



# CalSAWS DD&I Weekly Status Report

**Reporting Period: August 29, 2022 to September 4,  
2022**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

---

- 1.0 Project Management ..... 3**
  - 1.1 Project Deliverables Summary ..... 3
  - 1.2 Highlights of the Reporting Period ..... 3
    - 1.2.1 Project Management ..... 3
    - 1.2.2 Communications Management ..... 5
    - 1.2.3 Cultural Transformation ..... 7
    - 1.2.4 Inclusion, Diversity and Equity Advancement (IDEA) ..... 7
  - 1.3 CRFI/CIT Communications Information ..... 8
  - 1.4 Activities for the Next Reporting Period ..... 10
    - 1.4.1 Project Management ..... 10
    - 1.4.2 Communications Management ..... 11
    - 1.4.3 Cultural Transformation ..... 11
    - 1.4.4 Inclusion, Diversity & Equity Advancement (IDEA) ..... 11
  - 1.5 Deviations from Plan/Adjustments ..... 12
- 2.0 Imaging ..... 12**
  - 2.1 Highlights of the Reporting Period ..... 12
  - 2.2 Activities for the Next Reporting Period ..... 16
  - 2.3 Upcoming Performance Tests ..... 17
  - 2.4 Deviations from Plan/Adjustments ..... 17
- 3.0 Customer Service Center (CSC) ..... 17**
  - 3.1 Highlights of the Reporting Period ..... 17
  - 3.2 Activities for the Next Reporting Period ..... 19
  - 3.3 Upcoming Performance Tests ..... 19
  - 3.4 Deviations from Plan/Adjustments ..... 19
- 4.0 Application Development and Test ..... 19**
  - 4.1 Highlights of the Reporting Period ..... 19
    - 4.1.1 Application Development Summary ..... 20
    - 4.1.2 Design Difference Identifiers (DDID) System Test Status ..... 20
    - 4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT) ..... 21
    - 4.1.4 General Assistance/General Relief (GA/GR) ..... 22
    - 4.1.5 Case Purge ..... 23
    - 4.1.6 Deliverable Management ..... 25

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022


---

4.2	Activities for the Next Reporting Period.....	25
4.3	Upcoming Performance Tests.....	25
4.4	Deviations from Plan/Adjustments.....	26
<b>5.0</b>	<b>Conversion .....</b>	<b>26</b>
5.1	Highlights of the Reporting Period .....	26
5.1.1	CalWIN Conversion .....	26
5.1.2	CalWIN Conversion Defects (CDT, CDV, and UAT) .....	27
5.1.3	Gainwell Technologies .....	27
5.1.4	Ancillary Systems Conversion.....	28
5.1.5	Deliverable Management.....	29
5.2	Activities for the Next Reporting Period.....	30
5.2.1	CalWIN Conversion .....	30
5.2.2	Gainwell Technologies .....	30
5.2.3	Ancillary Systems Conversion.....	30
5.2.4	Deliverable Management.....	30
5.3	Deviations from Plan/Adjustments.....	30
<b>6.0</b>	<b>CalWIN Functional Support .....</b>	<b>31</b>
6.1	Highlights of the Reporting Period .....	31
6.2	Activities for the Next Reporting Period.....	32
6.3	Deviations from Plan/Adjustments.....	32
<b>7.0</b>	<b>Technical Infrastructure.....</b>	<b>33</b>
7.1	Highlights of the Reporting Period .....	33
7.2	Activities for the Next Reporting Period.....	35
7.3	Deviations from Plan/Adjustments.....	35
<b>8.0</b>	<b>Appendices.....</b>	<b>36</b>

## 1.0 Project Management

### 1.1 Project Deliverables Summary

**Table 1.1-1 – Overall Summary of Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
80	CalSAWS Migration Work Plan Update #41	PMO		<ul style="list-style-type: none"> <li>Final Deliverable (FDEL) is in progress</li> <li>Submission of the FDEL is due on September 13, 2022</li> </ul>

[1] Status: **Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

### 1.2 Highlights of the Reporting Period

**Table 1.2-1 – CalSAWS Project Management Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	<ul style="list-style-type: none"> <li>None to note for the reporting period</li> </ul>

#### 1.2.1 Project Management

- ▶ Continued CalSAWS DD&I Facility Management activities, including:
  - Key initiatives related to facilities at the Rancho Cordova Project Office are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) below

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

**Table 1.2.1-1 – Key Facility Initiatives/Projects**

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
1	Return to Office (RTO)	Rancho Cordova and Norwalk Project Offices	Ongoing	<ul style="list-style-type: none"> <li>• Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices</li> <li>• Continued to monitor and review requests from CalSAWS Project staff who are interested in returning to the CalSAWS Rancho Cordova and Norwalk Project offices on a hybrid schedule</li> <li>• Continued to assess updates to Federal, State, and local policies and ordinances for the CalSAWS Project's return to office processes</li> </ul>
2	Large Meeting Requests	Rancho Cordova and Norwalk Project Offices	Ongoing	<ul style="list-style-type: none"> <li>• Continued planning facility capacity and equipment needs for requested on-site meetings</li> </ul>

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on August 31, 2022
- ▶ Completed preparations and participated in the Section Directors Meeting that was held on August 30, 2022
- ▶ Continued CalSAWS Risk Management activities, including:
  - Continued to work with risk and issue owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks and issues
- ▶ Continued supporting engagement of project staff working remotely, including:
  - Continued development of the monthly CalSAWS Connect newsletter that will be submitted to the CalSAWS Project Team on September 15, 2022
  - Continued preparations and planning for the next virtual CalSAWS Project All Staff Meeting on September 21, 2022
- ▶ Continued discussions with the Consortium regarding the development of high-level Gantt charts for the CalSAWS Project and continued reviewing potential tools that may be used to create the CalSAWS Integrated Gantt charts
- ▶ Continued performing contract management activities:
  - Finalized contract Change Notice No. 21 with Consortium. Change Notice No. 21 is planned to be submitted to the CalSAWS JPA Board of Directors for approval on September 9, 2022 and may include use of the contract's R&A Change Budget Services including the following:
    - Additional M&E hours for BenefitsCal Portal Support for SFY 22/23
    - Premise item: CalFresh Notice of Denial or Pending Status

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

- Department of Health Care Services (DHCS) Support Statement of Work (SOW)
  - California Department of Social Services (CDSS) Support SOW
  - Virtual Assistants Scaling duplication removal: updated Statement of Work (SOW) for Virtual Assistants (VA)
- Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
- ▶ Continued updates for the monthly CalSAWS IT Project Status Report for August 2022 and preparations for the monthly CalSAWS IT Report Meeting with OSI (Office of Systems Integration), CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for September 14, 2022
- ▶ Continued performing Deliverable Management activities for the CalSAWS DD&I Project

**Deliverable Management**

**Table 1.2.1-2 – Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
80	CalSAWS Migration Work Plan Update #41	<ul style="list-style-type: none"> <li>• Began developing the FDEL</li> <li>• Scheduled a touchpoint meeting with Deliverable reviewers for September 19, 2022 to address questions and comments for the FDEL, as needed</li> <li>• Submission of the FDEL is due on September 13, 2022</li> </ul>

**1.2.2 Communications Management**

- ▶ CalSAWS Communications Management activities including
  - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy
  - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org)
  - Continued the administration and support of the CalSAWS external website
    - See Table 1.2.2-1 for details on website support activities

**Table 1.2.2-1 – Website Support Activities**

TASK	DATE (S)	TASK TYPE
None for the reporting period	N/A	N/A

**CalSAWS – California Statewide Automated Welfare System**

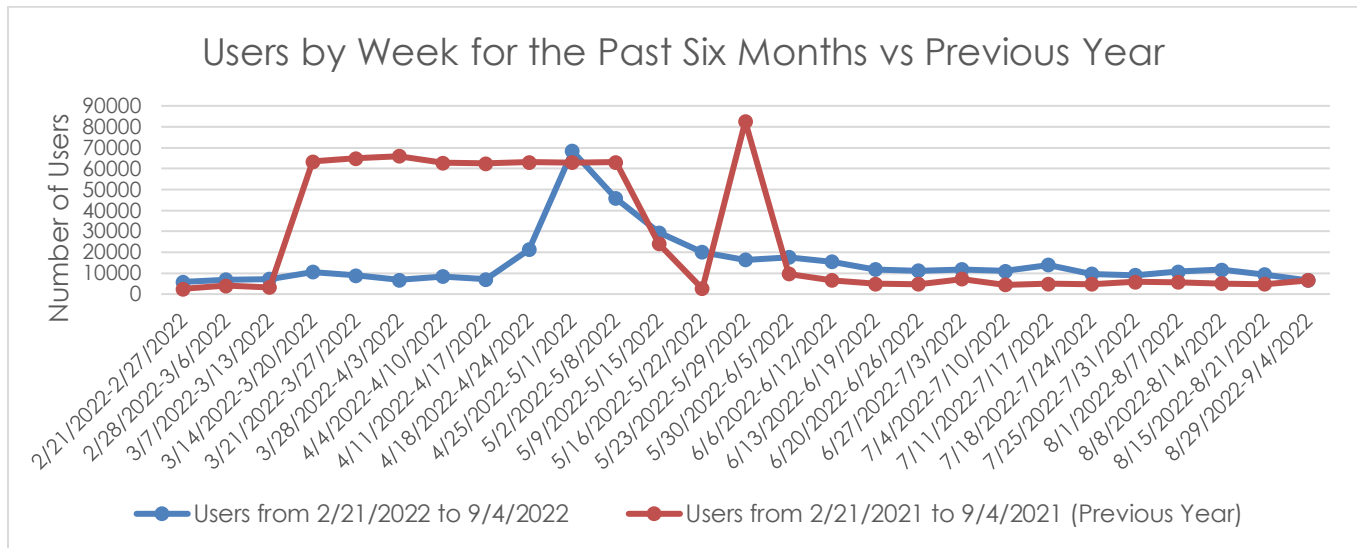
CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

