### CalSAWS | WCDS SUBCOMMITTEE MEETING AGENDA PACKAGE

Friday, September 16, 2022 12:00 P.M. – 2:00 P.M.

Virtual Meeting Dial-In: 1 323-886-6772 Conference ID: 198 785 070#



# Meeting Reminder

Please:

- 1. Mute phone when not speaking
- 2. Do not put your phone line on hold
- 3. Unmute and identify yourself to speak and limit background noise

# Agenda

- 1. Call Meeting to Order
- 2. Roll Call and Confirmation of Quorum
- 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 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 Chair to speak.

See supplemental document for full agenda.

# Action Items



# Action Items

4. Action items:

4.1 Approval of July 8, 2022 WCDS Subcommittee Meeting Minutes\*

\*Refer to attached supplemental document.

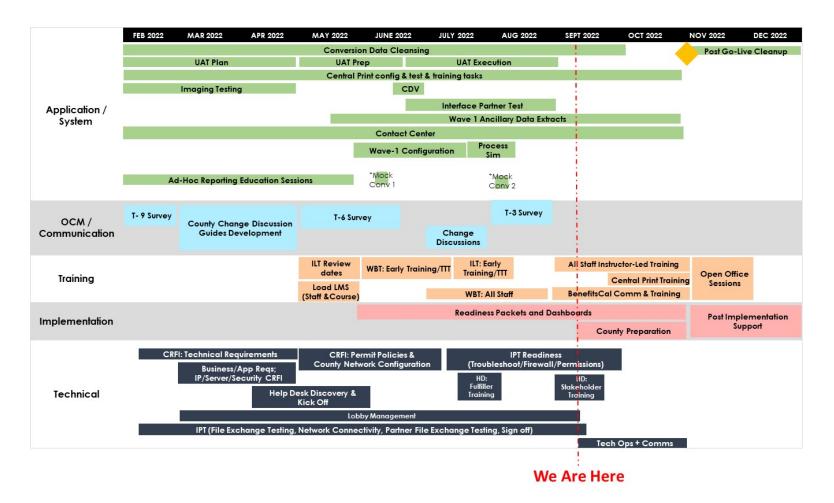
# Informational Items



# 5. CalWIN Wave 1 and Wave 2 Implementation Readiness Dashboard



# Wave-1 Critical Path – Summary Timeline View



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				
	G	Deploy CalSAWS Releases 22.09	In Progress: 98.74% complete				
	G	Contact Center Readiness	<ul> <li>SCRs approved: Yolo: CA-240152; Placer: CA-235356</li> <li>Model Office Testing will begin in October 2022</li> </ul>				
Application	G	Imaging Readiness	Hyland Platform Performance test complete; no severity 1 or 2 defects reported				
	G	BenefitsCal Readiness	<ul> <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	<ul> <li>Configuration and validation meetings are complete; training materials completed</li> <li>Central Print portal user load is not started</li> </ul>				
	С	UAT Prep					
	G	UAT Execution	<ul> <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	<ul> <li>In Progress: 93%</li> <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>				
	С	State Interface Partner Test (IPT) Execution	As of 08/25/2022 State IPT is complete				
Conversion	G	CDT Defects Resolution	As of 09/02/2022 there are 114 unresolved Defects				
Conversion	G	EDBC Match – Auto Review Rates	9% of Converted Active Programs will need Worker Review.				
County Network Connectivity     Circuit bandwidth upgrades in progress for		<ul> <li>Connectivity:</li> <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	Batch Performance: In Progress (100%) Online Performance: 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
	С	FDEL 8 Master Training Plan	Monthly update submitted on time for Consortium review
	С	ILT Training Curriculum Complete	Complete for Wave 1 Counties
Training	С	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
	С	WBT Training Delivery	WBT trainings are updated
	G	ILT Training Delivery	<ul> <li>Early Training and Train the Trainer completed on 08/19/22</li> <li>End User Training started on 09/06/2022</li> </ul>
	С	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
Organization	с	Business Process Reengineering	<ul> <li>All To-Be Sessions Complete</li> <li>All Closeout Sessions Complete</li> <li>All Work Products Signed-Off and Deliverables Approved</li> </ul>
	С	Process Simulation	Week 4 execution for Placer and Yolo are 100% complete
	G	Configuration	<ul> <li>Working Sessions Complete; core and Additional Configuration Documented</li> <li>Counties are validating configuration worksheets</li> </ul>
	Y	Implementation Planning	<ul> <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> <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
Implementation	G	Help Desk	County Delegated Admin Training: Completed for Wave 1 County ServiceNow Fulfiller Training: Completed for Wave 1. Refresher training for Fulfillers and Delegated Admins completed on 08/31/2022
	G	County Ad Hoc Reports/APIs	<ul> <li>Ad Hoc Report → For Wave 1 Counties (Placer and Yolo):</li> <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*			Y	olo
Application	G	Contact Center So	CR approved	l: CA-235356		G	Con	ntact Center	SCR Approve	d: CA–240152
Integration	R	Placer is completin Fargo.	Placer is completing the Positive Pay with Wells Fargo.			G	Yolo County IPT complete.			
Conversion	G	Counties continue to work data cleansing needs			eeds	G	Counties continue to work data cleansing needs			ta cleansing needs
Technical	G				G					
Training	G	Early training and (08/19/2022). Gen			e	G	-	y training and ning started 9		ner is complete. Genereal
Implementation	G					G		ently pending		ports to refactor and 6 are . Reports are not pertinent to
Organizational	G	Change discussions are complete as of 08/26/2022			26/2022	G	Cha	ange discussio	ons are comp	lete as of 08/26/2022
									*Informatic	n included is as of September 2, 202
NS Not Started G On Schedule Y			<14 [ La		R	>=14 Days Late				

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

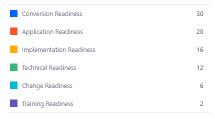
Status	00 All Counties	02 Placer	03 Yolo	Wave 1 Counties	T:
COMPLETED	17	264	243	3	527
NOT STARTED	0	61	74	3	138
IN PROGRESS	0	36	33	0	69
Total Unique Issues:	17	361	350	6	734

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



Implementation Readiness Category Total Issues: 86

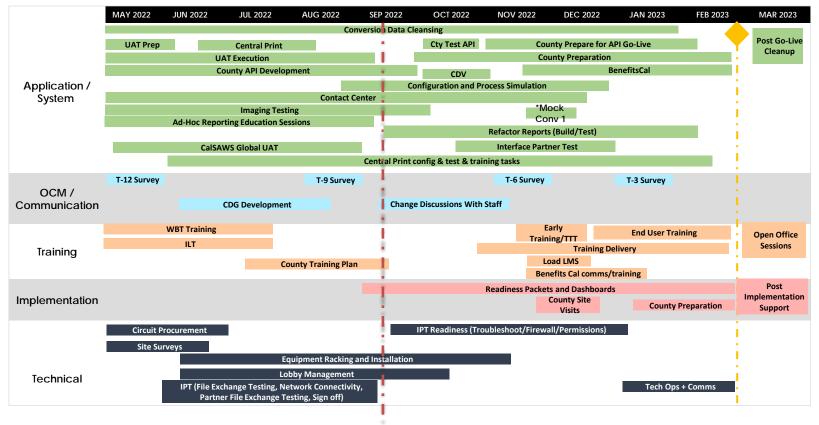


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### Wave 2 Readiness



# Wave 2 Critical Path



#### We are Here

#### Wave 2 Ancillary Data Extracts

Aug 8, Nov 26, Feb 23 February 23-27 (final cutover) 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

