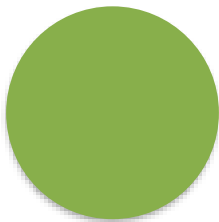




CalSAWS | Project Steering Committee Meeting



September 15, 2022

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# Agenda

- ① Call Meeting to Order and confirmation of quorum
- ② Agenda Review
- ③ Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six (6) minutes.

**NOTE:** The public may also speak on any item ON the Agenda by waiting until that item is read then requesting recognition from the Co-Chair to speak.

- A. All lines will be muted when meeting begins.
- B. To unmute:
  - I. When connected via computer – click the microphone icon.
  - II. When connected via telephone – press \*6.



# Action Items

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# Action Items

4. Approval of the Minutes from the August 19, 2022, PSC Meeting and review of Action Items.



# Informational Items

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## Technical Operations Update

- Technical system scaling and batch performance
  - ForgeRock Redundancy
  - Contact Center Update
-

# CalSAWS Production Database Incident

## Issue Summary

- At 5:35 a.m. on Friday, 9/2, the CalSAWS application was taken down for emergency maintenance to fix issues with database server connectivity and replication to the high availability and disaster recovery databases
- CalSAWS and OCAT applications, Contact Center and Imaging were unavailable during the maintenance. BenefitsCal was available for participants, but transactions were queued and processed later
- The Read-only version of the CalSAWS application was made available from 8 – 8:30 a.m. during the maintenance to support business operations
- Emergency maintenance activities were completed and CalSAWS application and services were fully available by 8:30 a.m. The replication to secondary databases was also restored
- CalSAWS technical teams continue to work with the database operating software vendors to determine the root cause of the issue

# Technical Scaling

## Batch Performance

### CalWIN Wave 1 Batch Performance Schedule and Results

| Performance Cycle         | Start Date     | End Date        | Run Time                                |
|---------------------------|----------------|-----------------|---|
| 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             |
|                           |                |                 | (Run 2) 9 hours, 28 minutes             |
| Main Payroll              | July 4, 2022   | July 17, 2022   | (Run 1) 9 hours, 24 minutes             |
|                           |                |                 | (Run 2) 9 hours, 24 minutes             |
|                           |                |                 | (Run 3) 9 hours, 32 minutes             |
| High volume forms process | July 18, 2022  | July 31, 2022   | (Run 1) Early stop due to server issues |
|                           |                |                 | (Run 2) 10 hours, 54 minutes            |
|                           |                |                 | (Run 3) 9 hours, 26 minutes             |
| Interface Outbound files  | July 18, 2022  | July 31, 2022   | (Run 1) Early stop due to server issues |
|                           |                |                 | (Run 2) 10 hours, 54 minutes            |
|                           |                |                 | (Run 3) 9 hours, 26 minutes             |
| 10-day cutoff             | August 1, 2022 | August 14, 2022 | (Run 1) 9 hours, 44 minutes             |

#### Objective:

- Complete batch processing which includes the generation of the reports/dashboards by 6AM

#### Outcomes:

- For Wave 1, as per the test results above, the batch processing time has met the objective

#### Next Steps:

- For each upcoming wave, batch performance test cycles are planned to be conducted



# Technical Scaling

## Online Performance

### CalSAWS 42 County Online Performance Test – Schedule

| Workload Mix (WL)                      | Start Date                 | End Date                   | Status      |
|--|----------------------------|----------------------------|-------------|
| #1 - CalSAWS Online                    | 20 <sup>th</sup> June 2022 | 29 <sup>th</sup> July 2022 | Completed   |
| #2 - CalSAWS/CalHEERS Integration test | 09 <sup>th</sup> Aug 2022  | 30 <sup>th</sup> Aug 2022  | Completed   |
| #3 - CalSAWS Online + APIs             | 12 <sup>th</sup> Sept 2022 | 14 <sup>th</sup> Oct 2022  | Not Started |

### CalSAWS 42 County Online Performance Test – Results

| Category         | SLA                      | SLA Met % & Avg. Server Response Time |
|------------------|--------------------------|---------------------------------------|
| Screen to Screen | Peak - 98% [ <=2s ]      | 99.61% [0.11 s]                       |
|                  | Prime - 99.9% [ <= 10s ] | 100% [0.11s]                          |
| EDBC             | Peak - 95% [ <= 3s ]     | 99.81% [0.47s]                        |
|                  | Prime - 99.9% [ <= 20s ] | 100% [0.47s]                          |
| Search           | Peak - 95% [ <=6s ]      | 99.15% [0.24s]                        |

All Workloads/performance test cycles are integrated to ForgeRock for login and external partner authentication

Outcomes:

- For Wave 1, first two cycles have met the outlined SLAs

Next Steps:

- Complete remaining planned cycle for Wave 1. Online performance planned to be tested for each wave

#### Exit Criteria -

- Simulate Online transaction load of CalSAWS volume at peak hours meets SLA requirements
- Performance results are successful and meet contractual SLAs – Online (Load and Endurance tests)

# ForgeRock

## Redundancy Update

- As of July 29, ForgeRock redundant services were tested and remain operational
- Monitoring of the redundant services have been incorporated into standard monitoring framework

# Contact Center

## Summary of Incident on August 29, 2022

|                         | Enhanced CCP   | Custom CCP  |
|-------------------------|--|---|
| Impacted County         | Shasta   | C-IV, San Bernardino  |
| Issue                   | Users unable to log into eCCP  | Users unable to log into Custom CCP   |
| Duration                | <b>RESOLVED</b><br>8/29 8am – 8/30 3:15pm  | <b>RESOLVED</b><br>8/29 8am – 9/2 8am   |
| Root Cause              | Code pipeline used to deploy Shasta county bug fixes had incorrect production variables  | AWS pushed a release to Amazon Connect over the weekend that broke the Custom CCP that runs Electron<br><br>The Electron application runs Chromium v69.0.3497.106, which no longer initializes Amazon Connect after the latest release                          |
| Future Mitigation Steps | <ol style="list-style-type: none"><li>1. Code Pipeline production variables have been updated so deployments are successful</li><li>2. Modularization of deployment artifacts</li><li>3. Update Pipeline jobs to invalidate CloudFront following a deployment so testing can happen immediately</li><li>4. Functional validation post deployments with QA involved</li><li>5. Conduct Morning Checks each day, implement Health Check Monitoring</li></ol> | <ol style="list-style-type: none"><li>1. Work with AWS to test the next build of Amazon Connect with the Custom CCP in development account before it goes live to production</li><li>2. Long Term goal: Migrate everyone off the Electron Application</li></ol> |



## BenefitsCal Retrospective and Update

- Metrics with CBOs separated from GetCalFresh
- 
-

# Retrospective and Lessons Learned from C-IV and LA County Retrospective Methodology



## Looking Back

### C-IV and Los Angeles County Rollout

- ✓ What Went Well
- ✓ Opportunities and Improvements
- ✓ Action Plans/Next Steps



## Looking Where We Are Now

### 40-County BenefitsCal in Production

- ✓ High System Availability and Performance
- ✓ Applications Processed
- ✓ Collaboration Model initiated
- ✓ Defects Being Resolved
- ✓ Expedited System Improvements to Meet Needs
- ✓ Ready for ARPA Release and Working towards BenefitsCal R5.0



## Looking Forward

### Future Releases and CalWIN Counties Rollout

- ✓ Incorporating Lessons Learned
- ✓ Adjusting Plans
- ✓ Involving Customers and Counties Early

# Retrospective and Lessons Learned from C-IV and LA County

## Retrospective Themes

### User Centered Design

Better visibility for Consumers on CX



### UAT Improvements

Extend Participation and more End-to-End Testing



### Planning System Improvements

More Collaborative Approach



### Stakeholder Communications

Tailored and Early Communication for Customers



## Overarching Themes for Future Releases

- Earlier Stakeholder Interaction with the System Design through User Stories
- Early Discussions on Usability
- System Demos and Feedback sessions
- Business Process-Oriented Testing
- Policy and Customer Feedback
- Collaboration Model to Plan the Future
- Earlier End-to-End Validation in Integrated Environments
- Earlier County and CBO Prep
- Earlier Planning for Customer Announcements

# Retrospective and Lessons Learned from C-IV and LA County

## Retrospective Themes

### Overarching Themes for CalWIN Rollout

#### Integrated Planning for County Prep

Consider Cross-Team dependencies



#### UAT and Process Simulation

Additional System demos and Q&A sessions for Counties



#### Planning System Improvements

Proactive Identification



#### Training and Communications

Earlier Coordination with Counties and CBOs



- Streamlined Activities across CalWIN Waves
- Earlier Coordination with Counties on Business Process Impacts
- System Demo and Q&A sessions for Counties
- Functional test on top of CBO load testing
- Earlier Identification of System Improvements for Counties
- Webinars and Training Material Updates to Reflect Latest Improvements
- Earlier coordination with Counties for Announcements and Communications

# Retrospective and Lessons Learned from C-IV and LA County

## Moving Along Together



**Looking Forward**



**Continue working towards improvements with executing the action plans based on lessons learned and reporting the progress**

### System Improvements

Better planning through Collaboration Model for customer, county and policy needs on system functionality to plan change discussions early

### User Centered Design

Earlier involvement and CX feedback from Stakeholders including Advocates, Customers, Counties, Policy and Consortium

### System Defects

Improve test coverage, environment planning and introduce more E2E regression test to surface potential defects proactively