**Table 1.2.2-2 – CalSAWS.org Usage Statistics**

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	27	2,487
Total Number of Unique Users	6,562	1,623,148
Total Number of New Users	4,956	1,623,148
Total Number of Sessions (Individual site visits)	8,439	2,310,383
Average Number of Sessions per User	1.29	1.43
Average Number of Page Views per Session	1.48	1.32
Average Session Duration	1:05	0:56
AskCalSAWS Inquiries – Received/Resolved	4/2	860/858

**Figure 1.2.2-2 – Overall CalSAWS.org Usage Trend**



**Note:**

Increase in usage from the Previous Year (from March 14, 2021 to May 15, 2021) was investigated to be from cities in the United States

**Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics**

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	29%
Latest News – News	23%
Other Updates – System Updates	20%
Other Updates – Careers	19%
CalSAWS Committees – CalWORKs/CalFresh	19%

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

---

### 1.2.3 Cultural Transformation

- ▶ CalSAWS BenefitsCal Merchandise Store
  - Sent an email reminder on September 1, 2022, regarding final days of purchase opportunities
  - Store closing September 5, 2022
- ▶ CalSAWS Power of 58 Merchandise Store
  - Scheduled to open September 6, 2022, and close September 16, 2022
- ▶ Culture Ambassadors Network
  - Continued to plan for future Conversation Series Topics
    - CalSAWS System Overview (date set for September 28, 2022, at 11:30 a.m.)
    - Amazon Web Services (AWS) Overview (TBD)
    - Navigating Security to Drive Innovation at CalSAWS (TBD)
- ▶ Virtual Art and Trunk Show
  - Scheduled for September in conjunction with Wellness Wednesdays, called Art and Wellness
    - Kick-off date September 7, 2022
    - Artists will be featured with their creations each consecutive week

### 1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

- ▶ Co-Create Phase
  - CalSAWS “We Are One” SharePoint Site
    - Continued to update the “We Are One” website tab
  - Pulse Survey
    - Continued to integrate pulse survey analysis into IDEA initiative planning
  - CalSAWS Table Talks
  - Buddy Program
    - Continued supporting mentors and mentees
  - Small Team Building
    - Continued to promote Small Team Building initiative opportunities for all CalSAWS teams
  - Employee Resource Groups (ERGs)
- ▶ General
  - Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  - Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the project



**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

**1.3 CRFI/CIT Communications Information**

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending September 4, 2022

**Table 1.3-1 – CITs**

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0245-22	Wave 1 CalWIN County Prep Phase Kickoff, Activities, and Materials	Informational	August 29, 2022	Melody Raudman	Jennifer Carpenter
0246-22	CalWIN Cutover and OCAT Interviews	Informational	August 29, 2022	Jennifer Carpenter	N/A
0248-22	CalWIN Wave 2 August Readiness Dashboard and Packet	Informational	August 29, 2022	Jennifer Carpenter	Mara Jennings
0250-22	CalWIN Wave 1 August Readiness Dashboard and Packet: 2nd Distribution	Informational	August 29, 2022	Jennifer Carpenter	Mara Jennings
0251-22	Recruitment of CalSAWS Project Staff	Informational	August 30, 2022	Jennifer Smith	Holly Murphy
0252-22	CA-xxx-22 Wave 1 ICT Records in Progress	Informational	August 30, 2022 Updated September 1, 2022	Carlos Zepeda	Jennifer Carpenter
0253-22	CalSAWS ForgeRock and LMS Access (Wave 2)	Informational	August 30, 2022	Ashley Arnold	Yogesh Patel
0254-22	BenefitsCal CalSAWS Features Status for Counties	Informational	August 31, 2022	Joel Acevedo	Onur Senman, and Mufaddal Tinmaker

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending September 4, 2022

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

**Table 1.3-2 – CRFIs**

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
22-062	CalWIN Readiness Prerequisites for IPT	July 25, 2022	Open	September 16, 2022	Melanie Gines, and Lloyd Rankine
22-064	CalWIN Waves 5 & 6 – Telephonic Signature Survey	August 3, 2022	Open	August 17, 2022	Jill Smith
22-066	Wave 5 - Change Readiness Survey Participant Demographic Data	August 15, 2022	Open	September 2, 2022	Helen Cruz
22-070	Wave 2 County Site Plans	August 22, 2022	Open	September 9, 2022	Pete Quijada
22-071	Wave 1 Application Security Conversion: Security Roles - Sync-Up	August 29, 2022	Open	September 12, 2022	Paul Trisler
22-072	Wave 2 CalWIN Counties ServiceNow Fulfillers and View-Only Users	August 29, 2022	Open	September 9, 2022	Yogesh Patel
22-073	CalWIN Wave 1 Counties: Project-Maintained Worker IDs	August 30, 2022	Open	September 13, 2022	Darcy Alexander
22-074	Technical Questionnaire for CalSAWS Enablement	August 30, 2022	Open	September 16, 2022	Melanie Gines
22-076	Interface Partner Testing Contacts Confirmation for CalWIN Wave 4 and Wave 5 Counties	September 1, 2022	Open	September 16, 2022	Prem Venugopalan
22-077	CalWIN Migration Wave 1 – CalSAWS County On-site Support	September 2, 2022	Open	September 16, 2022	Alec Christianson

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending September 4, 2022

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

**Table 1.3-3 – Overdue CRFIs**

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-064	CalWIN Waves 5 & 6 – Telephonic Signature Survey				Fresno County		
22-066	Wave 5 - Change Readiness Survey Participant Demographic Data	Alameda County			Fresno County		

### 1.4 Activities for the Next Reporting Period

#### 1.4.1 Project Management

- ▶ Continued CalSAWS DD&I Facility Management activities, including:
  - Continue key initiatives related to facilities at the Rancho Cordova and Norwalk Project Offices, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ▶ Continue CalSAWS Risk Management activities, including:
  - Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
- ▶ Facilitate the CalSAWS Weekly Status Meeting that is scheduled for September 7, 2022
- ▶ Participate in the Section Directors meeting that is scheduled for September 6, 2022
- ▶ Continue activities to support Project staff working remotely
  - Continue developing the next monthly issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on September 15, 2022
  - Continue preparations and planning for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for September 21, 2022
  - Continue developing Project communications, as needed
- ▶ Continue to support Return to Office (RTO) requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ▶ Finalize updates for the monthly CalSAWS IT Project Status Report for August 2022 and preparations for the monthly CalSAWS IT Report Meeting with OSI (Office of Systems Integration), CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for September 14, 2022
- ▶ Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project

**Deliverable Management**

**Table 1.4.1-1 – Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
80	CalSAWS Migration Work Plan Update #41	<ul style="list-style-type: none"> <li>Finalize and submit the FDEL to the Consortium for review and feedback on September 13, 2022</li> <li>Approval of the FDEL is due on September 20, 2022</li> </ul>

**1.4.2 Communications Management**

- ▶ Continue to monitor usage and update materials as requested
  - See table 1.4.2-1 for planned website support activities
- ▶ CalSAWS Communications Management activities including:
  - Continue to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
  - Continue oversight and management of Power of 58 roll out

**Table 1.4.2-1 – Website Support Activities**

TASK	DATE(S)	TASK TYPE
None for the reporting period	N/A	N/A

**1.4.3 Cultural Transformation**

- ▶ Continue to develop calendar of events for the ambassador initiatives through the end of the year
- ▶ Continue to provide project management support to Culture Ambassadors as they continue to develop the plans for the initiatives
- ▶ Continue to coordinate working sessions for each Ambassador group to progress their initiatives planning and discuss their individual contributions
- ▶ Continue to develop wellness initiative content to keep the project staff engaged
- ▶ Continue to update resources and a collaboration workspace (Teams Channel) with new relevant materials to support the implementation of the prioritized initiatives
- ▶ Continue to monitor Microsoft Teams channels for any help needed from Ambassadors

**1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)**

- ▶ Create October Wellness Wednesday slides on Burnout
- ▶ Create content for the September All Staff Burnout segment
- ▶ Continue to plan for first quarterly Employee Resource Group (ERG) council kick-off session scheduled for September 8, 2022
- ▶ Continue to manage Buddy Program Round 3 and support buddy pairs
- ▶ Continue to partner with CalSAWS Connect team to provide content for the CalSAWS monthly newsletter

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

- ▶ Continue to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the project

**1.5 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

**2.0 Imaging**

**2.1 Highlights of the Reporting Period**

**Table 2.1-1 – CalSAWS Imaging Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	<ul style="list-style-type: none"> <li>• None to note for the reporting period</li> </ul>

