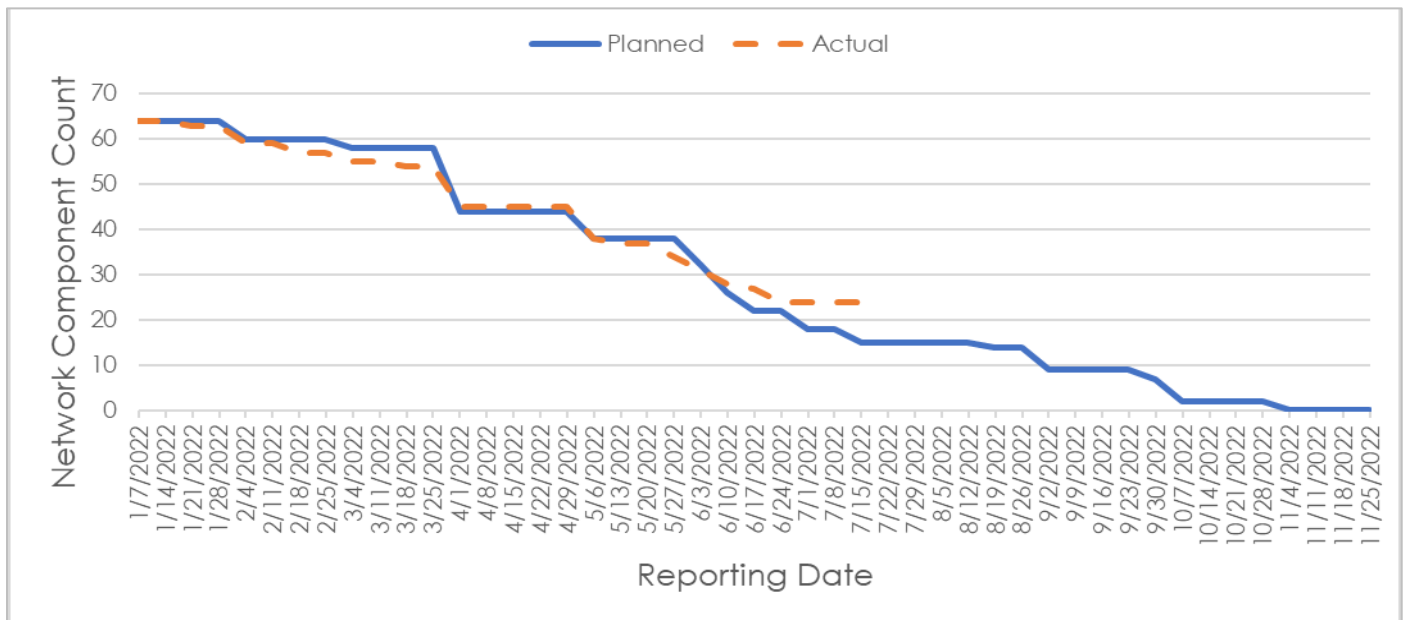
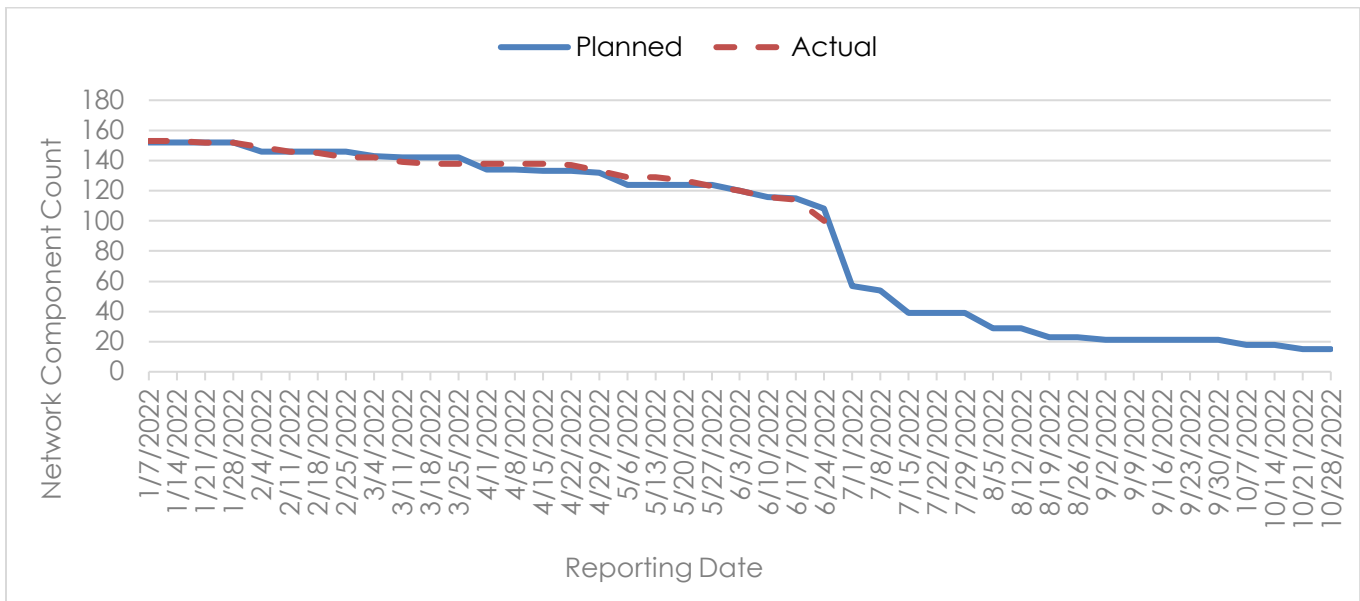


