

CalSAWS CalWIN
Implementation Support
Services (ISS) Weekly Status
Report

Reporting Period: August 22, 2022 to August 28, 2022

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, August 29, 2022

Period: August 22, 2022 to August 28, 2022

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1 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Business Process Reengineering (BPR)	<ul style="list-style-type: none"> ▶ Concluded BPR Closeout Sessions for San Diego County (Wave 4) on 08/24/22. ▶ Delivered Configuration Kickoff with Santa Clara County (Wave 2) on 08/23/22. ▶ Continued documentation of county prep materials, including security needs for Counties. ▶ Prepared for Process Simulation kickoff meeting for Santa Clara County (Wave 2) on 09/06/22.
Organizational Change Management (OCM)	<ul style="list-style-type: none"> ▶ Finished functional/internal QA review and addressed comments received for the Santa Clara and Contra Costa CCG/CDG FWP. ▶ Finished updating the Master CCG/CDG template to support accuracy and consistency of County agnostic content. ▶ Analyzed results and drafted county-specific presentations to show results to the counties. ▶ Facilitated the August Waves 1 and 2 CNC meeting on 08/23/2022. ▶ Scheduled a meeting with Ventura to review T-9 Survey results with the county. ▶ Sent the Wave 4 Newsletter 1 to CIT on 08/25/2022.
Training	<ul style="list-style-type: none"> ▶ Completed Training Previews. ▶ Continued Wave 1 Counties Web Based Trainings (WBTs) in the CalSAWS LMS. ▶ Conducted ILT Walkthrough Reviews with Contra Costa County. ▶ Prepared for Wave 1 classroom set-up.
Implementation	<ul style="list-style-type: none"> ▶ Go-Live Packet (GLP) – Submitted GLP V1 for Review. Conducted GLP walkthrough on 8/24 with RMs/Consortium/Reviewers. ▶ Survey sent to RMs to gather C4 County feedback on GLP. Results awaited. ▶ Presented County Readiness Checklists and discussed outstanding items with the Santa Barbara County's Targeted On-Site Support/Implementation Points of Contact (TOSS/IPOC). ▶ Distributed County Prep Application Security Kickoff and Materials CIT to Wave 1 Counties on 08/26/22. ▶ Distributed CIT with OCAT Conversion Plan and Recommendations to Wave 1 Counties on 08/26/22.

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.
- ▶ **County Work Plans**
 - Critical Path Reporting Wave 1, 2, and 3 – Developed weekly summary report and made available for review to the Consortium Leadership during the week of 08/22/22.
 - Continued to facilitate the Work Plan updates with the Consortium project teams to improve Project Plan accuracy, updates, and to identify milestones, critical path, and cross-team dependencies.
- ▶ **Deliverables and Work Products – Submitted the following:**
 - No scheduled submissions.

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**
 - Continue updating Waves 1, 2, 3, and 4 County Work Plans for the Implementation Readiness Checklist. Update Wave 4 County Work Plan for predecessors and successors throughout Wave 1.
- ▶ **Deliverables and Work Products – Submit the following:**
 - 03.06: Requirements Traceability Matrix (RTM) – Q6 (FDEL) on 09/02/22.
 - 08.02: Master Training Plan Monthly Update – Q2 (FDEL) on 09/02/22.
 - 09.04: County Training Plan – Wave 2 (Santa Clara) (FWP) on 09/02/22.
 - 09.05: County Training Plan – Wave 2 (Tulare) (FWP) on 09/02/22.

2 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

- ▶ **BPR Closeout Sessions**
 - Concluded BPR Closeout Sessions for San Diego County (Wave 4) on 08/24/22.
- ▶ **Configuration**
 - Delivered Configuration Kickoff with Santa Clara County (Wave 2) on 08/23/22.
 - Began planning process to request a CIT to host a Security Configuration kickoff meeting for Wave 1 (Placer & Yolo Counties) on 09/06/22.
- ▶ **County Prep**
 - Continue documentation of county prep materials, including security needs for Counties.