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

# 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		
	G	Deploy CalSAWS Releases 22.09	In Progress: 98.74% complete		
	G	Contact Center Readiness	In Process SCRs: • Tulare CA-240158 • Santa Clara CA-240159 • Contra Costa CA-240155		
	G	Imaging Readiness			
Application	G	BenefitsCal Readiness	CBO Mock Run 1 complete		
	G	Central Print Readiness	Configuration meetings complete (3 of 3); validation meetings 1 of 3 complete		
	С	UAT Prep	Complete		
	G	UAT Execution	<ul> <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		
Integration	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	Ŷ	County Network Connectivity	<ul> <li>Risks for Santa Clara County continue to be monitored</li> <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> <li>Completed IPT pre-readiness for Tulare County</li> <li>Completed IPT pre-readiness for Contra Costa County</li> </ul>		
	NS	Performance Testing	Performance Testing begins October 2022		

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
		*The status should be reflectiv	ve of the readiness category trend	ding 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
	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
Training	G	Wave 2 County Classrooms	Classroom identified and confirmed for Wave 2 counties.
	NS	WBT Training Delivery	WBTs start 09/26/22 for Wave 2 Early Training & TTT participants 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.
	R	Change Discussion Guides (CDGs)	<ul> <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
Organization	С	Business Process Reengineering	<ul> <li>All To-Be Sessions Complete</li> <li>All Closeout Sessions Complete</li> <li>All Work Products Signed-Off and Deliverables Approved</li> </ul>
olgumzalon	G	Process Simulation	<ul> <li>Gathering participants for Process Simulation via CRFI-22-058</li> <li>Process Simulation Kick Off         <ul> <li>Santa Clara scheduled for 9/6/22</li> <li>Tulare and Contra Costa scheduling in progress</li> </ul> </li> </ul>
	G	Configuration	<ul> <li>Configuration Kick Off         <ul> <li>Santa Clara occurred 8/23/22</li> <li>Tulare and Contra Costa scheduling in progress</li> </ul> </li> </ul>
	G	Implementation Planning	<ul> <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
Implementation	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</th>
 >=14 Days Late
 Complete

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

Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
Application	G	Contact Center SCR: CA-240155	G	Contact Center SCR: CA-240159	G	Contact Center SCR: CA-240158
Integration	NS		NS		NS	
Conversion	G		G		G	
Technical	G			<ul> <li>Project is monitoring risks</li> <li>AT&amp;T circuit deployed and activated</li> <li>Comcast statement of work pending from carrier for construction dependencies</li> <li>Network changes required for connectivity dependent on County changes (ETC on 09/19/2022)</li> </ul>	G	
Training	G	Early Training & TTT WBTs begins 9/26/2; ET & TTT ILTs begins 11/28/22	G	Early Training & TTT WBTs begins 9/26/2; ET & TTT ILTs begins 11/28/22	G	Early Training & TTT WBTs begins 9/26/2; ET & TTT ILTs begins 11/28/22
Implementation	G	Contra Costa has 65 reports identified to refactor	G	Santa Clara has 228 reports to refactor; 0 have been refactored to date	G	Tulare does not have any reports identified to refactor
Organizational	G	Change Discussion Guide feedback	G	Change Discussion Guide feedback	G	Change Discussion Guide feedback

### NS Not Started G On Schedule Y <14 Days Late >=14 Days Late

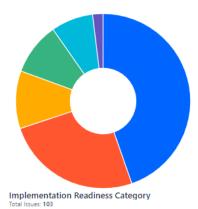
#### Wave 2 County Readiness Checklist Activities by Status (as of 09/02/2022)

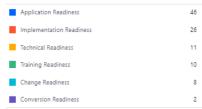
Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
COMPLETED	39	206	155	187	1	588
NOT STARTED	12	259	162	134	4	571
IN PROGRESS	0	79	61	33	0	173
Total Unique Issues:	51	544	378	354	5	1332

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)

\*Information included is as of September 2, 2022

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



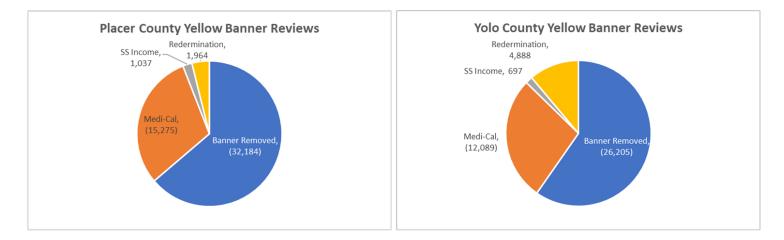


# 6. CalWIN Conversion Update



# CalWIN Cutover Case Review Yellow Banner Cases

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



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

**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.

Counties to Review Programs on the Redetermination Date

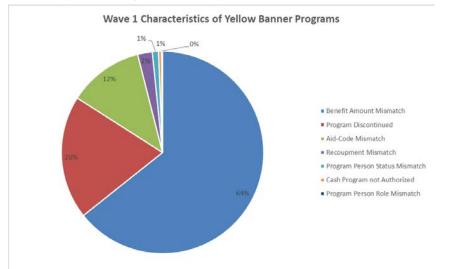
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# **CalWIN Cutover Case Review Batch**

### 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	5,521
Program Discontinued	740	955	1,695
Aid-Code Mismatch	414	616	1,030
Recoupment Mismatch	75	126	201
Program Person Status Mismatch	34	51	85
Cash Program not Authorized	9	31	40
Program Person Role Mismatch	4	10	14

### 7. Update on Key Risks and Mitigation Plans



# 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
W-1	<ul> <li>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</li> <li>To mitigate this risk, the following actions will be taken:</li> <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> Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget	<ul> <li>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.</li> <li>GA/GR Readiness for UAT and CDV (Risk #267) has been closed. The areas that continue to need mitigation are:</li> <li>Converted Data Test (CDT) Defect Resolution (Risk #263) – 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>Report Refactoring and Ancillary System Timelines (Risk #269) – 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> <li>Mitigations Actions: 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.</li> </ul>

### 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					
٢	<ul> <li>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</li> <li>Mitigation Steps: <ul> <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> </li> </ul>	Current State of Open Defe At Wave 1 Go-Live, 98 have an Alternate Prov P2 Defects In-Triage ar and/or Yolo Wave 1 C Accenture, Consortium Assessing the Impact a for each of the Open F complete by 9/2 and / be delivered to Deloitt "Ready for ISS" label in CDT, CDV, on Open Defects by Phase CDT CDV UAT Total Open Defects Defect Delivery by GDS GDS#9 Wave 1 Go-Live GDS#10	P3/P4 Def cedure do e in analy ounties n, and QA and ensuri P3/4 defe Alternate e ISS tean a Jira) for in	cects will re ocumente sis to dete ng Alterna cts. Impac Procedure n on a flov nclusion ir	emain Op ed in Jira ermine if th on teams ate Proce ct Analysis es by 9/16 w basis (ic n the Go-L	are curre dures are is targete . These de lentified a	ct Placer ntly complete ed to be efects will s the
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#### Green Light Criteria:

