



CalSAWS DD&I Weekly Status Report

**Reporting Period: November 21, 2022 to November
27, 2022**

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

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1.0 Project Management

1.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
72	CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 1	Conversion		<ul style="list-style-type: none"> Draft Deliverable (DDEL) is in progress Submission of the DDEL is due on December 6, 2022
83	CalSAWS Migration Work Plan Update #43	PMO		<ul style="list-style-type: none"> Received approval of the Final Deliverable (FDEL) on November 22, 2022

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

1.2 Highlights of the Reporting Period

Table 1.2-1 – CalSAWS Project Management Status Agenda Topic

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

1.2.1 Project Management

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

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Table 1.2.1-1 – Key Facility Initiatives/Projects

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

- ▶ Completed preparations and participated in the Section Directors Meeting on November 22, 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
 - Prepare full RMG review schedule for November 30, 2022
- ▶ Continued supporting engagement of project staff working remotely, including:
 - Continued developing Project communications, as needed
- ▶ Continued performing contract management activities:
 - Change Notice No. 23 (December JPA) is in development, and it will not include any items related to DD&I
 - Change Notice No. 24 (January JPA) is in development, and it will not include any items related to DD&I
 - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
- ▶ Continued performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.2.1-2 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
83	CalSAWS Migration Work Plan Update #43	<ul style="list-style-type: none"> Received approval of the FDEL on November 22, 2022

1.2.2 Communications Management

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

Table 1.2.2-1 – Website Support Activities

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

Table 1.2.2-2 – CalSAWS.org Usage Statistics

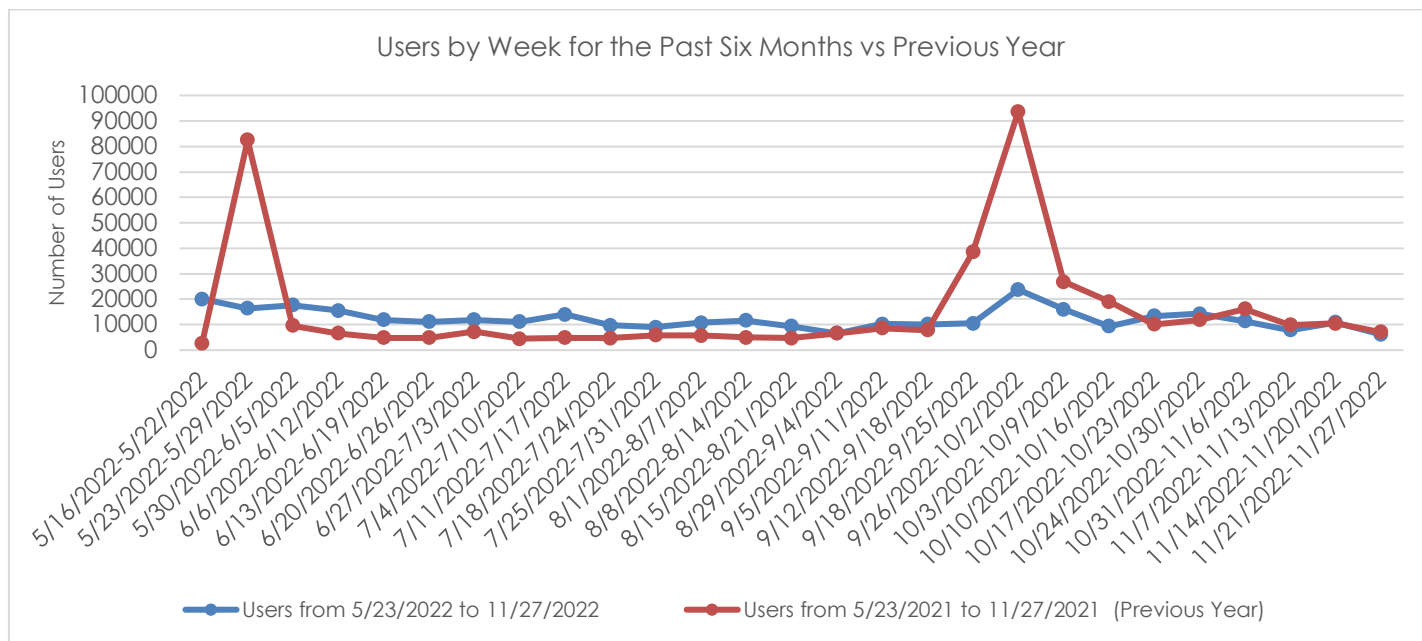
CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	21	3,341
Total Number of Unique Users	6,161	1,741,952
Total Number of New Users	4,882	1,740,449
Total Number of Sessions (Individual site visits)	7,990	2,505,252
Average Number of Sessions per User	1.30	1.44
Average Number of Page Views per Session	1.52	1.33
Average Session Duration	1:01	0:57
AskCalSAWS Inquiries – Received/Resolved	7/5	966/957

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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	24%
Latest News – News	19%
Other Updates – System Updates	18%
Other Updates – Careers	16%
CalSAWS Committees – CalWORKs/CalFresh	17%

