

# Wave 5 Implementation Readiness Dashboard and Packet

March 17, 2023



The **Implementation Readiness Packet & Dashboard** present a **high-level view of Project Readiness** to CalWIN Counties with information related to CalWIN Migration, BenefitsCal, and Central Print. Status will include key metrics related to the overall “health” of the Implementation effort based on measurable metrics and milestones for Wave 5. Project Milestones are identified by project team leads and CalSAWS Project leadership.

The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **March 17, 2023**.

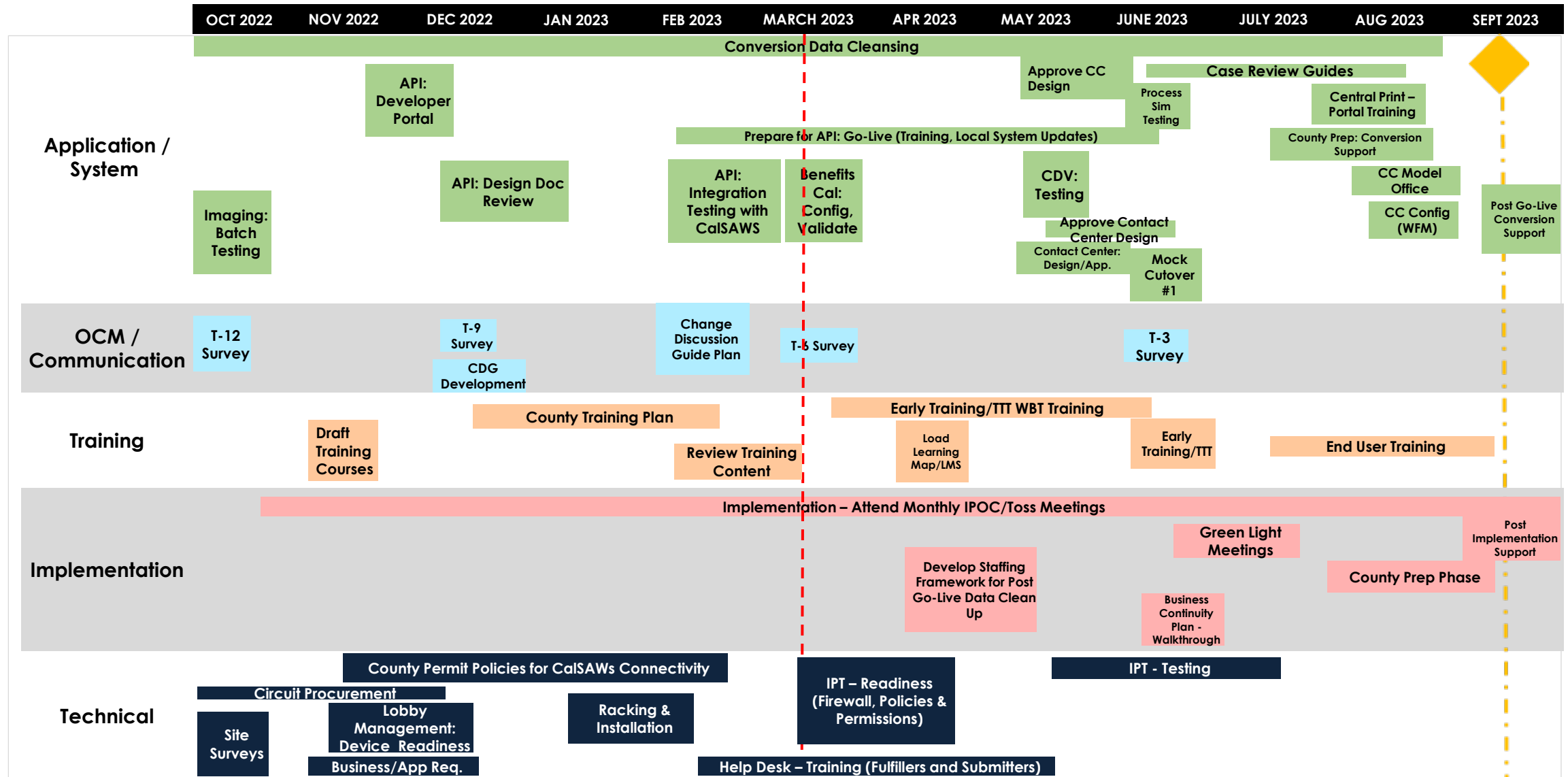


# Wave-5 Migration Timeline



# Wave 5 Critical Path

Alameda, Fresno, and Sonoma



**We are Here**

**Mock Conversion 1 & 2**  
06/14/23 - 06/28/23

**Contact Center**  
Approve CC Design 05/19/23 - 6/2/23  
CC Model Office 08/11/23 - 08/25/23  
CC Config (WFM) 08/11/23 - 08/25/23

**Process Simulation**  
06/12/23 - 6/23/23  
**Interface Partner Testing (IPT)**  
05/17/23 - 07/07/23

**Training**  
Early Training & TTT WBT 03/20/23 - 06/16/23  
Early Training 06/05/23 - 06/16/23 TTT Grp 1&2 5/15/23 - 6/23/23  
Training Delivery End Users 7/11/23 - 9/1/23