GDS#11

In Triage

Total Open Defects Resolved

**Conversion Open Total** 

- UAT is on-plan to complete as scheduled
- No Open Severity 1-High Severity defects
- Severity 2-Normal defects have been analyzed and categorized as either "go-live dependent" or "production deferral"

0

5

81

-58

23

21

2

126

-34

92

21

7

207

-92

115

- Resolved defects have been documented
- Test results and summary reports have been completed

0

0

0

0

0

# 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
W-1	<ul> <li>Without adequate information, neither the project nor county teams can prepare for post-implementation support might be insufficient, disorganized, and/or ineffective</li> <li>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</li> <li>To mitigate this risk, the following key actions will be taken:</li> <li>Deliverable 10 - In the DDEL re-write:</li> <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<td><ul> <li>Deliverable 10 - FDEL is being finalized and moving towards approval</li> <li>Wave 1 Preparation – In preparation for Wave 1 cutover: <ul> <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 1. 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 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 in progress.</li> <li>Define communication plan for orienting counties to the Go Live Packet.</li> </ul> </li> </ul></td></li></ul>	<ul> <li>Deliverable 10 - FDEL is being finalized and moving towards approval</li> <li>Wave 1 Preparation – In preparation for Wave 1 cutover: <ul> <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 1. 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 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 in progress.</li> <li>Define communication plan for orienting counties to the Go Live Packet.</li> </ul> </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

CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 1: • CalSAWS has facilitated 100% (or 11 of the 11) planned Ad Hoc Support
<ul> <li>CalsAWs has facilitated 100% (of 11 of the 11) planned Ad hoc support Curriculum to the Wave 1 Counties</li> <li>CalWIN County Ad Hoc Reports Refactoring for Wave 1:</li> <li>Wave 1 Counties have Refactored 0% of their Ad Hoc Reports and are approx. 0% to plan</li> <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> <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> <li>Based on the above, this risk is trending to green</li> </ul>
•

## Waves 2 - 6 Key Risks



### 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
W-2 to W-6	The CalWIN Conversion Cutover Window is at-risk of completing past the 84- hour cutover window	<ul> <li>Business Impact Mitigation Options:</li> <li>Reduce CalWIN EDBC (system generated) data that is more than 3 years from the Go-Live date</li> <li>Convert Open and Closed Cases within 2 years in Cutover B</li> <li>Delay the Conversion of: <ul> <li>Closed Purged/Shell Cases</li> <li>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>Meetings scheduled last week included: <ul> <li>Assessed Business Impacts to identified Mitigation Options</li> <li>Gathered Metrics and Projections on potential Impacts</li> <li>Reviewed Proposal/Approach and recommended Mitigation Options with Strike Team and present to Leadership (for alignment and next steps)</li> </ul> </li> <li>Action Items Planned this week include: <ul> <li>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>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>Communications Planned to Discuss Mitigation Options mid-September with: <ul> <li>CalWIN OPAC members on 9/12</li> <li>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
W-2 to W-3	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	<ul> <li>Batch Performance (Risk #237) – Testing for Waves 2 and 3 has not started</li> <li>Image Scalability and Performance (Risk #256) – CalSAWS Imaging solution has maintained stability and performance for 58 Counties</li> <li>County Readiness (Risk #262) – Mitigation actions are on track for ISS to deliver County Readiness materials to prepare Waves 2 and 3 counties for go-live</li> </ul>
	<ul> <li>To mitigate this risk, the following actions will be taken:</li> <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> <li>Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget</li> </ul>	<ul> <li>Converted Data Test (CDT) Defect Resolution (Risk #263) – CDT has not started for Waves 2 and 3</li> <li>County Image Migration Readiness (Risk #264) – No update for Waves 2 or 3</li> <li>Report Refactoring and Ancillary System Timelines (Risk #269) – 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</li> <li>Change Discussion Guides (CDGs) Readiness (Risk #270) – 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</li> <li>Contingency Plans are not required at this time</li> </ul>

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
W-2	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 Noted Key Dates: W2 WBT Early Learning Dates: 9/26/22 W2 Early Learning ILT Dates: 11/28/22 - 12/16/22	<ul> <li>Wave 2 CDGs are trending late, and the delivery timeframes are revised</li> <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>
W-3	Same as above	<ul> <li>A master CDG is being developed as the starting point for creating W3 County CDGs and the estimated completion is end of August</li> <li>CDG development plan being revised in concert with the Counties while aligning with early learning dates</li> <li>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</li> <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>

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
W-2	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 <b>Defined Waves 1 - 6 Curriculum: Activities, Training, and Milestones which includes T- timelines for the following:</b> Initial Discovery Session Qlik Overview	<ul> <li>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 2:</li> <li>CalSAWS has facilitated 100% (or 11 of the 11) planned Ad Hoc Support Curriculum to the Wave 2 Counties <ul> <li>Counties have identified 293 Reports to Refactor</li> </ul> </li> <li>CalWIN County Ad Hoc Reports Refactoring for Wave 2:</li> <li>Wave 2 Ad Hoc Refactoring planned to begin in Sep 2022 at T-6 (to Go- Live)</li> <li>Risk level to be re-assessed when Ad-Hoc Refactoring is planned to begin</li> </ul>
	<ul> <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>	
W-3	Same as above	<ul> <li>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 3:</li> <li>CalSAWS has facilitated 91% (or 10 of the 11) planned Ad Hoc Support Curriculum to the Wave 3 Counties <ul> <li>Counties have identified 311 Reports to Refactor</li> </ul> </li> <li>CalWIN County Ad Hoc Reports Refactoring for Wave 3:</li> <li>Wave 3 Ad Hoc Refactoring planned to begin in Nov 2022 at T-6 (to Go-Live)</li> </ul>
		Risk level to be re-assessed when Ad-Hoc Refactoring is planned to begin

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
W-4 to W-6	<ul> <li>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</li> <li>Defined Waves 1 - 6 Curriculum: Activities, Training, and Milestones which includes T - timelines for the following: <ul> <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> </li> </ul>	<ul> <li>CalWIN County Education Sessions (i.e., Planned Curriculum) for Waves 4-6:</li> <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> <li>CalWIN County Ad Hoc Reports Refactoring for Waves 4-6:</li> <li>Wave 4: Ad Hoc Refactoring planned to begin in Feb 2023 at T-6 (to Go-Live)</li> <li>Counties have identified 295 Reports to Refactor</li> <li>Wave 5: Ad Hoc Refactoring planned to begin in Apr 2023 at T-6 (to Go-Live)</li> <li>Counties have identified 155 Reports to Refactor</li> <li>Wave 6: Ad Hoc Refactoring planned to begin in May 2023 at T-6 (to Go-Live)</li> <li>Counties have identified 155 Reports to Refactor</li> <li>Wave 6: Ad Hoc Refactoring planned to begin in May 2023 at T-6 (to Go-Live)</li> <li>Counties have not yet assessed and/or identified Reports to Refactor</li> <li>Risk level to be re-assessed when Wave-4 Ad-Hoc Refactoring is planned to begin</li> </ul>

