

CalSAWS CalWIN
Implementation Support
Services (ISS) Weekly Status
Report

**Reporting Period: February 13, 2023 to
February 19, 2023**

Table of Contents

1.0	Project Management	3
1.1	Executive Summary.....	3
1.2	Highlights of the Reporting Period.....	4
1.3	Activities for the next Reporting Period.....	5
2.0	Business Process Reengineering (BPR)	5
2.1	Highlights of the Reporting Period.....	5
2.2	Activities for the Next Reporting Period	5
3.0	Organizational Change Management (OCM)	6
3.1	Highlights of the Reporting Period.....	6
4.0	Training.....	7
4.1	Highlights of the Reporting Period.....	7
4.2	Activities for the Next Reporting Period	14
5.0	Implementation	14
5.1	Highlights of the Reporting Period.....	15
5.2	Activities for the Next Reporting Period	15
6.0	Appendices	16
6.1	Appendix A – Deliverable Summary.....	16
6.2	Appendix B – Risks and Issues Summary.....	17
6.3	Appendix C – Project Work Plan Reports.....	23

1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Business Process Reengineering (BPR)	<ul style="list-style-type: none"> ▶ Kicked off Wave 3 Process Simulation with Orange County on 02/14/23. ▶ Orange County accomplished 36% execution completion. ▶ Started Process Simulation Wave 4 prep with San Diego County, Santa Cruz County, and San Mateo County. ▶ Continued to coordinate with the Wave 4 Solano County Regional Managers (RMs) and Primary Points of Contacts (PPOCs) to schedule their Process Simulation Kickoff and preparation plan. ▶ Continued data identification for Santa Barbara County and Ventura County. ▶ Documented Configuration Requirements for Process Simulation scenarios. ▶ Facilitated Configuration Setup Meetings with Santa Barbara and Ventura Counties for Process Simulation. ▶ Provided support to Wave 2 Counties for County Prep Configurations. ▶ Reviewed and updated the Configuration Materials to prepare for Wave 4 Counties.
Organizational Change Management (OCM)	<ul style="list-style-type: none"> ▶ Continued to monitor ongoing change discussions taking place in the Wave 3 Counties and the Wave 4, Group 1 Counties. ▶ Conducted the Wave 4 Group 2 Office Hours for Santa Cruz County from 02/14/23 to 02/23/23. ▶ Conducted the PPOC Weekly Touchpoints with Santa Cruz County from 02/16/23 to 03/16/23. ▶ Prepared to conduct the CCG/CDG Prep Session Kickoff for the three Wave 5 Counties. ▶ Continued to develop the CCGs/CDGs for the Wave 6 Counties. ▶ Reviewed the Wave 3 T-3 surveys results with the Consortium and RMs. ▶ Reviewed the Wave 4 T-6 surveys results with the Counties on 02/14/23 – 02/16/23. ▶ Conducted the Change Network Champions (CNC) Sessions for Wave 5 and Wave 6 on 02/14/23 and for Wave 3 and Wave 4 on 02/16/23. ▶ Prepared to send the CNC Session materials from the Wave 2 CNC Meeting on 02/14/23 to the Wave 2 Counties. ▶ Sent the February Infographics for Waves 2–6 to be reviewed by the Consortium on 02/14/23. ▶ Sent the Newsletter for Wave 5 Newsletter #2 and Wave 4 Newsletter #3 to be reviewed by the Consortium on 02/14/23.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Training	<ul style="list-style-type: none"> ▶ Continued the Wave 2 Counties' Web Based Training for all staff. ▶ Continued the Wave 2 Counties' Instructor Led Training for all staff. ▶ Continued the Wave 3 Counties' Web Based Training for all staff. ▶ Continued the Wave 3 Counties' Instructor Led Training for Train the Trainer and Early Training. ▶ Continued the Wave 4 Counties' Web Based Training for all staff. ▶ Hosted Topic-specific Webinars for the Wave 2 Counties. ▶ Hosted Training Touchpoints with Santa Clara, San Diego, Alameda, Solano, Sacramento, and Orange Counties.
Implementation	<ul style="list-style-type: none"> ▶ Conducted the Implementation Points of Contact (IPOC) meeting for Wave 3 on 02/15/23. ▶ Distributed Wave 2 and Wave 3 Readiness Dashboards on 02/13/23. ▶ Conducted Wave 2 County Prep Phase Office Hours and Daily Debrief. ▶ Conducted Wave 3 County Prep Kickoff on 02/14/23. ▶ Delivered second orientation sessions for onsite, virtual, extended, and full orientation for post-Implementation support from 02/14/23 – 02/16/23. ▶ Prepared CIT for distribution for Wave 2 Fact Sheet and submitted for review/comment. ▶ Distributed CRFI #23-030 for Wave 3 Post-Implementation volunteers. ▶ Distributed County Virtual Zoom Links to PPOCs for Post-Imp team support. ▶ Conducted Wave 2 Onsite Meet & Greet sessions and prepared CalSAWS Books.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

- ▶ **Staff Onboarding**
 - Continued planning for and onboarding staff resources.
- ▶ **Information Coordination for CalWIN Counties**
 - Continued to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ **County Work Plans**
 - Critical Path Reporting Waves 1–6 – Developed weekly summary report and made available for review to the Consortium Leadership during the week of 02/15/23.
 - Work Plan Updates – Continued to facilitate the Work Plan updates for Wave 1 through Wave 6 with the Consortium project teams to improve Project Plan accuracy, updates, identify milestones, critical path, and cross-team dependencies. Escalations provided for items not on track in the Work Plans.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

▶ **Deliverables and Work Products – Submitted the following:**

- FDEL 07.09: County Change Guide – Wave 4 (San Diego) on 02/16/23.
- FDEL 07.11: County Change Guide – Wave 4 (Santa Cruz) on 02/16/23.
- FWP 09.13: County Training Plan – Wave 5 (Alameda) on 02/17/23.
- FWP 09.14: County Training Plan – Wave 5 (Fresno) on 02/17/23.
- FWP 09.15: County Training Plan – Wave 5 (Sonoma) on 02/17/23.

1.3 Activities for the next Reporting Period

▶ **Staff Onboarding**

- Continue planning for and onboarding staff resources.

▶ **Information Coordination for CalWIN Counties**

- Continue to collaborate with other teams to coordinate information for the CalWIN Counties.

▶ **County Work Plans**

- Continue updating Wave 1–6 County Work Plans for the Implementation Readiness Checklist.

▶ **Deliverables and Work Products – Submit the following:**

- DWP 07.13: County Change Guide - Wave 5 (Alameda) on 02/20/23.
- DWP 07.13: County Change Guide - Wave 5 (Fresno) on 02/20/23.
- DWP 07.13: County Change Guide - Wave 5 (Sonoma) on 02/20/23.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

▶ **Process Simulation**

- Completed scenario finalization for Santa Barbara County and Ventura County.
- Continued scenario review and assignments for Santa Barbara County.
- Completed scenario execution with Orange County for 15 scenarios out of 36.

▶ **Configuration**

- Documented Configuration Requirements for Process Simulation scenarios.
- Facilitated Configuration Setup Meetings with Santa Barbara and Ventura Counties for Process Simulation.
- Provided support to Wave 2 Counties for County Prep Configurations.
- Reviewed and updated the Configuration Materials to prepare for Wave 4 Counties.

2.2 Activities for the Next Reporting Period

▶ **Process Simulation**

- Finalize Process Simulation scenario execution schedule and assignments for Ventura County and Santa Barbara County.
- Continue to coordinate the UAT2, Jira, and Imaging access for Santa Barbara County and Ventura County with the UAT2 Environment Lead and the Consortium team.
- Complete Process Simulation execution with Orange County by 02/24/23.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

- Kick off the Wave 4 Process Simulation Prep Session Readiness.

