

CalSAWS CalWIN  
Implementation Support  
Services (ISS) Weekly Status  
Report

**Reporting Period: April 10, 2023 to  
April 16, 2023**

# CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

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## Table of Contents

|     |  |                                     |
|-----|--|-------------------------------------|
| 1.0 | Project Management .....                       | 3                                   |
| 1.1 | Executive Summary.....                         | 3                                   |
| 1.2 | Highlights of the Reporting Period.....        | 5                                   |
| 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 ..... | 6                                   |
| 3.0 | Organizational Change Management (OCM) .....   | 6                                   |
| 3.1 | Highlights of the Reporting Period.....        | 6                                   |
| 3.2 | Activities for the Next Reporting Period ..... | <b>Error! Bookmark not defined.</b> |
| 4.0 | Training.....                                  | 6                                   |
| 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.....     | 18                                  |
| 6.3 | Appendix C – Project Work Plan Reports.....    | 23                                  |

# CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

## 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"> <li>▶ Wave 2                             <ul style="list-style-type: none"> <li>○ Provided support for Go-Live Configurations.</li> </ul> </li> <li>▶ Wave 3                             <ul style="list-style-type: none"> <li>○ Provided Configuration support for County Prep.</li> </ul> </li> <li>▶ Wave 4                             <ul style="list-style-type: none"> <li>○ Facilitated Configuration Verification Session with San Mateo County.</li> <li>○ Facilitated fourth and fifth weekly process simulation prep sessions with Santa Cruz County and Solano County respectively.</li> <li>○ Completed process simulation prep sessions with San Diego County and Santa Cruz County.</li> </ul> </li> <li>▶ Wave 5                             <ul style="list-style-type: none"> <li>○ Initiated process simulation prep schedule discussion with Alameda County, Fresno County, and Sonoma County.</li> <li>○ Planning started for Configuration Kickoff meetings.</li> </ul> </li> </ul>   |
| Organizational Change Management (OCM) | <ul style="list-style-type: none"> <li>▶ Wave 4 Change Discussion Guides                             <ul style="list-style-type: none"> <li>○ Continued to monitor the change discussions taking place in Wave 4 Counties.</li> </ul> </li> <li>▶ Wave 5 Change Discussion Guides                             <ul style="list-style-type: none"> <li>○ Conducted the PPOC Weekly Touchpoints with the Wave 5 Counties.</li> <li>○ Conducted the Change Discussion Office Hours with all Wave 5 Counties.</li> <li>○ Sent the CDG DDEL to the Wave 5 Counties for signoff.</li> </ul> </li> <li>▶ Wave 6 Change Discussion Guides                             <ul style="list-style-type: none"> <li>○ Continued to conduct the San Francisco County and San Luis Obispo County Working Sessions and address any comments or action items from the Working Sessions.</li> <li>○ Continued to conduct the San Francisco County and San Luis Obispo County Weekly Wrap-ups.</li> <li>○ Send the Wave 6 CDG Prep Kickoff invites to Wave 6 Counties.</li> </ul> </li> <li>▶ Monitored and closed the Wave 4 T-3 Readiness Surveys on 04/14/23.</li> <li>▶ Reviewed the Wave 5 T-6 Surveys results with the Consortium on 04/13/23 to 04/14/23.</li> <li>▶ Monitored the Wave 2 T+6 Readiness Surveys for Contra Costa County and Tulare County.</li> <li>▶ Opened the Wave 2 T+6 Readiness Survey for Santa Clara County on 04/12/23.</li> <li>▶ Conducted the Wave 3 and 4 CNC Session on 04/11/23.</li> <li>▶ Conducted the Wave 5 and 6 CNC Session on 04/11/23.</li> </ul> |