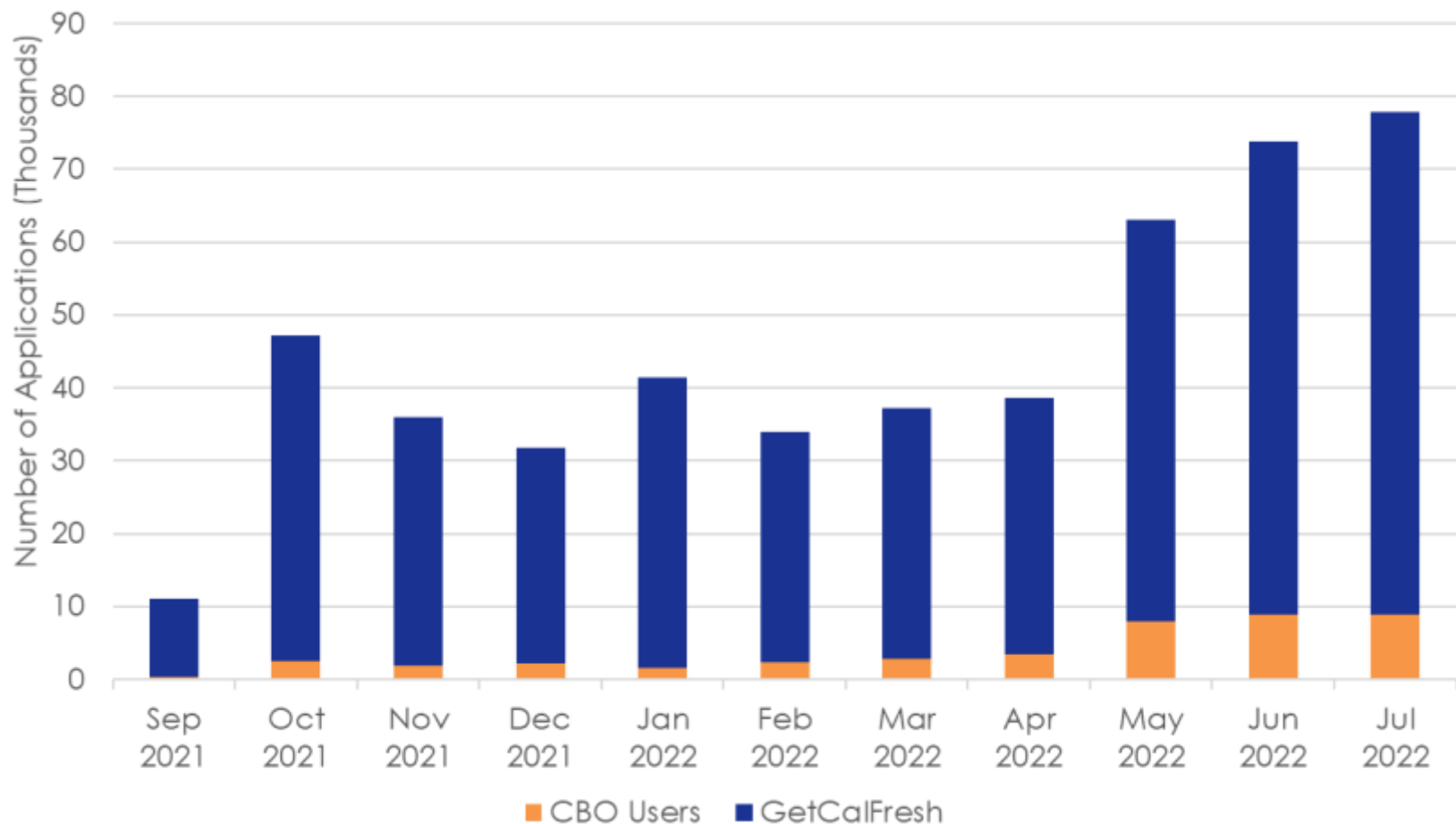
### Stakeholder Communications

Early identification of differences in understanding, expectations to improve training and communications for better transparency



# Submitted Applications CBO vs GCF

Data below shows a comparison of the 491,970 total applications submitted by a CBO user vs GetCalFresh (GCF) between 9/27/2021 and 7/31/2022.





# CalSAWS Release and Policy Update

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# CalSAWS Release Update

## COLAs and Special Processing

### September

- 9/10/2022
  - CalFresh COLA
  - CalWORKs MAP Increase
- 9/19/2022
  - CalHEERS 22.9 Release
  - Wave 1 County Prep Cutover
- 9/26/2022
  - CalSAWS 22.09 Release

# CalSAWS Release Update

## COLAs and Special Processing

### Release 22.09

- Update CalFresh Expungement Timeframe
- Update CF EDBC Allotment Logic for Households who received Disaster Supplements or Emergency Allotments in the Same Benefit Month
- SB 1065 – Remove Valid Financial Hardship requirement for Permanent Homeless Assistance

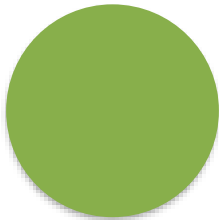
### Release 22.11

- ACL 22-27 EBT Scam Benefit Type- Add a new EBT benefit type to reimburse electronic theft claims
- ACL 22-03- Add a cover letter (CF 285A) to the pre-populated CF 285
- 2023 Social Security Cost of living (SSA COLA) - Two actions – Add new SSA Income Records and Run EDBC to process SSA Increase



## Wave 1 Readiness

- BenefitsCal Training Content

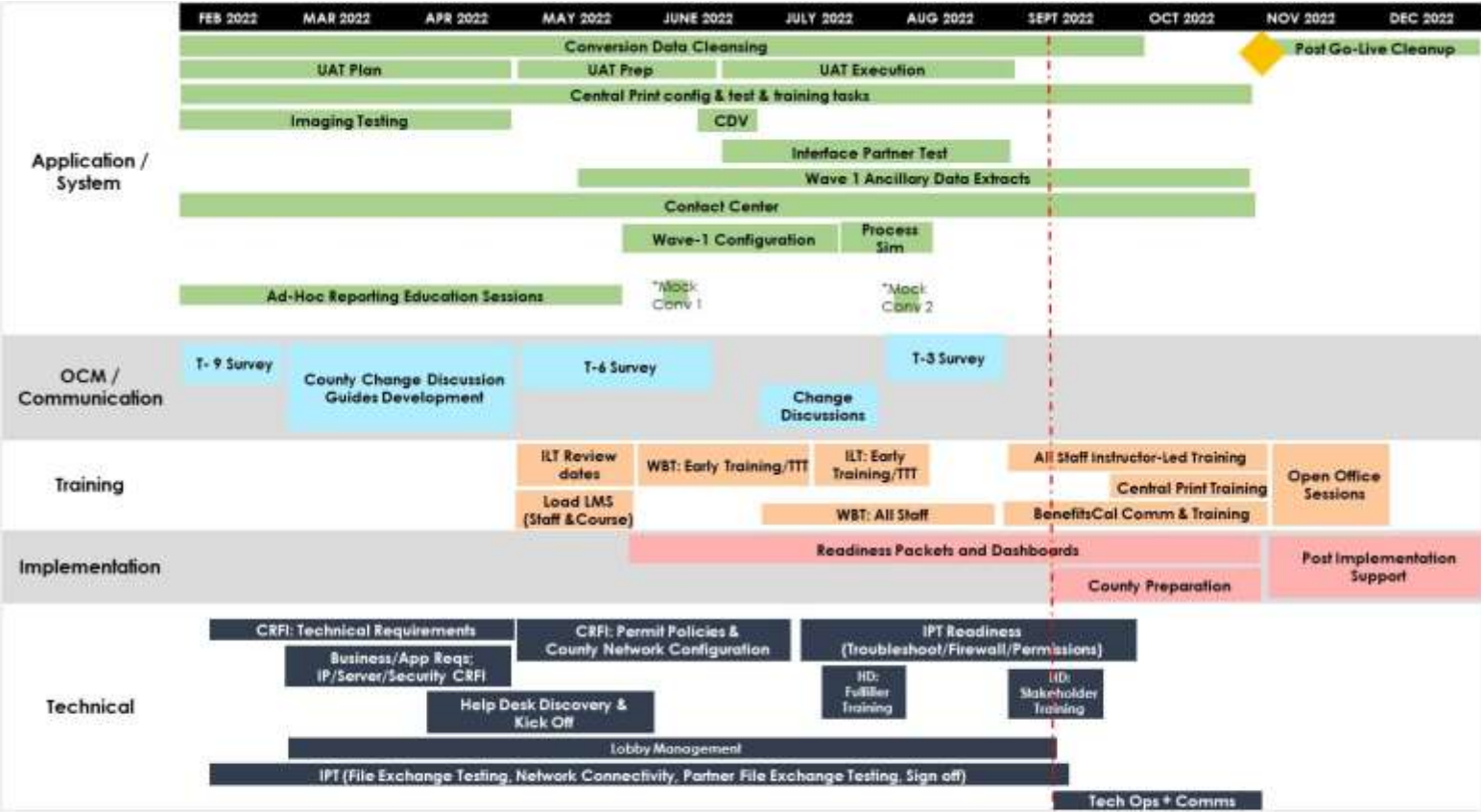


# Training Themes For CalWIN Wave 1 Rollout

The training activities planned for CalWIN Rollouts includes; End-to-End demo and Q&A session for County staff, targeted sessions for Tier 1 CSCs and Helpdesk as well as Community Based Organizations

| Sessions                                   | Target Audience | Date       | Agenda  |
|--|-----------------|------------|---|
| CBO Delegated Admin (DA) Training          | Wave 1 DAs      | 8/31/2022  | DA training including CBO functionality   |
| Tier 1 Support Session - Yolo              | CSC, Helpdesk   | 09/13/2022 | Demo: Create Account, Apply for Benefits, Renewals<br>Review: CBO Referral, Student Apps                  |
| Tier 1 Support Session - Placer            | CSC, Helpdesk   | 09/15/2022 | Demo: Create Account, Apply for Benefits, Renewals<br>Review: CBO Referral, Student Apps, 2-way messaging |
| Training for Community Based Organizations | Wave 1 CBOs     | 09/22/2022 | CBO Account Access, Dashboard, Apply for Benefits, Help Center, Referral Code                             |
| County Targeted Session                    | County Staff    | 09/28/2022 | E2E Demo with CalSAWS and Q&A   |

# Wave-1 Critical Path – Summary Timeline View



We Are Here

**Wave 1 Ancillary Date Extracts**  
 May 23, June 11, Aug 6  
 October 27-31 (final cutover)

**\*Mock Conversion 1** 6/11 – 6/14  
**\*Mock Conversion 2** 8/6- 8/9

**County Data Validation (CDV)** – 06/20/22 – 07/01/2022  
**Process Simulation** 07/25/2022 – 08/19/2022  
**Interface Partner Testing (IPT)** 06/27/2022 – 08/31/2022

**WBT Training for End Users** 06/27/2022  
**ILT Training for End Users** 09/06/2022 – 10/28/2022

# Wave-1 Readiness: Executive Summary (as of 09/02/2022)

## Readiness Areas and Categories

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

| Readiness Area* | Readiness Category | Comments   |
|-----------------|--------------------|--|
| Application     | G                  | Deploy CalSAWS Releases 22.09<br><b>In Progress:</b> 98.74% complete   |
|                 | G                  | Contact Center Readiness<br><ul style="list-style-type: none"> <li><b>SCRs approved:</b> Yolo: CA-240152; Placer: CA-235356</li> <li>Model Office Testing will begin in October 2022</li> </ul>  |
|                 | G                  | Imaging Readiness<br>Hyland Platform Performance test complete; no severity 1 or 2 defects reported  |
|                 | G                  | BenefitsCal Readiness<br><ul style="list-style-type: none"> <li>CBO Mock Run 2 is complete (validate CBO user load in ForgeRock)</li> <li>Training materials, videos, Fact Sheets are up to date and posted on the WebPortal</li> <li>CBO Training is on schedule and will be conducted for Yolo on 09/13/2022 and Placer County on 09/15/2022.</li> </ul>   |
|                 | G                  | Central Print Readiness<br><ul style="list-style-type: none"> <li>Configuration and validation meetings are complete; training materials completed</li> <li>Central Print portal user load is not started</li> </ul>   |
|                 | C                  | UAT Prep   |
|                 | G                  | UAT Execution<br><ul style="list-style-type: none"> <li>Group 1 and Group 2 Retest – Complete</li> <li>Metric and completion of UAT Exit Criteria is on schedule for 09/08/2022 completion</li> </ul>  |
| Integration     | R                  | County Interface Partner Test (IPT) Execution<br><b>In Progress:</b> 93%<br><ul style="list-style-type: none"> <li>Placer County - Positive Pay interface is pending County to Wells Fargo bank processing confirmation. Wells Fargo established the new account to process the Positive Pay interface on August 31, 2022. Wells Fargo is encountering issues in processing the file and they have escalated the issue internally to expedite the troubleshooting and resolution.</li> </ul> |
|                 | C                  | State Interface Partner Test (IPT) Execution<br>As of 08/25/2022 State IPT is complete   |
| Conversion      | G                  | CDT Defects Resolution<br>As of 09/02/2022 there are 114 unresolved Defects  |
|                 | G                  | EDBC Match – Auto Review Rates<br>9% of Converted Active Programs will need Worker Review.   |
| Technical       | G                  | County Network Connectivity<br><b>Connectivity:</b> <ul style="list-style-type: none"> <li>Technical enablement and connectivity completed for Placer and Yolo Counties</li> <li>Circuit bandwidth upgrades in progress for Placer and Yolo to support EDR</li> <li>Compliance validation CRFI distributed to W1 Counties on 08/30/2022</li> </ul>   |
|                 | G                  | Performance Testing<br><b>Batch Performance:</b> In Progress (100%)<br><b>Online Performance:</b> In Progress (80%)  |

|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|

\*The status should be reflective of the readiness category trending at the time of reporting period.