1.2.3 Cultural Transformation

- ▶ Culture Ambassadors Network (CAN)
 - Provided article for the latest issue of the CalSAWS Connect Newsletter
 - Released full art content from September 2022 submissions
 - Future Conversation Series Topics
 - Amazon Web Services (AWS) Overview (TBD)
 - Navigating Security to Drive Innovation at CalSAWS (TBD January 2023)
- ▶ Wellness Wednesday
 - Content provided by the Quality Assurance (QA) team “Gratitude” for November 2022
 - December content will be provided by the Inclusion, Diversity, and Equity Advancement (IDEA) team

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1.2.4 Inclusion, Diversity, and Equality 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 Inclusion, Diversity, and Equity Advancement (IDEA) initiative planning
 - CalSAWS Table Talks
 - Decision to push November Table Talk to December 2022
 - Buddy Program
 - Continued supporting mentors and mentees
 - Initiated planning for Buddy Program Round 3 closing survey
 - Small Team Building
 - Continued to promote Small Team Building initiative opportunities for all CalSAWS teams
 - Employee Resource Groups (ERGs)
 - Continued to manage and support Employee Resource Groups (ERGs) council
 - Continued meeting with ERG leads to align and collaborate
 - Pushed ERG Book Club kickoff communications for distribution to November 28, 2022
 - Wellness Wednesdays
 - Finalized 4 Wellness Wednesday e-mails for distribution during month of December 2022
- ▶ 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
 - Continued development of new Organizational Change Management (OCM) Plan report format

1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending November 27, 2022

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0339-22	Wave 1 Counties T+6 Weeks Change Readiness Survey	Informational	November 22, 2022	Helen Cruz	Araceli Gallardo
0340-22	The CalSAWS Scoop Newsletter Special Edition – Wave 1 Go Live	Informational	November 22, 2022	Helen Cruz	Araceli Gallardo

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- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending November 27, 2022

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
22-093	CalSAWS and CalWIN Counties: Request for Source Internet IP Address for JIRA and Sandbox Access	October 3, 2022	Open	October 14, 2022	Melanie Gines
22-095	Batch CW/CF RE Appointment Scheduling Job for Migration Counties	October 6, 2022	Closed	October 13, 2022	Caroline Bui
22-100	SCR CA-205633: ACL 18-75 Phase IV-Long Term Funding for Emergency Caregivers with Placements Prior to RFA Approval (Batch Job: OPT-IN)	October 13, 2022	Closed	October 31, 2022	Ignacio Lázaro
22-101	Permit New CalSAWS API (capi.calsaws.net) URL over Internet	October 14, 2022	Open	October 20, 2022	Melanie Gines, and Lloyd Rankine
22-103	Application Security; Training Roles; Recruitment for CDV and Process Simulation – Wave 4	October 17, 2022	Open	December 2, 2022	Mike Tombakian
22-104	2023 Holiday and Payroll Calendar Request	October 17, 2022	Open	November 7, 2022	Sheryl Eppler
22-107	CA-247003 Opt In/Out of the GRCAPI Recovery Batch Job	October 25, 2022	Open	November 16, 2022	Caroline Bui
22-109	Wave 4 County Site Plans	October 31, 2022	Closed	November 18, 2022	Pete Quijada
22-110	CalWIN Wave 2 Counties - Request to Identify/Review Portal CBO Data	November 7, 2022	Open	December 2, 2022	Carrie White
22-111	CalSAWS Training Coordinator Role for CalWIN Counties (Waves 3 and 4)	November 8, 2022	Closed	November 21, 2022	Ashley Arnold
22-112	Wave 4 CalWIN Counties CalSAWS Delegated Administrators	November 8, 2022	Closed	November 23, 2022	Grady Howe
22-113	CalWIN Tech Enablement and Security Compliance Wave 2	November 15, 2022	Open	December 16, 2022	Melanie Gines
22-114	CalWIN Wave 2 Counties: Project-Maintained Worker IDs	November 22, 2022	Open	December 9, 2022	Darcy Alexander

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- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending November 27, 2022

Table 1.3-3 – Overdue CRFIs

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-093	CalSAWS and CalWIN Counties: Request for Source Internet IP Address for JIRA and Sandbox Access		Alpine, and Yuba Counties	Trinity County			
22-101	Permit New CalSAWS API (capi.calsaws.net) URL over Internet	Alameda, County	Alpine, Mono, and Sacramento Counties		Fresno, County		
22-104	2023 Holiday and Payroll Calendar Request		Alpine, Mono, Sierra, and Yuba Counties	Mendocino County	Merced County		
22-107	CA-247003 Opt In/Out of the GRCAPI Recovery Batch Job	Monterey County	Alpine, Mono, and Yuba Counties		Inyo, Mariposa, and Merced Counties		

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
 - Continue key initiatives related to facilities at the Rancho Cordova and Norwalk Project Offices, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ▶ Continue CalSAWS Risk Management activities, including:
 - Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
 - Prepare and conduct full RMG review schedule for November 30, 2022
- ▶ Participate in the Section Directors meeting that is scheduled for November 29, 2022
- ▶ Continue activities to support Project staff working remotely
 - Continue developing Project communications, as needed
- ▶ Continue to support Return to Office (RTO) requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.4.1-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