# Wave-5 Readiness: Executive Summary

## Readiness Areas and Categories

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

Readiness Area*	Readiness Category		Comments
Application	NS	Deploy CalSAWS Releases 07.23	<ul style="list-style-type: none"> <li>Release targeted for 07/24/23.</li> </ul>
	G	Contact Center Readiness	<ul style="list-style-type: none"> <li>IVR Contact Flows for W5 counties: <ul style="list-style-type: none"> <li>Approved by Fresno and Sonoma as of 1/18/23</li> <li>Development and review in progress by Alameda, approval estimated by 3/21/23</li> </ul> </li> <li>Counties are providing details specific to their Contact Center solution configuration, which will be used to inform each County's Contact Center Design Document (SCR).</li> </ul>
	G	Imaging Readiness	<ul style="list-style-type: none"> <li>County Export of Legacy Images In progress.</li> </ul>
	NS	BenefitsCal Readiness	<ul style="list-style-type: none"> <li>CBO Extract provided to counties targeted 05/04/2023.</li> </ul>
	G	Central Print Readiness	<ul style="list-style-type: none"> <li>All Wave 5 counties are participating in Configuration meetings.</li> </ul>
	C	User Acceptance Testing	<ul style="list-style-type: none"> <li>UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022.</li> </ul>
Integration	NS	County Interface Partner Test (IPT) Execution	<ul style="list-style-type: none"> <li>IPT scheduled to start for all Wave 5 counties on 5/17/23</li> </ul>
	NS	State Interface Partner Test (IPT) Execution	<ul style="list-style-type: none"> <li>IPT scheduled to start with State interface partners on 5/17/23</li> </ul>
Conversion	G	Defects Resolution	<ul style="list-style-type: none"> <li>As of 3/3/23, there are 35 P2 and 53 P3 and P4 Open Converted Data Defects.</li> </ul>
	G	EDBC Match – Auto Review Rates	<ul style="list-style-type: none"> <li>Match Rate as a result of Wave 3 Mock Cutover is approx. 70% in aggregate across all programs</li> <li>Wave 5B Mock scheduled 6/3/23-6/7/23 and results will be available will be shared</li> </ul>
Technical	G	County Network Connectivity	<ul style="list-style-type: none"> <li>Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery</li> <li>Track ongoing delivery of secondary circuits to County sites.</li> <li>Integration with Alameda county completed</li> <li>Integration scheduled with Sonoma to go over technical Integration.</li> <li>Risk 283 to be retired as the primary circuit for Fresno county has been delivered.</li> </ul>
	G	Performance Testing	<ul style="list-style-type: none"> <li>Batch Performance Testing: 11% Complete.</li> <li>Online performance testing targeted for 7/24/23 - 8/25/23</li> </ul>