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	Session Start Date	Session End Date	First Review (Draft Work Product) Start Date	First Review (Draft Work Product) End Date	Start Final Review (Final Work Product)	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	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	06/28/22	07/08/22
Fresno	04/04/22	04/29/22	05/02/22	06/08/22	06/13/22	07/06/22*	07/08/22
Sonoma	05/09/22	06/03/22	06/06/22	06/17/22	06/27/22	07/07/22	07/08/22
Wave 6							
San Francisco	05/09/22	06/03/22	06/06/22	06/17/22	06/29/22	07/07/22	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 08/12/22)

2.2 Activities for the Next Reporting Period

► BPR Closeout Sessions

- Conduct Week-1 of BPR Closeout Sessions for Solano and San Mateo Counties (Wave 4) from 08/29/22 – 09/02/22.
- Conduct pre-meet with Fresno & Alameda Counties (Wave 5) 08/30/22 and 08/31/22 respectively; began building BPR Closeout schedule collaboratively with Counties.

► Process Simulation

- Prepare for Process Simulation kickoff meeting for Santa Clara County (Wave 2) on 09/06/22.

► County Prep

- Continue documentation of county prep materials, including security needs for Counties.
- Conduct internal configuration finding sessions to prepare for meetings with Counties, in partnership with Application Team.

3 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

► Wave 1 Change Discussion Guides

- Conducted Wave 1 CDG Weekly PPOC Touchpoint with Placer and Yolo; both counties are complete with change discussions.

► Wave 2 Change Discussion Guides

- Finished functional/internal QA review and addressed comments received for the Santa Clara and Contra Costa CCG/CDG FWP.
- Submitted the updated CCG/CDG FWP to Santa Clara for their final review and approval.

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- ▶ **Wave 3 Change Discussion Guides**
 - Continued creating the first drafts of the CCGs/CDGs aligning with the Master CCG/CDG template.
 - Finished updating the master CCG/CDG template to support accuracy and consistency of County agnostic content.
- ▶ **Wave 1 T-3 Survey**
 - Analyzed results and drafted county-specific presentations to show results to the counties.
- ▶ **Wave 3 T-9 Survey**
 - Met with the Consortium to review on 08/24/2022 and finalized deck sent to them on 08/26/2022.
 - Invite sent to Ventura to review the Survey results with the county.
- ▶ **Wave 4 T-12 Survey**
 - Met with the Wave 4 Counties to present the survey results on 08/22/2022.
- ▶ **Change Network Champion (CNC) Meetings**
 - Conducted the Waves 1 and 2 CNC meeting on 08/23/2022.
- ▶ **Wave 4 Newsletter #1**
 - Finalized the newsletter on 8/25/2022 and sent to CIT.

3.2 Activities for the Next Reporting Period

- ▶ **Wave 2 Change Discussion Guides**
 - Coordinate with Santa Clara and Contra Costa to confirm comment resolution and get to FWP signoff by 09/09/22.
- ▶ **Wave 3 Change Discussion Guides**
 - Continue creating the first drafts of the CCGs/CDGs and aligning with the master CCG/CDG template.
 - Conduct CDG Orientation Meeting with all Wave 3 counties on 09/06/22.
- ▶ **Wave 1 T-Minus 3 Survey**
 - Finish dashboards and send invites to counties for meetings to review their county-specific results.
- ▶ **Wave 3 T-Minus 9 Survey**
 - Finish dashboards and send invites to the counties for meetings to review their county-specific results.

4 Training

- ▶ **Training Preview**
 - Completed previews of ILT courses for Waves 2 – 6.
- ▶ **Classroom Planning and Scheduling**
 - Continued planning classroom and scheduling logistics for Counties in all waves.
 - Prepared for classroom set-up in Wave 1 counties.
- ▶ **LMS and Training Environment**
 - Continued WBT training for Yolo and Placer County for all end users.