► **Configuration**

- Prepare data for Ventura County Process Simulation.
- Send Configuration Verification and Working Session invites to San Diego and Santa Cruz Counties.
- Provide continued support to Wave 2 Counties for County Prep.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

► **Wave 3 Change Discussion Guides**

- Continued to monitor ongoing change discussions taking place in the Wave 3 Counties.

► **Wave 4 Change Discussion Guides**

- Conducted the Wave 4 Group 2 Office Hours for Santa Cruz County from 02/14/23 to 02/23/23.
- Continued to monitor the change discussions taking place in Wave 4 Group 1 Counties.
- Conducted the PPOC Weekly Touchpoints with Santa Cruz County from 02/16/23 to 03/16/23.
- Submitted the CCG/CDG FDELs for Wave 4 Counties on 02/16/23.

► **Wave 5 Change Discussion Guides**

- Prepared to conduct the CCG/CDG Prep Session Kickoff for the three Wave 5 Counties.

► **Wave 6 Change Discussion Guides**

- Continued to develop the CCGs/CDGs for the Wave 6 Counties.

► **Change Readiness Surveys**

- Reviewed the Wave 3 T-3 surveys results with the Consortium and Regional Managers.
- Reviewed the Wave 4 T-6 surveys results with the Counties on 02/14/23 – 02/16/23.
- Open the Wave 6 T-9 Surveys on 02/14/23.

► **Change Network Champion (CNC) Meetings**

- Conducted the CNC Session for Waves 5 and 6 on 02/14/23.
- Conducted the CNC Session for Waves 3 and 4 on 02/16/23.
- Prepared to send the CNC Session materials from the Wave 2 CNC Meeting on 02/14/23 to the Wave 2 Counties.

► **Infographics**

- Sent the February Infographics for Waves 2–6 to be reviewed by the Consortium on 02/14/23.

► **Newsletter**

- Sent the Newsletter for Wave 5 Newsletter #2 and Wave 4 Newsletter #3 to be reviewed by the Consortium on 02/14/23.

3.2 Activities for the Next Reporting Period

► **Wave 4 Change Discussion Guides**

- Conduct the Wave 4 Group 2 Office Hours for Santa Cruz on 02/14/23 to 02/23/23.
- Monitor the change discussions taking place in Wave 4 Group 1 Counties.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

- Conduct the PPOC Weekly Touchpoints with Santa Cruz from 02/16/23 to 03/16/23.
- ▶ **Wave 5 Change Discussion Guides**
 - Conduct the Wave 5 CDG Prep Session Kickoff for all three Counties.
 - Submit the CCG/CDG Draft Work Products (DWPs) to the following counties on 02/20/23: Sonoma, Alameda, and Fresno.
- ▶ **Wave 6 Change Discussion Guides**
 - Continue to develop the CDGs for the Wave 6 Counties.
- ▶ **Change Readiness Surveys**
 - Review the Wave 3 T-3 surveys results with Consortium and Regional Managers on 02/15/23 to 02/22/23.
 - Monitor the Wave 6 T-9 survey results and close the survey on 02/24/23.
- ▶ **Change Network Champion (CNC) Meetings**
 - Send the CNC Session materials for the month of February for Waves 2 to 6.
- ▶ **Infographics**
 - Send the February Infographics for Waves 2 to 6 to the CIT Review Group the week of 02/20/23.
- ▶ **Newsletter**
 - Send the Newsletter for Wave 5 Newsletter #2 and Wave 4 Newsletter #3 to the CIT Review Group the week of 02/20/23.

4.0 Training

4.1 Highlights of the Reporting Period

- ▶ **Training Advisory Council**
 - Continued preparing for Training Advisory Council (TAC) meeting on 02/22/23.
- ▶ **Wave 2: Contra Costa, Tulare, and Santa Clara County Training**
 - Completed Week 18 of WBTs for End User training.
 - Completed Week 6 of ILTs for End User training.
 - Hosted Training Touchpoint with Santa Clara County.
 - Hosted Training Touchpoint with Contra Costa County.
 - Hosted Topic-specific Webinars.
- ▶ **Wave 3: Orange, Santa Barbara, and Ventura County Training**
 - Completed Week 13 of WBTs for Early Training and Train the Trainer participants.
 - Completed Week 10 of WBTs for all staff.
 - Continued ILTs for Early Training and Train the Trainer.
 - Started room set-up and connectivity testing for ILTs for all staff.
 - Hosted Training Touchpoint with Orange County.
- ▶ **Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training**
 - Completed Week 5 of WBTs for Early Training and Train the Trainer participants.
 - Completed Week 2 of WBTs for all staff.
 - Hosted Training Touchpoint with San Diego County.
 - Hosted Training Touchpoint with Solano County.
- ▶ **Wave 5 – Wave 6 Planning**
 - Continued planning for Wave 5 ILT Walkthroughs.
 - Hosted Training Touchpoint with Alameda County.
 - Hosted Training Touchpoint with Sacramento County.