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

<ul> <li>W-2 - Santa Clara</li> <li>Any CalWIN Countly that make changes to their designated Point of Presence (POP) site locations after procurement and planning tasks have been complete, or accurring within 12 months prior to go-live, are at risk for not meeting targeted connectivity dates needed for go-live</li> <li>CalWIN Counties:         <ul> <li>Review responses received from original CRFI 22-015 and re-send those responses back the Counties to confirm/validate the POP site location. The new CRFI/CIT (target by June 10 distribution) will call out that due to the long lead times and potential impact to readiness, 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> <li>6 Counties (Placer, Yolo, Santa Clara, Santa Barbara, San Mateo, San Francisco) had opted in for a change to the POP location</li> <li>4 G connectivity for Santa Clara unusable due to poor 4G signal resulting in instability and unusable as a workaround</li> <li>Comcast and AT&amp;T are resolved</li> <li>Level 3 100Mbps - Construction delays (ISP) could result in an additional 2, 2022;</li> <li>Level 3 100Mbps - Delivered and Activated</li> <li>With the delivery of the AT&amp;T circuit on 8/22, the technical enablement of</li> </ul> </li> </ul>	Risk #272	Risk Description & Mitigation Plan	Risk Status
Santa Clara can proceed. The Risk rating is being lowered due to a reduction in the probability of impact • Santa Clara network changes to be completed by September 19, 2022	W-2 –	<ul> <li>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</li> <li>CalWIN Counties: <ul> <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> </ul> </li> </ul>	<ul> <li>August 19, 2022: 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</li> <li>Mitigation: <ul> <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> </ul> </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> <li>August 22, 2022: <ul> <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> </ul></li>

### 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
	<ul> <li>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</li> <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> </ul>	June 20, 2022:By August 2022, Keith Salas to schedule a meeting with Conversion, Consortium, and QA to review the Risk Mitigation Plan (notated above)September 12, 2022: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.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.

### Project Readiness for CalWIN Cutover to CalSAWS Risks

#### 278: CalWIN OCM Implementation Support Plan

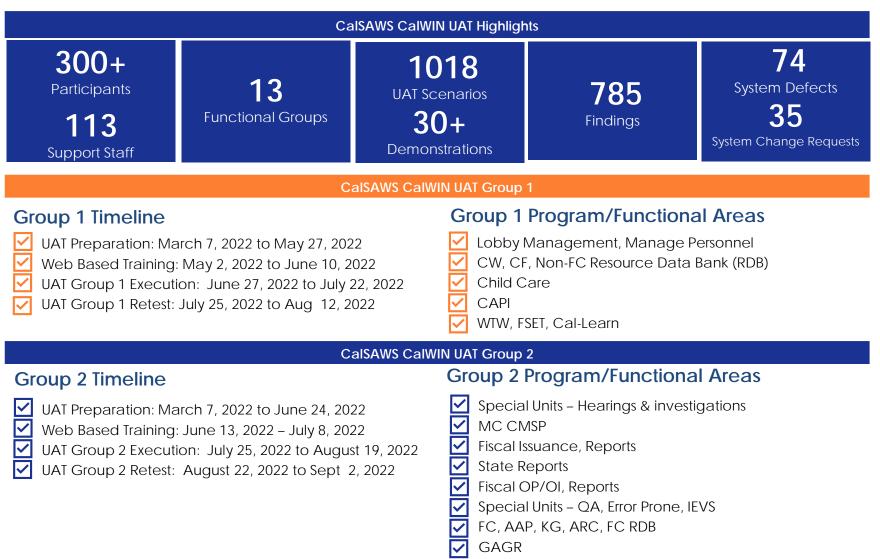
Risk #278	Risk Description & Mitigation Plan	Risk Status
W-2	Without adequate information, neither the project nor county teams can prepare for post-implementation support, and county post-implementation support might be insufficient, disorganized, and/or ineffective	<ul> <li>W1 pre- and post-implementation 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.</li> <li>Will monitor November and December 2022 to identify potential changes / needs.</li> <li>Solicit feedback on Go live Packet utility and content by November 30, 2022</li> <li>Recruitment of other County support is anticipated to start no later than 2 months prior to W2 go live</li> <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>
W-3 to W-6	Same as above	<ul> <li>W3-6 preparation associated with pre, and post implementation support is on track</li> <li>Solicit feedback on Go live Packet utility and content by November 30, 2022</li> <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>

# 8. CalWIN UAT Status Update



# **CalSAWS UAT Execution Status**

### Executive Summary as of September 9, 2022



# CalSAWS UAT Execution Status Executive Summary as of September 9, 2022

			CalSAWS	CalWIN UAT	Execution				
CalSAWS UAT	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked	Findings	Defects Evaluated	SCRs
CalSAWS UAT Group 1 Execution	425	0% (0)	0% (0)	99% (423)	1% (2)	0% (0)	225	63	11
CalSAWS UAT Group 2 Execution	593	0% (0)	0% (0)	95% (563)	5% (30)	0% (0)	560	296	24
Total Execution	1018	0% (0)	0% (0)	97% (986)	3% (32)	0% (0)	785	359	35

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# **CalSAWS UAT Execution Status**

### CalSAWS Core (Findings and Defects) as of September 9, 2022

CalSAWS CalWIN UAT Findings									
Potential System Defect	Security	Training/ Working as Designed	Script Clarifications	Env/Data related	Duplicates/ Cancelled	Total			
359	24	61	223	84	35	785			

CalSAWS CalWIN UAT Defects							
In Development	In Test	Pending Rejection	Rejected	Closed	Grand Total		
7	30	6	279	37	359		

Finding Category	Action Taken
Potential System Defect	Triaged/Resolved by Application and Test Teams
Security	Transitioned to ISS Team
Training/Working as Designed	Transitioned to ISS Team
Script Clarifications	No additional action required
Environment/Data Related	No additional action required
Duplicates/Cancelled	No additional action required

Of the 359 Defects logged:

74 System Defects

- 6 Pending Rejection Defects
- 279 Rejected for Working as Designed
  - 100 no additional action required
  - 46 defects associated to 35 SCRs
  - 91 Training Observations confirmed to be included in existing training materials
  - 34 Training Observations to be confirmed

# **CalSAWS UAT Execution**

### Next Steps



91+ Findings already evaluated by the ISS/Training Team



Follow up to close out outstanding reports action items





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!



# 9. Implementation Support Services Update

- Change Discussion Guides
- Training
- BenefitsCal Training



### Change Discussion Guide (CDG) Overview

#### What is a Change Discussion Guide?

A **Change Discussion Guide (CDG)** describes **process changes** that affect the way staff will perform their jobs by role within CalSAWS.

#### How are CDGs used?

CDGs are used to help staff understand process and system changes that affect their jobs.

#### Who will use CDGs?

- Supervisors and their staff
- Training will use as reference during sessions

#### CDGs are not...

- End user training
- CalSAWS job aid(s)
- County procedure manual

#### What information does a CDG have in it?

CDGs are a compilation of the change impacts. Change impacts include:

**Changes to process** – These are changes resulting from a change to a County's current process because of the CalSAWS implementation. These include additional steps, changes in staff handoffs, or changes in the order in which staff perform steps.

**New functionality** – These are changes resulting from new functionality or automation.

**Change of functionality** – These are changes resulting from different system functions and include areas where county functions might change because it does not exist in CalSAWS.

**Changes in terminology** – These are changes resulting from new terminology and include terms used in CalWIN that differ from the term for the functionality in CalSAWS.

### Change Discussion Guide (CDG) Overview County Leadership and Staff Journey



Set expectations of high-level process and system changes

**Change Discussions** are meant to prepare staff for the high-level changes.

Early Training attendees will review CDGs during the WBT and ILT training period.