# Wave-1 Readiness: Executive Summary (as of 09/02/2022)

## Readiness Areas and Categories

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

| Readiness Area* |   | Readiness Category                  | Comments  |
|-----------------|---|-------------------------------------|---|
| Training        | C | FDEL 8 Master Training Plan         | Monthly update submitted on time for Consortium review  |
|                 | C | ILT Training Curriculum Complete    | Complete for Wave 1 Counties  |
|                 | C | Wave 1 County Classroom Set-Up      | Placer & Yolo connectivity to the Training Production environment tested and complete. Training courses started on time and without incident  |
|                 | C | WBT Training Delivery               | WBT trainings are updated   |
|                 | G | ILT Training Delivery               | <ul style="list-style-type: none"> <li>Early Training and Train the Trainer completed on 08/19/22</li> <li>End User Training begins on 09/06/2022</li> </ul>  |
| Organization    | C | Change Discussion Guides (CDGs)     | Yolo & Placer conducted change discussions with staff as of 08/26/2022  |
|                 | G | Communications                      | Wave 1 Infographics for September are on schedule for distribution on 09/28/2022  |
|                 | C | Business Process Reengineering      | <ul style="list-style-type: none"> <li>All To-Be Sessions Complete</li> <li>All Closeout Sessions Complete</li> <li>All Work Products Signed-Off and Deliverables Approved</li> </ul>   |
|                 | C | Process Simulation                  | <ul style="list-style-type: none"> <li>Week 4 execution for Placer and Yolo are 100% complete</li> </ul>  |
|                 | G | Configuration                       | <ul style="list-style-type: none"> <li>Working Sessions Complete; core and Additional Configuration Documented</li> <li>Counties are validating configuration worksheets</li> </ul>   |
| Implementation  | Y | Implementation Planning             | <ul style="list-style-type: none"> <li>DEL-10 resubmitted on 08/05/2022 and Command Strike teams continue</li> <li>Meeting with Yolo County on Post Implementation Support completed on 08/24/2022 and Placer is conducted on 08/29/2022</li> <li>Go-Live Packet development and project review is on schedule</li> </ul>   |
|                 | G | County Prep                         | <ul style="list-style-type: none"> <li>County Prep Kick off completed 08/18/2022</li> <li>Application Security &amp; Managed Personnel Kickoff Meeting scheduled for 09/06/2022</li> <li>County Prep Activities begin 09/19/2022</li> </ul>   |
|                 | Y | Pre and Post Implementation Support | Resource planning and Command Center Strike teams continue. CalSAWS County CRFI Call for Volunteers submitted on 09/02/2022   |
|                 | G | Help Desk                           | <b>County Delegated Admin Training:</b> Completed for Wave 1<br><b>County ServiceNow Fulfiller Training:</b> Completed for Wave 1. Refresher training for Fulfillers and Delegated Admins completed on 08/31/2022   |
|                 | G | County Ad Hoc Reports/APIs          | <b>Ad Hoc Report →</b> For Wave 1 Counties (Placer and Yolo): <ul style="list-style-type: none"> <li>CalSAWS has facilitated 100% of the planned Ad Hoc Support Curriculum to the Wave 1 Counties.</li> <li>Yolo has identified 31 that require refactoring and has elected to receive additional refactoring support from the project. 6 reports are currently in queue for Yolo to review. The reports are non-critical that Yolo County indicated that are not pertinent for go-live.</li> <li>Placer has 0 reports to refactor</li> </ul> |

# Wave 1 – County Readiness Summary (as of 09/02/2022)

| Readiness Area        | Status*  | Placer  | Status*  | Yolo  |
|-----------------------|----------|---|----------|---|
| <b>Application</b>    | <b>G</b> | Contact Center SCR approved: CA-235356  | <b>G</b> | Contact Center SCR Approved: CA-240152  |
| <b>Integration</b>    | <b>R</b> | Placer is completing the Positive Pay with Wells Fargo.                                     | <b>G</b> | Yolo County IPT complete.   |
| <b>Conversion</b>     | <b>G</b> | Counties continue to work data cleansing needs  | <b>G</b> | Counties continue to work data cleansing needs  |
| <b>Technical</b>      | <b>G</b> |   | <b>G</b> |   |
| <b>Training</b>       | <b>G</b> | Early training and train the trainer is complete (08/19/2022). General training starts 9/6. | <b>G</b> | Early training and train the trainer is complete. General training starts 9/6.  |
| <b>Implementation</b> | <b>G</b> |   | <b>G</b> | Yolo County has 31 ad-hoc reports to refactor and 6 are currently pending Yolo review. Reports are not pertinent to go-live |
| <b>Organizational</b> | <b>G</b> | Change discussions are complete as of 08/26/2022  | <b>G</b> | Change discussions are complete as of 08/26/2022  |

\*Information included is as of September 2, 2022

|    |             |   |             |   |               |   |                |
|----|-------------|---|-------------|---|---------------|---|----------------|
| NS | Not Started | G | On Schedule | Y | <14 Days Late | R | >=14 Days Late |
|----|-------------|---|-------------|---|---------------|---|----------------|

## Wave 1 County Readiness Checklist Activities by Status (as of 09/02/2022)

| Status                      | 00 All Counties | 02 Placer  | 03 Yolo    | Wave 1 Counties | T:         |
|-----------------------------|-----------------|------------|------------|-----------------|------------|
| COMPLETED                   | 17              | 264        | 243        | 3               | 527        |
| NOT STARTED                 | 0               | 61         | 74         | 3               | 138        |
| IN PROGRESS                 | 0               | 36         | 33         | 0               | 69         |
| <b>Total Unique Issues:</b> | <b>17</b>       | <b>361</b> | <b>350</b> | <b>6</b>        | <b>734</b> |

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 1 Counties tasks include tasks that apply to both Placer and Yolo Counties (e.g., selective conversion tasks)

## Wave 1 All Tasks Due Next 30 Days by Readiness Category



|                          |    |
|--------------------------|----|
| Conversion Readiness     | 30 |
| Application Readiness    | 20 |
| Implementation Readiness | 16 |
| Technical Readiness      | 12 |
| Change Readiness         | 6  |
| Training Readiness       | 2  |

# Wave 1 Readiness: County Preparation Phase

County Preparation Phase: 09/19/2022 – 10/27/2022



## County Prep Kickoff Mtg

Conducted County Prep Kickoff Meeting with the Wave 1 Counties  
**August 18, 2022**



## Application Security Kickoff Meeting

Conducted the Application Security Kickoff Meeting with Wave 1 Counties  
**September 6, 2022**



## County Prep Phase


Counties complete the activities during the County Prep Phase. The project reports on progress. Daily Project Support for Wave 1 Counties (office hours and daily debrief)  
**September 19, 2022 – October 27, 2022**



- County Preparation Phase Kickoff Completed on August 18, 2022 and the Application Security Kickoff Completed on September 6, 2022
- Materials & Training: For their support and preparation, Counties have been provided with a County Prep Phase Packet, a general County Prep Kickoff, an Application Security Kickoff, and Configuration and Process Simulation efforts.
- Project Green Light meetings for County Prep entry: Pre-Green Light Meeting on September 8, 2022 and Green Light for County Prep on September 14, 2022


# Wave 1 Readiness: Project Readiness for CalWIN Cutover to CalSAWS Risk

## 268: Implementation Readiness for CalWIN Cutover to CalSAWS

| Risk #268   | Risk Description & Mitigation Plan  | Risk Status  |
|---|---|--|
| <p><b>W-1</b></p>  | <p>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</p> <p>To mitigate this risk, the following actions will be taken:</p> <ul style="list-style-type: none"> <li>• Execute the mitigation steps outlined in each of the individual risks which includes utilizing only Wave 1 county data to support UAT and moving up the start of implementation readiness activities</li> <li>• Consolidate county validation efforts and number of county staff required to participate</li> <li>• Establish measurable, formal checkpoints to determine if exit criteria are on track to be met or if adjustments and/or other options need to be taken</li> </ul> <p>Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget</p> | <p>Efforts to mitigate related risks for Batch Performance (Risk #237), Image Scalability and Performance (Risk #256), County Readiness (Risk #262), and County Image Migration Readiness (Risk #264) have been effective, and these items are on track toward Green Light. Additionally, the Change Discussion Guides for Wave 1 (Risk #270) have been approved. GA/GR Readiness for UAT and CDV (Risk #267) has been closed. The areas that continue to need mitigation are:</p> <ul style="list-style-type: none"> <li>• <b>Converted Data Test (CDT) Defect Resolution (Risk #263)</b> – Continuing to monitor with good progress. Monitoring open items for GA/GR and Reports. UAT is on-plan to complete re-testing as scheduled. There are no open Severity 1-High defects. Severity 2 defects have been prioritized for go-live readiness. The team is evaluating Severity 3 and 4 defects to determine the appropriate county communications and actions needed.</li> <li>• <b>Report Refactoring and Ancillary System Timelines (Risk #269)</b> – Risk level is currently at medium. Yolo has 41 reports to refactor. Awaiting final confirmation that they are not a barrier or go-live. The Consortium plans to assist with SQL queries, as needed.</li> </ul> <p><b>Mitigations Actions:</b> To date, Contra Costa shifted from Wave 1 to Wave 2, and the project shifted their CDG to Wave 2 schedule. Additional mitigations underway include 1) leveraging the UAT environment, trainings, and testers to participate in Wave 1 Process Simulation; 2) providing additional, in-person support to walk Counties through work plans and checklists and verify that sufficient staffing is in place at the Counties to complete activities; 3) providing additional change discussion sessions with the Counties to help understand and implement CDGs; and 4) preparing to "swarm" the Wave 1 Counties with additional post-implementation support from the Consortium, Accenture, and other project teams to bridge readiness gaps.</p> <p>Contingency Plans are not required at this time due to the impact on Counties. The teams will continue to implement tactical mitigations.</p> |