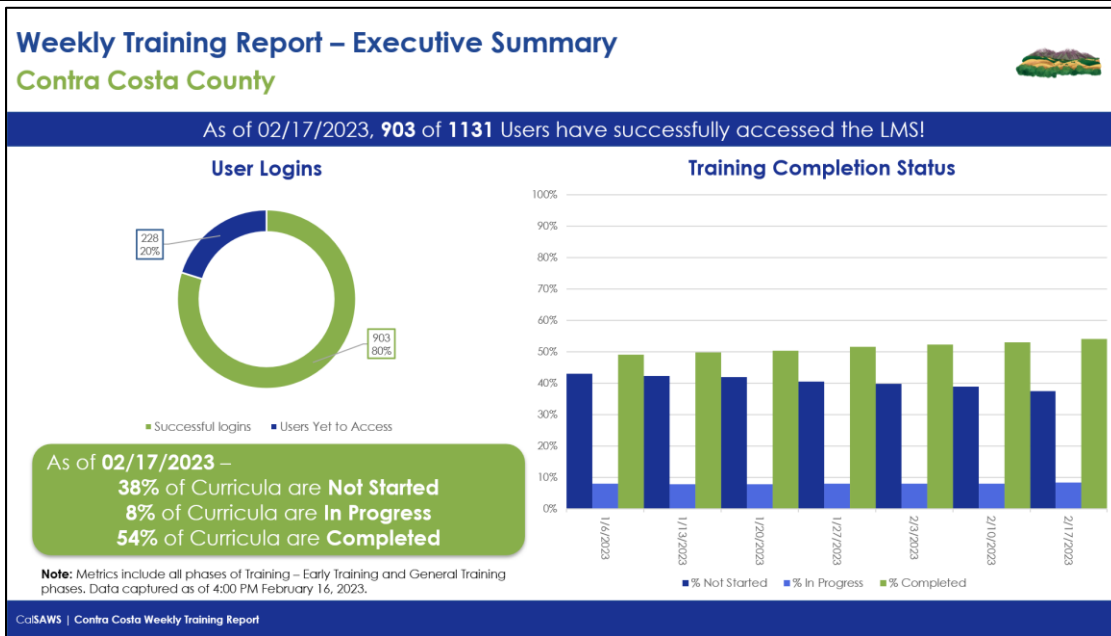


Figure 4.1-1 – Weekly WBT Training Report – Contra Costa County

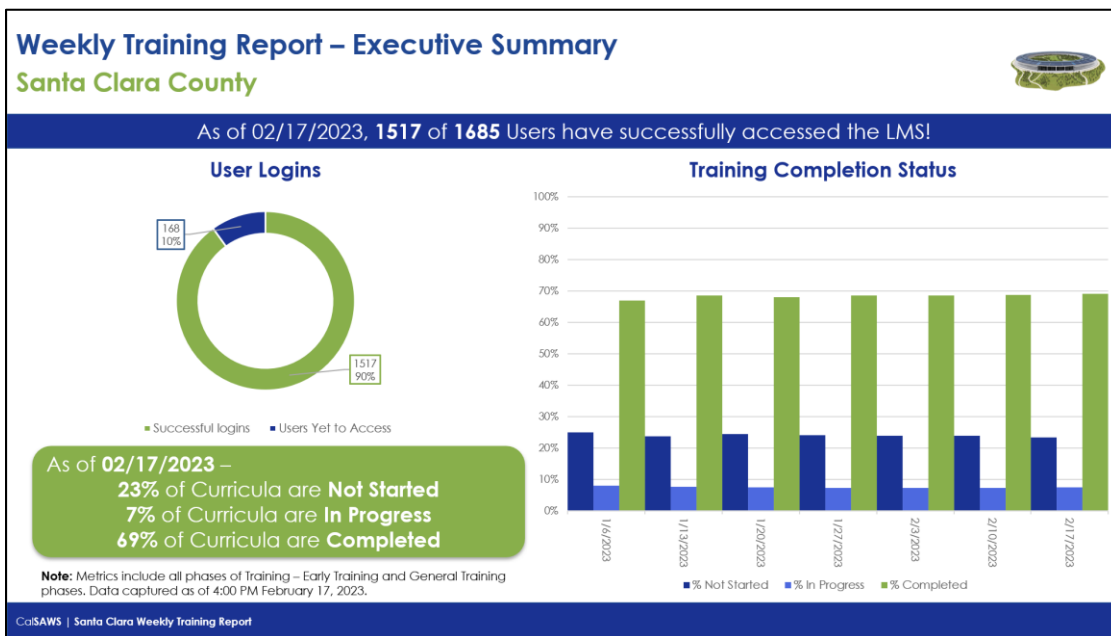


Figure 4.1-2 – Weekly WBT Training Report – Santa Clara County

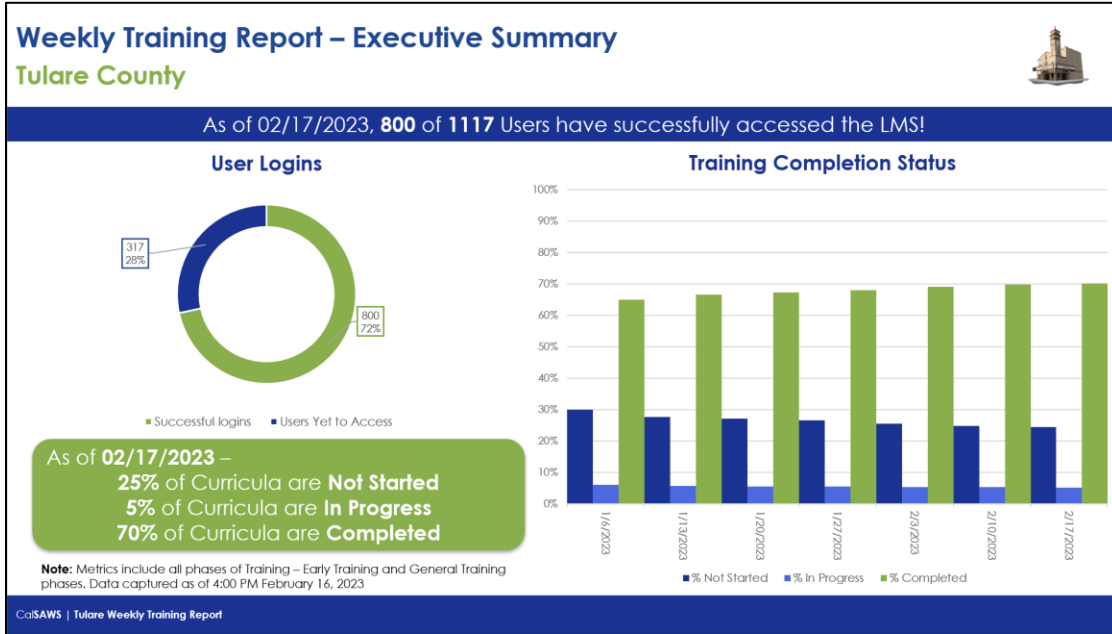


Figure 4.1-3 – Weekly WBT Training Report – Tulare County

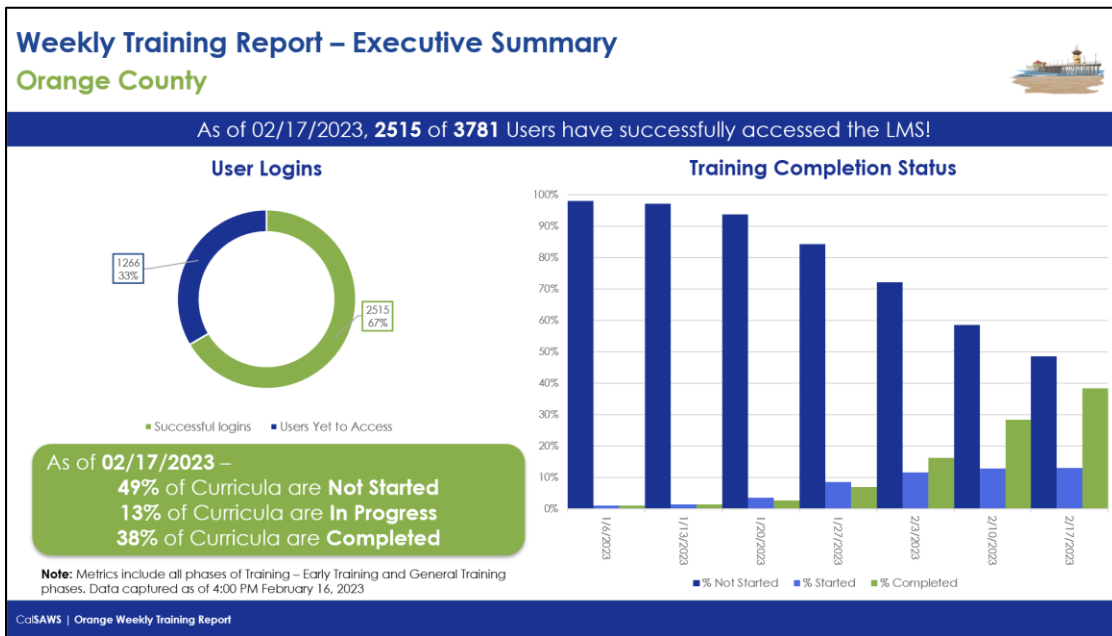


Figure 4.1-4 – Weekly WBT Training Report – Orange County

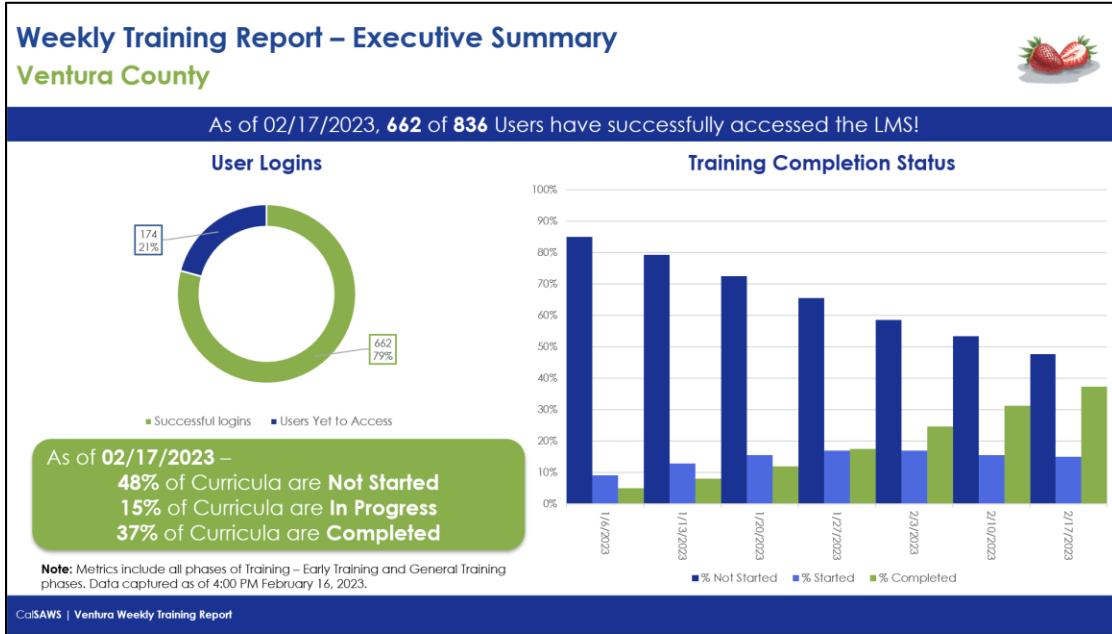


Figure 4.1-5 – Weekly WBT Training Report – Ventura County

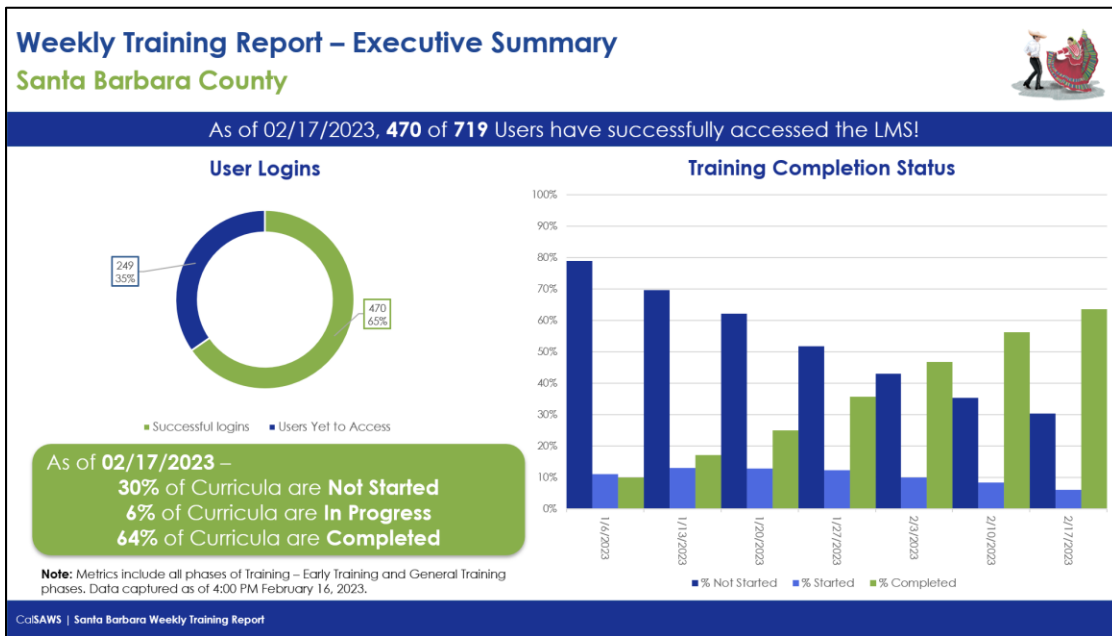


Figure 4.1-6 – Weekly WBT Training Report – Santa Barbara County

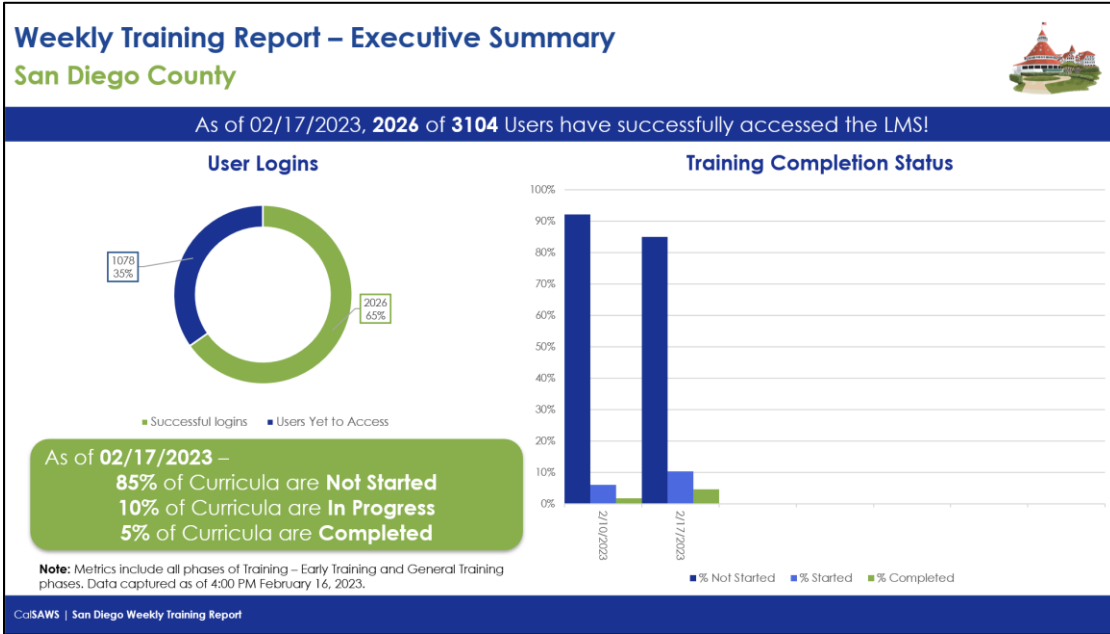


Figure 4.1-7 – Weekly WBT Training Report – San Diego County

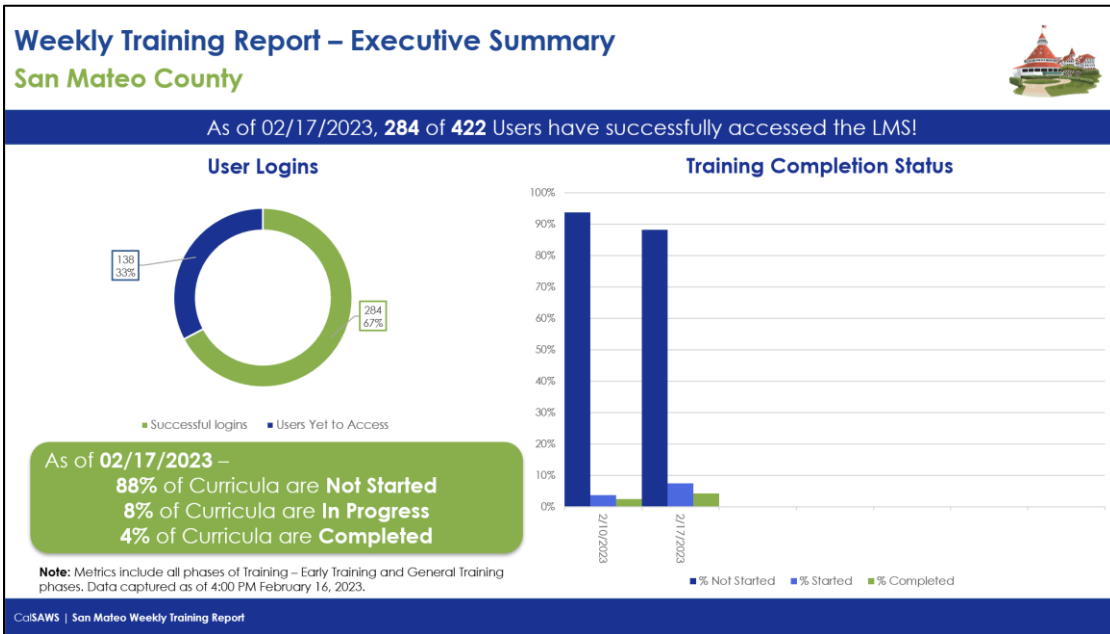


Figure 4.1-8 – Weekly WBT Training Report – San Mateo County

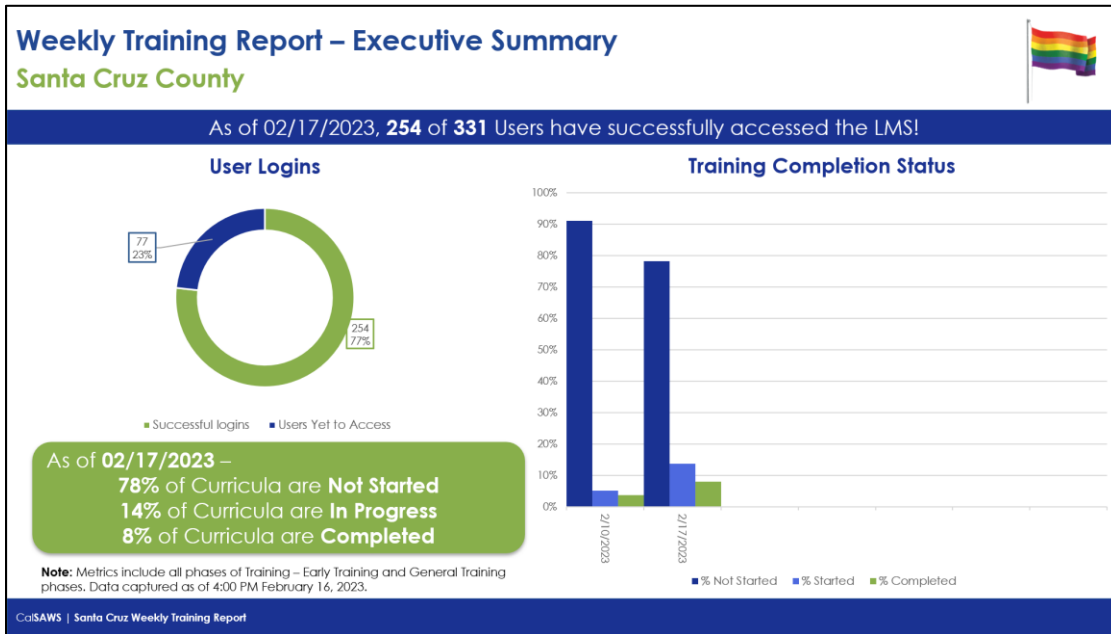


Figure 4.1-9 – Weekly WBT Training Report – Santa Cruz County

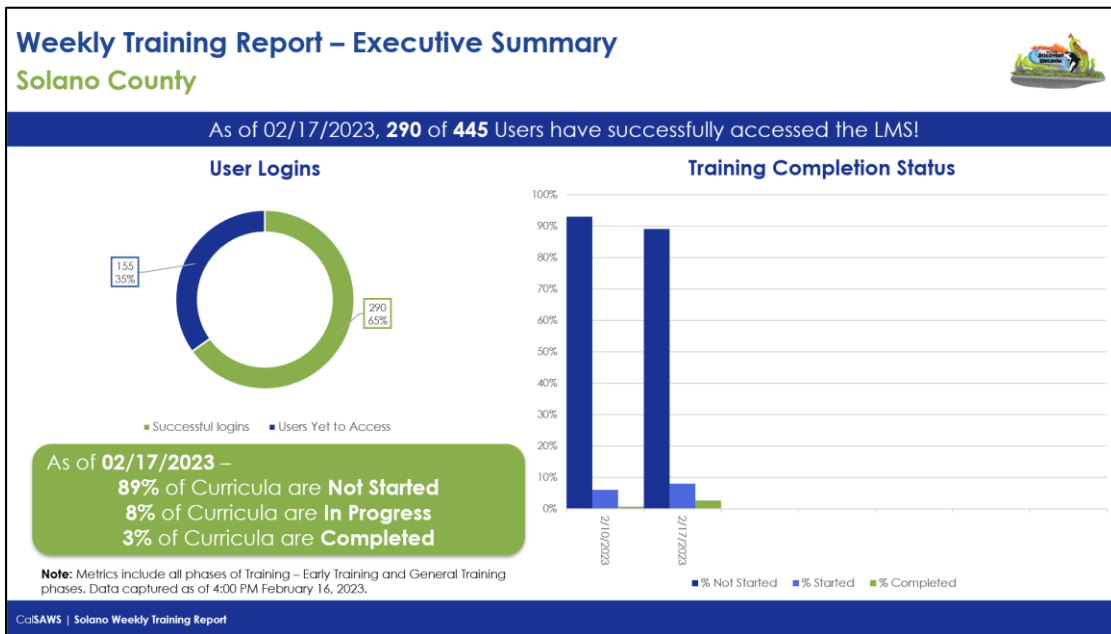


Figure 4.1-10 – Weekly WBT Training Report – Solano County

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