Figure 3.2-1 – Weekly Training Report – Yolo

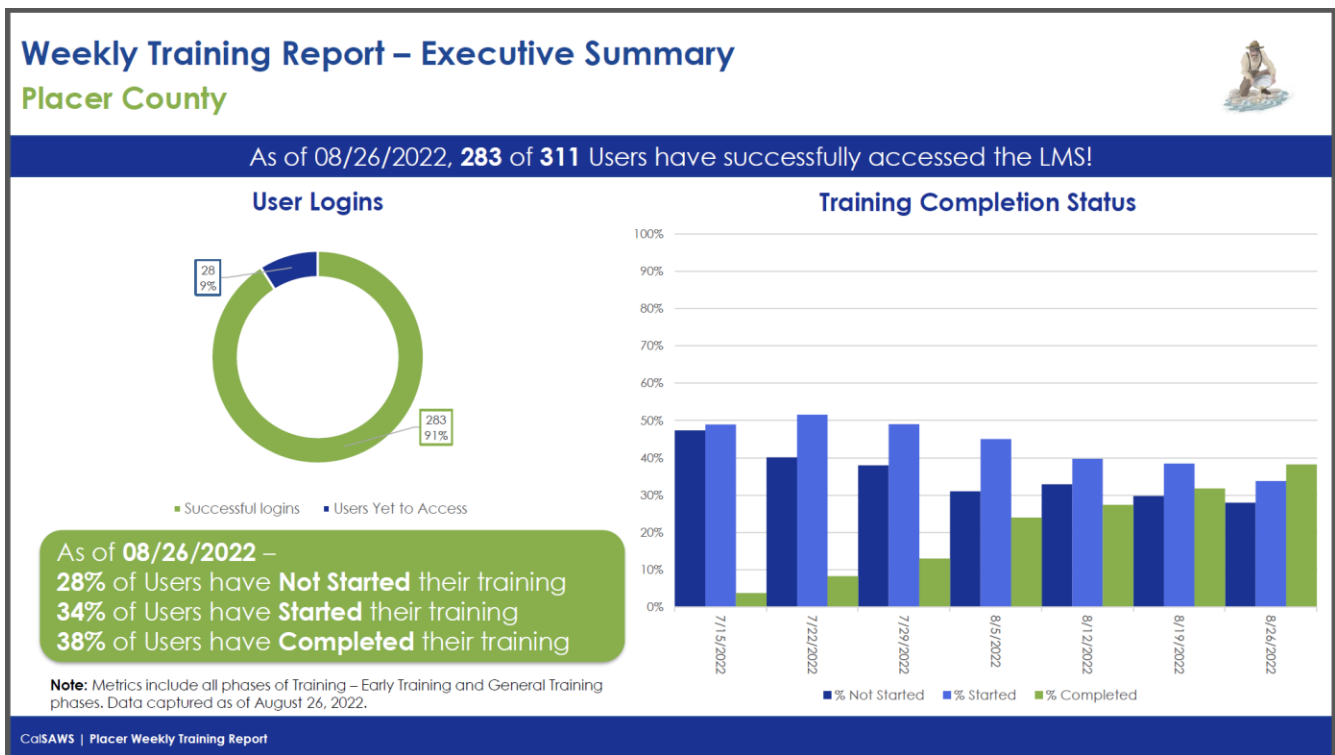


Figure 3.2-2 – Weekly Training Report – Placer

4.1 Activities for the Next Reporting Period

- ▶ Training Advisory Council

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- Facilitate TAC meeting on 08/31/22.
- ▶ **Yolo and Placer County Training**
 - WBTs continue for Placer and Yolo End Users.
 - Deliver 3 webinars (clerical supervisor, admin functions, employment services) to complement WBTs to Yolo and Placer End Users.
 - Prepare for Wave 1 ILT delivery the week of 09/06/22.
- ▶ **Classroom Planning and Scheduling**
 - Complete laptop imaging for Yolo County leased classrooms.
 - Complete classroom set-up for Yolo County leased classrooms.
 - Continue planning classroom and scheduling logistics for Counties in all waves.
- ▶ **Focus**
 - Wave 3 (Orange County) external classroom site identification.