# Wave 1 Readiness: Project Readiness for CalWIN Cutover to CalSAWS Risks

## 263: Unresolved High Priority Conversion defects not resolved prior to Wave 1 Go-Live could impact County Case Worker business Post Go-Live

| Risk #263   | Risk Description & Mitigation Plan  | Risk Status  |                       |            |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
|---|---|--|-----------------------|------------|----|-------|-------|-----|---|----|-----|-----|-----|---|---|----|----|-----|---|---|---|---|---------------------------|----------|-----------|------------|------------|------------------------|----|----|-------|-------|-------|---|----|----|----|----------------|---|----|---|----|--------|---|---|----|----|--------|---|---|----|----|-----------|---|---|---|---|---------------------------|----------|-----------|------------|------------|----------|---|-----|-----|-----|------------------------------|----------|-----------|-----------|------------|
|  | <p>Remaining CDT as well as New UAT defects will need to be resolved prior to the Wave 1 Go-Live. Defects not resolved could result in a schedule slippage of and/or impact the Counties experience after Wave 1 Go-Live</p> <p><b>Mitigation Steps:</b></p> <ul style="list-style-type: none"> <li>• Prioritize New P1 for the next GDS (i.e., GDS#8);</li> <li>• Prioritize Existing (and Go-Live Dependent) P2 Defects into GDS#8 and/or GDS#9</li> <li>• Prioritize (Go-Live Dependent) P2, not assigned to GDS#8 or GDS#9) to be resolved and included in the Conversion logic for Go-Live. Testing to occur in Conversion environment</li> <li>• Perform an Impact Analysis on Defects not assigned to Conversion logic prior to Go-Live and Communicate to the Implementation Support Services (ISS) team</li> </ul> | <p><b>Current State of Open Defects as of August 26, 2022:</b></p> <ul style="list-style-type: none"> <li>• At Wave 1 Go-Live, <b>98 P3/P4 Defects will remain Open.</b> 80% currently have an Alternate Procedure documented in Jira</li> <li>• P2 Defects In-Triage are in analysis to determine if they impact Placer and/or Yolo Wave 1 Counties</li> <li>• Accenture, Consortium, and QA Conversion teams are currently Assessing the Impact and ensuring Alternate Procedures are complete for each of the Open P3/4 defects. Impact Analysis is targeted to be complete by 9/2 and Alternate Procedures by 9/16. These defects will be delivered to Deloitte ISS team on a flow basis (identified as the "Ready for ISS" label in Jira) for inclusion in the Go-Live Packet</li> </ul> <p><i>CDT, CDV, and UAT Actuals as of 8/26/2022 EOD</i></p> <table border="1"> <thead> <tr> <th>Open Defects by Phase</th> <th>P1</th> <th>P2</th> <th>P3/P4</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>CDT</td> <td>0</td> <td>70</td> <td>103</td> <td>173</td> </tr> <tr> <td>CDV</td> <td>0</td> <td>4</td> <td>22</td> <td>26</td> </tr> <tr> <td>UAT</td> <td>0</td> <td>7</td> <td>1</td> <td>8</td> </tr> <tr> <td><b>Total Open Defects</b></td> <td><b>0</b></td> <td><b>81</b></td> <td><b>126</b></td> <td><b>207</b></td> </tr> </tbody> </table><br><table border="1"> <thead> <tr> <th>Defect Delivery by GDS</th> <th>P1</th> <th>P2</th> <th>P3/P4</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>GDS#9</td> <td>0</td> <td>55</td> <td>29</td> <td>84</td> </tr> <tr> <td>Wave 1 Go-Live</td> <td>0</td> <td>21</td> <td>4</td> <td>25</td> </tr> <tr> <td>GDS#10</td> <td>0</td> <td>0</td> <td>70</td> <td>70</td> </tr> <tr> <td>GDS#11</td> <td>0</td> <td>0</td> <td>21</td> <td>21</td> </tr> <tr> <td>In Triage</td> <td>0</td> <td>5</td> <td>2</td> <td>7</td> </tr> <tr> <td><b>Total Open Defects</b></td> <td><b>0</b></td> <td><b>81</b></td> <td><b>126</b></td> <td><b>207</b></td> </tr> <tr> <td>Resolved</td> <td>0</td> <td>-58</td> <td>-34</td> <td>-92</td> </tr> <tr> <td><b>Conversion Open Total</b></td> <td><b>0</b></td> <td><b>23</b></td> <td><b>92</b></td> <td><b>115</b></td> </tr> </tbody> </table> <p><b>Green Light Criteria:</b></p> <ul style="list-style-type: none"> <li>• UAT is on-plan to complete as scheduled</li> <li>• No Open Severity 1-High Severity defects</li> <li>• Severity 2-Normal defects have been analyzed and categorized as either "go-live dependent" or "production deferral"</li> <li>• Resolved defects have been documented</li> <li>• Test results and summary reports have been completed</li> </ul> | Open Defects by Phase | P1         | P2 | P3/P4 | Total | CDT | 0 | 70 | 103 | 173 | CDV | 0 | 4 | 22 | 26 | UAT | 0 | 7 | 1 | 8 | <b>Total Open Defects</b> | <b>0</b> | <b>81</b> | <b>126</b> | <b>207</b> | Defect Delivery by GDS | P1 | P2 | P3/P4 | Total | GDS#9 | 0 | 55 | 29 | 84 | Wave 1 Go-Live | 0 | 21 | 4 | 25 | GDS#10 | 0 | 0 | 70 | 70 | GDS#11 | 0 | 0 | 21 | 21 | In Triage | 0 | 5 | 2 | 7 | <b>Total Open Defects</b> | <b>0</b> | <b>81</b> | <b>126</b> | <b>207</b> | Resolved | 0 | -58 | -34 | -92 | <b>Conversion Open Total</b> | <b>0</b> | <b>23</b> | <b>92</b> | <b>115</b> |
| Open Defects by Phase   | P1  | P2   | P3/P4                 | Total      |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| CDT   | 0   | 70   | 103                   | 173        |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| CDV   | 0   | 4  | 22                    | 26         |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| UAT   | 0   | 7  | 1                     | 8          |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| <b>Total Open Defects</b>   | <b>0</b>  | <b>81</b>  | <b>126</b>            | <b>207</b> |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| Defect Delivery by GDS  | P1  | P2   | P3/P4                 | Total      |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| GDS#9   | 0   | 55   | 29                    | 84         |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| Wave 1 Go-Live  | 0   | 21   | 4                     | 25         |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| GDS#10  | 0   | 0  | 70                    | 70         |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| GDS#11  | 0   | 0  | 21                    | 21         |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| In Triage   | 0   | 5  | 2                     | 7          |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| <b>Total Open Defects</b>   | <b>0</b>  | <b>81</b>  | <b>126</b>            | <b>207</b> |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| Resolved  | 0   | -58  | -34                   | -92        |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |
| <b>Conversion Open Total</b>  | <b>0</b>  | <b>23</b>  | <b>92</b>             | <b>115</b> |    |       |       |     |   |    |     |     |     |   |   |    |    |     |   |   |   |   |                           |          |           |            |            |                        |    |    |       |       |       |   |    |    |    |                |   |    |   |    |        |   |   |    |    |        |   |   |    |    |           |   |   |   |   |                           |          |           |            |            |          |   |     |     |     |                              |          |           |           |            |

# Wave 1 Readiness: Project Readiness for CalWIN Cutover to CalSAWS Risks

## 278: CalWIN OCM Implementation Support Plan

| Risk #278   | Risk Description & Mitigation Plan  | Risk Status   |
|---|---|---|
| <p><b>W-1</b></p>  | <p>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</p> <p>Deloitte Deliverable 10, CalWIN OCM Implementation Support Plan, is late, 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 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</p> <p>To mitigate this risk, the following key actions will be taken:</p> <ul style="list-style-type: none"> <li>• <b>Deliverable 10</b> – In the DDEL re-write: <ul style="list-style-type: none"> <li>• Address all requirements. Only three (3) of the eleven (11) requirements were fully met in the original DDEL submission</li> <li>• Incorporate all deliverable reviewer comments submitted to date. Since the review of the initial DDEL was paused, not all reviewers submitted comments at the point of pause</li> <li>• Refine existing plan content with agreement from all teams</li> <li>• Finalize the base support plan on how overall pre- and post-implementation support should be delivered</li> <li>• Clearly define the roles and responsibilities and gain agreement across all teams</li> <li>• Clearly define how the support model works for a hybrid (on-site and remote) county workforce</li> <li>• Provide a staffing model at the county and project levels, including one that plans for sufficient on-site staff, county command centers, project command centers, and project support staff</li> <li>• Clarify differences needed to accommodate county size (small, medium, and large) and how to meet the needs of high/low-touch Counties</li> <li>• Focus on usefulness of support model in addition to the revised delivery date</li> <li>• Conduct review sessions by document section, incorporating comments and reviewing with participants. Completing reviews by section will help get the deliverable done by revised target dates</li> </ul> </li> </ul> | <p>Deliverable 10 - FDEL is being finalized and moving towards approval</p> <p><b>Wave 1 Preparation</b> – In preparation for Wave 1 cutover:</p> <ul style="list-style-type: none"> <li>• Create the tactical details for Wave 1 to outline the who, when, and where – Target Completion end of August</li> <li>• Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model – COMPLETE</li> <li>• Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs. Target completion end of August</li> <li>• Define the hybrid (on-site and remote) workforce support plan – COMPLETE Model will continue to evolve based on County need associated with the PHE</li> <li>• Confirm contents of Go Live Packet and level of information to provide to county staff as they migrate to CalSAWS and monitor completion of Go Live Packet contents in mid-September. Review sample content with some users as part of human centered change process to solicit end user feedback. Distribution of Go Live Packet planned for October. The interim version of the packet in review as of week of August 15, 2022; while the final version due September 15, 2022 is planned to be delivered timely. Publication of the Go Live Packet to the Counties planned for October 5, 2022. Received preliminary feedback needing to adjust the presentation of information to be consumable by a County worker. Identification of volunteers from C-IV counties to provide feedback on previous Go Live Packet to inform updates to CalWIN Wave 1 Go Live Packet in progress</li> <li>• Define communication plan for orienting counties to the Go Live Packet</li> </ul> <p>As an additional risk mitigation but not required for Go Live:</p> <ul style="list-style-type: none"> <li>• Recruit and place CalSAWS/CalWIN County support for the CalWIN County migration. CRFI to be published to CalSAWS Counties week of 8/29/2022</li> </ul> |

# Wave 1 Readiness: CalWIN Counties Cutover Readiness Needs Risks

## 269: CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live

| Risk #269         | Risk Description & Mitigation Plan  | Risk Status  |
|-------------------|---|--|
| <p><b>W-1</b></p> | <p>The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the Counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN Counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk</p> <p><b>Defined Waves 1 - 6 Curriculum: Activities, Training, and Milestones which includes T- timelines for the following:</b></p> <ul style="list-style-type: none"> <li>Initial Discovery Session</li> <li>Qlik Overview</li> <li>Operational, Fiscal, and State Reports Used by County</li> <li>APEX/EDR Demonstration and Training</li> <li>CalSAWS Database Structure and Data Dictionary Training</li> <li>CalWIN to CalSAWS Data Mapping Report Training</li> </ul> | <p><b>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 1:</b></p> <ul style="list-style-type: none"> <li>CalSAWS has facilitated 100% (or 11 of the 11) planned Ad Hoc Support Curriculum to the Wave 1 Counties</li> </ul> <p><b>CalWIN County Ad Hoc Reports Refactoring for Wave 1:</b></p> <ul style="list-style-type: none"> <li>Wave 1 Counties have Refactored 0% of their Ad Hoc Reports and are approx. 0% to plan                             <ul style="list-style-type: none"> <li>Placer has 0 Reports to Refactor</li> <li>Yolo has identified 31 Reports to Refactor; 6 of the reports are complete and teams are identified to assist with the completion of the remaining 25 reports</li> </ul> </li> <li>CalSAWS continues to provide Yolo county with "Over the Shoulder" support.</li> <li>Both Placer and Yolo counties have not identified any of the reports (yet to be refactored) that would be a "show-stopper" from the counties going live with Wave 1 (at the end of October 2022)</li> </ul> <p>Based on the above, this risk is trending to green</p> |