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 Cultural Ambassadors as they continue to develop the plans for the initiatives
- ▶ Continue to coordinate working sessions for each Ambassador group to further 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 & Equality Advancement (IDEA)

- ▶ Initiate closing phase of Buddy Program Round 3
- ▶ Plan for December 2022 Table Talk
- ▶ Convert December Wellness Wednesday slides into e-mail form
- ▶ Continue connecting with Employee Resource Group (ERG) Leads to align and collaborate
- ▶ Continue partnering with Section Directors to create Inspiration Station and present during virtual CalSAWS Project All Staff Meeting in December 2022
- ▶ Finalize updated format to Organizational Change Management (OCM) plan
- ▶ Distribute reminder communications for ERG Q&A session with leadership on November 29, 2022
- ▶ Distribute ERG Book Club Kick-off communications on November 28, 2022
- ▶ Continue to manage Buddy Program Round 3 and support buddy pairs

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- ▶ Continue to partner with CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
- ▶ Continue to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the project
- ▶ Continue to promote small team building activities

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
Appendix E	<ul style="list-style-type: none"> • San Diego County is targeting to complete their Bulk Export around March 31, 2023. Due to their internal database work, they will be unable to send CSV until January 2023. This means no validations will be possible until then

- ▶ Continued to monitor Imaging migration status by County
 - For future details of status' by County, they are now available in Appendix E - CalSAWS Imaging Document Migration





Table 2.1-2 – CalSAWS Imaging County Migration Risk Status

WAVE	COUNTY	STATUS [1]
2	• Contra Costa County	
	• Tulare County	
	• Santa Clara County	
3	• Ventura County	
	• Orange County	
	• Santa Barbara County	
4	• San Diego County	
	• Santa Cruz County	
	• Solano County	
	• San Mateo County	
5	• Alameda County	
	• Fresno County	

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WAVE	COUNTY	STATUS [1]
	<ul style="list-style-type: none"> Sonoma County 	
6	<ul style="list-style-type: none"> San Francisco County 	
	<ul style="list-style-type: none"> San Luis Obispo County 	
	<ul style="list-style-type: none"> Sacramento County 	

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

Note:

- Detailed metrics of each County by wave has been included in the Appendix E - CalSAWS Imaging Document Migration

Table 2.1-3 – CalSAWS Imaging Project Milestones for Current Reporting Period

WAVE	MILESTONES Migration Activities	DUE DATE	STATUS
WAVE 2	Conduct Santa Clara County Document Migration Discovery Session Check-in	November 21, 2022	Completed
WAVE 3	Conduct Orange County Document Migration Discovery Session Check-in	November 24, 2022	Canceled
	Conduct Santa Barbara County Document Migration Discovery Session Check-in	November 22, 2022	Completed
WAVE 4	Conduct San Mateo County Document Migration Discovery Session Check-in	November 22, 2022	Completed
	Conduct San Diego County Document Migration Discovery Session Check-in	November 22, 2022	Completed
WAVE 5	Conduct Alameda County Document Migration Discovery Session Check-in	November 21, 2022	Completed
WAVE 6	Conduct San Luis Obispo County Document Migration Discovery Session Check-in	November 22, 2022	Completed

Table 2.1-4 – CalSAWS Imaging Project Milestones for Next Reporting Period

WAVE	MILESTONES Migration Activities	DUE DATE	STATUS
WAVE 2	Conduct Santa Clara County Document Migration Discovery Session Check-in	November 28, 2022	Scheduled
WAVE 3	Conduct Orange County Document Migration Discovery Session Check-in	December 01, 2022	Scheduled
	Conduct Santa Barbara County Document Migration Discovery Session Check-in	November 29, 2022	Scheduled
WAVE 4	Conduct San Mateo County Document Migration Discovery Session Check-in	November 29, 2022	Scheduled
	Conduct San Diego County Document Migration Discovery Session Check-in	November 29, 2022	Scheduled
WAVE 6	Conduct Sacramento County Document Migration Discovery Session Check-in	November 28, 2022	Scheduled

2.2 Activities for the Next Reporting Period

- ▶ Continue to manage the milestones for the Image Migrations in the tables in Appendix E

2.3 Upcoming Performance Tests

- ▶ Prepare and organize the performance testing plan for the first week of April 2023

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"> • None to note for the reporting period

- ▶ Continued discussions with Los Angeles County, Wave 4, Wave 5, and Wave 6 CalWIN Counties about migration to CalSAWS Contact Center solution
- ▶ Continued Build Scheduled Callback (CA-229573)
- ▶ Continued System Testing of Administration page (CA-226672), and Voice Biometrics for additional languages (CA-226843)
- ▶ Continue Build of Wave 2 AWS Contact Center Infrastructure and Call Flows (CA-240159, CA-240158, CA-240155)