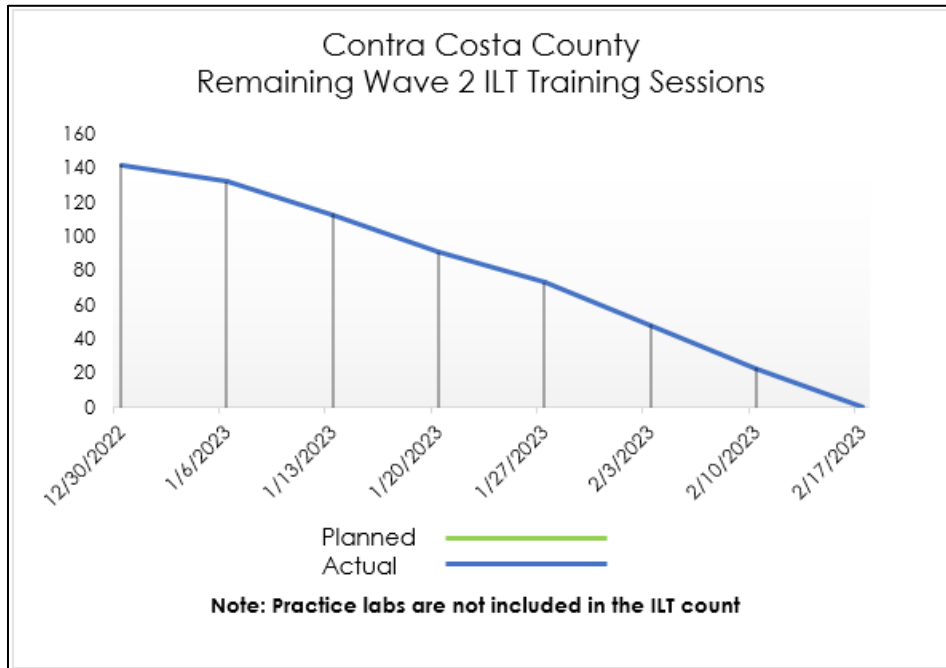


Figure 4.1-11 – Weekly ILT Training Report – Contra Costa County

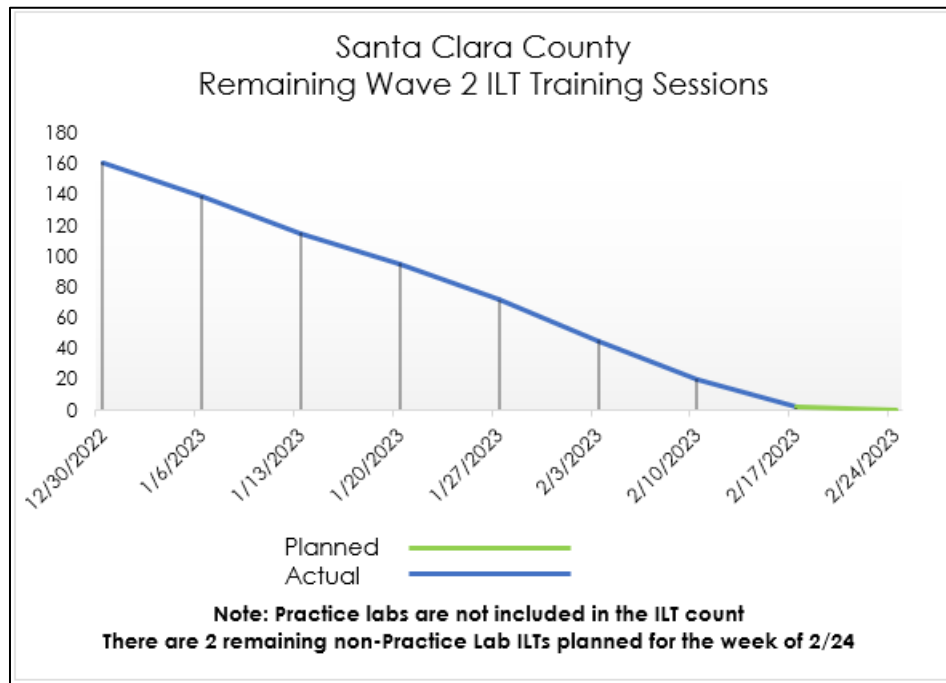


Figure 4.1-12 – Weekly ILT Training Report – Santa Clara County

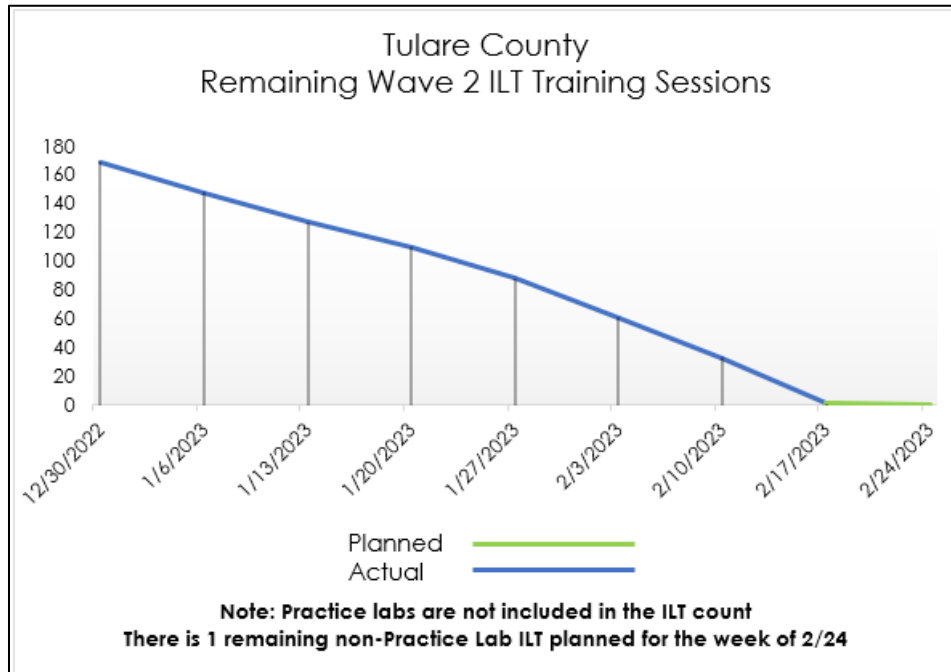


Figure 4.1-13 – Weekly ILT Training Report – Tulare County

4.2 Activities for the Next Reporting Period

- ▶ **Training Advisory Council**
 - Host Training Advisory Council (TAC) meeting on 02/22/23.
- ▶ **Wave 2: Contra Costa, Tulare, and Santa Clara County Training**
 - Continue WBTs for all End Users.
 - Complete ILT delivery for all End Users.
 - Host Training Touchpoint with Santa Clara County.
 - Host Training Touchpoint with Contra Costa County.
- ▶ **Wave 3: Orange, Santa Barbara, and Ventura County Training**
 - Continue WBTs for all staff.
 - Continue ILTs for Early Training and Train the Trainer.
 - Continue room set-up and connectivity testing for ILTs for all staff.
 - Host WBT-based Webinars.
- ▶ **Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training**
 - Continue WBTs for all staff.