5 Implementation

5.1 Highlights of the Reporting Period

- ▶ **Rejected Defect Review from CDT/CDV/UAT**
 - Continued categorization of defects with the required Conversion, Consortium, and Implementation team. The current statuses of the 162 items are noted below:

Status	Next Steps	County
Awareness for Go-Live	Documentation completed for all items identified during CDT. Under Review by Consortium and QA.	81
Post-Go-Live Case Review Guide	Documentation completed for all items identified during CDT. Under Review by Consortium and QA.	13
County Prep	Included in County Prep Tasks. No Further Action Required.	5
Cancelled	No Further Action Required.	28
No Action Needed from Work Group	No Further Action Required.	34
Not Started	Team to review and deliberate on next steps	1

Table 5.1-1 – Status of Rejected Defect Review

- ▶ **County Prep Planning Activities**
 - Finalized Application Security County Prep Materials.
 - Sent CIT for App Security Materials and Kickoff on 08/26/22.
- ▶ **Readiness Dashboard and Packet**
 - Continued Readiness Dashboard and Packet updates for Wave1 and Wave 2.
 - Sent Wave 1 Readiness Dashboard and Packet for 1st August distribution on 08/22/22.

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- ▶ **Santa Barbara and Contra Costa TOSS/IPOC**
 - Presented County Readiness Checklists and discussed outstanding items for Santa Barbara (08/23/22), and Contra Costa (08/24/22).
- ▶ **Inter County Transfer (ICT) Cutover Processes**
 - Finalized ICT Conversion plan (resulting in no change from the original direction) on 08/26/22.
- ▶ **OCAAT Cutover Process**
 - Submitted CIT for distribution to Wave 1 counties on 08/26/22.
- ▶ **Go-Live Packet**
 - GLP V1 submitted for review and conducted GLP walkthrough with reviewers.
 - County Survey for C4 GLP requested from Regional Managers. Results expected by 08/29/22.
- ▶ **Post-Implementation Support**
 - Conducted Command Center/Resource Allocation regroup on 08/26/22; reviewed and aligned on approach for virtual and onsite County Support. Presented Yolo Post-Implementation kickoff meeting for Wave 1 on 08/24/22. Reviewed Amazon Command Center IVR Call flows on 08/23/22 & 08/25/22.
- ▶ **Implementation Support Plan and Deliverable 10**
 - Implementing changes to virtual support model into Final Deliverable. Migrating operational updates made for Deliverable 10 into new revisions for Go-Live Packet.

5.2 Activities for the Next Reporting Period

- ▶ **Post-Implementation Support**
 - Continue to implement strike team feedback and finalize planning, processes, and resource allocation between onsite and virtual county/project support. Refine and finalize escalation pathway and virtual tools between onsite county, virtual, & CC. Present County kick off presentation for Placer County. Update AWS IVR call tree.
- ▶ **Implementation Support Planning and Deliverable 10**
 - Address remaining changes/updates for Deliverable 10 review and migrate operational updates and/or changes into new revisions for Go-Live Packet.
- ▶ **Go-Live Packet**
 - Continue incorporating comments from V1 review.
 - Consolidate results from C4 County Survey and incorporate feedback.
 - Consolidate results from list of Known Issues and Alternate procedure for GLP V2
- ▶ **CalWIN Conversion and Change Management**
 - Conduct the CalWIN Conversion and Change Management meeting on 08/30/22.
- ▶ **CDT/CDV/UAT Workgroup Meetings**
 - Continue Conducting the Workgroup meeting for assessing defects tagged for review as part of UAT phase to document GLP – Awareness Items and Post Go-Live Case Review Guides.
- ▶ **Lead TOSS/IPOC Meetings**
 - TOSS/IPOC meeting scheduled for Santa Clara (08/31/22), Placer (09/01/22), and Tulare (09/01/22).
- ▶ **ICT (Inter County Transfer) Cutover**
 - Submit CIT documenting the ICT Cutover plan and recommendations to Wave 1 Counties for distribution.
- ▶ **County Prep Phase**

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- Provide walkthrough of plan to accommodate expansion of County Prep Support Office Hours.