**Table 2.1-2 – CalSAWS Imaging Project Milestones**

MILESTONES	DUE DATE	STATUS
Migration Activities		In progress
Conduct Santa Clara County Document Migration Discovery Session Check-in	August 29, 2022	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	August 29, 2022	Completed
Conduct Solano County Document Migration Discovery Session Check-in	August 30, 2022	Completed
Conduct San Mateo County Document Migration Discovery Session Check-in	August 30, 2022	Completed
Conduct Santa Barbara County Document Migration Discovery Session Check-in	August 30, 2022	Completed
Conduct San Diego County Document Migration Discovery Session Check-in	August 30, 2022	Completed
Conduct Placer County Document Migration Discovery Session Check-in	August 30, 2022	Completed
Conduct Santa Cruz County Document Migration Discovery Session Check-in	August 30, 2022	Completed
Conduct Yolo County Document Migration Discovery Session Check-in	September 1, 2022	Completed
Conduct Orange County Document Migration Discovery Session Check-in	September 1, 2022	Completed
Conduct Ventura County Document Migration Discovery Session Check-in	September 1, 2022	Completed
Conduct San Mateo County Document Migration Discovery Session Check-in	September 6, 2022	Scheduled
Conduct Santa Barbara County Document	September 6, 2022	Scheduled

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

MILESTONES	DUE DATE	STATUS
Migration Discovery Session Check-in		
Conduct San Diego County Document Migration Discovery Session Check-in	September 6, 2022	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	September 6, 2022	Scheduled
Conduct Yolo County Document Migration Discovery Session Check-in	September 8, 2022	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	September 8, 2022	Scheduled

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

Wave 1	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Placer County	Begin	7/29/20	10/1/20	8/6/20	8/31/20	4/1/21	2/17/22	4/15/22 5/27/22	9/22/22 8/24/22	6/28/22	10/22/22	Go Live 10/31/22 80% Progress
	Finish	7/29/20	10/1/20	10/6/20	3/26/21	2/11/22	5/26/22	6/10/22 6/2/22	10/6/22 9/30/22 9/19/2022	10/21/22	10/27/22	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Begin 9/22/22 9/24	Begin 10/20/22 6/28	Begin 10/26/22	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	In Progress	In Progress	

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

Wave 1	Target Dates	Project Charter Signoff	Mapping SS Completion	Req Document Completion	Document Keyword Mapping Sign Off	Solution/ Sample Build	Sample Testing	Bulk Export	Initial Import	Validate Images in Production	Delta	Final Batch	Go Live
Yolo County	Begin	12/3/22	1/6/22	1/24/22	1/6/22	2/1/22	3/21/22	4/11/22	5/14/22	9/22/22 8/24/22	10/11/22 9/5/22	10/27/22	Go Live 10/31/22 80% Progress
	Finish	12/7/22	1/20/22	1/31/22	1/31/22	3/17/22	4/8/22	5/12/22	5/16/22	10/6/22 9/30/22 9/19/22	10/21/22 9/26/22	10/28/22	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Begin 9/22/22 8/24	Begin 10/20/22 9/5	Begin 10/27/22	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	In Progress	Awaiting	

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

# CalSAWS – California Statewide Automated Welfare System

## CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

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

Wave 2	Target Dates	Project Charter Signoff	Mapping Completion	Document/ Keyword Mapping Sign Off	Sample Testing	Complete Change Order	Initial Export	Initial Import	Validate Images in Production	Bulk Delta	Final Batch	Go Live
Contra Costa County	Begin	11/5/21	12/21/21	12/22/21	2/22/22	2/8/22	4/4/22	6/6/22	1/30/23 8/24/22 11/21/22	TBD	2/1/23	Go Live 2/27/23 70% Progress
	Finish	11/11/21	1/5/22	12/31/21	3/18/22	4/1/22 4/15/22	5/21/22 6/3/22	7/22/22 8/5/22	2/3/23 9/30/22 12/7/22	TBD	2/23/23	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Start 12/1	Start TBD	Start 2/23	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Awaiting	Awaiting	Awaiting	

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

Wave 2	Target Dates	Conv Environment Setup	Vendor Kick Off	Document & Keyword Mapping	Document Mapping & Req Doc Signoff	Solution Sample Build	Sample Testing	Bulk Export	Bulk Import	Imaging UAT Refresh	Validate Images in Prod	Suppl Delta 1	Suppl Delta 2	Go-Live
Santa Clara County	Begin	1/17/22	5/11/22	5/11/22	6/21/22	7/5/22 8/1/22 8/5/22	8/8/22 9/5/22 9/19/22	9/12/22 10/10/22 10/24/22	11/7/22 11/21/22	5/23/22	1/19/23 12/5/22 12/19/22	1/30/23	2/23/23	Go Live 02/27/23 20% Progress
	Finish	4/29/22	5/11/22	6/17/22	6/28/22 7/29/22 8/29/22 8/5/22 8/12/22	8/1/22 8/13/22 9/12/22	9/9/22 10/3/22 10/17/22	11/4/22 10/31/22 11/14/22	11/30/22 12/12/22	6/3/22	2/2/23 12/19/22 1/6/23	2/23/23	2/26/23	
	Critical Path	Completed	Completed	Completed	Completed	Begin 8/5/22	Begin 9/19/22	Begin 10/24/22	Begin 11/21/22	Completed	Begin 12/19/22	Begin 1/30/23	Begin 2/23/23	
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Completed	Awaiting	Awaiting	Awaiting	

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

Wave 2	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Pre-Prod Validation in UAT	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Tulare County	Begin	10/5/20	12/1/20	11/30/20	12/2/20	8/2/21	2/15/22	7/29/22	7/23/22 09/07/22	1/19/23 11/21/22	6/16/22	2/23/23	Go Live 2/27/23 60% Progress
	Finish	10/5/20	12/1/20	1/31/21	7/29/21	12/30/21	4/4/22	8/22/22 8/26/22	8/27/22 11/18/22	2/2/23 12/23/22 12/12/22	1/31/23 2/21/23	2/24/23	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Start 09/07	Start 11/21	Start 06/16	Start 2/23	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Awaiting	Awaiting	In progress	

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

### Table 2.1-5 – CalWIN Counties’ Wave 3 Status Update

Wave 3	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Pre-Prod Validation in UAT	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Orange County	Begin	1/7/21	3/1/21	3/1/21	2/2/21	4/30/21	4/1/22 4/8/22	8/15/22 8/19/22 8/22/22	8/5/22 9/26/22	3/24/23 2/1/22	9/1/22	4/1/23	Go Live 4/24/23 60% Progress
	Finish	1/7/21	3/1/21	4/30/21	4/22/21	12/30/21	8/1/22 8/5/22 8/15/22 8/19/22 8/24/2022 9/16/2022	9/9/22 9/16/22	1/31/23	4/6/23 3/1/22	3/31/23	4/20/23	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Start 4/8/22	Start 8/22/22	Start 1/2/23	Start 2/01	Start 10/31	Start 4/20	
	Status	Completed	Completed	Completed	Completed	Completed	In Progress	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

# CalSAWS – California Statewide Automated Welfare System

## CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

Wave 3	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Santa Barbara County	Begin	1/19/21	3/1/21	3/1/21	2/18/21	1/15/22	8/11/22 8/10/22	11/1/22	3/24/23 1/24/23	11/1/22 11/31/22	4/20/23	Go Live 4/24/23 25% Progress
	Finish	1/19/21	3/1/21	9/31/21	09/31/21	7/31/22 7/29/22	10/31/22	12/30/22 1/20/23	4/16/23 2/7/23	4/19/23	4/21/23	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Start 8/10	Start 11/1	Start 2/1	Start 11/31	Start 4/20	
	Status	Completed	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

Wave 3	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Ventura County	Begin	1/19/21	3/1/21	3/1/21	2/18/21	6/30/21	4/4/22	9/2/22	3/24/23 1/2/23	9/31/22	4/20/23	Go Live 4/24/23 50% Progress
	Finish	1/19/21	3/1/21	4/30/21	5/31/21	3/31/22	8/31/22 8/18/22	10/21/22 8/22/22	4/16/23 1/16/23	4/19/23	4/21/23	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Start 2/1	Start 09/31	Start 4/20	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Awaiting	Awaiting	

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

**Table 2.1-6 – CalWIN Counties' Wave 4 Status Update**

Wave 4	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Bulk Export	Pre-Prod Validation in UAT	Bulk Import	Validate Images in Prod	Bulk Delta	Final Batch	Go-Live/% Progress
Santa Cruz County 2TB - (In-House)	Begin	3/1/21	3/5/21	8/3/21	3/15/21	2/1/22	6/17/22	8/22/22 8/26/22	10/3/22	5/11/23 1/9/23	9/31/22	6/29/23	Go Live 7/3/23 Overall Progress 60%
	Finish	3/1/21	3/5/21	6/19/21	12/30/21	6/30/22	9/30/22 7/29/22	9/19/22	1/6/23	5/25/23 2/9/23	6/28/23	6/30/23	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Start 08/26	Start	Start	Start 9/31	Start 6/28	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	In Progress	Awaiting	Awaiting	Awaiting	

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation

Wave 4	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Data Sync Validation Testing in UAT	Bulk Export	Bulk Import	Validate Images in Prod	Delta	Final Batch	Go-Live/% Progress
San Diego County 24TB - (Peraton)	Begin	3/1/21	3/5/21	8/3/21	3/15/21	4/1/22	8/15/22 8/10/22 8/26/22	8/1/22 9/5/22	4/1/23	5/18/23	4/3/23	6/1/23	Go Live 07/03/23 Overall Progress 20%
	Finish	3/1/21	3/5/21	6/19/21	12/30/21	7/15/22 7/29/22	9/2/22	3/30/23	5/1/23	6/1/23	5/31/23	6/23/23	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	In Progress	Awaiting	Awaiting	Awaiting	Awaiting	

Status: **Gray**: Completed; **Green**: On schedule, performing as planned; **Amber**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation



# CalSAWS – California Statewide Automated Welfare System

## CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

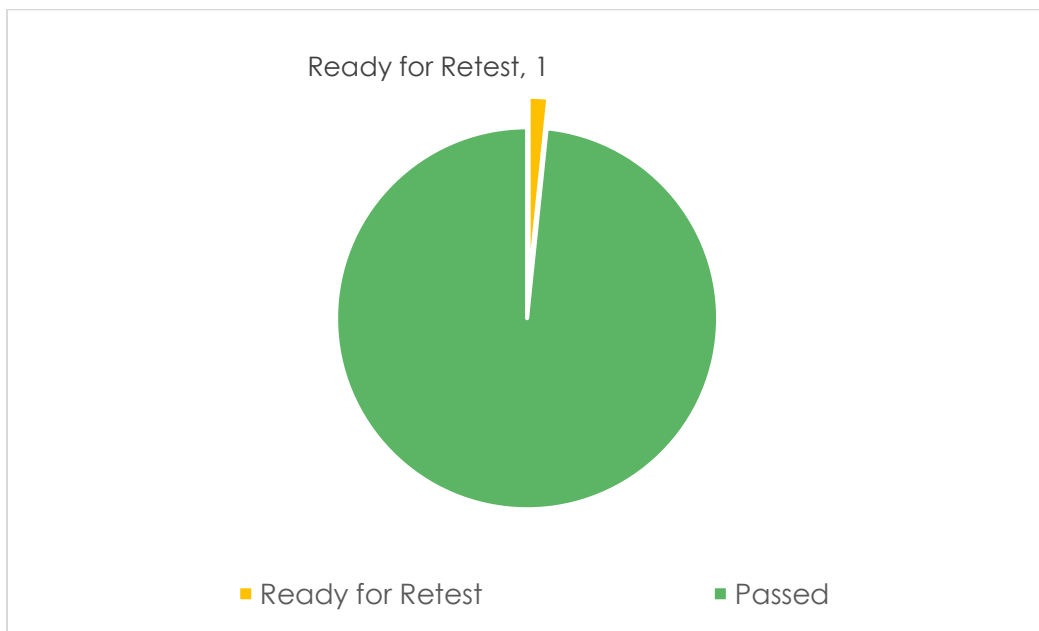
Wave 4	Target Dates	Initiation Call/Tech Req's Call	Conv Enviro Setup	Remote Discovery	Document & Keyword Mapping	Document Mapping & Req Doc Signoff	Solution Sample Build	Sample Testing	Initial Export	Initial Import	Validate Images in Prod	Suppl Delta 1	Suppl Delta 2	Go-Live/% Progress
Solano County 7TB (Hyland - Direct)	Begin	8/8/22	8/15/22	8/29/22 9/12/22	10/17/22	11/15/22	11/28/22	1/30/23	3/6/23	4/3/23	5/1/23	5/22/23	6/28/23	Go Live 7/3/23  Overall Progress 5%
	Finish	8/8/22	8/24/22 9/9/22	10/10/22	11/14/22	11/21/22	1/16/23	2/27/23	3/27/23	4/24/23	5/15/23	6/5/23	6/29/23	
	Critical Path	Completed	Start 08/15	Start 09/12	Start	Start	Start	Start	Start	Start	Start 05/01	Start	Start	
	Status	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

**Status:** **Gray:** Completed; **Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

## 2.2 Activities for the Next Reporting Period

- ▶ Continue to manage the milestones for the Image Migrations in the tables above
- ▶ User Acceptance Testing (UAT) Imaging Administration session began on July 11, 2022
- ▶ 60 passed and 1 failed out of a total of 61 scripts
  - 1 failed script:
    - 1 cosmetic report defect in System Test
      - Deployed on September 1, 2022, waiting for retest
  - 7 defects logged
    - 1 Rejected
    - 6 In Production

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



**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

**2.3 Upcoming Performance Tests**

- ▶ Early discussions for 58-County Performance testing to occur early 2023 with updated County metrics

**2.4 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

**3.0 Customer Service Center (CSC)**

**3.1 Highlights of the Reporting Period**

**Table 3.1-1 – CalSAWS Customer Service Center Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	<ul style="list-style-type: none"> <li>• Continued discussions with Los Angeles County, Wave 2, Wave 3, Wave 4, and Wave 5 CalWIN Counties about migration to CalSAWS Contact Center Solution</li> <li>• Continued Build of Administration Page (CA-226672), Post-Call Survey (CA-228023), and Scheduled Callback (CA-229573)</li> </ul>

- ▶ Continued discussions with Los Angeles County Wave 2, Wave 3, Wave 4, and Wave 5 CalWIN Counties about migration to CalSAWS Contact Center Solution
- ▶ Continued Build of Administration Page (CA-226672), and Scheduled Callback (CA-229573)
- ▶ Deployed Post-Call Survey (CA-228023) to Production
- ▶ Continued build of Yolo and Placer County Amazon Web Service (AWS) accounts and Contact Center infrastructure

**Table 3.1-2 – Customer Service Center Enhancement Milestones**

MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
DDID 2292, 2697, 2698, 2723, 2724 WFM/QA/QM Reporting (CA-226209)	December 3, 2021	In Production	22.01
DDID 2718 Task for Cancelling an Appointment in Outbound IVR (CA-25604)	January 24, 2022	System Test	22.09   22.10.XX
DDID 2219, 2716, 2717, 2728 Outbound IVR - (CA-226207)	February 4, 2022	System Test	22.09   22.10.XX
DDID 2700 Enhanced CCP (CA-226844)	March 18, 2022	In Production	22.03   22.05.06
DDID 2727 Work-from-home Modifications (CA-227064)	March 18, 2022	In Production	22.03   22.05.06

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
DDID 2216, 2725 External Party Access IVR (CA-226839)	March 25, 2022	In Production	22.05
DDID 2211, 2217, 2218, 2220, 2729, 2730, 2731, 2046, 2732 Telephonic Signature (CA-226838)	April 1, 2022	In Production	22.05
DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2222, 2702, 2721, 2169, 2284, 2722 Admin Page (CA-226672)	July 8, 2022	In Development	22.07   22.09.XX
DDID 2699, 2210, 2705, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2258 Inbound IVR (CA-226837)	July 8, 2022	In Development	22.07   22.09.XX
DDID 2704 Post-Call Survey (CA-228023)	July 8, 2022	System Test	22.07   22.09.02
DDID 2284 Scheduled Callback (CA-229573)	July 8, 2022	In Development	22.07   22.09.XX
DDID 2701, 2706 Voice Authentication Languages (CA-226843)	July 29, 2022	In Development	22.07   22.09.XX
DDID 2268 Display the CalSAWS Contact Center IVR Caller ID for outbound calls	August 5, 2022	Design In Progress	22.07   22.09.XX

**Table 3.1-3 – Los Angeles County Milestones**

MILESTONES	DUE DATE	OWNER
1   Design completion	March 11, 2022	CalSAWS Project Team
2   Initial performance/load testing	March 18, 2022	CalSAWS Project Team
3   Training development	May 16, 2022	CalSAWS Project Team
4   Build and unit test	May 20, 2022	CalSAWS Project Team
5   Training content review	May 20, 2022	Consortium
6   Training execution	June 29, 2022	CalSAWS Project Team
7   System Test	July 15, 2022	CalSAWS Project Team
8   Conduct model office	July 21, 2022	Los Angeles County
9   Go-live	November 18, 2022	CalSAWS Project Team
10   Post go-live support	November 21, 2022	CalSAWS Project Team

### 3.2 Activities for the Next Reporting Period

- ▶ Continue discussions with Los Angeles, Santa Clara, Tulare, Orange, Santa Barbara, Ventura, Santa Cruz, Solano, San Mateo, and San Diego Counties for County-specific Interactive Voice Response (IVR) designs
- ▶ Continue build of System Change Requests (SCRs) CA-226672 Administrative Page, and Scheduled Callback (CA-229573)
- ▶ Continue build of Los Angeles, Yolo, and Placer Counties Amazon Web Services (AWS) Accounts and Contact Center Infrastructure (CA-235356 CA-240152, and CA-240156)

### 3.3 Upcoming Performance Tests

- ▶ Scheduled Smoke Testing to begin October 3, 2022
- ▶ Scheduled Performance Testing to begin week of October 10, 2022

### 3.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 4.0 Application Development and Test

### 4.1 Highlights of the Reporting Period

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

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"><li>• 38 of the 39 Consortium, State, and County interfaces have successfully passed validation. State IPT has Completed. There is 1 outstanding Placer County interface</li></ul>

**4.1.1 Application Development Summary**

**Table 4.1.1-1 – CalSAWS Application Development Summary**

	Status	22.07	22.09	22.11	23.01	23.02	23.05
Design	New	0	0	0	8	2	11
	Design in Progress	0	3	0	2	0	1
	Ready for Committee	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0
	Pending Approval	0	0	0	1	0	1
Build	Approved	1	2	1	4	1	2
	In Development	0	4	1	1	0	0
	Development Complete	0	1	0	0	0	0
	In Assembly Test	0	0	0	0	0	0
Test	System Test	1	12	0	0	0	0
	Test Complete	0	4	0	0	0	0
	In Production	10	0	0	0	0	0
	<b>Grand Total</b>	<b>12</b>	<b>26</b>	<b>2</b>	<b>16</b>	<b>3</b>	<b>15</b>