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

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

# Wave-5 Readiness: Executive Summary

## Readiness Areas and Categories

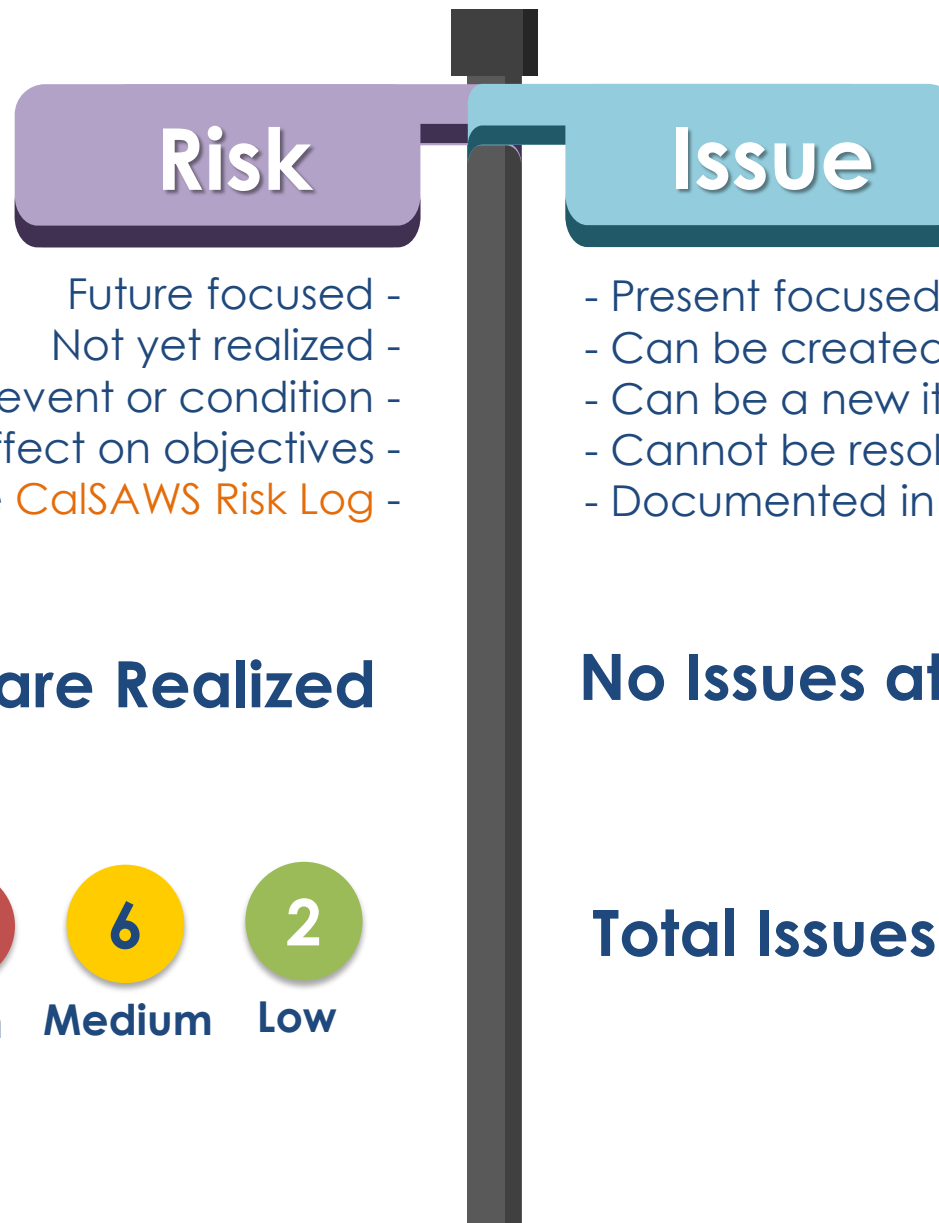
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	<ul style="list-style-type: none"> <li>Monthly update complete and submitted</li> <li>County Training Plans approved by all Wave 5 counties..</li> </ul>
	G	ILT Training Curriculum Complete	<ul style="list-style-type: none"> <li>Core curriculum complete. County-specific ILT curriculum walkthroughs occurring 3/13 through 3/27.</li> </ul>
	NS	Wave 5 County Classroom Set-Up	<ul style="list-style-type: none"> <li>Classroom set-up and connectivity testing planned for 5/8 – 5/26/2023 for ET/TTT and 6/12 – 6/30/2023 for End-User Training</li> </ul>
	G	WBT Training Delivery	<ul style="list-style-type: none"> <li>WBTs started 3/13/23 for Wave 5 Early Training &amp; TTT participants</li> <li>WBTs start 4/3/23 for all staff</li> </ul>
	NS	ILT Training Delivery	<ul style="list-style-type: none"> <li>ILTs start 5/30/23 for Wave 5 Early Training &amp; TTT participants</li> <li>ILTs start 7/3/23 for all staff</li> </ul>
Organization	G	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> <li>Targeting DWP signoff Complete</li> <li>FWP signoff targeted for 3/20/23.</li> </ul>
	G	Communications	<ul style="list-style-type: none"> <li>Infographics for March (Imaging #2 and RDB) on schedule.</li> </ul>
	C	Business Process Reengineering	<ul style="list-style-type: none"> <li>BPR Complete</li> </ul>
	G	Configuration	<ul style="list-style-type: none"> <li>Guide and Worksheet documentation complete. Working sessions targeted to begin in May 2023.</li> </ul>
	NS	Proces Simulation	<ul style="list-style-type: none"> <li>Process Simulation execution scheduled to begin in June and July 2023.</li> </ul>
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> <li>Workplans and Readiness Packets ongoing.</li> </ul>
	NS	County Prep	<ul style="list-style-type: none"> <li>County Prep kickoff targeted for 06/21/23.</li> </ul>
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> <li>County Profile drafts complete.</li> </ul>
	G	Help Desk	<ul style="list-style-type: none"> <li>Helpdesk Kickoff hosted on 1/24; Delegated Admin Training hosted on 2/15</li> <li>Tier 1 Fulfiller Trainings scheduled for week of 3/27</li> </ul>
	G	County Ad Hoc Reports	<ul style="list-style-type: none"> <li>Alameda has an estimated 112 reports that need to be refactored. 92 are needed by Go Live. Alameda had reached out to Gainwell for assistance.</li> <li>Fresno has an estimated 151 reports that need to be refactored.</li> <li>Sonoma has an estimated 53 reports that need to be refactored by Go Live.</li> </ul>

# Readiness Dashboard



# Risks and Issues



## Monitoring - No Risks are Realized

### Total Risks



## No Issues at this Time

### Total Issues



# Risk and Issues: Wave 5

## Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
258.5	<b>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</b>	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window. The Wave 5 Cutover Plan is dependent on the Wave 5 Mock Cutover actuals (assessed) and (any) implementation decisions the project makes to achieve or minimize the impact to the 84 hours cutover window.	Conversion (Project)
268.5	<b>Implementation Readiness for CalWIN Cutover to CalSAWS</b>	<p>If implementation readiness (project and county) is not on track to meet their respective exit criteria by May 2023 and June 2023, respectively, then the CalWIN Waves 5 and 6 cutovers 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 Waves 5 and 6 cutovers to CalSAWS on September 4, 2023 and October 30, 2023, respectively. This risk serves as an overarching risk for the overall readiness of the project and CalWIN Counties to cutover to CalSAWS</p> <p><b>Batch Performance (Risks #237.5 and #237.6)</b> – Testing for Waves 5-6 has not started</p> <p><b>Image Scalability and Performance (Risk #256)</b> – CalSAWS Imaging solution has maintained stability and performance for 58 Counties</p> <p><b>County Readiness (Risks #262.5 and #262.6)</b> – The ISS and TOSS teams are starting to work with the Counties on their County Readiness</p> <p><b>Production and CDV Defect Resolution (Risk #280)</b> – Risk tracks resolution of defects from Wave 1-4, and new defects identified in Waves 5-6</p> <p>Converted Data Validation</p> <p><b>County Image Migration Readiness (Risks #264.5 and #264.6)</b> – The Counties are meeting, and all due dates are on track to complete scheduled milestones by deadlines</p> <p><b>County Report Refactoring and Ancillary System Timelines (Risks #269.5 and #269.6)</b> – Risk level is currently at medium. Inventory of reports to refactor will be updated as review with counties complete. Ad Hoc Refactoring planned to begin in April 2023 for Wave 5 and May 2023 for Wave 6</p> <p><b>County Reconciliation and Submission of State Reports (Risk 279.5 and 279.6)</b> CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports</p> <p><b>March 17, 2023:</b> Risk owners would like to propose this risk for retirement</p>	Implementation (Project)