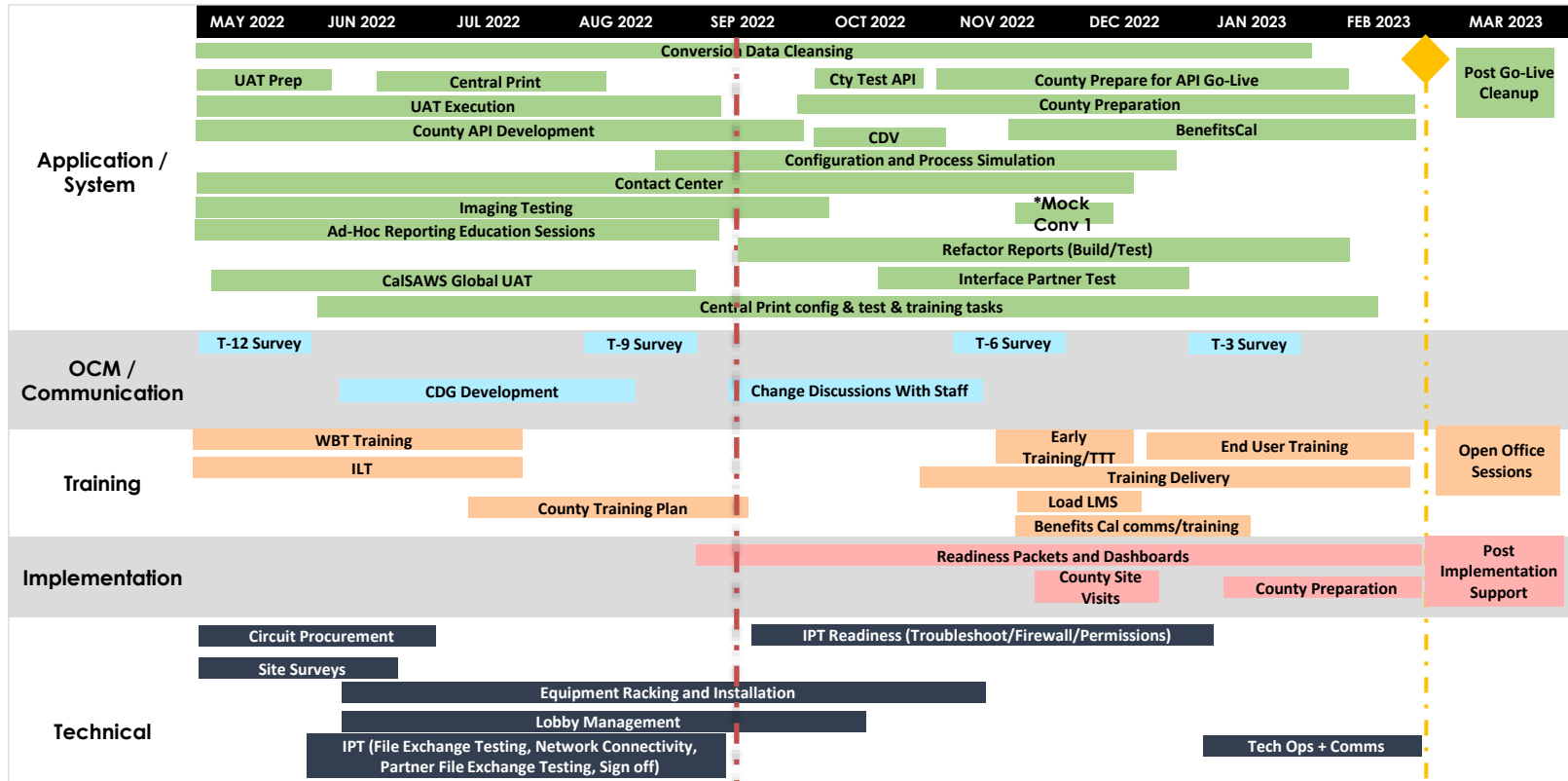


## Wave 2 Readiness

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# Wave-2 Critical Path – Summary Timeline View



**We are Here**

**Wave 2 Ancillary Data Extracts**  
 Aug 8, Nov 26, Feb 23  
 February 23-27 (final cutover)

\*Mock Conversion 1 11/26 – 11/30  
 \*Mock Conversion 2 12/3 – 12/8

**County Data Validation (CDV)** : 10/3 – 10/14  
**Process Simulation** Nov 14 – Dec 13  
**Interface Partner Testing (IPT)** Oct 17 – Dec 30

**Contact Center**  
 Approve Contact Center Design 11/4/22  
 Contact Center Model Office 2/6 – 2/17/23  
 Contact Center Config 2/6 – 2/17/23

**Training**  
**Early Training & TTT WBT** 09/26/22  
**Early Training** 11/28/22 – 12/09/22  
**TTT** 11/28/22 – 12/15/22  
**End User Training WBT** 10/17/22  
**Training Delivery End Users** 1/3/23 – 2/24/23

# Wave-2 Readiness: Executive Summary (as of 09/02/2022)

## Readiness Areas and Categories

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

| Readiness Area* | Readiness Category |   | Comments   |
|-----------------|--------------------|---|--|
| Application     | G                  | Deploy CalSAWS Releases 22.09                 | In Progress: 98.74% complete   |
|                 | G                  | Contact Center Readiness                      | In Process SCRs: <ul style="list-style-type: none"> <li>Tulare CA-240158</li> <li>Santa Clara CA-240159</li> <li>Contra Costa CA-240155</li> </ul>   |
|                 | G                  | Imaging Readiness                             |  |
|                 | G                  | BenefitsCal Readiness                         | CBO Mock Run 1 complete  |
|                 | G                  | Central Print Readiness                       | Configuration meetings complete (3 of 3); validation meetings 1 of 3 complete  |
|                 | C                  | UAT Prep                                      | Complete   |
|                 | G                  | UAT Execution                                 | <ul style="list-style-type: none"> <li>Group 1 and Group 2 Retest – Complete</li> <li>Metric and completion of UAT Exit Criteria is on schedule for 09/08/2022 completion</li> </ul>   |
| Integration     | NS                 | County Interface Partner Test (IPT) Execution | County Interface Partner Testing (with Project) begins October 2022  |
|                 | NS                 | State Interface Partner Test (IPT) Execution  | State Interface Partner Testing (with Project) begins October 2022   |
| Conversion      | G                  | CDT Defects Resolution                        | As of 8/25/22 there are 114 unresolved Defects. GDS#9 (Wave 2) On-Schedule for Delivery in September 2022  |
|                 | G                  | EDBC Match – Auto Review Rates                |  |
| Technical       | Y                  | County Network Connectivity                   | Risks for Santa Clara County continue to be monitored <ul style="list-style-type: none"> <li>AT&amp;T circuit deployed and activated</li> <li>Comcast statement of work pending from carrier for construction dependencies</li> <li>Level 3 circuit order in progress (Contingency circuit in case of further delays or blockers with AT&amp;T or Comcast)</li> <li>Network changes required for connectivity dependent on County Changes – ETC – Sept 19, 2022</li> </ul> Completed IPT pre-readiness for Tulare County <ul style="list-style-type: none"> <li>Secondary Circuit delivered for Tulare County</li> </ul> Completed IPT pre-readiness for Contra Costa County |
|                 | NS                 | Performance Testing                           | Performance Testing begins October 2022  |



\*The status should be reflective of the readiness category trending at the time of reporting period.

# Wave-2 Readiness: Executive Summary (as of 09/02/2022)

## Readiness Areas and Categories

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

| Readiness Area* |    | Readiness Category                  | Comments   |
|-----------------|----|-------------------------------------|--|
| Training        | G  | FDEL 8 Master Training Plan         | Monthly update complete and submitted  |
|                 | G  | ILT Training Curriculum Complete    | Core curriculum complete. County-specific ILT curriculum walkthroughs occur mid-August to mid-September. County-specific ILTs scheduled to be complete by 09/30/22   |
|                 | G  | Wave 2 County Classroom Set-Up      | Classroom identified and confirmed for Wave 2 counties.  |
|                 | NS | WBT Training Delivery               | WBTs start 09/26/22 for Wave 2 Early Training & TTT participants<br>WBTs start on 10/17/22 for all staff   |
|                 | NS | ILT Training Delivery               | Early Training and Train the Trainer starts 11/28/22. All staff training starts 01/03/23.  |
| Organization    | R  | Change Discussion Guides (CDGs)     | <ul style="list-style-type: none"> <li>In process of addressing county comments from Santa Clara and Contra Costa to be completed by 9/9/22</li> <li>Conducting review and updates with Consortium for Tulare CDG to finalize by 9/9/22</li> </ul>   |
|                 | G  | Communications                      | Currently drafting Wave 2 Infographics for distribution on 9/28/22 via CIT   |
|                 | C  | Business Process Reengineering      | <ul style="list-style-type: none"> <li>All To-Be Sessions Complete</li> <li>All Closeout Sessions Complete</li> <li>All Work Products Signed-Off and Deliverables Approved</li> </ul>  |
|                 | G  | Process Simulation                  | <ul style="list-style-type: none"> <li>Gathering participants for Process Simulation via CRFI-22-058</li> <li>Process Simulation Kick Off                             <ul style="list-style-type: none"> <li>Santa Clara scheduled for 9/6/22</li> <li>Tulare and Contra Costa scheduling in progress</li> </ul> </li> </ul> |
|                 | G  | Configuration                       | <ul style="list-style-type: none"> <li>Configuration Kick Off                             <ul style="list-style-type: none"> <li>Santa Clara occurred 8/23/22</li> <li>Tulare and Contra Costa scheduling in progress</li> </ul> </li> </ul>   |
| Implementation  | G  | Implementation Planning             | <ul style="list-style-type: none"> <li>Implementation Planning will begin at T-4 for Wave 2</li> <li>Go Live Packet is in draft; updates to be made in November 2022 for Wave 2</li> </ul>   |
|                 | NS | County Prep                         | County Prep Phase for Wave 2 will begin in January 2023  |
|                 | NS | Pre and Post Implementation Support | Planning efforts will begin in October 2022  |
|                 | G  | Help Desk                           |  |
|                 | G  | County Ad Hoc Reports               | Reviewed 1,087 reports for refactoring. Approximately 293 need to be refactored for Wave 2 Counties  |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