EUT Training attendees will be able to reference CDGs and learn about changes **prior to and during the ILT training period**. **(**]]

Measure readiness for change adoption

**T-6 Survey** – The T-6 survey occurs six months prior to go live and are meant obtain a **baseline measure** of understanding the key changes.

**T-3 Survey** – The T-3 survey occurs three months prior to go live and are meant to measure **progress of change discussions** and understanding of key changes.



Build skills and capabilities through hands-on training

Early Training – Generally occurs 3-4 months prior to go live for supervisors and managers. The CDGs provide foundational knowledge and complement training.

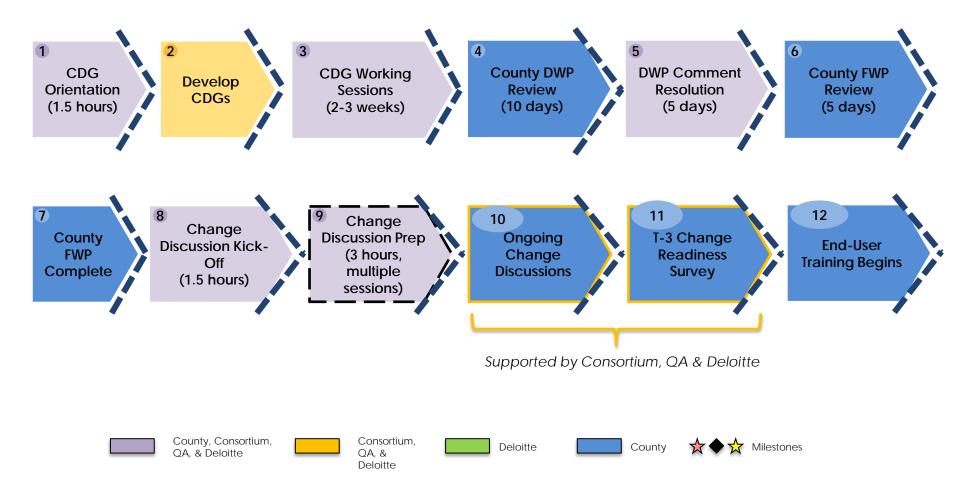
**EUT Training** – WBTs generally begin ~3 months prior to go live, and ILT just in time for go live. The CDGs serve as a reference **prior to and during the ILT training period**.

Change discussions are facilitated prior to the training period to keep the knowledge and concepts accessible and complement the hands-on training.

### Change Discussion Guide (CDG)Timeline Re-Baseline Background

- As part of Wave 1 & 2 CDG Lessons Learned, the CDG development approach and process was updated to include:
  - ✓ County, Consortium, and QA working sessions
  - ✓ Additional Quality checkpoints in the development cycle
  - Review of CDG milestones alongside project milestone (e.g., process simulation, County data validation activities, training activities, Go Live dates), for County and Consortium, where possible
  - Timing of change discussion activities with training activities
- To incorporate lessons learned, a re-baseline of the Wave 3, 4, 5, and 6 CDG schedule has been developed
- For this re-baselined schedule, the following assumptions and considerations were made:
  - Anchoring of change discussion activities based on End-User Training and County change readiness
  - County, Consortium, and QA resources, e.g., resource considerations for county working sessions and change discussion prep sessions
  - ✓ Ability to offer Change Discussion Prep sessions in person to Counties
  - ✓ Continued lessons learned and improvement from wave to wave
  - Experience of County Leadership and Staff as they engage in change discussions and prepare for training

### Change Discussion Guide (CDG)Timeline Overview of Key Milestones and Activities



#### What are CDG Working Sessions?

This is a time for Consortium, QA, and Counties to work together in a series of live facilitated sessions to review the draft Change Discussion Guide documentation.

#### How will the sessions be conducted?

 CDG Working Sessions will be conducted in Microsoft Teams over a 3-week period, with sessions in the morning from 9am – 12pm, and in the afternoon from 1pm – 4pm.

#### What materials will be reviewed?

• The Change Discussion Guide document is reviewed, and each section will be reviewed in a live walkthrough format. The CDGs will be posted one week in advance for County review and preparation for the sessions.

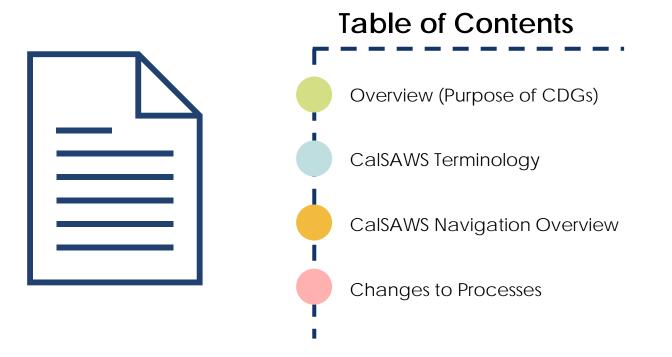
#### How will counties validate the CDG?

Counties will validate the CDG by providing live comments during the sessions. In addition, Counties are also
provided the updated documents and have 2 weeks post session to provide written comments using a
comment log.

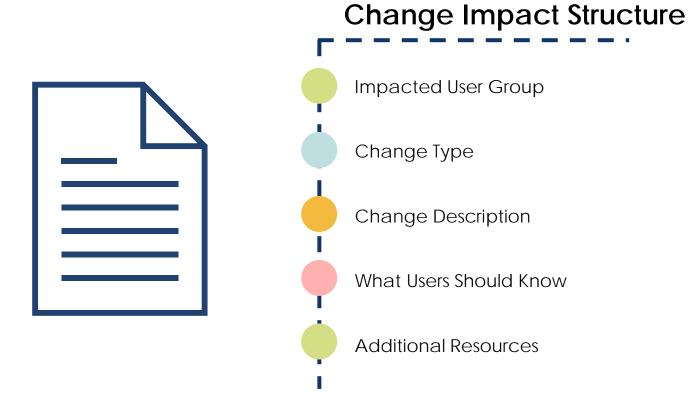
#### Who should be invited to these sessions?

• Counties will select the appropriate subject matter experts based on the topics to be covered in each session.

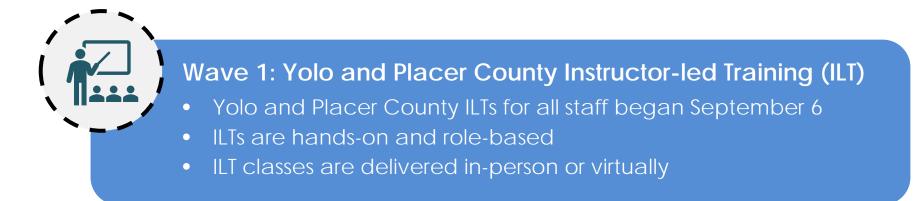
### Change Discussion Guide Overview CDG Structure



### Change Discussion Guide Overview Change Impact Structure



### Training Waves 1 and 2 Updates





- ILT Walkthroughs validation of county-specific course content, August 29 – September 16
- WBTs for Early Training & Train the Trainer participants begins
   September 26 and all staff on October 17

# Training Delivery Approaches

#### **In-Person Classroom**

- ILTs are led by 2 ISS Trainers and supported by 1 County Trainer
- In-person classes allow for over-the-shoulder help throughout the training day