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

| STATUS REPORT<br>SUB-SECTION | STATUS AGENDA TOPIC   |
|------------------------------|---|
|                              | <ul style="list-style-type: none"> <li>▶ Sent the Waves 3 and 4 to Consortium for review on 04/10/23.</li> </ul>  |
| Training                     | <ul style="list-style-type: none"> <li>▶ Continued the Wave 3 Counties' Web Based Training for all staff.</li> <li>▶ Continued the Wave 3 Counties' Instructor Led Training for all staff.</li> <li>▶ Continued the Wave 4 Counties' Web Based Training for all staff.</li> <li>▶ Continued the Wave 4 Counties' Instructor Led Training for Early Training and Train the Trainer.</li> <li>▶ Continued the Wave 5 Counties' Web Based Training for all staff.</li> <li>▶ Hosted Training Touchpoints with Fresno County, Solano County, Ventura County, Santa Barbara County, Orange County, and San Diego County.</li> </ul>  |
| Implementation               | <ul style="list-style-type: none"> <li>▶ Wave 3               <ul style="list-style-type: none"> <li>○ The GLP Strike Team began reviewing 35 conversion defects for the final Wave 3 GLP.</li> <li>○ Completed Go-Live Packet (GLP) orientation for Wave 3 Counties.</li> </ul> </li> <li>▶ Provided Section Directors an update on counties' CalSAWS user access.</li> <li>▶ Continue to track Central Print – Postage payment status for Wave 3 Counties.</li> <li>▶ Working on FAQ which clarifies conversion requirements for Caseload ID.</li> <li>▶ Drafted recommendation for aligning Lobby Management with TOSS.</li> <li>▶ Facilitated Potential Fact Sheet Topic Review meeting and consolidated topics on Fact Sheet tracker.</li> <li>▶ Drafted CIT - Fact Sheets Available at Wave 3 Go-Live and submitted for CRFI review.</li> <li>▶ Updated Fact Sheet Process flow diagram.</li> <li>▶ Assembled Trip Book for Santa Barbara County using new streamlined format.</li> <li>▶ Conducted introductory walkthrough of and Distributed Readiness Dashboard to Wave 6 Counties.</li> <li>▶ Conducted the Wave 3 County Prep Office Hours and Debriefs, including individual progress review sessions and presenting metrics on 04/13/23.</li> <li>▶ Distributed Wave 4 County Prep Materials and CIT on 04/10/23.</li> <li>▶ Completed the seventh week of Wave 2 post-Implementation support.</li> <li>▶ Conducted daily business metrics review and standing internal team calls.</li> <li>▶ Managed onsite resource tracker and provided daily resourcing needs.</li> <li>▶ Finalized onsite resource allocations for Orange County, Santa Barbara County, and Ventura County; solicited additional volunteers from Virtual for Onsite Support.</li> <li>▶ Delivered Wave 3 Full Orientation session Option 2 for county volunteers.</li> <li>▶ Conducted Wave 3 Meet &amp; Greet sessions for onsite support team members.</li> <li>▶ Distributed by-name resource assignments for onsite/virtual/extended to Orange County, Santa Barbara County, and Ventura County.</li> <li>▶ Distributed Virtual Support Infographics and distributed Virtual Support link to County PPOCs.</li> </ul> |

**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 2–6 – Developed weekly summary report and made available for review to the Consortium Leadership during the week of 04/09/23.
  - Work Plan Updates – Continued to facilitate the Work Plan updates for Wave 2 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.
- ▶ **Deliverables and Work Products – Submitted the following:**
  - DDEL 11.02: County Implementation Completion Report – Wave 2 on 04/14/23.

## 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 2–6 County Work Plans for the Implementation Readiness Checklist.
- ▶ **Deliverables and Work Products – Submit the following:**
  - FDEL 07.13: County Change Guide - Wave 5 (Alameda) on 04/18/23.
  - FDEL 07.14: County Change Guide - Wave 5 (Fresno) on 04/18/23.
  - FDEL 07.15: County Change Guide - Wave 5 (Sonoma) on 04/18/23.
  - DWP 07.17: County Change Guide - Wave 6 (San Francisco) on 04/17/23.
  - FDEL 09.16: County Training Plan - Wave 6 (Sacramento) on 04/21/23.
  - FDEL 09.17: County Training Plan - Wave 6 (San Francisco) on 04/21/23.
  - FDEL 09.18: County Training Plan - Wave 6 (San Luis Obispo) on 04/21/23.

## 2.0 Business Process Reengineering (BPR)

### 2.1 Highlights of the Reporting Period

- ▶ **Process Simulation**
  - Continued prep activities with Santa Cruz County and Solano County.
  - Process simulation preparation was completed with San Mateo County and Solano County.
  - Finalized execution plan with San Mateo County and San Diego County.