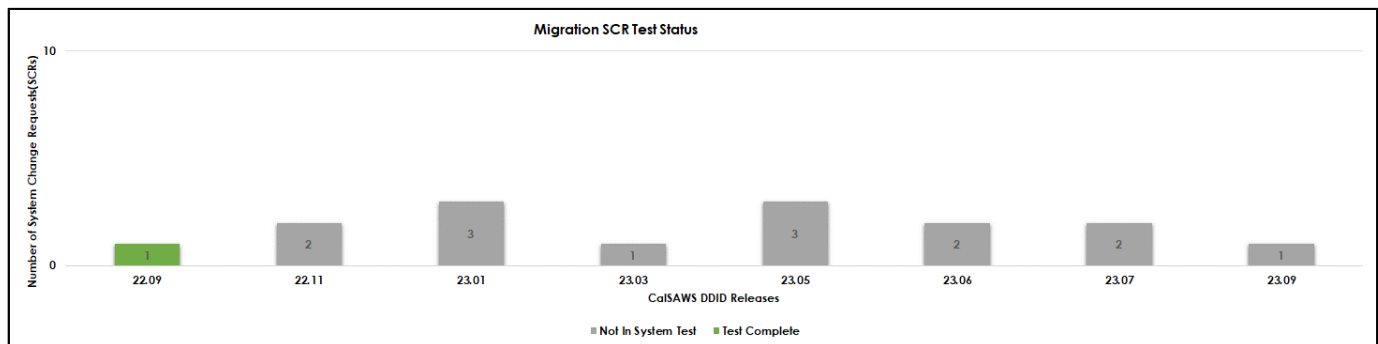
System Change Requests (SCRs) in Production	916
---	-----

**Notes:**

- This table includes Application Development System Change Requests (SCRs) with migration impact. SCRs in production represents a count of any SCR that have a project phase of migration and have been deployed to production
- ▶ Continued drafting designs and development activities. Status is provided in Table 4.1.1-1 (CalSAWS Application Development Summary) above

**4.1.2 Design Difference Identifiers (DDID) System Test Status**

**Figure 4.1.2-1 – DDID System Test Status**



**Notes:**

- Includes all System Change Requests (SCRs) that have a funding source of CalSAWS DD&I that are not in "Rejected" or "Pending Rejection" status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes "In Production" status; Test Complete includes "Test Completed" status; System Test includes "System Test" status; Not in System Test includes all SCR

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

statuses prior to System Test delivery

- Counts are higher in this chart (as compared with Design and Build Status) due to the inclusion of all CalSAWS DD&I System Change Requests (SCRs) targeted for the release, such as DD&I Training and Technical System Change Requests (SCRs).
- There are no DD&I functional system change requests in the 22.09 release. The one DDID SCR (CA-245905) is specific to an Online Help page Training update

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

**Table 4.1.3-1 – Consortium Partners**

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

**Note:**

- Completed interface testing

**Table 4.1.3-2 – State Partners**

INTERFACE TESTING		
STATE PARTNER	STATUS	TARGET COMPLETION DATE
California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)	5/5	July 26, 2022
California Child Support Automation System (CCSAS) - DCSS	2/2	August 12, 2022
California Department of Social Services (CDSS) - DSS	2/2	August 23, 2022
Case Management Information and Payrolling System (CMIPS) - OSI	2/2	July 12, 2022
County Medical Services Program (CMSP)	1/1	June 30, 2022
Electronic Benefits Transfer (EBT) - FIS	2/2	July 21, 2022
Medi-Cal Eligibility Data System (MEDS) - DHCS	2/2	July 27, 2022
Welfare Data Tracking Implementation Project (WDTIP) - OSI	2/2	July 12, 2022
Welfare Intercept System (WIS) - DSS	2/2	July 5, 2022

**Note:**

- Completed interface testing

**Table 4.1.3-3 – CalWIN Wave 1 Counties**

INTERFACE TESTING		
CalWIN Wave 1 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE
Placer County	7/8	August 31, 2022
Yolo County	6/6	August 31, 2022

**Notes:**

# CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

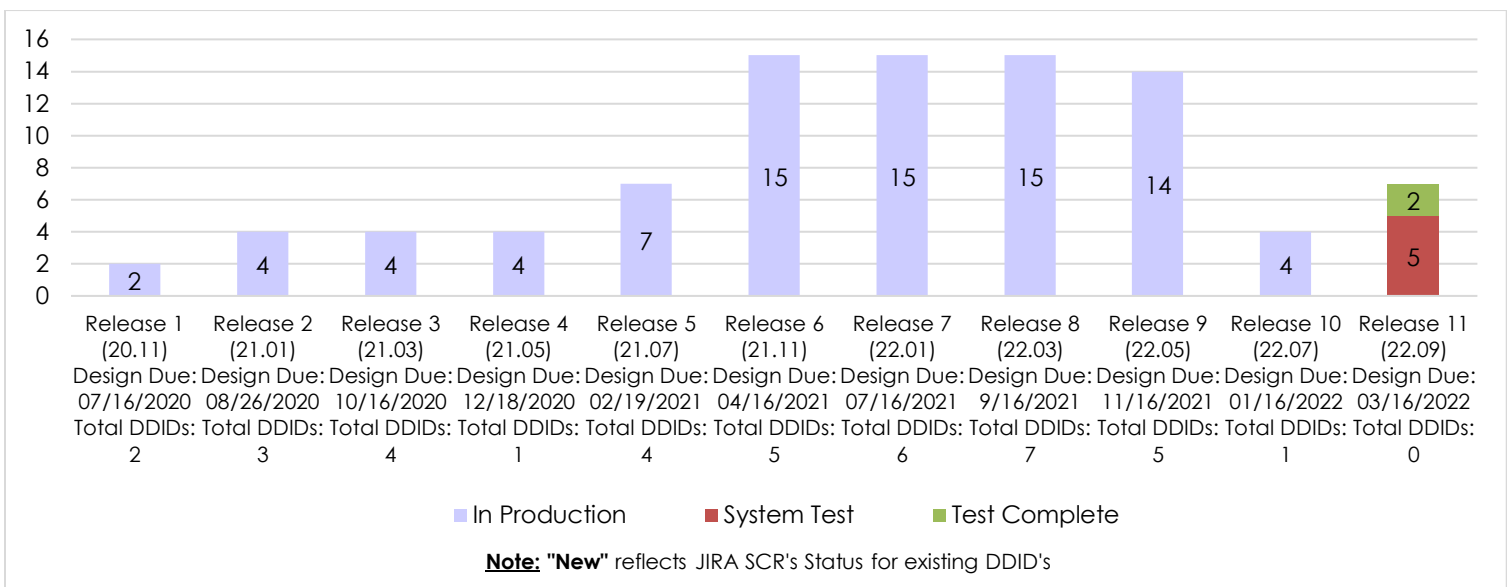
- Placer County
  - September 2, 2022: Positive Pay final validation is pending County to Wells Fargo bank processing confirmation. Wells Fargo established the new account to process the Positive Pay interface on August 31, 2022. Wells Fargo is encountering issues in processing the file and have escalated the issue internally to expedite the troubleshooting and resolution
- Yolo County
  - August 31, 2022: Yolo County sign off received and all IPT validation has been completed

## 4.1.4 General Assistance/General Relief (GA/GR)

### ► General:

- Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on August 29, 2022, and August 31, 2022
- Held the weekly status meeting with GA/GR Consortium Business Analysts on August 30, 2022
- Discussed the Production Implementation Plan with Gainwell in the weekly meeting September 1, 2022
- Continued creating the remaining documents related to the SCR CA-245148: GA GR Training Documentation (documentation Only) (22.09)
- System Change Requests (SCRs) are in System Test
  - CA-240916 GA/GR Automated Solution - Imaging updates
  - CA-244842 Set GA/GR Aid Code for CalFresh program on PACF cases (for GA/GR Automated solution)
  - CA-220016 GA GR Automated Solution Admin Changes - Wave 1 and Tier 3 Manual Correspondences
- System Change Requests (SCRs) that are Test Complete
  - The SCR CA-248447 - Update list of programs sent to GA/GR correspondence service for manual correspondence is test complete
  - The Gainwell SCR GAGR-220 - Update list of programs sent to GA/GR correspondence service for Manual correspondence is in Development