# Risk and Issues: Wave 4

- Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)																																																																																										
280	Unresolved Go-Live Dependent defects not resolved prior to the Wave Go-Live could impact County Case Worker business Post Go-Live	<p><b>March 10, 2023:</b> Updated statistics as of 3/5/23 Weekly Status Report below. Any P2s listed as Post Cutover are targeted for the week after cutover. Any P2s listed as TBD are new and are being triaged to determine if they are a pre-cutover, or post-cutover item</p> <p><b>Open Wave 1 CalWIN Production Defects</b> Open Wave 1 CalWIN Production 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)</p> <table><tr><th>Resolution by Delivery Date</th><th>P1</th><th>P2</th><th>P3</th><th>P4</th><th>Total</th></tr><tr><td>Between February 1 – 28, 2023</td><td>0</td><td>6</td><td>5</td><td>0</td><td>11</td></tr><tr><td>Total Open Defects</td><td>0</td><td>6</td><td>5</td><td>0</td><td>11</td></tr></table> <p><b>Open Converted Data Defects by Status</b> Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT), Interface Partner Testing (IPT), System Test, Assembly Testing, and Wave 1 Post Go-Live Defects below represents Conversion Defects identified via testing effort prior to the respective Wave Go-Live. Defects prioritized for a Target Release after Cutover 2B were assessed for inclusion into the Wave 2 Go Live Packet (GLP). The below, metrics, do not include “In Production”</p> <table><tr><th>Wave</th><th>P1</th><th>2 - Normal/ Medium</th><th>3 - Normal/Low</th><th>4 - Cosmetic</th><th>Grand Total</th></tr><tr><td>Cutover 2B</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Post Cutover 2B Day 1 – 10</td><td>0</td><td>7</td><td>3</td><td>0</td><td>10</td></tr><tr><td>Cutover 3A</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 3B</td><td>0</td><td>28</td><td>0</td><td>0</td><td>28</td></tr><tr><td>Cutover 4A</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 4B</td><td>0</td><td>0</td><td>41</td><td>9</td><td>50</td></tr><tr><td>Cutover 5A</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 5B</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 6A</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 6B</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Grand Total</td><td>0</td><td>35</td><td>44</td><td>9</td><td>88</td></tr></table>	Resolution by Delivery Date	P1	P2	P3	P4	Total	Between February 1 – 28, 2023	0	6	5	0	11	Total Open Defects	0	6	5	0	11	Wave	P1	2 - Normal/ Medium	3 - Normal/Low	4 - Cosmetic	Grand Total	Cutover 2B	0	0	0	0	0	Post Cutover 2B Day 1 – 10	0	7	3	0	10	Cutover 3A	0	0	0	0	0	Cutover 3B	0	28	0	0	28	Cutover 4A	0	0	0	0	0	Cutover 4B	0	0	41	9	50	Cutover 5A	0	0	0	0	0	Cutover 5B	0	0	0	0	0	Cutover 6A	0	0	0	0	0	Cutover 6B	0	0	0	0	0	Grand Total	0	35	44	9	88	Conversion (Project)
Resolution by Delivery Date	P1	P2	P3	P4	Total																																																																																								
Between February 1 – 28, 2023	0	6	5	0	11																																																																																								
Total Open Defects	0	6	5	0	11																																																																																								
Wave	P1	2 - Normal/ Medium	3 - Normal/Low	4 - Cosmetic	Grand Total																																																																																								
Cutover 2B	0	0	0	0	0																																																																																								
Post Cutover 2B Day 1 – 10	0	7	3	0	10																																																																																								
Cutover 3A	0	0	0	0	0																																																																																								
Cutover 3B	0	28	0	0	28																																																																																								
Cutover 4A	0	0	0	0	0																																																																																								
Cutover 4B	0	0	41	9	50																																																																																								
Cutover 5A	0	0	0	0	0																																																																																								
Cutover 5B	0	0	0	0	0																																																																																								
Cutover 6A	0	0	0	0	0																																																																																								
Cutover 6B	0	0	0	0	0																																																																																								
Grand Total	0	35	44	9	88																																																																																								

# Risk and Issues: Wave 5

## Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
285.5	<b>Preparing CalWIN counties to operationalize CalSAWS after their Go-Live</b>	<p>If CalWIN counties are not prepared to operationalize CalSAWS after their Go-Live, timely and effective delivery of services could be impacted. During the 60-calendar day Post Implementation support period, migrating CalWIN counties must have available resources and volunteers appropriately allocated for post implementation support, and plan for a gradual transition to self-sufficiency.</p> <p>To mitigate this risk, the following key actions will be taken:</p> <ul style="list-style-type: none"><li>• Develop County Profiles</li><li>• Calculate Resources Needed</li><li>• Finalize Post Implementation Needs/Structure with County</li><li>• Finalize Post Implementation Needs/Structure with County</li><li>• Investigate other options for implementation support</li></ul>	Applications (Project)