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

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- Submitted execution plan for Santa Cruz County.

### ► Configuration

- Provided continued support to Wave 2 Counties for Go-Live configurations.
- Provided Configuration support to Wave 3 Counties during County Prep Office Hours.
- Facilitated Configuration Verification Session with San Mateo County on 04/12/23 and 04/13/23.

## 2.2 Activities for the Next Reporting Period

### ► Process Simulation

- Complete Scenario finalization and execution plan with Santa Cruz County and Solano County.
- Complete JIRA access, UAT2 access, and virtual print setup for all Wave 4 Counties as part of process simulation preparation.
- Continue the prep sessions for Santa Cruz County and Solano County virtually.

### ► Configuration

- Facilitate the Configuration Working session with San Mateo County 04/17/23 – 04/21/23.
- Provide Configuration support to Wave 2 Counties for Go-Live configurations.
- Provide Configuration support to Wave 3 Counties for County Prep activities.

## 3.0 Organizational Change Management (OCM)

### 3.1 Highlights of the Reporting Period

#### ► Wave 4 Change Discussion Guides

- Continued to monitor the change discussions taking place in Wave 4 Counties.

#### ► Wave 5 Change Discussion Guides

- Conducted the PPOC Weekly Touchpoints with the Wave 5 Counties.
- Conducted Change Discussion Office Hours with all Wave 5 Counties.
- Sent the CDG DDEL to the Wave 5 Counties for signoff.

#### ► Wave 6 Change Discussion Guides

- Continued to conduct the San Francisco County and San Luis Obispo County Working Sessions and address any comments/action items from the Working Sessions.
- Continued to conduct the San Francisco County and San Luis Obispo County Weekly Wrap-ups.
- Sent the Wave 6 CDG Prep Kickoff invites to Wave 6 Counties.

#### ► Change Readiness Surveys

- Monitored and closed the Wave 4 T-3 Readiness Surveys on 04/14/23.
- Reviewed the Wave 5 T-6 Surveys results with the Consortium on 04/13/23 to 04/14/23.
- Monitored the Wave 2 T+6 Readiness Surveys for Contra Costa County and Tulare County.
- Opened the Wave 2 T+6 Readiness Survey for Santa Clara County on 04/12/23.

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

- Conducted the Wave 3 and 4 CNC Session on 04/11/23.
- Conducted the Wave 5 and 6 CNC Session on 04/11/23.
- Prepared the CNC Session materials to Waves 3 through Wave 6.

► **Infographics**

- Sent the Waves 3 and 4 to Consortium for review on 04/10/23.

### 3.2 Activities for the Next Reporting Period

► **Wave 4 Change Discussion Guides**

- Continue to monitor the change discussions taking place in Wave 4 Counties.

► **Wave 5 Change Discussion Guides**

- Conduct the PPOC Weekly Touchpoints with the Wave 5 Counties.
- Conduct Change Discussion Office Hours with all Wave 5 Counties.
- Submit the Wave 5 FDEL CCG/CDG on 04/18/23.

► **Wave 6 Change Discussion Guides**

- Continue to conduct the Sacramento County Working Sessions and address any comments/action items from the Working Sessions.
- Continue to conduct the Sacramento County Weekly Wrap-ups.
- Review the CRFI responses from Wave 6 and prepare to send Wave 6 CDG Prep Session invites.

► **Change Readiness Surveys**

- Analyze the Wave 4 T-3 Readiness Surveys results and develop the survey decks to present to Consortium.
- Present the Wave 5 T-6 Surveys results to the Counties on 04/17/23 to 04/20/23.
- Continue to monitor the Wave 2 T+6 Readiness Surveys for Contra Costa County and Tulare County and close the survey on 04/21/23.
- Monitor the Wave 2 T+6 Readiness Survey for Santa Clara County on 04/12/23.

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

- Send the CNC Session materials to Waves 3–6.
- Prepare the CNC Session decks for Wave 3 Go-Live.
- Conduct the Go-Live CNC Session with Wave 3 on 04/20/23.

► **Infographics**

- Send the Waves 5 & 6 to the CIT/CRFI Review Group for review on 04/14/23.

## 4.0 Training

### 4.1 Highlights of the Reporting Period

► **Training Advisory Council**

- Started planning for Training Advisory Council (TAC) meeting on 05/17/23.