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)	November 11, 2022	System Test	22.11 22.11.30
DDID 2219, 2716, 2717, 2728 Outbound IVR - (CA-226207)	November 11, 2022	System Test	22.11 22.11.30
DDID 2700 Enhanced CCP (CA-226844)	March 18, 2022	In Production	22.03 22.05.06
DDID 2727 Work-from-home Modifications (CA-227064)	March 18, 2022	In Production	22.03 22.05.06
DDID 2216, 2725 External Party Access IVR (CA-226839)	March 25, 2022	In Production	22.05

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MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
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)	October 7, 2022	System Test	22.11 22.12.02
DDID 2699, 2210, 2705, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2258 Inbound IVR (CA-226837)	November 10, 2022	In Development	22.11 23.01.12
DDID 2704 Post-Call Survey (CA-228023)	July 8, 2022	In Production	22.07 22.09.16
DDID 2284 Scheduled Callback (CA-229573)	July 8, 2022	In Development	22.11 23.01.12
DDID 2701, 2706 Voice Authentication Languages (CA-226843)	October 7, 2022	System Test	22.11 22.11.28
DDID 2268 Display the CalSAWS Contact Center IVR Caller ID for outbound calls	TBD	Design in progress	

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	January 9, 2023	Los Angeles County
9 Go-live	November 27, 2023	CalSAWS Project Team
10 Post go-live support	November 28, 2023	CalSAWS Project Team

3.2 Activities for the Next Reporting Period

- ▶ Continued discussions with Los Angeles County, Wave 4, Wave 5, and Wave 6 CalWIN Counties about migration to CalSAWS Contact Center Solution
- ▶ Continue build of System Change Request (SCR) Scheduled Callback (CA-229573)

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- ▶ Continue System Test of SCR CA-226672 Administrative Page, and Voice Biometrics for additional languages (CA-226843)
- ▶ Continue build of CalWIN County Wave 2 Amazon Web Services (AWS) accounts and Contact Center Infrastructure (CA-240159, CA-240158, CA-240155)

3.3 Upcoming Performance Tests

- ▶ Planned for December 5, 2022, December 9, 2022, and December 14, 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"> • 20 of the 35 Consortium, State, and County interfaces have successfully passed validation

4.1.1 Application Development Summary

Table 4.1.1-1 – CalSAWS Application Development Summary

	Status	22.11	23.01	23.02	23.03	23.05
Design	New	2	0	0	4	7
	Design in Progress	0	0	1	5	3
	Ready for Committee	0	0	0	1	0
	Committee Review	0	0	0	0	0
	Pending Approval	1	0	0	4	1
Build	Approved	1	1	2	5	3
	In Development	0	2	2	0	0
	Development Complete	0	5	0	0	0
	In Assembly Test	0	0	0	0	0
Test	System Test	2	6	0	0	0
	Test Complete	0	0	0	0	0
	In Production	1	0	0	0	0
	Grand Total	7	14	5	19	14

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System Change Requests (SCRs) in Production

946

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 State and CalWIN Wave 2 County Interface Partner File Exchange Test (IPT)

Table 4.1.2-1 – Consortium Partners

INTERFACE TESTING		
CONSORTIUM PARTNER	STATUS	TARGET COMPLETION DATE
Electronic Inter County Transfer (EICT) - CalWIN	3/3	November 7, 2022

Note:

- Completed testing

Table 4.1.2-2 – State Partners

INTERFACE TESTING		
STATE PARTNER	STATUS	TARGET COMPLETION DATE
Case Management Information and Payrolling System (CMIPS) - OSI	2/2	October 27, 2022
Electronic Benefits Transfer (EBT) - FIS	0/2	December 31, 2022
Medi-Cal Eligibility Data System (MEDS) - DHCS	1/2	December 31, 2022
Welfare Data Tracking Implementation Project (WDTIP) - OSI	2/2	October 20, 2022

Note:

- FIS (EBT) – New test environment partner configuration expected to be completed during the week of November 14, 2022. Scheduled Interface Testing with partner for November 28, 2022
- MEDS – Sent Outbound files to MEDS and pending partner validation

Table 4.1.2-3 – CalWIN Wave 2 Counties

INTERFACE TESTING		
CalWIN Wave 1 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE
Contra Costa County	6/6	November 22, 2022
Santa Clara County	2/10	December 31, 2022
Tulare County	4/8	December 31, 2022

Notes:

- Contra Costa County (November 23, 2022):
 - Completed testing
- Santa Clara County (November 23, 2022):
 - Collections Interface (Inbound and Outbound)
 - Collections Files were shared via web portal. County is pending test data load into their external collections system (IMPACT) prior to interface validation

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- o Warrant Print Writer – Updated file sent on November 22 and is pending County validation
- o Auditor Controller Writer - Updated file sent on November 22 and is pending County validation
- o Positive Pay - Updated file sent on November 22 and is pending County validation
- o Direct Deposit (Writer and Reader) - Updated file sent on November 22 and is pending County validation
- o School Lunch - File has been sent and is pending County validation
- Tulare County (November 23, 2022):
 - o Warrant Print Writer – File has been sent and is pending county validation
 - o Auditor Controller Writer - File has been sent and is pending county validation
 - o Positive Pay - File has been sent and is pending county validation
 - o Direct Deposit (Reader) - File has been sent and is pending county validation