# Risk and Issues: Wave 5

## Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
287.5	<b>Fresno County Bank Transition during their CalSAWS Cutover Weekend (Wave 5)</b>	<p>On <b>March 7, 2023</b>, Fresno County informed the CalSAWS project of their Bank (Bank of the West) being acquired by Bank of Montreal. This Bank transition is expected to occur during the same cutover weekend (Labor Day weekend) that Fresno and other Wave 5 counties will be going live on CalSAWS. Wave 5 Interface Partner Testing is scheduled to occur between May 17, 2023, and July 7, 2023</p> <p>Out of the 8 interfaces that Fresno County has opted into, the following 3 interfaces may be impacted by this Bank Transition:</p> <ul style="list-style-type: none"><li>• Positive Pay File</li><li>• Direct Deposit Writer</li><li>• Direct Deposits Reader</li></ul> <p>The CalSAWS project requires Fresno County to confirm the following information in order to account for any system changes to support the Bank of the West to Bank of Montreal transition and to coordinate a testing schedule that mitigates any impact to Fresno's Wave 5 CalSAWS go-live date:</p> <ol style="list-style-type: none"><li>1. Positive Pay Interface File - Requires Bank of Montreal to review and confirm if any file layout changes are required</li><li>2. Direct Deposit Interface File - Requires Bank of Montreal to review and confirm if any file layout changes are required. Note this file layout follows the National Automated Clearinghouse Association (NACHA) set of instructions for Automated Clearing House (ACH) payments to be uploaded into bank portals. No changes to this file layout are expected. However, Bank confirmation is still required</li><li>3. Bank Account Numbers - Requires Fresno County to confirm if their Bank Account Numbers are changing</li><li>4. Check Number Format - Requires Fresno County to confirm if their Check Number Format is changing</li><li>5. Warrant Print Stock - Requires Fresno County to confirm if their Warrant print stock is changing</li></ol>	Applications (Project)

# Risks and Issues: Wave 5

## Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
262.5	<b>The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information</b>	<p>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.</p> <p><b>March 3, 2023:</b> The ISS and Implementation team continue to meet with the IPOCs and Counties. Enhanced internal/PMO processes to include updates on tasks added/removed, additional information on tasks outstanding or behind schedule, and the readiness dashboards (per County request). Wave 5 Counties requested more information regarding the CRFI process (time to complete CRFI's, what CRFI is coming at what time throughout migration, and the level of effort to complete the CRFIs)</p> <p><b>March 17, 2023:</b> The ISS team will discuss action items from March meeting with Counties in April to discuss severity for the Wave 5 Counties (potential to decrease severity)</p>	Implementation (Project)
264.5	<b>CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates</b>	<p>Delays in CalWIN counties predecessor activities (such as securing external legacy vendors for export support, mapping document types for each county, using Snowball as data transfer method, and completing the test batch phase on time) may delay cutover dates within each county. Further, counties must complete their predecessor activities by the deadline if they want to start exporting/importing on time. As a result of early pitfalls associated with predecessor tasks, Wave 1 counties have experienced significant delays, including delays in establishing contracts with external vendors, incorrect mapping, and failures to complete testing activities on time, which are putting their respective go-live dates at risk.</p> <p><b>March 3, 2023:</b> The risk level for Wave 5 -6 counties remains low. The Counties are meeting, and all due dates are on track to complete scheduled milestones by deadlines as reported in the Weekly DD&amp;I Status Report</p>	Implementation (County)

# Risks and Issues: Wave 5

## Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
269.5	<b>CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live</b>	<p>The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk</p> <p><b>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 5:</b></p> <ul style="list-style-type: none"> <li>Wave 5: CalSAWS has facilitated 100% (or 11 of the 11) planned Ad Hoc Support Curriculum to the Wave 5 Counties</li> </ul> <p><b>CalWIN County Ad Hoc Reports Refactoring for Wave 5:</b></p> <ul style="list-style-type: none"> <li>Wave 5: Ad Hoc Refactoring planned to begin in Apr 2023 at T-6 (to Go-Live)</li> <li>Counties have identified 294 Reports to Refactor. Confirmation of counts still pending county validation</li> </ul>	Implementation (County)
283.5	<b>Circuit delivery delays to Wave 5 - Fresno County</b>	<p>Fresno County Tech enablement at risk due to carrier delays in Circuit delivery.</p> <p>2 circuits were ordered for Fresno county to provide WAN connectivity to CalSAWS</p> <ul style="list-style-type: none"> <li>AT&amp;T Broadband – 1000x1000</li> <li>Lumen – 200x200</li> </ul> <p>Lumen had provided a delivery date of early March which has now changed to late April citing carrier delay.</p> <p>AT&amp;T has not provided any FOC / delivery date.</p> <p>Unless 1 of 2 circuits gets delivered by March 10, 2023, technical enablement and integration with county will be delayed resulting in further downstream delays.</p> <p><b>March 3, 2023:</b></p> <ul style="list-style-type: none"> <li>Delay in AT&amp;T 1000x1000 Circuit activation, New date of March 07</li> <li>Comcast 1000x1000; Pending FOC dates</li> </ul> <p>Update arrow show trending to low</p> <p><b>March 17, 2023:</b> Risk owners would like to propose this risk for retirement)</p>	Technical (County)