► **Wave 3: Orange, Santa Barbara, and Ventura County Training**

- Continued WBTs for all staff.
- Continued ILTs for all staff.
- Hosted Training Touchpoint with Orange County.
- Hosted Training Touchpoint with Santa Barbara County.
- Hosted Training Touchpoint with Ventura County.

► **Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training**

- Continued WBTs for all staff.
- Continued ILTs for Early Training and Train the Trainer.
- Hosted Training Touchpoint with Solano County.
- Hosted Training Touchpoint with San Diego County.

► **Wave 5: Alameda, Fresno, and Sonoma County Training**

# CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

- Continued WBTs for all staff.
- Completed draft ILT schedules.
- Continued County-specific updates to ILT materials based on County Walkthroughs.
- Hosted Training Touchpoint with Fresno County.
- ▶ **Wave 6: Sacramento, San Francisco, and San Luis Obispo Planning**
  - Continued planning for Wave 6 training delivery.

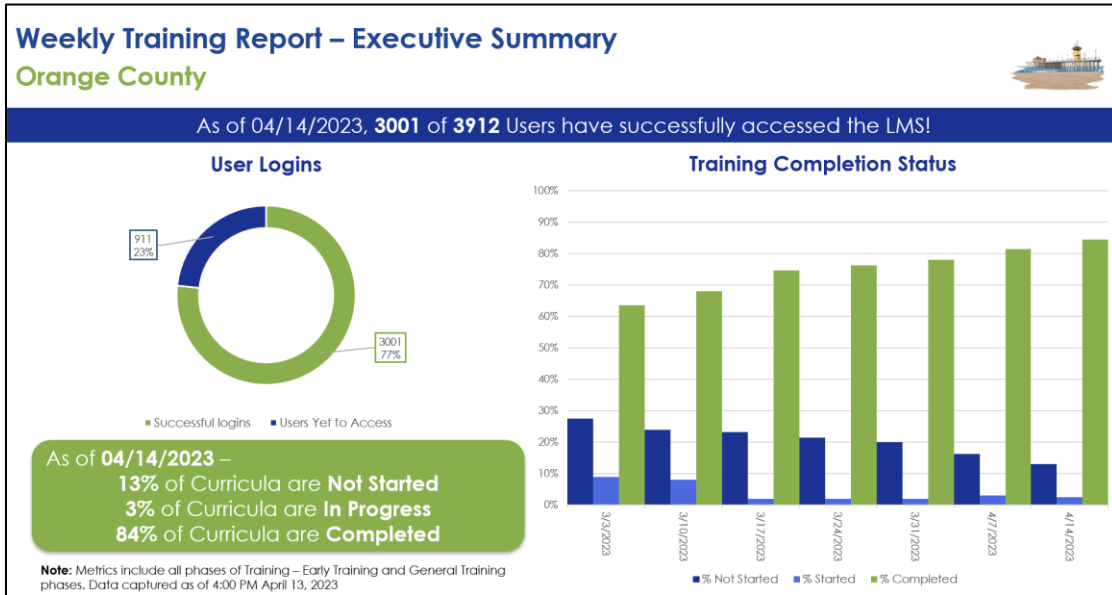


Figure 4.1-1 – Weekly WBT Training Report – Orange County

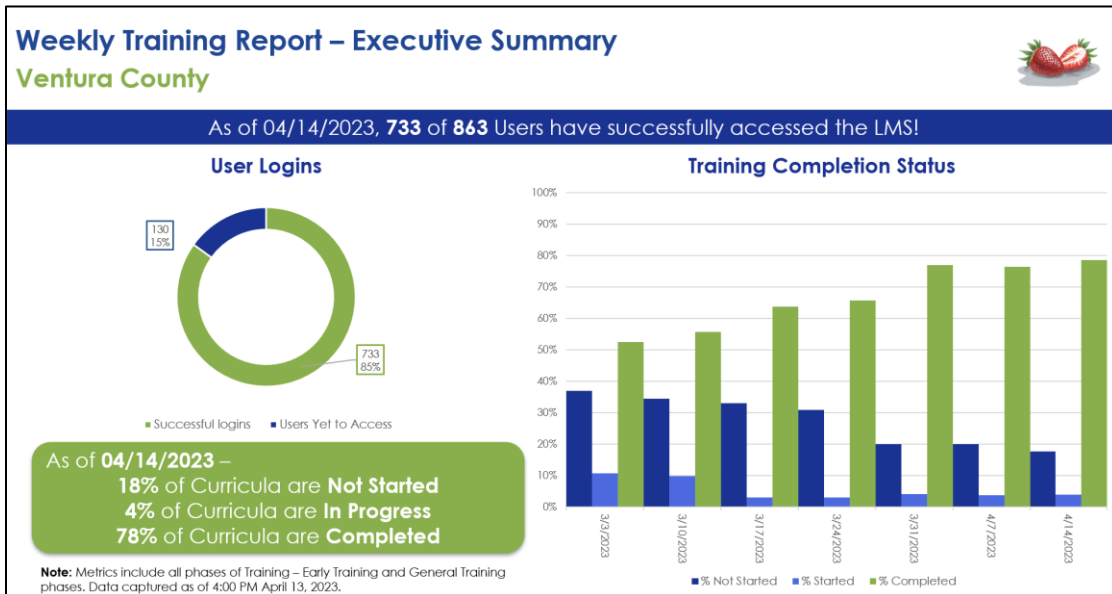
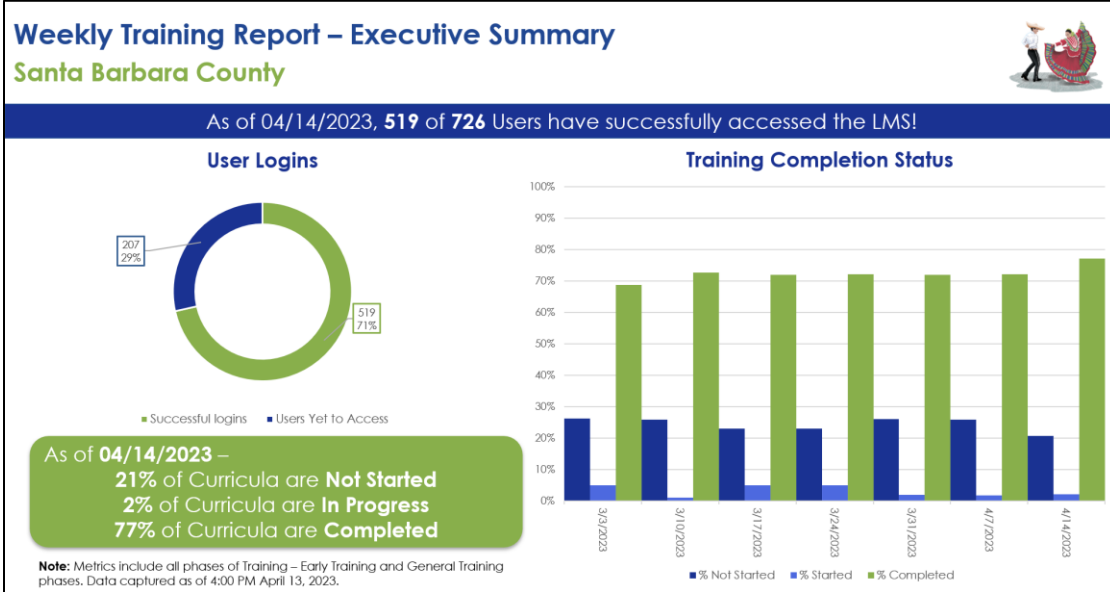