4.1.3 Deliverable Management

Table 4.1.3-1 – 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)

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
 - o Batch/Core Batch
 - November 22, 2022 – the “10-day discontinuance” batch cycle ran in 10 hours 19 minutes. A status was missed during the execution that prevented an upstream job from running for 45 minutes. The test will be re-executed during the week of November 28, 2022
 - o Core Online

Table 4.3-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
22.11 Release	October 31, 2022	November 18, 2022	Completed
Contact Center eCCP	November 28, 2022	December 16, 2022	In Progress
CalWIN Wave 2	November 30, 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"> Supported Wave 1 Placer and Yolo Counties post Go-Live Continued to Triage, Assess, and Resolve CalWIN Wave 1 Post Go-Live Issues Continued Development for post Wave 1 Epics Completed Conversion Runs A/B/C with a Contra Costa County data set Executed Wave 2 Mock Cutover A Continued to prepare and plan for Wave 2 Mock Cutover B Continued the Conversion Run for 58-county dataset (for Performance Test)

5.1.1 CalWIN Conversion

- ▶ Supported Wave 1 Placer and Yolo Counties post Go-Live
- ▶ Triaged, assessed, and resolved CalWIN Wave 1 Post Go-Live issues
- ▶ Continued 58 County dataset generation
- ▶ Continued Development for post Wave 1 Epics
- ▶ Continued to prepare and plan for Wave 2 Mock Cutover
 - Completed Wave 2 Mock Cutover A

Table 5.1.1-1 – CalWIN Conversion Statistics Wave 2A go-live (Nov 2022 – Jan 2023)

Wave 2A												
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
Overall	131	10/31/2022	12/30/2022	58	16	0	21	27	0	10	0	0
GDS#11 Sprint 1	25	10/31/2022	11/11/2022	0	1	0	6	12	0	6	0	0
Wave 2 Mock Sprint 2	61	11/14/2022	11/25/2022	13	15	0	15	15	0	4	0	0
Wave 2 Sprint 3	45	11/28/2022	12/9/2022	45	0	0	0	0	0	0	0	0
Hardening	TBD	12/12/2022	12/30/2022	0	0	0	0	0	0	0	0	0

5.1.2 CalWIN Conversion Defects

- ▶ Table 5.1.2-1 – Open Wave 1 CalWIN Defects below represents Wave 1 Conversion Defects identified by the Counties Post Go-Live. Defects are triaged, assessed, and resolved as quickly as they via Data Change Requests (DCR)

Table 5.1.2-1 – Open Wave 1 CalWIN Defects

Open Defects by Phase	P1	P2	P3/P4	Total
Wave 1 Post Go-Live DCR's	0	0	8	8
Total Open Defects	0	0	8	8

- ▶ Table 5.1.2-2 – Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT), and W1 Post Go-Live Defects below represents Conversion Defects identified via testing effort prior to the respective Wave Go-Live. Additionally, includes those post Wave 1 Go-Live defects identified by the Counties

Table 5.1.2-2 – Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT), and Wave 1 Post Go-Live Defects

Open Defects by Phase	Priority 1	Priority 2	Priority 3/Priority 4	Total
CDT	0	0	57	57
CDV	0	0	10	10
Wave 1 Production Identified (CC)	0	0	29	29
Total Open Defects	0	0	96	96

Table 5.1.2-3 – Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT) Defects

Defect Delivery by Golden Data Set (GDS)	Priority 1	Priority 2	Priority 3/Priority 4	Total
GDS#10	0	0	44	44
GDS#11	0	0	21	21
In triage	0	0	2	2
Unassigned	0	0	29	29
Total Open Defects	0	0	96	96
Conversion Resolved	0	0	-1	-1
Total Open Unresolved Defects	0	0	95	95

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5.1.3 Gainwell Technologies

- ▶ CalWIN Document Migration
 - Continued delivery of Client Correspondence (CC) from CalWIN
- ▶ Yolo County Ad hoc report refactoring
 - Continued development and testing of Yolo County Ad hoc reports in collaboration with Yolo County, Consortium resources

Table 5.1.3-1- Yolo Ad hoc Report Refactoring Status by Priority

PRIORITY	TOTAL	NOT REQUIRED	NOT STARTED	GAINWELL DEVELOPMENT	CONSORTIUM DEVELOPMENT	PENDING YOLO IT VALIDATION	PENDING YOLO BUSINESS VALIDATION	APEX IN PROGRESS	YOLO VALIDATON PENDING CUTOVER	COMPLETED
P 01	5	0	0	0	0	0	0	3	0	2
P 02	6	1	0	0	0	0	0	3	0	1
P 03	3	3	0	0	0	0	0	0	0	0
P 04	5	0	0	2	0	0	0	1	0	2
P 05	3	0	0	1	0	0	0	0	0	2
P 06	3	1	0	0	0	0	0	2	0	0
P 07	7	6	0	0	0	0	0	1	0	0
P 08	7	6	0	1	0	0	0	0	0	0
P 09	4	3	0	0	0	1	0	0	0	0
N/A	1	1	0	0	0	0	0	0	0	0
Blank	2	2	0	0	0	0	0	0	0	0
Total	46	23	0	5	0	1	0	10	0	7