# Wave-5: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – Install LMS, Load Courses, Test Reports	Complete	11/14/22	12/16/22	100%
Wave 5 County Data Validation	Not Started	06/19/23	06/30/23	0%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
User Acceptance Test (UAT): Group 2	Complete	07/25/22	08/19/22	100%
Process Simulation Execution with Counties	Not Started	06/26/23	07/21/23	0%
State and CalWIN County Interface Testing	Not Started	05/17/23	07/07/23	0%
T-12 Readiness Survey Distribution	Complete	09/19/22	10/01/22	100%
T-9 Readiness Survey Distribution	Complete	01/09/23	01/23/23	100%
T-6 Readiness Survey Distribution	Not Started	03/20/23	03/31/23	0%
T-3 Readiness Survey Distribution	Not Started	06/05/23	06/16/23	0%
Application Development and System Test 23.07	Not Started	05/29/23	07/24/23	0%
County Preparation Phase Kick Off	Not Started	06/23/23	06/23/23	0%
County Preparation Phase	Not Started	07/24/23	08/31/23	0%
County Networking Connectivity	In Progress	01/30/23	04/24/23	50%
Contact Center Model Office Simulation	Not Started	08/11/23	08/25/23	0%
End-User Training	Not Started	07/03/23	09/01/23	0%
Pre and Post Deployment Support	Not Started	07/24/23	11/03/23	0%
Wave 5 CalSAWS Go-Live	Not Started	09/04/23	09/04/23	0%

# Wave 5 – County Readiness Summary

Readiness Area	Status *	Alameda	Status*	Fresno	Status*	Sonoma
Application	G	Contact Center IVR Contact Flow approval estimated by 3/21/23.	G	IVR Contact flow approved for Contact Center.	G	IVR Contact flow approved for Contact Center.
Integration	G	IPT scheduled to start on 5/17/23. Interface development in progress.	G	IPT scheduled to start on 5/17/23. Interface development in progress.	G	IPT scheduled to start on 5/17/23. Interface development in progress.
Conversion	NS	CDV targeted start 06/19/23.	NS	CDV targeted start 06/19/23.	NS	CDV targeted start 06/19/23.
Technical	G	Networking Readiness On Schedule.	G	Networking Readiness On Schedule.	G	Networking Readiness On Schedule.
Training	G	Early Training and TTT WBTs started 03/13/23.	G	Early Training and TTT WBTs started 03/13/23.	G	Early Training and TTT WBTs started 03/13/23.
Implementation	G	TOSS meetings ongoing.	G	TOSS meetings ongoing.	G	TOSS meetings ongoing.
Organizational	G	T-6 Readiness Survey starts 3/20/23.	G	T-6 Readiness Survey starts 3/20/23.	G	T-6 Readiness Survey starts 3/20/23.

\*Information included is as of March 17, 2023

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

Wave 5 All Tasks Due Next 30 Days by Readiness Category



Implementation Readiness Category

Total Issues: 74

Application Readiness	25
Technical Readiness	17
Change Readiness	15
Training Readiness	9
Implementation Readiness	8

Wave 5 County Readiness Checklist Activities by Status (as of 03/17/2023)

Status	00 All Counties	13 Alameda	14 Fresno	15 Sonoma	Wave 5 Counties	None T:
IN PROGRESS	2	107	100	98	7	0 314
NOT STARTED	1	224	220	216	151	1 813
COMPLETED	8	318	309	313	15	0 963
<b>Total Unique Issues:</b>	<b>11</b>	<b>649</b>	<b>629</b>	<b>627</b>	<b>173</b>	<b>1 2090</b>

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 5 Counties tasks include tasks that apply to Alameda, Fresno and Sonoma Counties (e.g., selective conversion tasks)

# Wave 5 – County Readiness Summary

## Alameda: County Tasks Counts by Category and Status (as of 03/17/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	8	23	21	52
Change Readiness	2	20	28	50
Conversion Readiness	16	8	0	24
Implementation Readiness	10	40	46	96
Technical Readiness	10	20	12	42
Training Readiness	1	6	31	38
<b>Total Unique Issues:</b>	<b>47</b>	<b>117</b>	<b>138</b>	<b>302</b>

## Alameda: Past Due by Readiness Category and Activity Owner (as of 03/17/2023)

Activity Owner	Implementation Readiness	T:
IPOC	1	1
TPOC	1	1
<b>Total Unique Issues:</b>	<b>2</b>	<b>2</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of March 17, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

## County Readiness Watch Items

#	Summary	Level	Remediation Plan
1			
2			

## Past Due Activity Highlights:

### 1. Implementation Readiness:

- Analytics & Reporting: Validate County Needs -Prioritize Reports that must be refactored for Go-Live

## Wave 5 – County Readiness Summary

## Fresno : County Tasks Counts by Category and Status (as of 03/17/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	9	20	20	49
Change Readiness	2	20	28	50
Conversion Readiness	17	8	1	26
Implementation Readiness	9	39	45	93
Technical Readiness	2	23	8	33
Training Readiness	1	7	30	38
<b>Total Unique Issues:</b>	<b>40</b>	<b>117</b>	<b>132</b>	<b>289</b>

## Fresno : Past Due by Readiness Category and Activity Owner (as of 03/17/2023)

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	T:
County IT	0	0	1	1
IPOC	0	2	0	2
PPOC	2	0	0	2
TPOC	0	1	0	1
<b>Total Unique Issues:</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of March 17, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

## County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

## Past Due Activity Highlights:

## 1. Application Readiness

- Lobby Mgmt. Device: Readiness - Sign/Approve County Purchase for Lobby Devices
- Lobby Mgmt. Device: Readiness - Document and submit County APD for lobby mgmt. solution costs in County Purchase Document (if applicable)