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



# CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

## 4.1.5 Case Purge

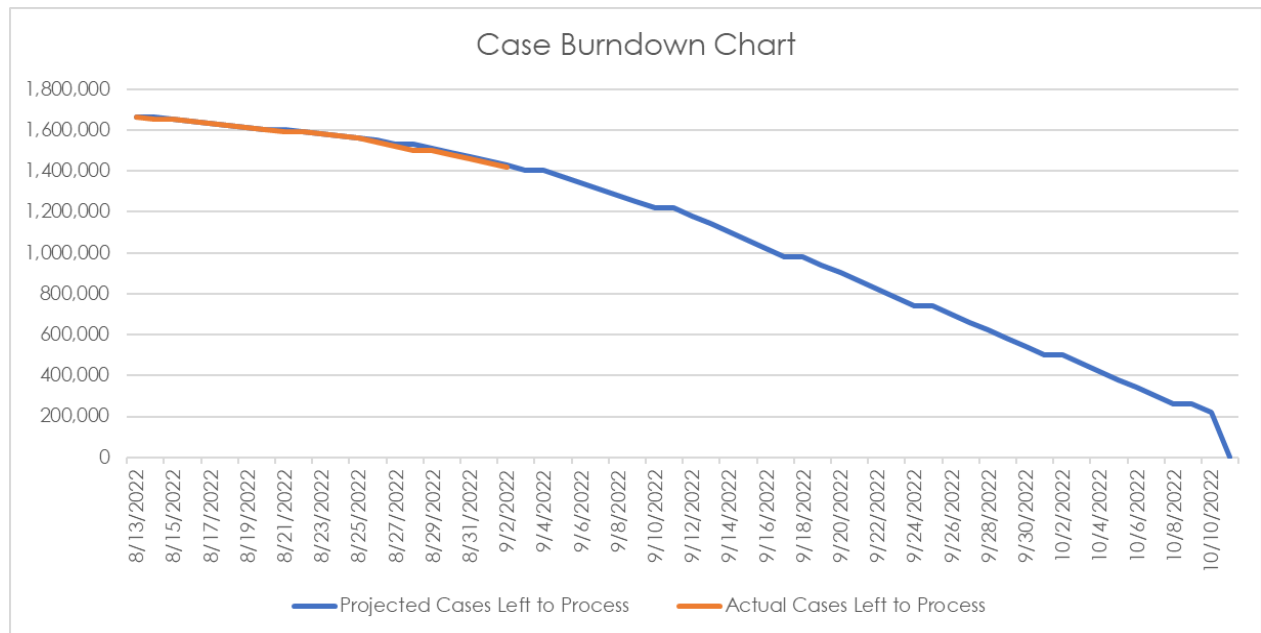
In July 2020, a team was formed to design, build, test, and deploy a Case Purge solution for C-IV and CalSAWS. This Purge functionality is based on the records retention policy approved by the CalSAWS Project Steering Committee in September 2019. The Purge team is using the Agile methodology for this effort and is deploying functionality to Production at the conclusion of each Sprint. This team is operating independently of the existing Design, Application Development, Training, and Test teams

- ▶ Continued to monitor performance, storage, and batch log file impacts with the 20,000-case rate increase
- ▶ Completed the third week of Case Purge processing in CalSAWS with the following statistics

**Table 4.1.5-1 – Case Purge Completed Cases**

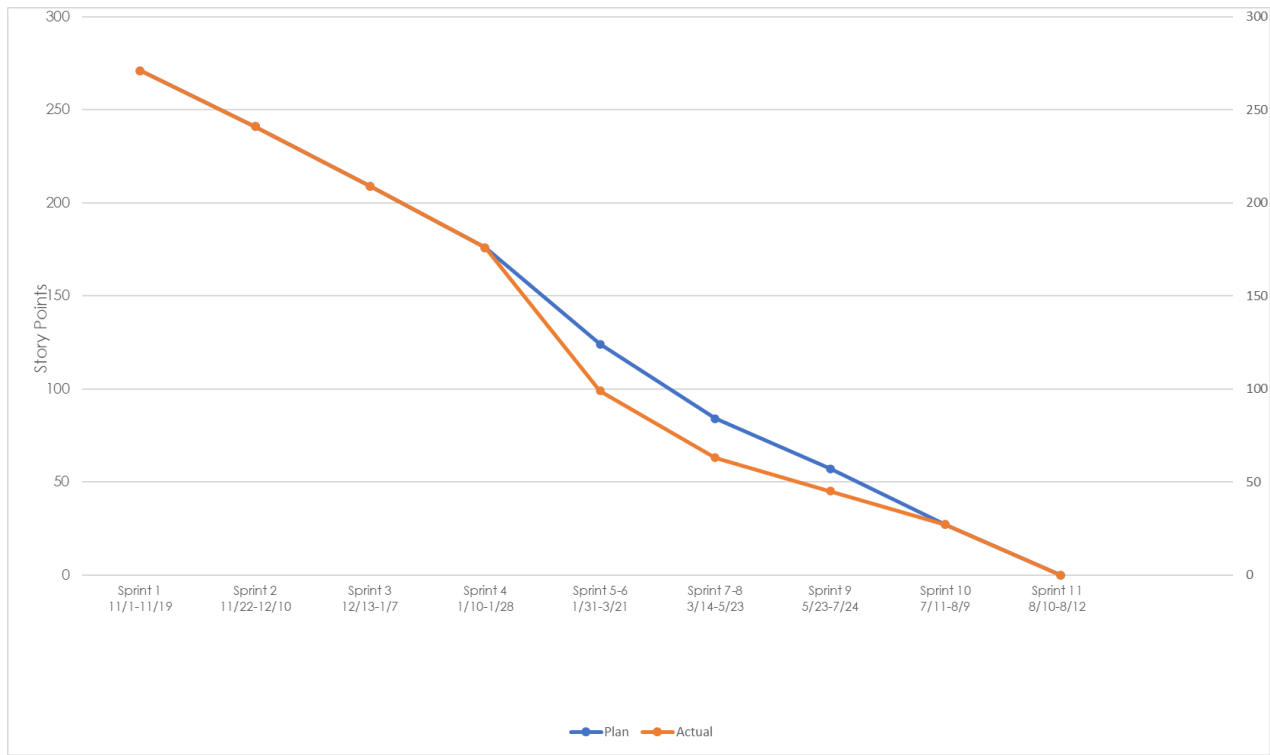
CASES	NUMBER OF CASES
Completed	238,898
Remaining to process	1,420,399

**Figure 4.1.5-1 – Case Burndown Chart**





**Figure 4.1.5-2 – Case Purge Sprint Burndown Chart**



**Table 4.1.6-2 – Planned Purge Sprints**

SPRINT NUMBER	SPRINT DESCRIPTION
<b>Sprint 1</b>	Porting Case Summary page updates, Case Data Removal page updates
<b>Sprint 2</b>	Add Case Locking, Image View only
<b>Sprint 3</b>	Porting the Identification sweep logic, adding new Eligibility Determination Benefit Calculation/Recovery Account (EDBC/RA) Rules to Identification Sweeps, Porting Portable Document Format (PDF) Generation Process, Increasing Journal Portable Document Format (PDF) Character Limit
<b>Sprint 4</b>	Porting Case Deletion Logging process, adding new CalHEERS tables to Deletion Model, Remove Recovery Account Responsible Party tables from Deletion Model
<b>Sprint 5</b>	Porting Case Identification and Override Reports, Port Document Removal process to S3, Create Stored Procedure Database Change Requests (DBCRs), Schedule Batch for Journal Portable Document Format (PDF) Re-run
<b>Sprint 6</b>	Creating CalSAWS Re-Verification Batch, Updating Identification and Re-Verification logic to include new Recovery Account rules, Updating Document S3 storage service framework, Updating Identification Batch to exclude CS program
<b>Sprint 7</b>	Porting Time Limit Aid Summary page changes, Porting Case Completion Report, Updating Deletion Model to include Residential and Receipt tables, Updating CalSAWS page to validate and block CalHEERS referrals, Combining Document and Imaging removal process with Data Removal Batch, Updating Benefits Cal page to validate for removed cases during

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

SPRINT NUMBER	SPRINT DESCRIPTION
	linkage
<b>Sprint 8</b>	OBIEE Cleanup for Delete Track, Updating Batch to Verify Lawful Presence (VLP)
<b>Sprint 9</b>	Image Deletion, Porting for Disaster Recovery Document Deletion
<b>Sprint 10</b>	Performance Environment Preparation and Execution
<b>Sprint 11</b>	Batch Program Scheduling
<b>Sprint 12</b>	Execution, Post Data Removal updates for LA County Time Limit Records

**4.1.6 Deliverable Management**

**Table 4.1.7-1 – Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

**4.2 Activities for the Next Reporting Period**

- ▶ Continue drafting designs for Migration Impact System Change Requests (SCRs)
- ▶ Continue test execution for CalSAWS 22.09 Release

**Deliverable Management**

**Table 4.2-1 – Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

**4.3 Upcoming Performance Tests**

- ▶ Upcoming Performance tests planned for Batch, CalSAWS Core Batch, and Core Online
  - Batch/Core Batch
    - Batch Performance testing for SCR CA-246043 – Table Partitioning to begin the week of September 6, 2022
  - Core Online

**Table 4.3-1 – Core Online Upcoming Performance Cycle**

Performance Cycle	Start Date	End Date	Status
22.09 Release	September 1, 2022	September 16, 2022	In progress
CalWIN Wave 1 Final Workload Mix	September 19, 2022	October 14, 2022	Not started
Contact Center eCCP	October 10, 2022	October 28, 2022	Not started
22.11 Release	October 31, 2022	November 18, 2022	Not started
CalWIN Wave 2	November 21, 2022	February 10, 2023	Not started

**4.4 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

**5.0 Conversion**

**5.1 Highlights of the Reporting Period**

**Table 5.1-1 – CalSAWS Conversion Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> <li>Completed GDS#9 (Wave 2) and placed on top of GDS 8.5 (Wave 1 Mock). GDS is currently being Masked for delivery/load into UAT by October 3, 2022</li> <li>Continued to review, assess, and present updated Business Impacts and Mitigation Options to Risk 258 for the Waves 2 thru 6 - 84 Cutover Window</li> <li>Continued Golden Data Set 10 Wave 1 Go-Live Epic</li> </ul>

**5.1.1 CalWIN Conversion**

- ▶ Continued to address open and unresolved Converted Data testing identified defects
- ▶ Completed GDS#9 (Wave 2) and placed on top of GDS 8.5 (Wave 1 Mock).
- ▶ Continued Golden Data 10 Wave 1 go-live Epic. This Epic consists of the items to be completed and delivered with GDS #10 that will be included with Wave 1 go-live.