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
- ▶ Received and Review Data for optional data delivery for Wave 2-6
- ▶ Prepare for Mock Cutover 2B

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Figure 5.1.4-1– Ancillary Systems Conversion Gantt Chart

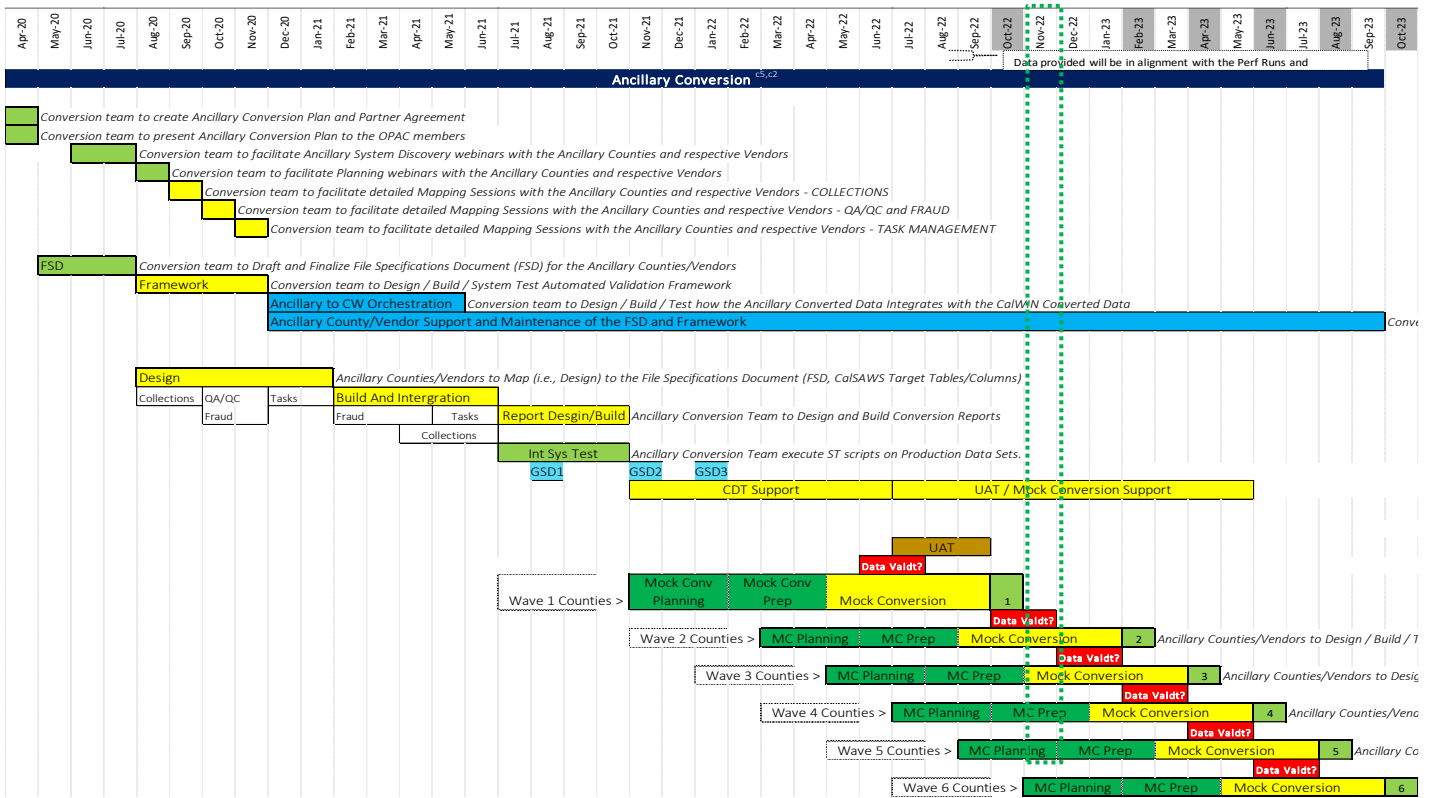


Table 5.1.4-2 – Ancillary Systems Conversion Milestones

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
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 begin (or are completed)	Completed
January 2022	System Test	System Test execution, dependent on test scripts and build completed, are ready to begin (or are completed)	Completed