Figure 4.1-2 – Weekly WBT Training Report – Ventura County

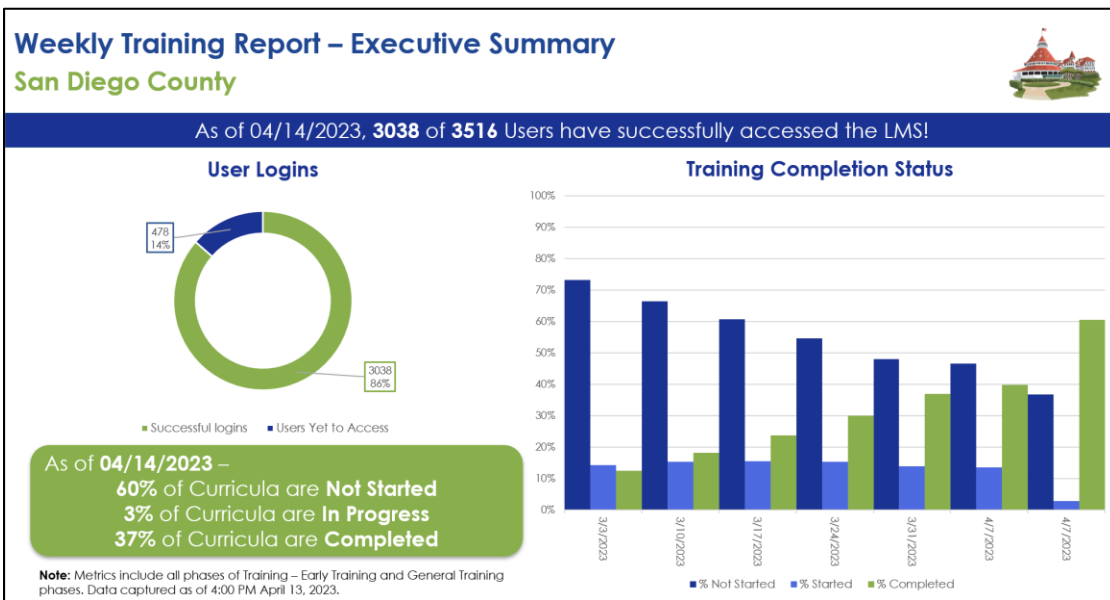
**CalSAWS – CalWIN ISS Weekly Status Report**