**Table 5.1.1-1 – CalWIN Conversion Statistics Golden Data Set (GDS) 10 Wave 1 go-live (Aug - Oct)**

GDS#10 W1 go-live												
Sprint	Total - Deferred Items	Sprint Duration		Item Status								
				0%	25%	30%	50%	75%	5%	100%	100%	0%
				Not Started	Analysis & Mapping in Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed (Tested)*	CNR	Deferred
<b>Overall</b>	<b>117</b>	<b>8/22/2022</b>	<b>10/14/2022</b>	<b>32</b>	<b>17</b>	<b>0</b>	<b>16</b>	<b>3</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>
GDS#10 Sprint 1	65	8/22/2022	9/2/2022	22	17	0	16	3	0	7	0	0
GDS#10 Sprint 2	31	9/5/2022	9/16/2022	31	0	0	0	0	0	0	0	0
GDS#10 Sprint 3	21	9/19/2022	9/30/2022	0	0	0	0	0	0	0	0	0
Hardening	TBD	10/3/2022	10/14/2022	1	0	0	0	0	0	0	0	0

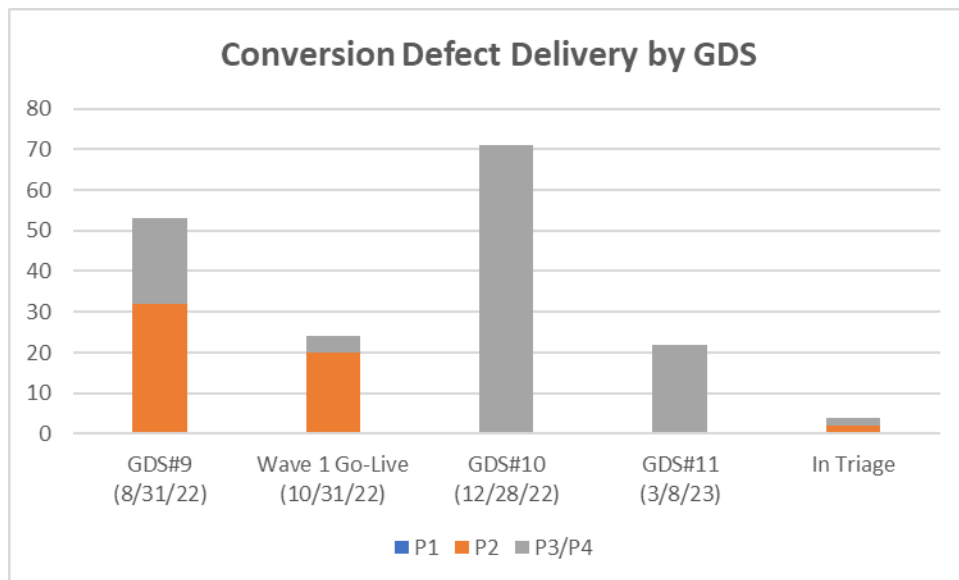
5.1.2 CalWIN Conversion Defects (CDT, CDV, and UAT)

Table 5.1.2-1 – Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT) Defects

Open Defects by Phase	Priority 1	Priority 2	Priority 3/Priority 4	Total
CDT	0	45	98	143
CDV	0	4	20	24
UAT	0	5	2	7
<b>Total Open Defects</b>	<b>0</b>	<b>54</b>	<b>120</b>	<b>174</b>

Defect Delivery by Golden Data Set (GDS)	Priority 1	Priority 2	Priority 3/Priority 4	Total
GDS#9	0	32	21	53
Wave 1 Go-Live	0	20	4	24
GDS#10	0	0	71	71
GDS#11	0	0	22	22
In Triage	0	2	2	4
<b>Total Open Defects</b>	<b>0</b>	<b>54</b>	<b>120</b>	<b>174</b>
Conversion Resolved	0	-35	-25	-60
<b>Total Open Unresolved Defects</b>	<b>0</b>	<b>19</b>	<b>95</b>	<b>114</b>

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



5.1.3 Gainwell Technologies

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

# CalSAWS – California Statewide Automated Welfare System

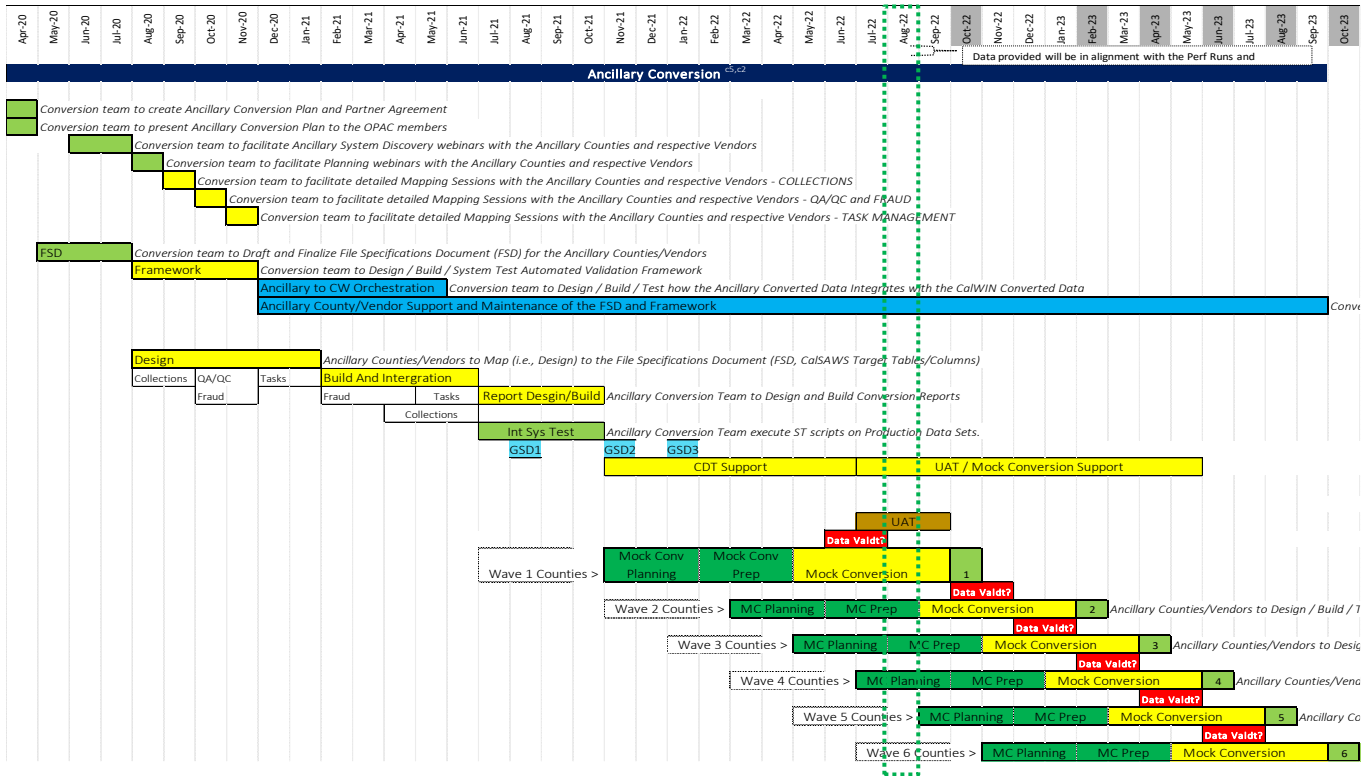
CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

## 5.1.4 Ancillary Systems Conversion

- ▶ Continued to address issues found in production dataset size files. These files are necessary for CalWIN Core Conversion orchestration and integrations
- ▶ Facilitated exception reports review sessions with the Ancillary Counties to address questions and concerns
- ▶ Delivered Wave 2 Ancillary Data Exceptions

**Figure 5.1.4-1– Ancillary Systems Conversion Gantt Chart**



**Table 5.1.4-2 – Ancillary Systems Conversion Milestones**

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Completed
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Completed
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Completed
December 2020	Automation Framework Completed	Exception handling for Ancillary provided Data is ready for the Counties	Completed

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

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

**5.1.5 Deliverable Management**

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

## 5.2 Activities for the Next Reporting Period

### 5.2.1 CalWIN Conversion

- ▶ Continue to complete Jira epics and issue aligned with Golden Data Set (GDS) delivery schedule
- ▶ Update Risk 258 Cutover Projection from GDS9 Actuals by September 7, 2022)
- ▶ Gainwell and Accenture Conversion to assess refactoring needed for the Risk 258 Business Impact Mitigation Options. Teams to also plan the SDLC timeline and the re-planning of W2 Mock Cutover

### 5.2.2 Gainwell Technologies

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

### 5.2.3 Ancillary Systems Conversion

- ▶ Continue ongoing support for mapping and data extract activities on Ancillary Collections, Fraud, and Task Management
- ▶ Continue to update the Ancillary Systems file specifications documents (as needed)

### 5.2.4 Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

## 5.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 6.0 CalWIN Functional Support

### 6.1 Highlights of the Reporting Period

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

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	<ul style="list-style-type: none"> <li>• None to note for reporting period</li> </ul>