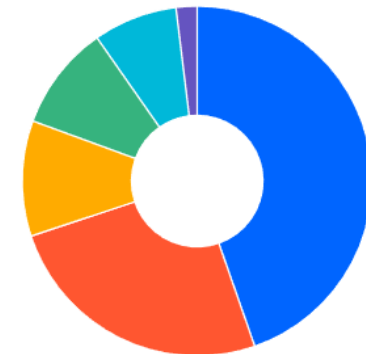
# Wave 2 – County Readiness Summary (as of 09/02/2022)

| Readiness Area        | Status*   | Contra Costa   | Status*   | Santa Clara   | Status*   | Tulare   |
|-----------------------|-----------|--|-----------|---|-----------|--|
| <b>Application</b>    | <b>G</b>  | Contact Center SCR: CA-240155  | <b>G</b>  | Contact Center SCR: CA-240159   | <b>G</b>  | Contact Center SCR: CA-240158  |
| <b>Integration</b>    | <b>NS</b> |  | <b>NS</b> |   | <b>NS</b> |  |
| <b>Conversion</b>     | <b>G</b>  |  | <b>G</b>  |   | <b>G</b>  |  |
| <b>Technical</b>      | <b>G</b>  | IPT pre-readiness is complete.   | <b>Y</b>  | <ul style="list-style-type: none"> <li>AT&amp;T circuit deployed and activated</li> <li>Comcast statement of work pending from carrier for construction dependencies</li> <li>Level 3 circuit order in progress; Network changes required for connectivity dependent on County Changes – ETC – Sept 19, 2022</li> </ul> | <b>G</b>  | IPT pre-readiness is complete.   |
| <b>Training</b>       | <b>G</b>  | Early Training & TTT WBTs begins 9/26/2; ET & TTT ILTs begins 11/28/22 | <b>G</b>  | Early Training & TTT WBTs begins 9/26/2; ET & TTT ILTs begins 11/28/22  | <b>G</b>  | Early Training & TTT WBTs begins 9/26/2; ET & TTT ILTs begins 11/28/22 |
| <b>Implementation</b> | <b>G</b>  | Contra Costa has 65 reports identified to refactor                     | <b>G</b>  | Santa Clara has 228 reports to refactor; 0 have been refactored to date   | <b>G</b>  | Tulare does not have any reports identified to refactor                |
| <b>Organizational</b> | <b>G</b>  | Change Discussion Guide feedback                                       | <b>G</b>  | Change Discussion Guide feedback  | <b>G</b>  | Change Discussion Guide feedback                                       |

\*Information included is as of September 2, 2022

|    |             |   |             |   |               |   |                |
|----|-------------|---|-------------|---|---------------|---|----------------|
| NS | Not Started | G | On Schedule | Y | <14 Days Late | R | >=14 Days Late |
|----|-------------|---|-------------|---|---------------|---|----------------|

### Wave 2 All Tasks Due Next 30 Days by Readiness Category



**Implementation Readiness Category**  
Total Issues: 103

|                          |    |
|--------------------------|----|
| Application Readiness    | 46 |
| Implementation Readiness | 26 |
| Technical Readiness      | 11 |
| Training Readiness       | 10 |
| Change Readiness         | 8  |
| Conversion Readiness     | 2  |

### Wave 2 County Readiness Checklist Activities by Status (as of 09/02/2022)

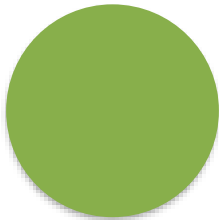
| Status                      | 00 All Counties | 01 Contra Costa | 04 Santa Clara | 05 Tulare  | Wave 2 Counties | T:          |
|-----------------------------|-----------------|-----------------|----------------|------------|-----------------|-------------|
| COMPLETED                   | 39              | 206             | 155            | 187        | 1               | 588         |
| NOT STARTED                 | 12              | 259             | 162            | 134        | 4               | 571         |
| IN PROGRESS                 | 0               | 79              | 61             | 33         | 0               | 173         |
| <b>Total Unique Issues:</b> | <b>51</b>       | <b>544</b>      | <b>378</b>     | <b>354</b> | <b>5</b>        | <b>1332</b> |

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 1 Counties tasks include tasks that apply to both Placer and Yolo Counties (e.g., selective conversion tasks)



## Conversion Update

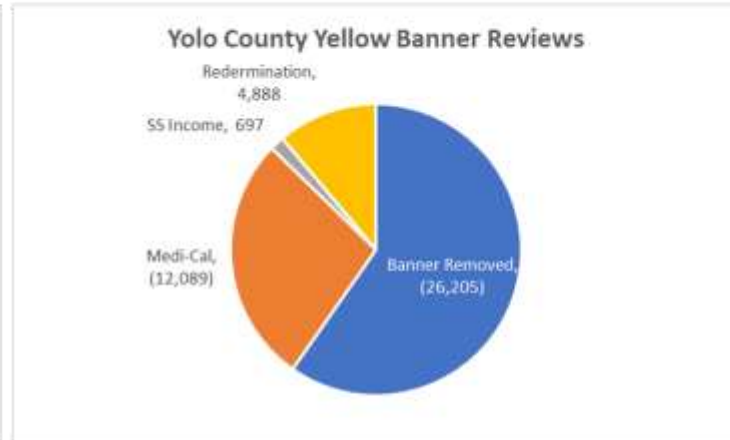
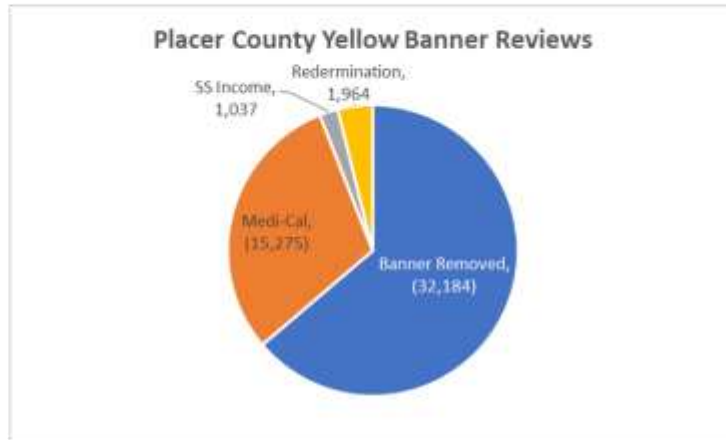
- Characteristics and Trends of Yellow Banner Cases



# CalWIN Cutover Case Review

## Yellow Banner Cases

### 9% of Converted Active Programs Need Worker Review



#### Auto Case Review Batch Accounting

|   | Placer        | Yolo          | Total         |             |
|---|---------------|---------------|---------------|-------------|
| <b>Converted Active Programs</b>        | <b>52,761</b> | <b>46,093</b> | <b>98,854</b> | <b>100%</b> |
| Yellow Banner Removed from Program      | (32,184)      | (26,205)      | (58,389)      | -59%        |
| <b>Yellow Banner Case Worker Review</b> | <b>20,577</b> | <b>19,888</b> | <b>40,465</b> |             |
| MC Protected by the PHE                 | (15,275)      | (12,089)      | (27,364)      | -28%        |
| SS Income COLA                          | 1,037         | 697           | 1,734         | 2%          |
| Review by RE Date                       | 1,964         | 4,888         | 6,852         | 7%          |

Counties to Prioritized for Social Security COLA in December

Counties to Review Programs on the Redetermination Date

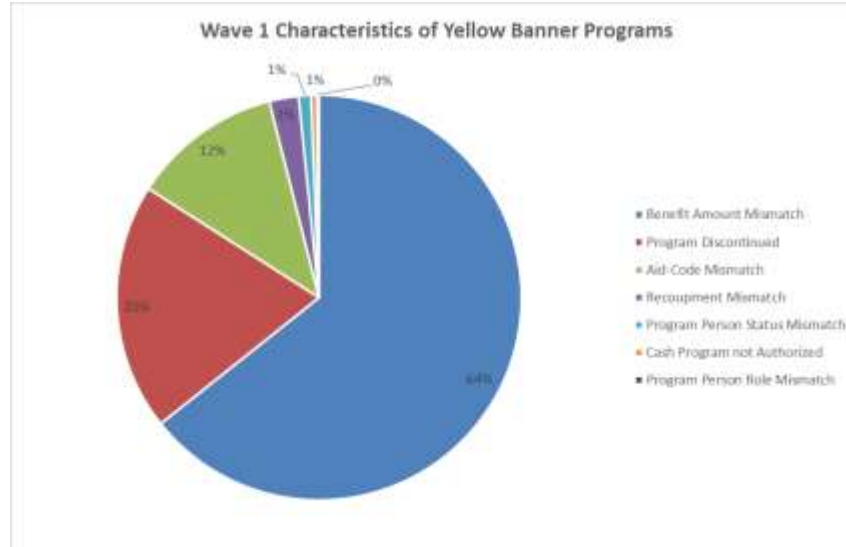
**Note:** Approx. 4% of Active Programs are excluded from the Auto Case Review Batch processing as these Programs were "in-flight" by Case Workers and skipped for valid reasons.

# CalWIN Cutover Case Review Batch

## Yellow Banner Cases

### Characteristics of Programs that Need Worker Review

CIT will be released end of Sept/early Oct along with step-by-step instructions on how to clear the mismatch reasons



| Mismatch Reason                | Placer | Yolo  | Program Count |
|--------------------------------|--------|-------|---------------|
| Benefit Amount Mismatch        | 2,454  | 3,067 | <b>5,521</b>  |
| Program Discontinued           | 740    | 955   | <b>1,695</b>  |
| Aid-Code Mismatch              | 414    | 616   | <b>1,030</b>  |
| Recoupment Mismatch            | 75     | 126   | <b>201</b>    |
| Program Person Status Mismatch | 34     | 51    | <b>85</b>     |
| Cash Program not Authorized    | 9      | 31    | <b>40</b>     |
| Program Person Role Mismatch   | 4      | 10    | <b>14</b>     |



## UAT Status Update

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# CalSAWS UAT Execution Status

## Executive Summary

### CalSAWS CalWIN UAT Highlights

**300+**

Participants

**113**

Support Staff

**13**

Functional Groups

**1018**

UAT Scenarios

**30+**

Demonstrations

**768**

Findings

**62+/-**

System Defects

**18**

CalWIN Counties

### CalSAWS CalWIN UAT Group 1

#### Group 1 Timeline

- UAT Preparation: March 7, 2022 to May 27, 2022
- Web Based Training: May 2, 2022 to June 10, 2022
- UAT Group 1 Execution: June 27, 2022 to July 22, 2022
- UAT Group 1 Retest: July 25, 2022 to Aug 12, 2022

#### Group 1 Program/Functional Areas

- Lobby Management, Manage Personnel
- CW, CF, Non-FC Resource Data Bank (RDB)
- Child Care
- CAPI
- WTW, FSET, Cal-Learn

### CalSAWS CalWIN UAT Group 2

#### Group 2 Timeline

- UAT Preparation: March 7, 2022 to June 24, 2022
- Web Based Training: June 13, 2022 – July 8, 2022
- UAT Group 2 Execution: July 25, 2022 to August 19, 2022
- UAT Group 2 Retest: August 22, 2022 to Sept 2, 2022

#### Group 2 Program/Functional Areas

- Special Units – Hearings & investigations
- MC CMSP
- Fiscal Issuance, Reports
- State Reports
- Fiscal OP/OI, Reports
- Special Units – QA, Error Prone, IEVS
- FC, AAP, KG, ARC, FC RDB
- GAGR

# CalSAWS UAT Execution Status

## Executive Summary

### CalSAWS CalWIN UAT Execution

| CalSAWS UAT                   | Total Scenarios | Not Executed      | In Progress       | Passed               | Failed             | Blocked           | Findings   | Defects    | SCRs      |
|-------------------------------|-----------------|-------------------|-------------------|----------------------|--------------------|-------------------|------------|------------|-----------|
| CalSAWS UAT Group 1 Execution | 425             | 0%<br>(0)         | 0%<br>(0)         | 99%<br>(423)         | 1%<br>(2)          | 0%<br>(0)         | 225        | 63         | 12        |
| CalSAWS UAT Group 2 Execution | 593             | 0%<br>(0)         | 0%<br>(0)         | 95%<br>(563)         | 5%<br>(30)         | 0%<br>(0)         | 541        | 295        | 22        |
| <b>Total Execution</b>        | <b>1018</b>     | <b>0%<br/>(0)</b> | <b>0%<br/>(0)</b> | <b>97%<br/>(986)</b> | <b>3%<br/>(32)</b> | <b>0%<br/>(0)</b> | <b>768</b> | <b>358</b> | <b>34</b> |