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6 Appendices

6.1 Appendix A – Deliverable Summary

Deliverable Status by Submission

		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
01.18	Work Plan Monthly Updates – June 2022	N/A	N/A	N/A	07/08/22	07/15/22
01.19	Work Plan Monthly Updates – July 2022	N/A	N/A	N/A	08/05/22	08/15/22
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	05/13/22
02.18	Monthly Status Report – June 2022	N/A	N/A	N/A	07/08/22	07/15/22
02.19	Monthly Status Report – July 2022	N/A	N/A	N/A	08/05/22	08/15/22
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 5	N/A	N/A	07/29/22	08/19/22	08/26/22
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 2	N/A	N/A	09/12/22	10/03/22	10/12/22
07	County Change Guide – Wave 3*	N/A	N/A	08/26/22	09/19/22	09/28/22
08	Master Training Plan	10/27/21	11/08/21	05/13/22	06/06/22	06/13/22
09	County Specific Training Plan – Wave 1	10/27/21	11/08/21	05/13/22	06/06/22	06/13/22
10	Implementation Support Plan	01/14/22	01/27/22	07/15/22	08/05/22	08/16/22
11	Wave Completion Report	09/15/22	09/27/22	01/11/24	01/24/24	01/31/24

*County Change Guide – Wave 3 schedule realignment in progress

Figure 6.1-1 – Deliverable Status by Submission

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
03.06	Requirements Traceability Matrix (RTM) – Q6	On Track	FDEL submission 09/02/22 FDEL approval 09/12/22
08.02	Master training Plan Monthly Update – Q2	On Track	FDEL submission 09/02/22 FDEL approval 09/12/22

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 6 (Sacramento County)	07/08/22	08/01/22	08/05/22
02	To-Be Process Maps – Wave 6 (San Luis Obispo County)	07/08/22	08/01/22	08/05/22
04	Business Process Reengineering Plan – Wave 6	N/A	08/12/22	09/02/22
07	County Change Guide – Wave 2	05/25/22	09/02/22	09/09/22
07	County Change Guide – Wave 3*	08/03/22	08/24/22	08/31/22
09	County-Specific Training Plan – Wave 2	08/12/22	09/02/22	09/12/22

*County Change Guide – Wave 3 schedule realignment in progress

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Figure 6.1-3 – Work Product Status by Submission

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
07.01	County Change Guide – Contra Costa (Wave 2)	On Track	FWP submission 09/02/22 FWP approval 09/09/22
07.04	County Change Guide – Santa Clara (Wave 2)	On Track	FWP submission 09/02/22 FWP approval 09/09/22
09.04	County Training Plan – Santa Clara (Wave 2)	On Track	FWP submission 09/02/22 FWP approval 09/12/22
09.05	County Training Plan – Tulare (Wave 2)	On Track	FWP submission 09/02/22 FWP approval 09/12/22

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 considering 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

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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	2	Wave 1 – 6 Low	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	Wave 1 – Medium Waves 2 – 6 – 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	Wave 1 – High Wave 2 – 6 – Medium	01/12/22

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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	Wave 1 – Medium Waves 2 – 3 – High Wave 4 – 6 – Low	02/02/22
278	CalWIN OCM Implementation Support Plan	Deloitte Deliverable 10, CalWIN OCM Implementation Support Plan, is late, continues to require rework, and does not provide the structure or details necessary to inform the project or county teams of how support will be provided after the CalWIN counties cut over to CalSAWS. The DDEL was originally due on May 16, 2022, but not released until June 6, 2022. On June 15, 2022, it was decided that the review should be paused due to the coordination needed with project teams on Pre- and Post-Deployment Support roles, responsibilities, tasks, activities, and resources. DDEL 10 will be revised in working sessions with the project	Open	4	Wave 1 – Medium Waves 2 – 6 – Low	06/28/22

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ID	Title	Details	Status	Impact	Risk Level	Date Logged
		teams, and the draft deliverable is targeted to be resubmitted on July 15, 2022. Based on the deliverable process, the earliest the DEL 10 is likely to be finalized is August 18, 2022. The most immediate impact is to the Wave 1 counties. Without adequate information, neither the project nor county teams can prepare for post-implementation support, and county post-implementation support might be insufficient, disorganized, and/or ineffective				

Table 6.2-1 – Project Risks and Issues

CRFI/CIT/CalSAWS 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
0241-22	PPOCs (Placer, Yolo), Regional Managers, IPOC (Wave 1), TPOC (Wave 1)	Wave 3 and 4 CalSAWS Infographics #2	CalWIN Migration	08/24/22	Jennifer Carpenter	Mara Jennings