 - Host Training Touchpoint with San Mateo County.
 - Host Training Touchpoint with Santa Cruz County.
- ▶ **Waves 5–6 Planning**
 - Continue planning for Wave 5 ILT walkthroughs.
 - Host Training Touchpoint with Sonoma County.

5.0 Implementation

5.1 Highlights of the Reporting Period

- ▶ **Readiness Dashboard and Packet**
 - Distributed Readiness Dashboard and Packet for Wave 2 and Wave 3.
 - Continued updates to Wave 2, Wave 3, Wave 4, and Wave 5 Readiness Packets and Dashboards.
- ▶ **Wave IPOC**
 - Conducted Wave IPOC meetings for Wave 3 on 02/15/23.
- ▶ **Lead TOSS/IPOC Meetings**
 - Conducted TOSS/IPOC checklist review for Santa Clara County (02/13/23), Contra Costa County (02/15/23), San Diego County (02/15/23), San Luis Obispo County (02/13/23), Ventura County (02/15/23), and Tulare County (02/16/23).
- ▶ **County Prep Phase**
 - Conducted Daily Office Hours and Debriefs for Wave 2 County Prep Phase.
 - Collected and reported on progress and completion metrics on 02/16/23.
 - Conducted County Prep Kickoff for Wave 3 on 02/14/23.
- ▶ **Go-Live Packet**
 - CIT and Go-Live Packet for Wave 2 distributed on 02/03/23.
 - Strike team determined 28 new items to be added to the GLP by 02/27/23.
 - Strike team included SMEs to review Contact Center defects and added all 6 defects.
 - Completed three Go-Live Packet Orientation sessions on 02/14/23, 02/15/23, 02/16/23.
- ▶ **Post-Implementation Support**
 - Delivered second orientation session for onsite, virtual, extended, and full orientations for post-Implementation support from 02/14/23 – 02/16/23.
 - Conducted Wave 2 Onsite Meet & Greet sessions with Santa Clara, Contra Costa, Tulare Counties.
 - Prepared draft Trip Books for Wave 2 offices for Onsite Post-Implementation teams.
 - Reviewed draft W3 Post-imp resource gap analysis with Implementation Managers.
 - Prepared CIT for distribution for W2 Fact Sheets and submitted for review/comment.
 - Reviewed Wave 4 County Profiles for Santa Cruz County, San Diego County, San Mateo County, and Solano County.
 - Distributed County Virtual Zoom Links to PPOC for Post-Implementation Support.
 - Distributed CRFI #23-030 for Wave 3 Post-Implementation CalSAWS county volunteer support.