### CalSAWS CalWIN UAT Defects

| Severity           | In Development | In Test   | Pending Rejection | Rejected   | Test Complete | Grand Total |
|--------------------|----------------|-----------|-------------------|------------|---------------|-------------|
| 2-Normal/Medium    | 13             | 4         | 11                | 70         | 27            | 125         |
| 3-Normal/Low       | 10             | 18        | 31                | 167        | 3             | 229         |
| 4-Cosmetic         | 2              | 1         | 0                 | 0          | 1             | 4           |
| <b>Grand Total</b> | <b>25</b>      | <b>23</b> | <b>42</b>         | <b>237</b> | <b>31</b>     | <b>358</b>  |

# CalSAWS UAT Execution

## Next Steps

- ✓ 91 Findings already transitioned to the ISS/Training Team
- ✓ Unresolved UAT Defect fixes will be tested with CalSAWS Release Process
- ✓ Counties can monitor defects status through their County PPOC
- ✓ UAT Pins will be delivered to County UAT Coordinator

**Thank you for Counties for your hard work and contributions  
in the successful completion of CalSAWS CalWIN UAT!**






## Update on Waves 2 - 6 Key Risks

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# Project Readiness for CalWIN Cutover to CalSAWS Risks

258: The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window

| Risk #258   | Risk Description & Mitigation Plan  | Risk Status  |
|---|---|--|
| <p data-bbox="85 272 204 294"><b>W-2 to W-6</b></p>  | <p data-bbox="235 272 1029 319">The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</p> | <p data-bbox="1064 272 1431 294"><b>Business Impact Mitigation Options:</b></p> <ul data-bbox="1064 298 1870 901" style="list-style-type: none"> <li data-bbox="1064 298 1870 345">• Reduce CalWIN EDBC (system generated) data that is more than 3 years from the Go-Live date</li> <li data-bbox="1064 349 1870 371">• Convert Open and Closed Cases within 2 years in Cutover B</li> <li data-bbox="1064 375 1870 472">• Delay the Conversion of:               <ul data-bbox="1103 401 1870 472" style="list-style-type: none"> <li data-bbox="1103 401 1870 422">• Closed Purged/Shell Cases</li> <li data-bbox="1103 426 1870 472">• Closed Cases greater than 2 years from Cutover C two weeks after each (wave) Go-Live (with the Cutover A of the next Wave)</li> </ul> </li> <li data-bbox="1064 476 1870 625">• <b>Meetings scheduled last week included:</b> <ul data-bbox="1103 502 1870 625" style="list-style-type: none"> <li data-bbox="1103 502 1870 524">• Assessed Business Impacts to identified Mitigation Options</li> <li data-bbox="1103 528 1870 549">• Gathered Metrics and Projections on potential Impacts</li> <li data-bbox="1103 554 1870 625">• Reviewed Proposal/Approach and recommended Mitigation Options with Strike Team and present to Leadership (for alignment and next steps)</li> </ul> </li> <li data-bbox="1064 629 1870 803">• <b>Action Items Planned this week include:</b> <ul data-bbox="1103 655 1870 803" style="list-style-type: none"> <li data-bbox="1103 655 1870 702">• Monitor and assess the results of the Wave 2 Conversion timings for the current GDS9 (Cutover Projection will be updated by 9/7)</li> <li data-bbox="1103 706 1870 803">• Gainwell and Accenture Conversion to assess refactoring needed for the Business Impact Mitigation Options (noted above). Teams to also plan the SDLC timeline and the re-planning of W2 Mock Cutover (to incl. C)</li> </ul> </li> <li data-bbox="1064 808 1870 901">• <b>Communications Planned to Discuss Mitigation Options mid-September with:</b> <ul data-bbox="1103 858 1870 901" style="list-style-type: none"> <li data-bbox="1103 858 1870 879">• CalWIN OPAC members on 9/12</li> <li data-bbox="1103 883 1870 901">• CalSAWS Governance chair members on 9/19</li> </ul> </li> </ul> |



# Project Readiness for CalWIN Cutover to CalSAWS Risks

## 268: Implementation Readiness for CalWIN Cutover to CalSAWS

| Risk #268   | Risk Description & Mitigation Plan  | Risk Status   |
|---|---|---|
| <p><b>W-2 to W-3</b></p>  | <p>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</p> <p>To mitigate this risk, the following actions will be taken:</p> <ul style="list-style-type: none"> <li>• Execute the mitigation steps outlined in each of the individual risks which includes utilizing only Wave 1 county data to support UAT and moving up the start of implementation readiness activities</li> <li>• Consolidate county validation efforts and number of county staff required to participate</li> <li>• Establish measurable, formal checkpoints to determine if exit criteria are on track to be met or if adjustments and/or other options need to be taken</li> </ul> <p>Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget</p> | <p><b>Batch Performance (Risk #237)</b> – Testing for Waves 2 and 3 has not started</p> <p><b>Image Scalability and Performance (Risk #256)</b> – CalSAWS Imaging solution has maintained stability and performance for 58 Counties</p> <p><b>County Readiness (Risk #262)</b> – Mitigation actions are on track for ISS to deliver County Readiness materials to prepare Waves 2 and 3 counties for go-live</p> <p><b>Converted Data Test (CDT) Defect Resolution (Risk #263)</b> – CDT has not started for Waves 2 and 3</p> <p><b>County Image Migration Readiness (Risk #264)</b> – No update for Waves 2 or 3</p> <p><b>Report Refactoring and Ancillary System Timelines (Risk #269)</b> – Risk level is currently at medium. Ad Hoc Curriculum sessions have been conducted. The risk will be re-assessed when ad hoc refactoring is planned to begin for Waves 2 and 3 Counties</p> <p><b>Change Discussion Guides (CDGs) Readiness (Risk #270)</b> – Work continues toward improving overall CDG process. Wave 2 CDGs are trending late, and the delivery timeframes have been revised. A Master CDG is being created to ensure that updates from Waves 1 and 2 are being fully incorporated into the Wave 3 CDGs. It is estimated to be completed by end of August</p> <p>Contingency Plans are not required at this time</p> |



# CalWIN Counties Cutover Readiness Needs Risks

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)

| Risk #270   | Risk Description & Mitigation Plan   | Risk Status   |
|---|--|---|
| <p><b>W-2</b></p>  | <p>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 will be impacted. The OCM team uses the County To-Be Process documentation to create the CDGs. Two Wave 2 Counties have indicated the need to modify the CDGs to provide more tailoring to their County processes and understand how the CDGs should be used in concert with other ISS activities to effectively support change discussions between supervisors/managers and County staff. Project reviewers have also submitted comments that Deloitte is addressing for all Wave 2 CDGs</p> <p>Noted Key Dates:<br/>                     W2 WBT Early Learning Dates: 9/26/22<br/>                     W2 Early Learning ILT Dates: 11/28/22 - 12/16/22</p> | <p><b>Wave 2 CDGs are trending late, and the delivery timeframes are revised</b></p> <ul style="list-style-type: none"> <li>• Tulare FDEL approved. Deloitte resubmitted FWP for Santa Clara and Contra Costa FWP. Contra Costa sessions planned to close out FWP comments. Deloitte plans to submit DDEL for Contra Costa and Santa Clara Change Discussions Guides to the Consortium on September 12 (original date: June 24)</li> <li>• Deloitte plans to submit FDEL for Contra Costa and Santa Clara Change Discussions Guides to the Consortium on October 3 (original date: July 18)</li> <li>• Conduct Change Discussion Kick Off sessions with Tulare and Contra Costa managers and supervisors for Change Discussions with Staff - week of September 12, 2022 – September 16, 2022</li> <li>• Conduct Change Discussion Kick Off sessions with Tulare and Contra Costa managers and supervisors for Change Discussions with Staff - September 27, 2022 - October 7, 2022</li> <li>• Measure and track progress of change discussions - October 10, 2022 – November 4, 2022</li> </ul> |
| <p><b>W-3</b></p>  | <p>Same as above</p>   | <p><b>A master CDG is being developed as the starting point for creating W3 County CDGs and the estimated completion is end of August</b></p> <p>CDG development plan being revised in concert with the Counties while aligning with early learning dates</p> <p>DWP for Orange, Santa Barbara and Ventura is delayed to use an interactive approach with the Wave 3 Counties in the development of the CDGs</p> <ul style="list-style-type: none"> <li>• Conduct Kick Off session with W3 Counties – week of September 6 – 9, 2022</li> <li>• Conduct CDG working sessions with W3 Counties – week of September 19, 2022 – October 7, 2022</li> <li>• Conduct CDG Prep session kick off with W3 Counties – week of October 24 – 28, 2022</li> <li>• Conduct Change Discussion Prep sessions with W3 managers and supervisors for Change Discussions with Staff - November 14, 2022 – November 25, 2022</li> <li>• Measure and track progress of change discussions - November 28, 2022 – December 23, 2022</li> </ul>  |

# CalWIN Counties Cutover Readiness Needs Risks


269: CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live

| Risk #269   | Risk Description & Mitigation Plan  | Risk Status   |
|---|---|---|
| <p><b>W-2</b></p>  | <p>The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the Counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN Counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk</p> <p><b>Defined Waves 1 - 6 Curriculum: Activities, Training, and Milestones which includes T- timelines for the following:</b></p> <ul style="list-style-type: none"> <li>• Initial Discovery Session</li> <li>• Qlik Overview</li> <li>• Operational, Fiscal, and State Reports Used by County</li> <li>• APEX/EDR Demonstration and Training</li> <li>• CalSAWS Database Structure and Data Dictionary Training</li> <li>• CalWIN to CalSAWS Data Mapping Report Training</li> </ul> | <p><b>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 2:</b></p> <ul style="list-style-type: none"> <li>• CalSAWS has facilitated 100% (or 11 of the 11) planned Ad Hoc Support Curriculum to the Wave 2 Counties <ul style="list-style-type: none"> <li>• Counties have identified 293 Reports to Refactor</li> </ul> </li> </ul> <p><b>CalWIN County Ad Hoc Reports Refactoring for Wave 2:</b></p> <ul style="list-style-type: none"> <li>• Wave 2 Ad Hoc Refactoring planned to begin in Sep 2022 at T-6 (to Go-Live)</li> </ul> <p>Risk level to be re-assessed when Ad-Hoc Refactoring is planned to begin</p> |
| <p><b>W-3</b></p>  | <p>Same as above</p>  | <p><b>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 3:</b></p> <ul style="list-style-type: none"> <li>• CalSAWS has facilitated 91% (or 10 of the 11) planned Ad Hoc Support Curriculum to the Wave 3 Counties <ul style="list-style-type: none"> <li>• Counties have identified 311 Reports to Refactor</li> </ul> </li> </ul> <p><b>CalWIN County Ad Hoc Reports Refactoring for Wave 3:</b></p> <ul style="list-style-type: none"> <li>• Wave 3 Ad Hoc Refactoring planned to begin in Nov 2022 at T-6 (to Go-Live)</li> </ul> <p>Risk level to be re-assessed when Ad-Hoc Refactoring is planned to begin</p>  |