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FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
June 2022	Integration Test	End-to-End Test execution, dependent on test scripts, System Test completed, and CDT completed, are ready to begin (or are completed)	Completed
August 2022	Wave 1 Mock Conversion Data Validation	Validation of Data, (from Mock Conversion), are ready to begin (or are completed)	Completed
October 2022	Wave 2 Mock Conversion Data Validation	Validation of Data, (from Mock Conversion), are ready to begin (or are completed)	In progress
February 2022	Wave 3 Mock Conversion Data Validation	Validation of Data, (from Mock Conversion), are ready to begin (or are completed)	Not started
April 2023	Wave 4 Mock Conversion Data Validation	Validation of Data, (from Mock Conversion), are ready to begin (or are completed)	Not started
June 2023	Wave 5 Mock Conversion Data Validation	Validation of Data, (from Mock Conversion), are ready to begin (or are completed)	Not started
August 2023	Wave 6 Mock Conversion Data Validation	Validation of Data, (from Mock Conversion), are ready to begin (or are completed)	Not started

Table 5.1.4-3 – Conversion Milestones

WAVE	MOCK PREPARATION	MOCK CUTOVER	COUNTY PREPARATION	CUTOVER
Wave 1	July 30, 2022	August 6, 2022	September 19, 2022	October 27, 2022
	Completed	Completed	Completed	Completed
Wave 2	November 26, 2022	December 3, 2022	January 14, 2023	February 23, 2022
	Completed	In progress	Not started	Not started
Wave 3	January 28, 2023	February 4, 2023	March 25, 2023	April 20, 2023
	Not started	Not started	Not started	Not started
Wave 4	April 1, 2023	April 8, 2023	May 13, 2023	June 29, 2023
	Not started	Not started	Not started	Not started
Wave 5	June 3, 2023	June 10, 2023	July 15, 2023	August 31, 2023
	Not started	Not started	Not started	Not started
Wave 6	July 29, 2023	August 5, 2023	September 16, 2023	October 26, 2023
	Not started	Not started	Not started	Not started

Note: All dates are the start of the Conversion window

5.1.5 Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
72	CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 1	<ul style="list-style-type: none"> Continued developing the DDEL Submission of the DDEL is due on December 6, 2022

5.2 Activities for the Next Reporting Period

5.2.1 CalWIN Conversion

- ▶ Continue to provide Wave 1 Placer and Yolo Counties with Post Go-Live Support
- ▶ Continue the Development (and testing) of post Wave 1 Epics
- ▶ Begin execution of Wave 2 Mock Cutover B
- ▶ Continue the Conversion Run for 58-county dataset
- ▶ Execute, for the first time, Wave 2 Auto Case Review and assess the outcome

5.2.2 Gainwell Technologies

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

5.2.3 Ancillary Systems Conversion

- ▶ Prepare for Mock Cutover Wave 2

5.2.4 Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
72	CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 1	<ul style="list-style-type: none"> Continue developing the DDEL Submission of the DDEL is due on December 6, 2022

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"> • None to note for reporting period

- ▶ Supported Implementation Support Services (ISS) Team Leads meeting on November 22, 2022 to collaborate effectively
- ▶ Supported for Wave 1 Post-Go Live Support during November 21 – 23, 2022, by providing the following for Placer and Yolo Counties:
 - Extended Support
 - Run and Share Daily County Business Metrics
 - Daily Meetings:
 - Project Production call
 - County Operations call
- ▶ Supported for Wave 2 Process Simulation during November 21 – 23, 2022 upcoming by:
 - Prepare batch schedule and processes
 - Smoke test UAT2 environment for Contra Costa and Tulare Counties

6.2 Activities for the Next Reporting Period

- ▶ Prepare for Implementation Support Services (ISS) Team Leads Meeting on November 29, 2022, and December 1, 2022 to collaborate effectively
- ▶ Prepare for Wave 1 Post-Go Live Support during November 28 – December 2, by providing the following for Placer and Yolo Counties:
 - Extended support
 - Run and share daily county business metrics
 - Daily Meetings:
 - Project Production call
 - County Operations call
- ▶ Prepare for Wave 2 Process Simulation during November 28 – December 2, 2022 upcoming by:
 - Contra Costa County Process Simulation Validation Sessions
 - Prepare for Tulare County Process Simulation Validation Sessions

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"> None to note for reporting period

Table 7.1-2 – County Network Connectivity Readiness Status

CaIWIN WAVE 1 COUNTIES			
NETWORKING READINESS	STATUS	ACTUAL	PLANNED
Overall Network Interconnectivity	Completed	100.0%	100.0%
Critical Path	Completed	100.0%	100.0%

CaIWIN WAVE 2 COUNTIES			
NETWORKING READINESS	STATUS	ACTUAL	PLANNED
Overall Network Interconnectivity	Completed	100.0%	90.6%
Critical Path	Completed	100.0%	98.2%

CaIWIN WAVE 3 COUNTIES			
NETWORKING READINESS	STATUS	ACTUAL	PLANNED
Overall Network Interconnectivity	On track	96.6%	83.0%
Critical Path	On track	89.7%	81.0%

CaIWIN WAVE 4 COUNTIES			
NETWORKING READINESS	STATUS	ACTUAL	PLANNED
Project Networking Connectivity	On track	48.0%	33.8%
County Networking Connectivity	On track	28.9%	21.1%

CaIWIN WAVE 5 COUNTIES			
NETWORKING READINESS	STATUS	ACTUAL	PLANNED
Project Networking Connectivity	On track	28.0%	11.3%
County Networking Connectivity	On track	15.8%	10.5%