#### Virtual Classroom

- Virtual ILTs are led by 2 ISS Trainers and support by 1 County Trainer
- One-on-one engagement is more challenging, but individual support can be provided through screen sharing and breakout rooms, creating an engaging and effective training experience

#### Hybrid Classroom

- Allows learners to virtually join an in-person classroom
- Challenging for learners to follow the in-person activities and keep pace with the class
- We do not offer a hybrid option

### BenefitsCal Training - Wave 1

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 Review: CBO Referral, Student Apps
Tier 1 Support Session - Placer	CSC, Helpdesk	09/15/2022	Demo: Create Account, Apply for Benefits, Renewals 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 Process Simulation Final Exit Statistics

Placer: 31 Total Scenarios

- 100% of Scenarios Executed
- 28 Passed (90%)
- 3 failed (Linked with UAT-1258/CA-249258, CA-248533, UAT-1274/CA-236570)

Yolo: 30 Total Scenarios

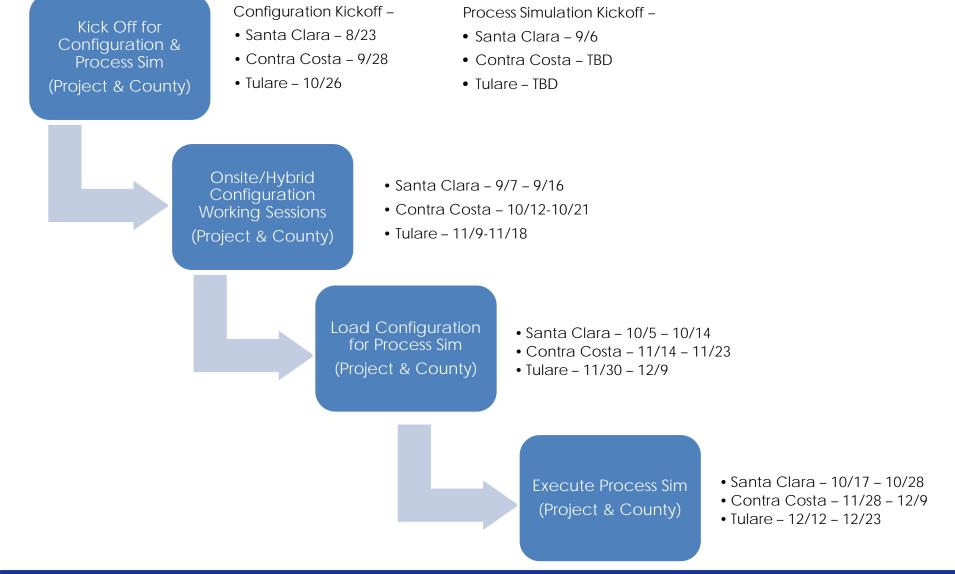
- 100% of Scenarios Executed
- 28 Passed (93%)
- 2 Failed (Linked with UAT-748/ CA-248533, UAT-1273/CA-236570)

Disposition Findings (13 Overall)

- 7 Security Findings
- 1 Configuration Finding
- 4 Findings resulting in Valid Application Defects
- 1 Finding related to Pending SCR

Week	Placer	Yolo	Status
Week 1 (7/25-7/29)	Planned : 8 Actual :8 25% Complete	Planned: 7 Actual : 7 23% Complete	Complete
Week 2 (8/1-8/5)	Planned : 9 Actual : 9 48% Complete	Planned : 9 Actual : 12 56% Complete	Complete
Week 3 (8/8-8/12)	Planned : 9 Actual : 9 83% Complete	Planned : 8 Actual : 7 86% Complete	Complete
Week 4 (8/15-8/19)	Planned : 5 Actual :5 100% Complete	Planned : 4 Actual :4 100% Complete	Complete

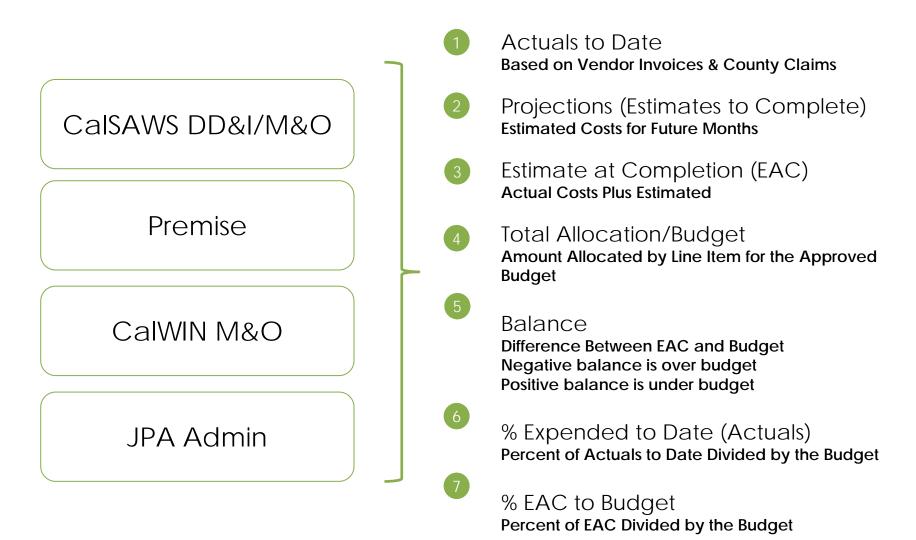
# Wave-2 Configuration & Process Simulation Schedule of Activities