## 2. Implementation Readiness:

- Analytics & Reporting: Validate County Needs – Identify and Prioritize Reports that must be refactored for Go-Live

## 3. Technical Readiness

- Technical: CRFI 23-003 County to NAT the identified SFTP Server

## Wave 5 – County Readiness Summary

## Sonoma : County Tasks Counts by Category and Status (as of 03/17/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	7	19	22	48
Change Readiness	2	20	29	51
Conversion Readiness	16	8	0	24
Implementation Readiness	11	41	42	94
Technical Readiness	3	18	12	33
<b>Total Unique Issues:</b>	<b>40</b>	<b>114</b>	<b>135</b>	<b>289</b>

## Sonoma : Past Due by Readiness Category and Activity Owner (as of 03/17/2023)

Activity Owner	Implementation Readiness	T:
IPOC	3	3
TPOC	1	1
<b>Total Unique Issues:</b>	<b>4</b>	<b>4</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of March 17, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

## County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

## Past Due Activity Highlights:

## 1. Implementation Readiness:

- Analytics & Reporting: County Confirm Access to County Data for Test
- Analytics & Reporting: Validate County Needs - Identify Total Number of County Refactoring Report Needs
- Analytics & Reporting: Validate County Needs -Prioritize Reports that must be refactored for Go-Live

## Application Readiness: System

System Test: 23.07 Not Started

Start Date: 05/29/2023 End Date: 07/21/2023

## Application Readiness: Imaging

Images Migration In Progress

Distribute CIT for Counties to install Webscan Kit and Virtual Printer: Completed (CIT #0110-22 distributed on 04/19/2022)

County Export of Legacy Images: In progress

Hyland Receive & Upload Images to Production Environment: In progress

Imaging UAT Complete

Start Date: 07/11/2022 End Date: 08/05/2022

61 of 61 scripts completed

Severity 1 and 2 defects resolved: Complete - no defects reported.

**Performance Testing**

Hyland Platform Performance Testing: Complete

## Application Readiness: User Acceptance Testing

UAT Complete

**Key Dates:**

UAT Users Loaded to ForgeRock/UAT Environments and Application: Complete

UAT Application Training Group 1: 05/02/22 – 06/21/22

UAT Application Training Group 2: 06/13/22 – 07/21/22

UAT Execution Group 1: 06/27/2022 – 07/22/2022

UAT Execution Group 2: 07/25/2022 – 08/19/2022

## Application Readiness: Contact Center

Technical Connectivity In Progress

Start Date: 05/19/2023 End Date: 08/25/2023

2 of 3 IVR Contact Flows Approved  
Approval of Wave 3 County SCRs: 0 of 3

- CA-240168 – Alameda
- CA-240169 – Sonoma
- CA240170 – Fresno

Regression Test: Not Started

Contact Center Model Office Testing (tentative 08/11/2023)

## Application Readiness: Central Print

Central Print Kick-Off Complete

Configuration/Validation In Progress

Start Date: 12/13/2022 End Date: 05/03/2023

- Configuration meetings in progress
- Validation meetings not started
- Configuration load not started

Setup and Training Not Started

Start Date: 05/23/2023 End Date: 08/25/2023

- Training materials completed
- Portal Users load not started
- Inventory confirmed not started
- Training delivery not started
- Postage funding not started

## Application Readiness: BenefitsCal

Conversion Readiness Not Started

Training &amp; Communications Not Started

- Training delivery for public facing support, train the trainer and CBOs will occur in July 2023
- BenefitsCal Comms Plan draft: 07/07/2023

System Operations Not Started

- Confirm Command Center schedule
- Contingency Planning

Production Deployment Not Started

- Develop Production Cutover Checklist
- Decision to proceed with BenefitsCal Production Cutover

## Conversion Readiness

Conversion Readiness On Schedule

### Key Dates:

Golden Data Set #12 On schedule: June 2023

Cutover 5A: 07/15/2023 – 07/17/2023

Cutover 5B: 09/01/2023 – 09/04/2023

Mock Cutover – On-Schedule to begin June 2023.

Risk 258: The Wave 5 Cutover Plan is dependent on the Wave 5 Mock Cutover actuals (assessed) and (any) implementation decisions the project makes to achieve or minimize the impact to the 84 hours cutover window.

CDV Not Started

Start Date: 06/19/2023 End Date: 06/30/2023

- Converted Data Testing: complete for all waves.
- UAT testing: complete for all

## Integration Readiness

Interface Partner Test Not Started

Start Date: 05/17/2023 End Date: 07/07/2023

- Alameda County: 11 Interfaces
- Fresno County: 8 Interfaces
- Sonoma County: 7 Interfaces
- State/Consortium Partners: 11 Interfaces

*Project Integration Readiness is dependent on the County's readiness and development preparedness at the start of IPT on 05/17/2023.*

## Technical Readiness

County Networking Connectivity In Progress

Start Date: 11/01/2022

End Date:  
05/01/2023

- Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery
- Track ongoing delivery of secondary circuits to County sites.
- Integration with Alameda county completed
- Integration scheduled with Sonoma to go over technical Integration.
- Risk 283 to be retired as the primary circuit for Fresno county has been delivered.