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- ▶ Wave 1
 - Provided support for CalWIN Wave 1 Go-Live
- ▶ Wave 2
 - Completed Integration with CalSAWS for all Wave 2 Counties
 - Completed Interface Partner File Exchange Test (IPT) pre-readiness for all Wave 2 Counties
 - Completed Database Connectivity tests (Enhanced Data Reporting (EDR), JDBC, Apex) for all Wave 2 Counties
 - Continued compliance validation and handover to Operations
- ▶ Wave 3
 - Completed integration with CalSAWS for all Wave 3 Counties
 - Completed Interface Partner File Exchange Test (IPT) inbound and outbound connectivity for all Wave 3 Counties
 - Completed database connectivity tests (Enhanced Data Reporting (EDR), JDBC, Apex) for all Wave 3 Counties
 - Orange County requesting additional bandwidth; Technical Budget Change Request (TBCR) for cost approval in draft stage
- ▶ Wave 4
 - Response to CalSAWS Requests for Information (CRFI) 22-093 – Request for Source Internet IP Address for JIRA and Sandbox Access is pending, originally due by October 14, 2022
 - Ongoing San Diego County Circuit delivery
 - Completed AT&T circuit delivery
 - 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 undeliverable; Alternate carrier Comcast identified
 - County requesting additional bandwidth; Technical Budget Change Request (TBCR) for cost approval to be submitted to FinOps on Nov 22, 2022
 - Ongoing Solano County Circuit delivery
 - Comcast circuit delivered and activated
 - AT&T circuit undeliverable; Alternate carrier Comcast identified
 - County requesting additional bandwidth; Technical Budget Change Request (TBCR) for cost approval to be submitted to FinOps on Nov 22, 2022
- ▶ Wave 5
 - Submitted circuit orders for CalWIN Wave 5 Counties.
 - Completed procurement and delivery of hardware to Warehouse.
 - Alameda and Fresno Counties requesting additional bandwidth; will submit a System Change Request (SCR) to formally request upgrade and change of carrier
- ▶ Other CalWIN Counties
 - Ongoing requirement gathering sessions around Enhanced Data Reporting (EDR) in progress
 - Enhanced Data Reporting (EDR) approved
 - New circuit orders to be submitted for Wave 2 – 6 Counties opting in for Enhanced Data Reporting (EDR) and where additional bandwidth was required

based on the completed assessment

7.2 Activities for the Next Reporting Period

- ▶ Provide support for CalWIN Wave 1 Counties
- ▶ Submit Change requests for CalWIN Wave 4 Counties for approval
- ▶ Continue to work with Wave 3 Counties for CalSAWS integration, where new CalSAWS Requests for Information (CRFI) responses are received
- ▶ Schedule one-on-one low level design review sessions with the Wave 4 Counties for CalSAWS integration
- ▶ Continue to track circuit upgrades for Waves 1, and 2 for Enhanced Data Reporting (EDR) enablement
- ▶ Continue to track circuit deliveries for Waves 2, 3, and 4

7.3 Deviations from Plan/Adjustments

- ▶ Santa Clara County has changed the designated Point of Presence (PoP) site location resulting in previously completed procurement and planning tasks having to be re-done. This will result in a 3-month impact to all downstream tasks and milestones for Santa Clara County unless mitigated
 - Mitigation:
 - Temporary installation (deployed on June 29, 2022) of 4G connection (at additional cost) which will allow the County to complete pre-readiness and technical enablement tasks. This will isolate the County from being on-hold for 2 months. However, procured circuits will need to be delivered before beginning Interface Partner Testing (IPT) and User Acceptance Testing (UAT) testing
 - 4G connectivity for Santa Clara County 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
 - Risk rating lowered with the delivery of the AT&T Circuit allowing county to proceed with testing and training requirements
 - Comcast circuit delivered on October 12, 2022. Activation pending
 - Santa Clara County has identified a 2 new public IP addresses which will be used for Outbound SFTP connectivity. This will result in reconfiguration and will require retesting of partner connectivity
 - Re-configuration of IP's completed under an Emergency Change order
- ▶ Counties notified by emergency CalSAWS Requests for Information (CRFI) 22-101 to permit access to a new CalSAWS Application Programming Interface (API) URL (capi.calsaws.net)
- ▶ Sacramento County requesting for a disaster recovery point of presence (POP) site setup in addition to the primary Point of Presence (PoP) site as part of the CalSAWS enablement
 - Requested county to submit a formal System Change Request (SCR) for evaluating

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scope, cost, and effort

- ▶ Santa Cruz County requesting additional bandwidth beyond bandwidth projections
 - County Technical Point of Contact (TPOC) believes, CalWIN provided projections will not be sufficient
 - Requested County to submit a formal System Change Request (SCR) for evaluating scope, cost, and effort
- ▶ Fresno County requesting additional bandwidth beyond bandwidth projections
 - Requested County to submit a formal System Change Request (SCR) for evaluating scope, cost, and effort

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

Appendix E – CalSAWS Imaging Document Migration