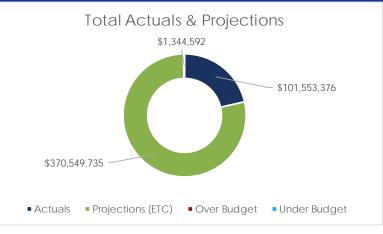
# 10. CalSAWS Financial Update

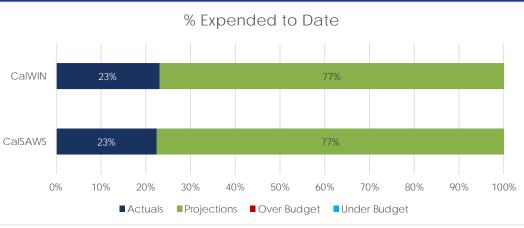


# CalSAWS Quarterly Financial Updates Overview



#### Cal**SAWS** | SFY 2022/23 FINANCIAL DASHBOARD - Sep 9, 2022





Category	Actuals to Date <sup>1</sup>	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	\$73,113,812	\$251,405,006	\$324,518,818	\$324,518,818	\$0	22.5%	100.0%	
DD&I App. Dev.	\$417,846	\$1,742,014	\$2,159,860	\$2,159,860	\$0	19.3%	100.0%	
DD&I Non-App. Dev.	\$11,282,492	\$61,416,124	\$72,698,616	\$72,698,616	\$0	15.5%	100.0%	
DD&I Training	\$5,321,660	\$12,945,305	\$18,266,965	\$18,266,965	\$0	29.1%	100.0%	
CalSAWS M&O	\$54,102,261	\$164,998,183	\$219,100,444	\$219,100,444	\$0	24.7%	100.0%	
M&O Procurement	\$397,893	\$971,922	\$1,369,815	\$1,369,815	\$0	29.0%	100.0%	
OCAT M&O	\$589,199	\$1,477,297	\$2,066,496	\$2,066,496	\$0	28.5%	100.0%	
CalHEERS Interface	\$1,002,461	\$7,178,203	\$8,180,664	\$8,180,664	\$0	12.3%	100.0%	
Covered CA CSC	\$0	\$675,958	\$675,958	\$675,958	\$0	0.0%	100.0%	
CalSAWS Premise	\$5,163,235	\$40,820,188	\$45,983,423	\$47,328,015	\$1,344,592	10.9%	97.2%	
CalSAWS Premise	\$5,163,235	\$40,820,188	\$45,983,423	\$47,328,015	\$1,344,592	10.9%	97.2%	Underspend related to ARPA FFY Funding
CalWIN M&O	\$23,276,329	\$77,670,393	\$100,946,722	\$100,946,722	\$0	23.1%	100.0%	
CalWIN M&O	\$20,179,327	\$67,382,204	\$87,561,531	\$87,561,531	\$0	23.0%	100.0%	
CalHEERS Interface	\$2,598,957	\$8,948,013	\$11,546,970	\$11,546,970	\$0	22.5%	100.0%	
CalHEERS CSCN	\$498,045	\$1,340,176	\$1,838,221	\$1,838,221	\$0	27.1%	100.0%	
JPA Admin. Budget	\$0	\$654,148	\$654,148	\$654,148	\$0	0.0%	100.0%	
CalSAWS 58 Counties	\$0	\$654,148	\$654,148	\$654,148	\$0	0.0%	100.0%	
Total	\$101,553,376	\$370,549,735	\$472,103,111	\$473,447,703	\$1,344,592	21.4%	99.7%	

<sup>1.</sup> September Payment Month (partial actuals per advance)

#### CalSAWS | SFY 2022/23 CONSORTIUM PERSONNEL BUDGET & FTES

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS	\$5,932,107	\$24,513,134	\$30,445,241	\$30,445,241	\$0	19.5%	100.0%
Consortium Personnel - County <sup>1</sup>	\$194,661	\$13,132,494	\$13,327,155	\$13,327,155	\$0	1.5%	100.0%
Consortium Personnel - Contractor <sup>2,3</sup>	\$5,737,446	\$11,380,640	\$17,118,086	\$17,118,086	\$0	33.5%	100.0%
CalWIN M&O	\$1,047,911	\$3,187,582	\$4,235,493	\$4,235,493	\$0	24.7%	100.0%
Consortium Personnel - County <sup>1</sup>	\$22,910	\$143,158	\$166,068	\$166,068	\$0	13.8%	100.0%
Consortium Personnel - Contractor <sup>2,3</sup>	\$1,025,001	\$3,044,424	\$4,069,425	\$4,069,425	\$0	25.2%	100.0%
CalSAWS Premise	\$0	\$104,112	\$104,112	\$104,112	\$0	0.0%	100.0%
Consortium Personnel - County	\$0	\$104,112	\$104,112	\$104,112	\$0	0.0%	100.0%
Consortium Personnel - Contractor <sup>2</sup>	\$0	\$0	\$0	\$0	\$0	0.0%	0.0%
Total	\$6,980,018	\$27,804,828	\$34,784,846	\$34,784,846	\$0	20.1%	100.0%

SFY 2022/23 - Consortium Personnel FTE Counts	FTE
CalSAWS DD&I and M&O	198
Consortium Personnel - County <sup>1</sup>	85
Consortium Personnel - Contractor <sup>2</sup>	78
Consortium Personnel - Contractor Limited Term <sup>3</sup>	19
TBD <sup>4</sup>	16
CalWIN M&O	21
Consortium Personnel - County <sup>1</sup>	1
Consortium Personnel - Contractor <sup>2</sup>	12
Consortium Personnel - Contractor Limited Term <sup>3</sup>	6
TBD <sup>4</sup>	2
Premise	2
Consortium Personnel - County <sup>1</sup>	1
Consortium Personnel - Contractor <sup>2</sup>	0
Total	221

<sup>1</sup>Includes only Consortium Staff, does not include County Support Staff <sup>2</sup>Includes RGS and CSAC employees

<sup>3</sup>Includes RGS, CSAC, and First Data Staff (Non-Employees)

<sup>4</sup>Does not account for backfill considerations

#### Cal**SAWS** | SFY 2022/23 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalWIN M&O	\$4,504,506	\$24,540,026	\$29,044,532	\$29,044,532	\$0	15.5%	100.0%
CalWIN M&O	\$3,526,377	\$10,150,047	\$13,676,424	\$13,676,424	\$0	25.8%	100.0%
CalHEERS Interface Change Budget	\$957,330	\$5,556,186	\$6,513,516	\$6,513,516	\$0	14.7%	100.0%
CalHEERS CSCN Change Budget	\$20,799	\$228,793	\$249,592	\$249,592	\$0	8.3%	100.0%
CalWIN Premise	\$O	\$8,605,000	\$8,605,000	\$8,605,000	\$0	0.0%	100.0%
CalSAWS M&O	\$14,515,873	\$36,874,800	\$51,390,673	\$52,591,091	\$1,200,418	27.6%	97.7%
CalSAWS M&E	\$10,439,032	\$18,192,020	\$28,631,052	\$28,631,052	\$0	36.5%	100.0%
CalHEERS Interface Change Budget	\$634,902	\$5,748,450	\$6,383,352	\$6,383,352	\$0	9.9%	100.0%
BenefitsCal	\$568,358	\$1,380,298	\$1,948,656	\$1,948,656	\$0	29.2%	100.0%
CalSAWS Premise	\$2,873,581	\$11,554,032	\$14,427,613	\$15,628,031	\$1,200,418	18.4%	92.3%
TOTAL	\$19,020,379	\$61,414,826	\$80,435,205	\$81,635,623	\$1,200,418	23.3%	98.5%

Note: Includes 15,075 hours/month for CalSAWS, plus premise hours. Premise Variance due to underspend on ARPA

#### CalSAWS | SFY 2022/23 CONTRACT OBLIGATIONS

Warranty & Liquidated Damages Detail - SFY 2022/23							
Category	Contract	Service Month	Amount	Invoice Month	Invoice #		
Deliverables produced in Change Request/UAT	CalWIN	March-22	\$5,000	August-22	80004559		
System Availability Benefits CalWIN	CalWIN	March-22	\$2,000	August-22	80004559		
System Availability CalWIN	CalWIN	March-22	\$5,000	August-22	80004559		
System Availability ACCESS CalWIN	CalWIN	April-22	\$22,000	TBD			
Covered CA Interface - Sys Response Time	CalWIN	April-22	\$5,500	TBD			
Covered CA Contact - System Availability	CalWIN	April-22	\$1,000	TBD			
Total			\$28,500				

Hours & Credits							
Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)		
CalWIN Modernization ("Modification") Hours	\$6,768,683	\$2,922,567	\$9,691,250	\$10,033,825	\$342,575		
CalWIN Business Intelligence (BI)	\$3,971,215	\$0	\$3,971,215	\$3,971,215	\$0		
CalWIN IDMS	\$1,500,000	\$0	\$1,500,000	\$1,500,000	\$0		
CalWIN Business Rules Engine (BRE)	\$2,099,510	\$1,400,490	\$3,500,000	\$3,500,000	\$0		
Total	\$14,339,408	\$4,323,057	\$18,662,464	\$19,005,040	\$342,575		

#### Notes:

Modernization Hours are updated each August with 8,500 hours; includes hours for Contract Years 1-7 plus partial Contract Year 8. Modernation Hours will be leveraged for BenefitsCal Technical Help Desk.