Table 6.2-2 – CITs

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

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary Contact	Backup Contact
	None for the reporting period						

Table 6.2-3 – CRFIs

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6.3 Appendix C – Project Work Plan Reports

Project Timeline

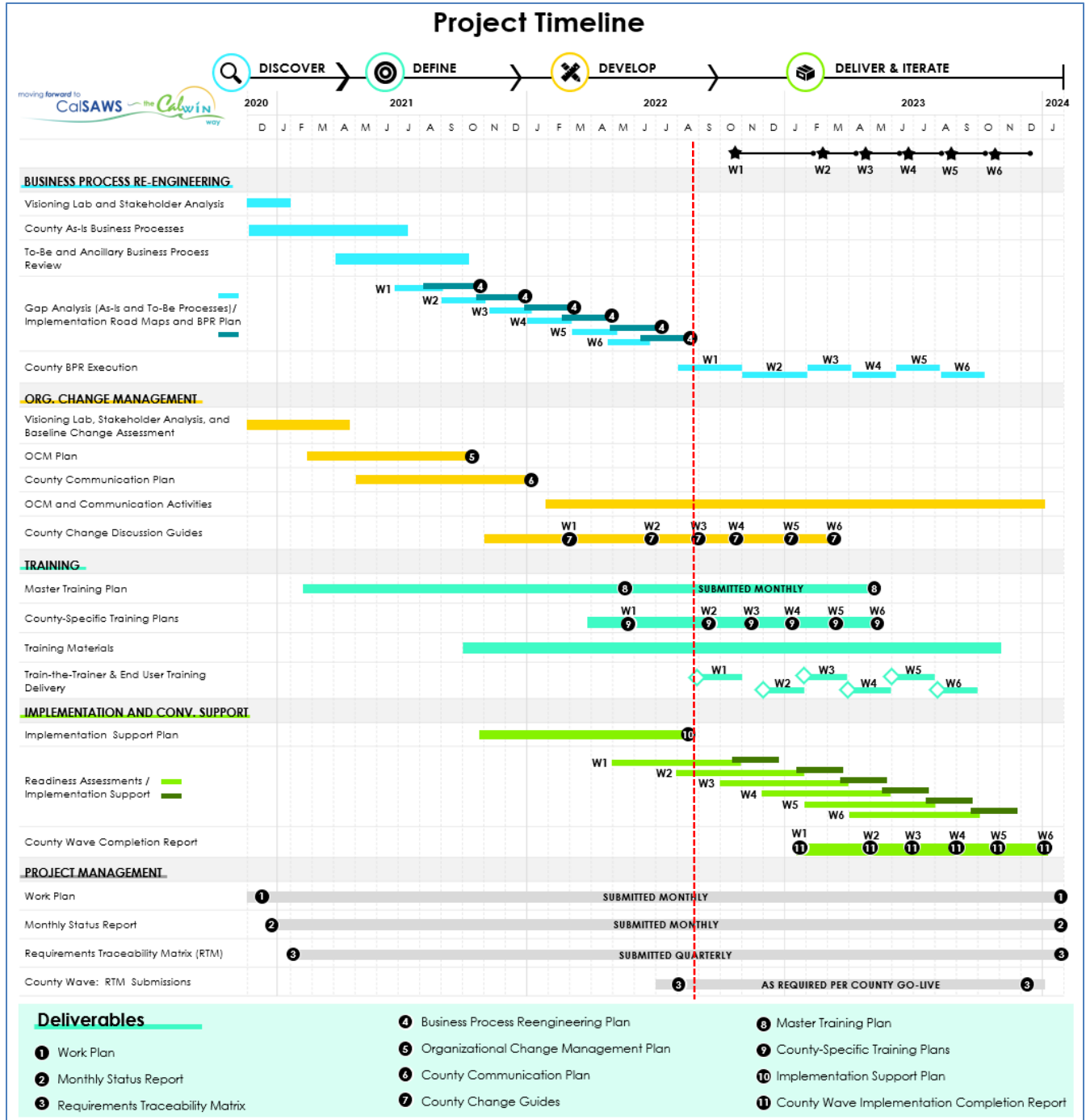


Figure 6.3-1 – Project Timeline

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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