5.2 Activities for the Next Reporting Period

- ▶ **Post-Implementation Support**
 - Complete and distribute Trip Books for Wave 2 offices for Onsite Post-imp teams.
 - Complete and distribute CalSAWS (Face) Books for Onsite teams in County offices.
 - Initiate Wave 3 County Site Visits for Orange, Ventura and Santa Barbara offices.
 - Review CRFI responses for W3 Post-Implementation CalSAWS volunteer support.
 - Participate in Santa Clara Meet & Greet sessions for Onsite team before Go-Live.
- ▶ **Readiness Dashboard and Packet**
 - Distribute Readiness Dashboard and Packet for Wave 2, Wave 3 and Wave 5.

- Conduct walkthrough of first Readiness Dashboard for Wave 5.
- ▶ **Go-Live Packet**
 - Team working on updates to Go-Live Packet for additional defects.
 - Wave-3 defects will also be analyzed to start work on Wave 3 Go-Live Packet.
- ▶ **County Prep Phase**
 - Continue conducting daily Office Hours and Daily Debriefs for County Prep Phase for Wave 2.
 - Collect and report on final County Prep Completion Metrics for Wave 2.
- ▶ **TOSS/IPOC Meetings**
 - Conduct TOSS/IPOC checklist review for Alameda County (02/21/23), Contra Costa County (02/22/23), San Francisco County (02/22/23), Fresno County (02/22/23), Tulare County (02/23/23).
- ▶ **Wave IPOC**
 - Conduct Wave IPOC meeting for Wave 5 on 02/22/23.

6.0 Appendices

6.1 Appendix A – Deliverable Summary

Deliverable Status by Submission

		Complete	Coming Soon	WAC Approval Pending		
DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
01	Work Plan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21
01.24	Work Plan Monthly Updates – December 2022	N/A	N/A	N/A	01/06/23	01/20/23
01.25	Work Plan Monthly Updates – December 2022	N/A	N/A	N/A	02/07/23	02/21/23
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	05/13/22
02.24	Monthly Status Report – December 2022	N/A	N/A	N/A	01/06/23	01/13/23
02.24	Monthly Status Report – December 2022	N/A	N/A	N/A	02/07/23	02/16/23
03	Requirements Traceability Matrix Initial	12/22/20	01/07/21	02/01/21	02/16/21	02/23/21
04	Business Process Reengineering Plan	N/A	N/A	09/02/22	09/26/22	10/03/22
07	County Change Guide – Wave 4 Group 2 (San Diego, Santa Clara)	N/A	N/A	01/26/23	02/16/23	02/27/23
08	Master Training Plan	10/27/21	11/08/21	05/13/22	06/06/22	06/13/22
08.07	Master Training Plan Monthly Update – 07	N/A	N/A	N/A	02/07/23	02/16/23
09	County-Specific Training Plan – Wave 4 (San Diego, San Mateo, Santa Cruz, and Solano)	11/18/22	12/13/22	01/05/22	01/31/23	02/09/23
10	Implementation Support Plan	01/14/22	01/27/22	07/15/22	08/05/22	08/16/22
11	County Implementation Completion Report	09/15/22	09/27/22	N/A	N/A	N/A
11.01	County Implementation Completion Report - Wave 1	N/A	N/A	01/17/23	01/31/23	02/07/23

Figure 6.1-1 – Deliverable Status by Submission

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
	None scheduled.		

Table 6.1-2 – Upcoming Deliverable Deadlines

CalSAWS – CalWIN ISS Weekly Status Report
 Weekly Status Report, February 23, 2023
 Period: February 13, 2023 to February 19, 2023

		Complete	Coming Soon	County Sign-Off Pending
ID	Work Product Name	DWP	FWP	Final Approval
07.09	County Change Guide – Wave 4, Group 2 (San Diego)	12/19/22	01/11/23	01/19/23
07.11	County Change Guide – Wave 4, Group 2 (San Cruz)	12/19/22	01/11/23	01/19/23
07.13	County Change Guide - Wave 5 (Alameda)	02/20/23	03/13/23	03/30/23
07.14	County Change Guide - Wave 5 (Fresno)	02/20/23	03/13/23	03/30/23
07.15	County Change Guide - Wave 5 (Sonoma)	02/20/23	03/13/23	03/30/23
09.09	County-Specific Training Plans – Wave 4 (San Diego)	11/18/22	12/19/22	12/27/22
09.10	County-Specific Training Plans – Wave 4 (San Mateo)	11/18/22	12/13/22	12/20/22
09.11	County-Specific Training Plans – Wave 4 (Santa Cruz)	11/18/22	12/13/22	12/20/22
09.12	County-Specific Training Plans – Wave 4 (Solano)	11/18/22	12/21/22	12/29/22
09	County-Specific Training Plans – Wave 5 (Alameda, Fresno, and Sonoma)	01/27/23	02/17/23	02/24/23

Figure 6.1-3 – Work Product Status by Submission

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
07.13	County Change Guide - Wave 5 (Alameda)	On Track	DWP submission 02/20/23 FWP submission 03/13/23 FWP approval 03/30/23
07.14	County Change Guide - Wave 5 (Fresno)	On Track	DWP submission 02/20/23 FWP submission 03/13/23 FWP approval 03/30/23
07.15	County Change Guide - Wave 5 (Sonoma)	On Track	DWP submission 02/20/23 FWP submission 03/13/23 FWP approval 03/30/23

Table 6.1-4 – Upcoming Work Product Deadlines

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Risk Level	Date Logged
240	The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without considering the multi-County and multi-vendor CalSAWS ecosystem may impact business operations	As we expand to 58 Counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&O batch schedule magnifies the potential impact to business operations and benefits to the participants.	Open	4	Medium	03/03/21

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

ID	Title	Details	Status	Impact	Risk Level	Date Logged
258	The CalWIN Conversion Cutover Window is at-risk of Completing past the 84-hour cutover window.	The CalWIN Conversion Cutover Window is at-risk of Completing past the 84-hour cutover window.	Wave 1-2: Closed Wave 3-6: Open	5	Wave 1: Low Wave 2-6: High	11/03/21
262	The CalWIN Counties may not be fully prepared for go-live if they do not have sufficient or timely information	The CalWIN Counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the Counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction.	Wave 1: Closed Wave 2-6: Open	Wave 1: 4 Wave 2-4: 3 Wave 5-6: 2	Wave 1: Low Wave 2: Medium Wave 3: Low Wave 4-6: Medium	12/13/21
268	Implementation Readiness for CalWIN Cutover to CalSAWS	If implementation readiness (project and County) is not on track to meet their respective exit criteria by 04/29/2022, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help Counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 1 cutover to CalSAWS on October	Wave 1: Closed Wave 2-6: Open	Wave 1-3: 4 Wave 4-6: 3	Medium	01/13/22

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		27, 2022, and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN Counties to cutover to CalSAWS.				
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the Counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN Counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk.	Wave 1: Closed Wave 2–6: Open	3	Wave 1: Low Wave 2–6: Medium	01/12/22
278	CalWIN OCM Implementation Support Plan	Deloitte Deliverable 10, CalWIN OCM Implementation Support Plan, is late, continues to require rework, and does not provide the structure or details necessary to inform the project or County teams of how support will be provided after the CalWIN Counties cut over to CalSAWS. The DDEL was originally due on May 16, 2022, but not released until June 6, 2022. On June 15, 2022, it was decided that the review should be paused due to the coordination needed with project teams on	Closed	4	Wave 1: Low Wave 2–6: Medium	06/28/22