# CalWIN Counties Cutover Readiness Needs Risks

269: CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live

| Risk #269  | Risk Description & Mitigation Plan  | Risk Status   |
|--|---|---|
| <p><b>W-4 to W-6</b></p>  | <p>The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the Counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN Counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk</p> <p><b>Defined Waves 1 - 6 Curriculum: Activities, Training, and Milestones which includes T- timelines for the following:</b></p> <ul style="list-style-type: none"> <li>• Initial Discovery Session</li> <li>• Qlik Overview</li> <li>• Operational, Fiscal, and State Reports Used by County</li> <li>• APEX/EDR Demonstration and Training</li> <li>• CalSAWS Database Structure and Data Dictionary Training</li> <li>• CalWIN to CalSAWS Data Mapping Report Training</li> </ul> | <p><b>CalWIN County Education Sessions (i.e., Planned Curriculum) for Waves 4-6:</b></p> <ul style="list-style-type: none"> <li>• Wave 4: CalSAWS has facilitated 82% (or 9 of the 11) planned Ad Hoc Support Curriculum to the Wave 4 Counties</li> <li>• Wave 5: Curriculum planned to begin in Oct 2022 at T-12 (to Go-Live)</li> <li>• Wave 6: Curriculum planned to begin in Nov 2022 at T-12 (to Go-Live)</li> </ul> <p><b>CalWIN County Ad Hoc Reports Refactoring for Waves 4-6:</b></p> <ul style="list-style-type: none"> <li>• Wave 4: Ad Hoc Refactoring planned to begin in Feb 2023 at T-6 (to Go-Live) <ul style="list-style-type: none"> <li>• Counties have identified 295 Reports to Refactor</li> </ul> </li> <li>• Wave 5: Ad Hoc Refactoring planned to begin in Apr 2023 at T-6 (to Go-Live) <ul style="list-style-type: none"> <li>• Counties have identified 155 Reports to Refactor</li> </ul> </li> <li>• Wave 6: Ad Hoc Refactoring planned to begin in May 2023 at T-6 (to Go-Live) <ul style="list-style-type: none"> <li>• Counties have not yet assessed and/or identified Reports to Refactor</li> </ul> </li> </ul> <p>Risk level to be re-assessed when Wave-4 Ad-Hoc Refactoring is planned to begin</p> |


# CalWIN Counties Cutover Readiness Needs Risks

272: Changes to CalWIN Counties PoP site locations occurring less than 12 months prior to go-live may be at risk of not having connectivity with CalSAWS or meeting cutover milestones

| Risk #272   | Risk Description & Mitigation Plan   | Risk Status   |
|---|--|---|
| <p><b>W-2 – Santa Clara</b></p>  | <p>Any CalWIN County that make changes to their designated Point of Presence (PoP) site locations after procurement and planning tasks have been complete, or occurring within 12 months prior to go-live, are at risk for not meeting targeted connectivity dates needed for go-live</p> <p>CalWIN Counties:</p> <ul style="list-style-type: none"> <li>Review responses received from original CRFI 22-015 and re-send those responses back the Counties to confirm/validate the PoP site locations. The new CRFI/CIT (target by June 10 distribution) will call out that due to the long lead times and potential impact to readiness, CalSAWS is looking for their confirmation and if there are any plans in the next 18 months to change and communicate that CalSAWS would like to be part of the initial planning to assess impact</li> <li>6 Counties (Placer, Yolo, Santa Clara, Santa Barbara, San Mateo, San Francisco) had opted in for a change to the POP location</li> </ul> | <p><b>August 19, 2022:</b><br/>           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</p> <p><b>Mitigation:</b></p> <ul style="list-style-type: none"> <li>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</li> <li>4G connectivity for Santa Clara unusable due to poor 4G signal resulting in instability and unusable as a workaround</li> <li>Comcast 600x35Mbps - Construction delays (ISP) could result in an additional 2 months to deliver (Target: November 2022)</li> <li>Level 3 100Mbps Circuit order placed as contingency while dependencies with Comcast and AT&amp;T are resolved</li> </ul> <p><b>August 22, 2022:</b></p> <ul style="list-style-type: none"> <li>AT&amp;T 100Mbps – Delivered and Activated</li> <li>With the delivery of the AT&amp;T circuit on 8/22, the technical enablement of Santa Clara can proceed. The Risk rating is being lowered due to a reduction in the probability of impact</li> <li>Santa Clara network changes to be completed by September 19, 2022</li> </ul> |



# Project Readiness for CalWIN Cutover to CalSAWS Risks

276: Delivery of Wave 6 GDS #13 in Sept. 2023 (T-1) Impacts the Execution of Interface Partner Testing (IPT), Process Simulation, and County Data Validation (CDV) phases for Wave 6 Counties

| Risk #276  | Risk Description & Mitigation Plan  | Risk Status  |
|--|---|--|
|  | <p>Based on the Conversion Environment Plan (to run the Conversion Logic in Development, Assembly, and Mock Cutovers), the existing plan is scheduled to deliver converted Wave 6 data (i.e., GDS#13) in September 2023 (T-1). This GDS delivery date is putting the Interface Partner Testing (IPT), Process Simulation, and County Data Validation (CDV) phases At-Risk of Starting/Finishing prior to Wave 6 Go-Live at the end of October 2023</p> <ol style="list-style-type: none"> <li>1. Review Conversion Environment Plan and determine if the delivery of Wave 6 GDS (converted data) can be pulled back from T-1 to T-3; or,</li> <li>2. Update the Conversion Environment Plan and Resource (capacity) Plan to support the delivery of Wave 6 GDS (converted data) at T-3</li> </ol> | <p><b>June 20, 2022:</b><br/>By August 2022, Keith Salas to schedule a meeting with Conversion, Consortium, and QA to review the Risk Mitigation Plan (notated above)</p> <p><b>September 12, 2022:</b><br/>Team is assessing the feasibility (and will confirm with the Consortium and QA teams) of leveraging a refreshed 58 County Converted Data Set targeted for delivery in January 2023.</p> <p>Team is also assessing additional environments that could be dedicated to execute a Wave 6 converted data set around the T-3 to Wave 6 Go-Live in October 2023.</p> |

# Project Readiness for CalWIN Cutover to CalSAWS Risks

## 278: CalWIN OCM Implementation Support Plan

| Risk #278   | Risk Description & Mitigation Plan  | Risk Status   |
|---|---|---|
| <p><b>W-2</b></p>          | <p>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</p> | <p>W1 pre- and post-implementation support models are expected to inform W2 resource needs and associated materials (e.g., update to Go Live Packet Content). Also, the PHE is anticipated to impact the onsite/virtual mix of support.<br/>                     Will monitor November and December 2022 to identify potential changes / needs.<br/>                     Solicit feedback on Go live Packet utility and content by November 30, 2022</p> <p>Recruitment of other County support is anticipated to start no later than 2 months prior to W2 go live</p> <ul style="list-style-type: none"> <li>• Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where</li> <li>• Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model</li> <li>• Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs</li> <li>• Conduct County Prep Kickoff</li> </ul> |
| <p><b>W-3 to W-6</b></p>  | <p>Same as above</p>  | <p>W3-6 preparation associated with pre, and post implementation support is on track<br/>                     Solicit feedback on Go live Packet utility and content by November 30, 2022</p> <ul style="list-style-type: none"> <li>• Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where</li> <li>• Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model</li> <li>• Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs</li> <li>• Conduct County Prep Kickoff</li> </ul>  |

THE  
POWER OF 58

## County Sharing Update



# County Sharing Update

## Program Overview

### Why

As the CalWIN Counties continue towards their CalSAWS implementations, there is a greater need for County sharing to aid in decision making around County business processes. The CalSAWS Project Team and Migrated CalSAWS Counties are seeing unprecedented demands for time and resources coupled with staffing shortages.

### Who

The CalSAWS Regional Managers (RMs) are sponsoring the County Sharing program to reduce multiple interactions with the Migrated CalSAWS Counties and provide a County perspective to CalWIN Counties on CalSAWS functions.

### How

The County Sharing program focuses on events and information sharing. Events focus on how Migrated Counties use CalSAWS to accomplish their goals as County Welfare Departments. For items that do not require events, RMs collect information for counties using a standard County Information Sharing (CIS) process.

### When/Where

Events started in August and will be ongoing through the CalWIN Migrations. Events are held using Zoom/Microsoft Teams for virtual events. In-person events can also be scheduled if the topic would be better discussed/demonstrated in-person

# County Sharing Update

## Event Planning

### Topic Selection

- RMs work with individual counties to solicit items
- RMs determine topics for events
- RMs select an Event Manager based on topic expertise
- Topics are focused on County business processes

### Brainstormed Topics

- Intake Program Assignment
- Intake & Continuing Training
- Workload Management
- Lobby Management
- SIU/Fraud
- WTW
- Help Desk Management
- IEVS/PVS Reports



# County Sharing Update

## Intake Program Assignment Session



### Agenda

- File Clearance Best Practices : 8:30 – 9:30 : Humboldt County
- Pending Best Practices : 9:30 – 12:00 : Humboldt & Imperial County
- Manual Assignment : 1:00 – 2:30 : Riverside County

### Attendance





# County Sharing Update

## Intake Program Assignment Session

96%

Positive  
Feedback

### Feedback

*"Information provided was great in assisting us to prepare for the conversion."*

*"It would have been more beneficial if it had not devolved into an interactive demonstration with many questions answered by available WBTs."*

*"Great platform set-up! This allows for support across the state."*

*"Love the music and the presenters were awesome! They were put on the spot with some of our questions and went with it."*

*"Just hearing how other counties do business helps us see how we can develop ours."*

*"I appreciated that the counties were respectful of each other and willing to share. Thank you!"*

*"Liked the real-world examples and collaboration."*

# County Sharing Update

## Coming Up

### Workload Management – September 29, 2022

#### Task Based Workloads 8:30 am – 12:00 pm

CalSAWS Task Based Counties will best practices involving: Receipt of Verifications; Document Routing Rules; Task Banks; SAR7 Distribution; Renewal Scheduling; General Task Distribution

#### Individualized Case Workloads 1:00 – 4:30 pm

CalSAWS Counties with Individualized Caseloads will best practices involving: Receipt of Verifications; Document Routing Rules; Task Set-up; Verifications after Disc/Denial; Walk-ins/calls/etc.; Redistribution of Caseloads





# Update on Key State IV&V Activities

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# Update on Key IV&V Activities – September

## Key Activities being monitored by IV&V



### Imaging Migration

- Production defect resolution
- Production enhancements
- Migration of documents from CalWIN to CalSAWS



### Batch Performance

- Batch performance improvements and time savings
- Testing with 43 County caseload



### CalWIN Data Conversion

- CDT Defect resolution and risk mitigation activities
- Golden Data Set (GDS) 9 testing
- Coordination with Implementation Readiness team



### CalWIN Wave 1 Implementation Readiness

- User Acceptance Testing (UAT)
- Go-Live packet Preparation and Review
- Implementation Planning and Preparation
- Implementation Readiness Packet
- Wave 1 Implementation Support



### CalSAWS and BenefitsCal Releases

- CalSAWS 22.09 Testing
- BenefitsCal Development and Testing
- BenefitsCal User-Centered Design



## State Partners Updates

- OSI
  - CDSS
  - DHCS
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# Regional Updates

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Adjourn Meeting



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