## Technical Readiness: Operations

Contingency Restoration Planning In Progress

Migration Rollback Planning: 75% Complete

Disaster Recovery Exercise Not Started

Batch Operations In Progress

CalWIN Batch Schedules: 75% Complete

## Technical Readiness: Performance Testing

Performance Test In Progress

- Batch Performance Testing : 11% Complete
- Online performance testing: 07/24/2023 – 08/25/2023

## Technical Readiness: Security

Security Test Complete

Start Date: 11/05/2019 End Date: 09/24/2021

Application Security: CalSAWS Scan/  
Remediation Complete

Penetration Testing: Complete

## Training Readiness

## Training Plan Complete

Start Date: 01/16/2023 End Date: 02/24/2023

- Wave 5 County specific training complete and approved by all counties
- Training environment and training data build complete
- Generic training accounts for training environment complete

## Training Materials In Progress

Start Date: 03/29/2022 End Date: 04/28/2023

- Draft ILT courses complete
- County-specific tailoring complete
- ILT walkthroughs 3/13 – 3/27/2023
- Web-Based Training Development complete

## Training Delivery In Progress

Start Date: 02/27/2023 End Date: 08/25/2023

- Wave 5 Early Training & TTT WBTs started 03/13/2023
- Wave 5 End User WBTs start 4/3/2023
- Wave 5 staff curriculum assignment complete
- Wave 5 Classrooms set-up and certified starts 04/2023
- Wave 5 early learning and TTT ILTs start 05/30/2023
- Wave 5 End User ILT Training begins 07/03/2023

## Organizational Readiness: OCM

## Change Discussions with Staff On Schedule

End Date: 04/27/23

- Wave 5 DWP signoff Complete
- Wave 5 FWP signoff on 3/20/23
- Wave 5 CDG Prep will begin on 3/20 to 3/31
- Wave 5 CDG Office Hours will begin on 4/11

## Readiness Surveys On Schedule

Start Date: 09/26/2022 End Date: 10/27/23

- T-6 Survey opens on March 20 to 31.

## Infographics/ Newsletters On Schedule

Start Date: 11/17/2022 End Date: 09/29/23

- March Infographics & Newsletter – On Schedule
- April Infographics
- May Infographics
- June Infographics

## Change Network Champions On Schedule

Start Date: 11/08/22 End Date: 11/14/23

- March CNC Meeting – Complete
- April CNC Meeting
- May CNC Meeting
- June CNC Meeting

## Organizational Readiness: Business Process Reengineering

## W5 BPR Plans Approved Complete

## Process Change Inventory Close Out Complete

## Automated Actions Enablement Complete

## Configuration

## Configuration Materials On Schedule

Start Date: 03/17/2023 End Date: 05/12/2023

## W5 Configuration Documentation &amp; Validation Status

Start Date: 05/17/2023 End Date: 07/17/2023

- Working Sessions: 05/17/2023 – 06/23/2023

## Process Simulation

## W5 Process Simulation Planning Not Started

Start Date: 05/15/2023 End Date: 06/23/2023

## Process Simulation Execution Not Started

Start Date: 06/26/2023 End Date: 07/21/23

## Implementation Readiness

## Implementation Planning On Schedule

- DEL 10 Implementation Support Plan submitted and accepted.
- Readiness Packets and Dashboards: Ongoing

## County Prep Phase Not Started

Start Date: 07/24/2023 End Date: 08/31/2023

- 42 county prep activities instructions complete – to be updated for Wave 5 if applicable.
- Kick Off Meeting targeted for June 21, 2023

## Post-Deployment Support Planning In Progress

Start Date: 02/15/2023 End Date: 11/03/2023

- County Profile drafts complete.

## Implementation Readiness: Help Desk and System Operations

## Help Desk On Schedule

Start Date: 1/24/2023 End Date: 7/28/2023

- Helpdesk Kickoff hosted on 1/24
- Delegated Admin training scheduled for 2/15
- Tier 1 Fulfiller Trainings scheduled for week of 3/27

## System Operations Complete

- CalWIN Counties Access to the Sandbox Environment: Complete
- Engage the Counties on Staff Profile/Security Administration Updates: Complete

## Implementation Readiness: County Ad-Hoc Reporting

## County Ad Hoc Reporting On Schedule

Start Date: 02/01/2023 End Date: 08/25/2023

CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 5 Counties.

Project teams reviewed 687 reports for refactoring. Approximately 296 need to be refactored for Wave 5 Counties

Alameda has an estimated 112 reports that need to be refactored. 92 are needed by Go Live. Alameda had reached out to Gainwell for assistance.

Fresno has an estimated 151 reports that need to be refactored.

Sonoma has an estimated 53 reports that need to be refactored by Go Live.

THE  
POWER  
OF 58

WHEN SAN FRANCISCO COLLABORATES WITH NAPA.  
WHEN LOS ANGELES TEAMS UP WITH SAN BERNARDINO.  
WHEN WE ALL WORK TOGETHER,

THE RESULTS  
ARE POWERFUL.

CalSAWS

CalWIN Migration and BenefitsCal  
Implementation Contact:  
[Implementation@CalSAWS.org](mailto:Implementation@CalSAWS.org)

**RANCHO CORDOVA OFFICE**  
11290 Pyrites Way, Suite 150  
Gold River, CA 95670  
(916) 851-3201

**ROSEVILLE OFFICE**  
620 Roseville Parkway  
Roseville, CA 95747  
(916) 846-7331

**NORWALK OFFICE**  
12440 Imperial Highway, Suite 300  
Norwalk, CA 90650  
(562) 484-7914