IDMS \$1.5M applied to CalSAWS GA/GR.

BRE \$3.5M to be applied to CalSAWS GA/GR.

#### CalSAWS | SFY 2022/23 CHANGE NOTICE TRACKING

CalSAWS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 30)	\$92,000,000	
Previously Approved through June 2021	\$21,229,544	FIVE - NINE
Previously Approved June 2021 through October 2021	\$9,182,789	TEN - ELEVEN
Previously Approved Nov 2021 through June 2022	\$11,336,520	TWELVE - EIGHTEEN
Functional Support and Technical Help Desk	\$4,424,096	NINETEEN
Various Premise Items	\$2,039,802	TWENTY
BenefitsCal Portal Support (Less CN 18 for Virtual	(\$944,032)	TWENTY ONE
Total Allocated Amounts	\$47,268,719	
Total Remaining Allocation	\$44,731,281	

CalSAWS Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$20,000,000	
Approved County Purchases	\$1,702,883	FIFTEEN
Approved County Purchases*	\$5,112,800	TWENTY
Total Allocated Amounts	\$6,815,683	
Total Remaining Allocation	\$13,184,317	

Deloitte Portal/Mobile	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 5)	\$13,000,000	
Various Premise Items	\$1,112,377	ONE - THREE
American Recovery Plan Act (ARPA)	\$1,705,148	FOUR
American Recovery Plan Act (ARPA) - ROI	\$428,379	FIVE
Get CalFresh (Code for America) - Security Monitoring	\$50,001	SIX
American Recovery Plan Act (ARPA) - SAR 7 and 7A	\$92,496	SEVEN
Total Allocated Amounts	\$3,388,401	
Total Remaining Allocation	\$9,611,599	

Deloitte CalWIN ISS (County Purchases)	Total Amount	Work Order Ref.
Total Baseline Allocation (Amendment 2)	\$8,000,000	
Total Allocated Amounts	\$0	
Total Remaining Allocation	\$8,000,000	

CalWIN Contract (Premise/App Maintenance Services)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$54,516,908	
Previously Approved Projects	\$18,419,400	N/A
Previously Approved Projects	\$2,678,531	TWO - FOUR
Total Allocated Amounts	\$21,097,931	
Total Remaining Allocation	\$33,418,977	

CalWIN Contract (County Purchases)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$6,968,662	
Previously Approved	\$2,021,592	N/A
Projects 60548 and 60549	\$177,419	FOUR
Projects 60858, 60859, 61078 and 61377	\$262,105	FIVE
Total Allocated Amounts	\$2,461,116	
Total Remaining Allocation	\$4,507,546	

First Data LRS Contract (Staff Augmentation Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 7)	\$1,000,000	
Previously Approved through June 2022	\$495,552	ONE - FOUR
Total Allocated Amounts	\$495,552	
Total Remaining Allocation	\$504,448	
Infosys Contract (App Maintenance Services)	Total Amount	Change Notice Ref.

mosys contract (App Maintenance services)		onunge nouee ken
Total Baseline Allocation	\$10,000,000	
Previously Approved	\$7,002,152	
Total Allocated Amounts	\$7,002,152	
Total Remaining Allocation	\$2,997,848	

ClearBest	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 6)	\$4,000,000	
Previously Approved	\$3,104,596	ONE - THIRTEEN
Various Premise Items*	\$660,484	FOURTEEN-NINETEEN
Total Allocated Amounts	\$3,765,080	
Total Remaining Allocation	\$234,920	

# 11. Policy Update

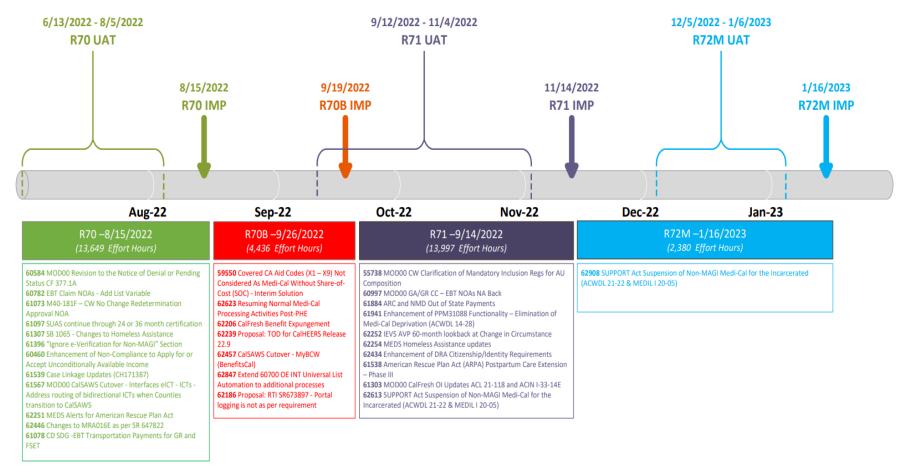


# Policy Update

Rev: 8/16/2022

#### **CalWIN Release Delivery Impact**





# Policy Update CalWIN Modified Release Schedule

	Aug	Sep	<b>2022</b> Oct Nov	Dec	Jan	Feb	Mar	Apr	May	<b>2023</b> Jun	Jul	Aug	Sep	Oct	Nov
CalWIN Waves			0			2		3		4		5		6	
CalWIN Releases - New	R70	R70B	R71		R72M		R73M		R74M	R	75M		R76M		
UAT schedule - New		<b>R71</b> : 9/12	/22 - 11/4/22	<b>R72M</b> : 1	2/5/22-12/3	0/22	R7	<b>4M</b> : 4/3,	/23-5/5/23		R	<b>76M:</b> 7/3	31/23-9/1/	23	
					R	<b>73M</b> : 1/3	0/23-3/3/23	3	R7	<b>5M:</b> 6/5/2	3-6/30/2	3			
Monthly Release IF needed			Х	Х		Х		Х		Х		Х		Х	
CalSAWS Releases CalHEERS Releases		22.9 22.9	2	2.11	23.1	23.2	23.3		23.5	23.6	23.7		23.9 23.9		23.11
					1										
COLAs (effective month listed)		CW/CF Oct		SSA Jan		SSI/SSP F Mar	PL Apr			FC Jul			CW/CF Oct		

CalWIN Release-old	R70	R70B	R71	R72/R72B	R73	R73B	R74	R74B	R75
UAT schedule-old		<b>R71:</b> 9/12/22 - 11,	/4/22	R72: 12/12/22 - 2/3/2024	<b>R73:</b> 3/13/23 - 5/5/23	<b>R74:</b> 6/12	/23 - 8/4/23		

# Policy Update Emergency Allotments (Maximum Allotments)

CalWIN – Year to Date Totals for 2022

	Benefits Issued	Case Counts
January	179,932,648.34	1,094,689
February	185,753,432.81	1,106,840
March	183,173,628.07	1,101,411
April	186,903,037.95	1,109,056
Мау	189,985,416.24	1,121,957
June	192,520,641.61	1,129,865
July	197,999,681.67	1,146,445
August	199,060,700.32	1,154,181
Totaling	\$1,515,329,187.01	

### 12. Stakeholder Updates

- CDSS
- DHCS
- OSI
- CWDA



### 13. Adjourn Meeting