- ▶ Supported CalSAWS 3x Weekly Leadership Meetings on August 29, 2022, August 31, 2022, and September 2, 2022, to collaborate on leadership items for the CalWIN release
- ▶ Supported Implementation Support Services (ISS) Team Leads Meetings on August 30, 2022, and September 1, 2022, to collaborate effectively
- ▶ Supported San Mateo County To-Be Business Process Reengineering (BPR) Closeout Sessions during August 29 - September 2, 2022, upcoming sessions include:
  - Community Based Organization (CBO)/Helpdesk/Security/CalSAWS Support
  - Lobby Management
  - Fiscal
  - Finance overpayments and collections
  - Task Management, Imaging
  - Intake/Appointments
  - Data Collection, Eligibility Determination Benefit Calculation (EDBC)
  - Caseload/Workload
  - Service Center
- ▶ Supported Solano County To-Be Business Process Reengineering (BPR) Closeout Sessions during August 29- September 2, 2022, upcoming sessions include:
  - Child Welfare Services
  - E2Lite and Employment Services
  - General Assistance (GA)
- ▶ Supported Santa Clara County Configuration Sessions during August 29 - September 2, 2022, upcoming sessions include:
  - Santa Clara County BPR Flow Review for Configuration x2
- ▶ Supported CalSAWS/Orange County demonstration on THP+ and wraparound on August 30, 2022, to provide functional support for Orange County CalSAWS migration
- ▶ Supported Discuss County Specific Programs with Solano County/CalSAWS part 2 on August 30, 2022, to provide functional support for Solano County CalSAWS migration
- ▶ Supported
- ▶ Supported Training – preparation enablement synchronization on August 31, 2022 to support CalWIN County training efforts
- ▶ Supported preparation for County Preparation Phase during August 29 - September 2, 2022, upcoming by:
  - Providing feedback on Support to Counties
  - Preparing and aligning on metrics reporting for Counties



## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

---

- ▶ Supported dry run for Pre-Green Light: Wave 1 County Preparation Phase on September 1, 2022 to provide feedback on reporting progress towards go live for County Preparation Phase

### 6.2 Activities for the Next Reporting Period

- ▶ Prepare for CalSAWS 3x Weekly Leadership Meetings on September 7, 2022 and September 9, 2022, to collaborate on leadership items for the CalWIN release
- ▶ Prepare for Implementation Support Services (ISS) Team Leads Meetings on September 6, 2022, and September 8, 2022, to collaborate effectively
- ▶ Prepare for San Mateo County To-Be Business Process Reengineering (BPR) Closeout Sessions during September 6 - 9, 2022, upcoming sessions include:
  - Child Welfare Services
  - General Assistance (GA)
  - Continuing
  - Periodic Reporting, Re-issuance (RE)
  - Employment Services, Child Care
  - Inter County Transfer (ICT)
  - BPR Closeout Debrief x2
- ▶ Prepare for Solano County To-Be Business Process Reengineering (BPR) Closeout Sessions during September 6 - 9, 2022, upcoming sessions include:
  - Community Based Organization (CBO), Discontinuance, Re-issuance (RE)
  - Appointments
  - Fiscal 101 Workshop and Fiscal/Benefit Recovery Processes
  - Task and Workload Management
  - Automated Actions Review
  - BPR Closeout Debrief x2
- ▶ Prepare for Santa Clara County Configuration Sessions during September 6 - 9, upcoming sessions include:
  - CalSAWS Configuration Verification Sessions x2
- ▶ Supported preparation for County Preparation Phase during September 6 - 9, 2022, upcoming by:
  - County Preparation Phase Application Security and Managed Personnel Kickoff Meeting on September
  - County Preparation Support Walkthrough on September 8, 2022
    - feedback on County Preparation Support
- ▶ Prepared for Pre-Green Light: Wave 1 County Preparation Phase meeting on September 8, 2022 for all project teams to report on progress towards Go-Live for County Preparation Phase

### 6.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 7.0 Technical Infrastructure

### 7.1 Highlights of the Reporting Period

**Table 7.1-1 – CalSAWS Technical Infrastructure Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	<ul style="list-style-type: none"> <li>None to note for reporting period</li> </ul>

**Table 7.1-2 – County Network Connectivity Readiness Status**

CalWIN WAVE 1 COUNTIES			
NETWORKING READINESS	STATUS	ACTUAL	PLANNED
Overall Network InterConnectivity	On Track	95.2%	86.1%
Critical Path	On Track	89.6%	85.4%

CalWIN WAVE 2 COUNTIES			
NETWORKING READINESS	STATUS	ACTUAL	PLANNED
Overall Network InterConnectivity	On Track	85.0%	65.3%
Critical Path	On Track	89.6%	68.9%

CalWIN WAVE 3 COUNTIES			
NETWORKING READINESS	STATUS	ACTUAL	PLANNED
Overall Network InterConnectivity	On Track	53.4%	28.5%
Critical Path	On Track	60.7%	68.9%

CalWIN WAVE 4 COUNTIES			
NETWORKING READINESS	STATUS	ACTUAL	PLANNED
Project Networking Connectivity		53.4%	47.7%
County Networking Connectivity		20.2%	16.7%

- ▶ Wave 1
  - Completed all technical enablement and connectivity for Placer and Yolo Counties
  - Continued circuit bandwidth upgrades for Placer and Yolo Counties to support Enhanced Data Reporting (EDR)
  - Security and Compliance validation CalSAWS Requests for Information (CRFI) distributed on August 29, 2022
- ▶ Wave 2
  - Continued to monitor risks for Santa Clara County
    - Deployed and activated AT&T circuit on August 23, 2022. Risk rating lowered
    - Comcast circuit delivery - Statement of work pending from carrier for

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: August 29, 2022 to September 4, 2022

---

- construction dependencies (Target completion October 29, 2022)
  - Level 3 circuit delivery date pending from TPX
- Pending Santa Clara County response to CRFI 22-040 (due date of July 1, 2022) to configure firewall policies and complete integration with CalSAWS
  - Completed CalSAWS changes related to SD-WAN router installation and configuration – Aug 23, 2022
  - County configuration changes scheduled to be completed by September 19, 2022
  - Request for Information (CRFI) response dependent on completion of above changes and network integration with CalSAWS
- Completed Interface Partner File Exchange Test (IPT) pre-readiness for Tulare County
  - Secondary circuit delivered and accepted on August 25, 2022
- Completed Interface Partner Testing (IPT) pre-readiness for Contra Costa County
- ▶ Wave 3
  - Continued to track secondary circuit activation for Orange and Ventura Counties
    - Two carriers, AT&T and Spectrum has classified site as unserviceable
    - Crown Castle circuit delivery date pending from TPX
  - Pending Ventura County response to CRFI 22-052 (due date of July 15, 2022) to seek and understand the business-critical services and applications which will be used by the Wave 3 CalWIN Counties; follow-up to be sent by August 9, 2022
  - Distributed CalSAWS Requests for Information (CRFI) 22-062 to Wave 3 Counties to configure firewall policies and complete integration with CalSAWS with response due by September 2, 2022
  - Completed SD-WAN infrastructure installation for Orange, Santa Barbara, and Ventura Counties
- ▶ Wave 4
  - Site surveys completed for all counties in Wave 4
  - Ongoing San Diego County Circuit delivery
    - AT&T circuit delivery cancelled by County (Previously scheduled for August 30, 2022)
    - Level 3 circuit delivery date pending from TPX
  - Ongoing San Mateo County Circuit delivery
    - Both circuits (AT&T and Level 3) delivery date pending from TPX
  - Ongoing Santa Cruz County Circuit delivery
    - Century link circuit delivered and activated
    - AT&T circuit delivery date pending from TPX
  - Ongoing Solano County Circuit delivery
    - Comcast circuit delivered and activated
    - AT&T circuit delivery date pending from TPX
- ▶ CalWIN Counties
  - Technical Budget Change Request (TBCR) for bandwidth upgrade to support Enhanced Data Reporting (EDR) approved
    - New circuit orders submitted for Wave 2 – 6 Counties in anticipation of opting in for EDR and where additional bandwidth was required based on the completed assessment

## **7.2 Activities for the Next Reporting Period**

- ▶ Change requests for CalWIN Wave 4 counties submitted for approval.
- ▶ Continue to work with Wave 3 Counties for CalSAWS integration, where new CRFI responses are received
- ▶ Schedule one-on-one low level design review sessions with the Wave 3 Counties for CalSAWS integration
- ▶ Continue to track circuit upgrades for Waves 1, and 2 for EDR enablement
- ▶ Continue to track circuit deliveries for Waves 2, 3, and 4

## **7.3 Deviations from Plan/Adjustments**

- ▶ Three Counties (Santa Cruz, San Mateo, Solano) reported that Site metrics and User counts furnished by CalWIN to CalSAWS (in response to CRFI 22-038) contain incorrect data
  - Evaluating data patterns and reconciling data
- ▶ Santa Clara County has changed the designated Point of Presence (PoP) site location resulting in previously completed procurement and planning tasks having to be re-done. This will result in a 3-month impact to all downstream tasks and milestones for Santa Clara County unless mitigated
  - Mitigation:
    - Temporary installation (deployed on June 29, 2022) of 4G connection (at additional cost) which will allow the County to complete pre-readiness and technical enablement tasks. This will isolate the County from being on-hold for 2 months. However, procured circuits will need to be delivered before beginning Interface Partner Testing (IPT) and User Acceptance Testing (UAT) testing
    - 4G connectivity for Santa Clara unusable due to poor 4G signal resulting in instability and unusable as a workaround
    - Comcast 600x35Mbps - Construction delays (ISP) could result in an additional 2 months to deliver (Target: November 2022)
    - AT&T 100Mbps – Delivered on August 23, 2022
    - Level 3 100Mbps Circuit order placed as contingency while dependencies with Comcast and AT&T are resolved

## **8.0 Appendices**

Appendix A – CalSAWS Deliverable Summary

Appendix B – CalSAWS Migration Work Plan Summary

Appendix C – CalSAWS DD&I Project Gantt Chart

Appendix D – CalSAWS Project Risks and Issues Report