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		<p>Pre- and Post-Deployment Support roles, responsibilities, tasks, activities, and resources. DDEL 10 will be revised in working sessions with the project teams, and the draft deliverable is targeted to be resubmitted on July 15, 2022. Based on the deliverable process, the earliest the DEL 10 is likely to be finalized is August 18, 2022. The most immediate impact is to the Wave 1 Counties. Without adequate information, neither the project nor County teams can prepare for post-implementation support, and County post-implementation support might be insufficient, disorganized, and/or ineffective</p>				
279	<p>CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they Migrate to CalSAWS</p>	<p>As CalWIN migrates to CalSAWS, Counties may need assistance (from the project) on how to reconcile Fiscal reports as they prepare to submit State reports to CDSS on a monthly basis (and timely)</p>	Open	<p>Wave 1: 3 Wave 2-6: 4</p>	Medium	09/14/22

Table 6.2-1 – Project Risks and Issues

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

CRFI/CIT/CalSAWS Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0046-23	PPOCs (Contra Costa, Santa Clara, Tulare); Regional Managers; IPOCs (Wave 2); TPOCs (Wave 2)	CalWIN Wave 2 Readiness Dashboard and Packet 2nd Weekly February 2023	CalWIN Migration	02/13/23	Jennifer Carpenter	Mara Jennings
0047-23	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers; IPOCs (Wave 4); TPOCs (Wave 4)	CalWIN Wave 4 February Readiness Dashboard and Packet	CalWIN Migration	02/13/23	Jennifer Carpenter	Mara Jennings
0048-23	PPOCs (Alameda, Fresno, Sonoma); TPOCs (Alameda, Fresno, Sonoma); Regional Managers (R1, R4)	CalSAWS ForgeRock and LMS Access (Wave 5)	CalWIN Migration	02/16/23	Ashley Arnold	Yogesh Patel
0049-23	PPOCs (Orange, Santa Barbara, Ventura); Regional Managers; IPOCs (Wave 3); TPOCs (Wave 3)	CalWIN Wave 3 February Readiness Dashboard and Packet	CalWIN Migration	02/13/23	Jennifer Carpenter	Mara Jennings
0050-23	PPOCs (Contra Costa, Santa Clara, Tulare); Regional Managers; Help Desk	Wave 2 Cutover Weekend Calendar Infographic: Contra Costa, Tulare, and Santa Clara County Go-Live Event	CalSAWS M&E CalWIN Migration	02/14/23	Anand Kulkarni	Cathryn VanNamen
0054-23	PPOCs (Contra Costa, Santa Clara, Tulare); Regional Managers; IPOCs (Wave 2); TPOCs (Wave 2)	CalWIN Wave 2 Readiness Dashboard and Packet 3rd Weekly February 2023	CalWIN Migration	02/16/23	Jennifer Carpenter	Mara Jennings

Table 6.2-2 – CITs

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

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

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary Contact	Backup Contact
23-019	PPOCs (Orange, Santa Barbara, Ventura, Contra Costa, Santa Clara, Tulare); Regional Managers (R1, R4, R5)	CalWIN Wave 3 – Participants for 3A County Prep Clickthrough & CalWIN Wave 2 – Optional Participants for 2C Cutover Clickthrough	02/01/23	Closed	02/15/23	Cristy Sharma	Mike Tombakian
23-020	PPOCs (Alameda, Fresno, Sonoma, Sacramento, San Francisco, San Luis Obispo); Regional Managers (R1, R2, R4)	CalSAWS Training Coordinator Role for CalWIN Counties (Waves 5 and 6)	02/03/23	Closed	02/17/23	Ashley Arnold	Renee Carter
23-030	PPOCs (42, Contra Costa, Tulare, Santa Clara); Regional Managers	CalWIN Migration Wave 3 – CalSAWS County Onsite & Virtual Support	02/17/23	Open	03/06/23	Jeffery Fuller	Mara Jennings

Table 6.2-3 – CRFIs

6.3 Appendix C – Project Work Plan Reports

Project Timeline

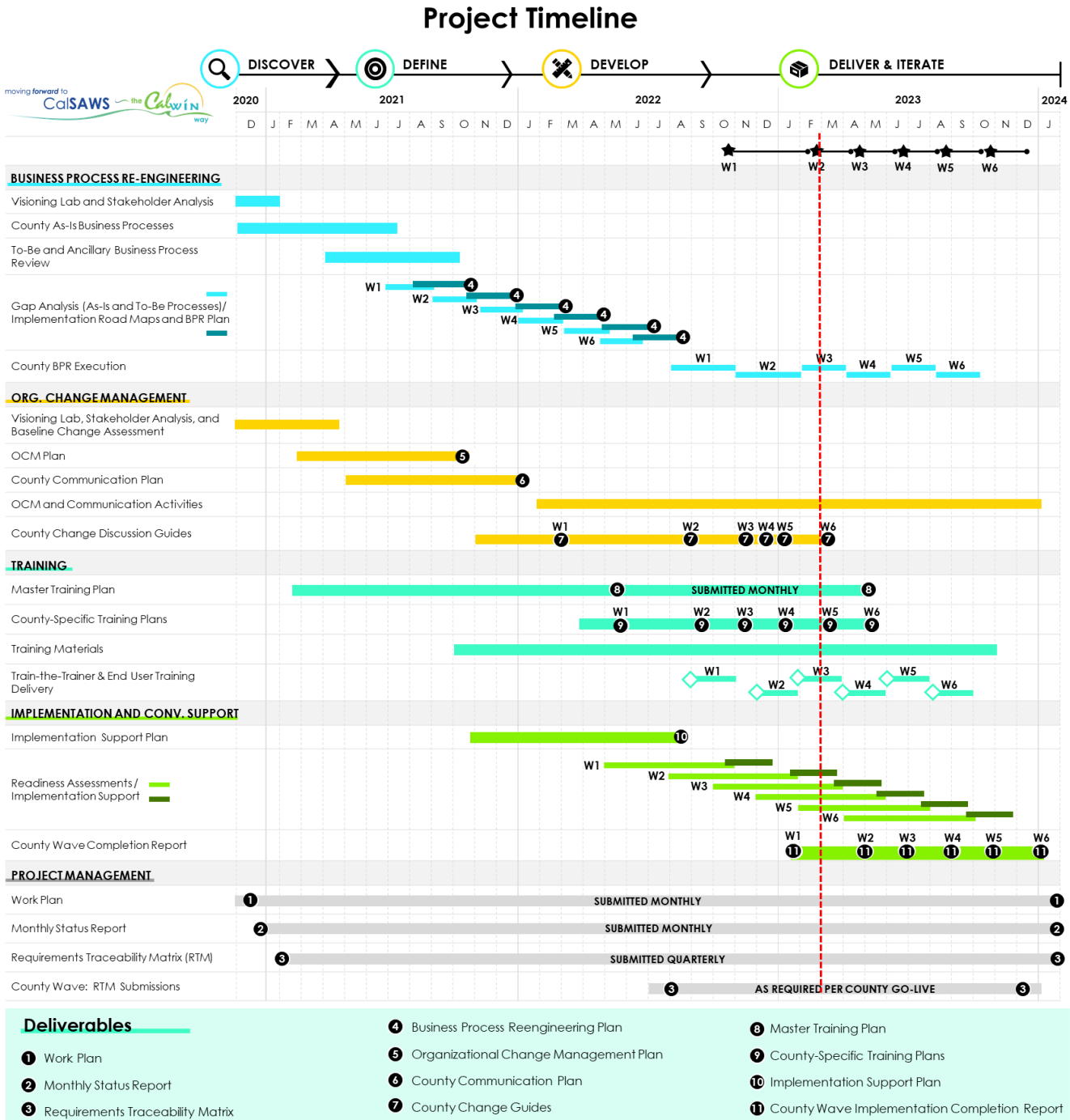


Figure 6.3-1 – Project Timeline

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, February 23, 2023

Period: February 13, 2023 to February 19, 2023

Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None.			

Table 6.3-1 – Overdue Action Items