Figure 7.1-2 – Wave 2 County Network Connectivity Readiness Burndown



- ▶ Wave 1
 - All technical enablement and connectivity completed for Placer and Yolo Counties
- ▶ Wave 2
 - New Risks identified for Santa Clara County due to circuit delivery issues with both Service Providers (AT&T and Comcast)
 - Pending County response to CRFI 22-040 (Due date of July 1, 2022)
 - Completed SD-WAN infrastructure installation for Tulare County on June 27, 2022
 - Completed IPT pre-readiness for Contra Costa County
- ▶ Wave 3
 - Continued to track circuit 1 activations for Orange and Ventura Counties
 - Distributed CaSAWS Requests for Information (CRFI) 22-052 to Wave 3 Counties to seek and understand the business-critical services and applications which will be used by the Wave 3 CalWIN Counties; continued to track responses due on July 15, 2022
 - Completed SD-WAN infrastructure installation for Orange, Santa Barbara, and Ventura Counties
- ▶ Wave 4
 - Held CalWIN Wave 4 County Kick off meeting scheduled for July 12, 2022
- ▶ CalWIN Counties
 - Continued assessment of CalWIN County capacity forecasts and bearing on procured bandwidth; identified proposed sites for bandwidth increases
 - Submitted CRFI 22-049 to Wave 2-6 Counties for reconfirming their Point of Presence (POP) site addresses in lieu of Risk 272 and to avoid any last-minute changes to the POP locations; responses from Counties due July 1, 2022

7.2 Activities for the Next Reporting Period

- ▶ Draft CalSAWS Requests for Information (CRFI) for Security Assessment and sent for review
- ▶ Interface Partner Testing (IPT) for Placer Counties
- ▶ Continue to implement remaining configuration changes for enabling Secure File Transfer Protocol (SFTP), Batch and Database access for Wave 1 and 2 Counties, where new CRFI responses are received
- ▶ Awaiting Wave 1 County response to Request for Information (CRFI) 22-040 due June 10, 2022 (Placer County)
- ▶ Awaiting Wave 2 County response to Request for Information (CRFI) 22-040 due July 1, 2022

7.3 Deviations from Plan/Adjustments

- ▶ Santa Clara County has changed the designated Point of Presence (PoP) site location resulting in previously completed procurement and planning tasks having to be re-done. This will result in a 3-month impact to all downstream tasks and milestones for Santa Clara County unless mitigated
 - Mitigation:
 - Temporary installation (deployed on June 29, 2022) of 4G connection (at additional cost) which will allow the County to complete pre-readiness and technical enablement tasks. This will isolate the County from being on-hold for 2 months. However, procured circuits will need to be delivered before beginning Interface Partner Testing (IPT) and User Acceptance Testing (UAT) testing
 - 4G connectivity for Santa Clara unusable due to poor 4G signal resulting in instability and unusable as a workaround
 - Comcast 600x35Mbps - Construction delays (ISP) could result in an additional 2 months to deliver (Target November 2022)
 - AT&T 100Mbps - ISP technician was turned back by the County due to miscommunication and new requirements not captured in the requirement gathering template
 - Level 3 100Mbps Circuit order placed as contingency while dependencies with Comcast and AT&T are resolved.
- ▶ Delivery date for Cisco routers required by CalWIN Wave 3-6 Counties has a lead time of greater than 90 days (ETA is September 2022). This poses an imminent risk for Wave 3 Counties. Anticipate a 2-month delay to overall timeline if not mitigated
 - Mitigation:
 - Wave 1 and 2 Counties have received the necessary equipment. If these 5 Counties are deployed with only 1 active Cisco router and retrofitted with second standby backup router when equipment becomes available or before go-live (earlier date), this would effectively mitigate the risk for Wave 3 Counties
 - CalSAWS will be recommending all Counties be aware of this risk associated with delivery timelines and to expedite any County Purchase orders that

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- may have a bearing on the migration of the Counties to the CalSAWS System
- Cisco has delivered remaining order of CalWIN County routers; CalSAWS distributed CIT 0163-22 as reminder for Counties to continue to expedite County purchase orders
- ▶ Placer County unable to complete tech readiness activities (CRFI 22-040) required for start of Interface Partner Testing (IPT) and Go-Live
 - Placer County has completed firewall replacement project (County driven)
 - Joint Integration and testing scheduled for July 20, 2022
 - Interface Partner Testing (IPT)
 - Decision made to proceed with IPT with transferring the file outside of leveraging the end-state network
 - Working with County to do initial connectivity test (without end-state firewall) to identify any additional connectivity considerations once firewall project completes

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 Report