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023



**Figure 4.1-3 – Weekly WBT Training Report – Santa Barbara County**

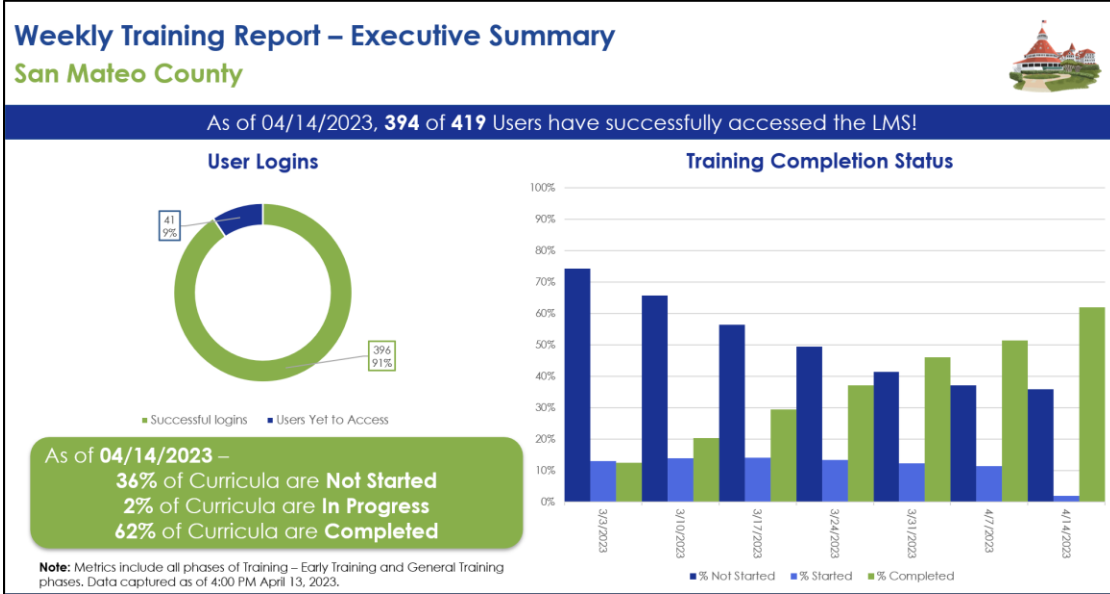


**Figure 4.1-4 – Weekly WBT Training Report – San Diego County**

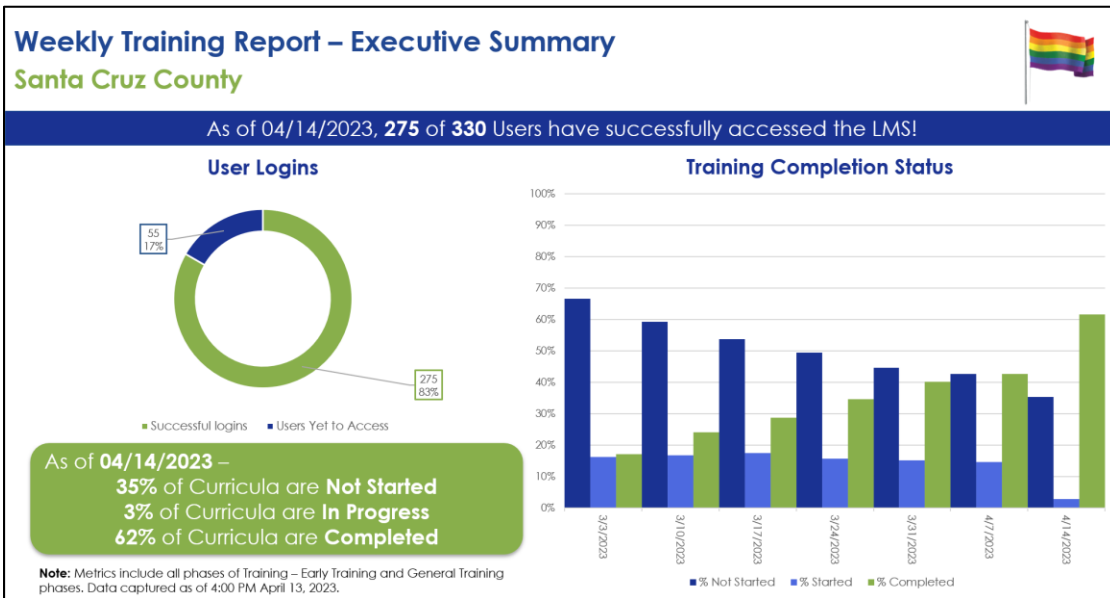
**CalSAWS – CalWIN ISS Weekly Status Report**

Weekly Status Report, April 20, 2023

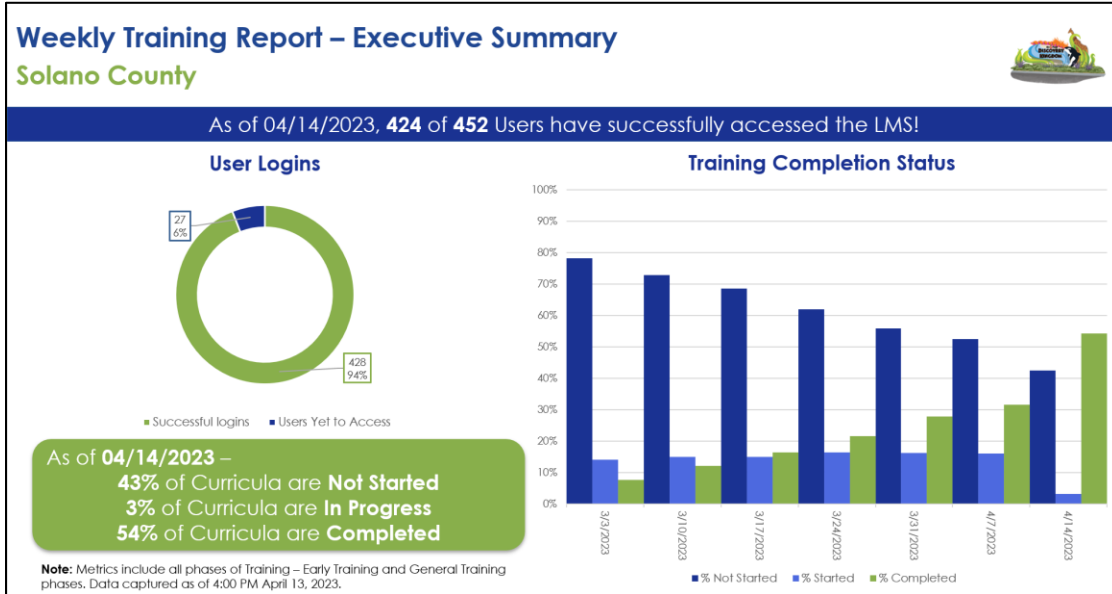
Period: April 10, 2023 to April 16, 2023



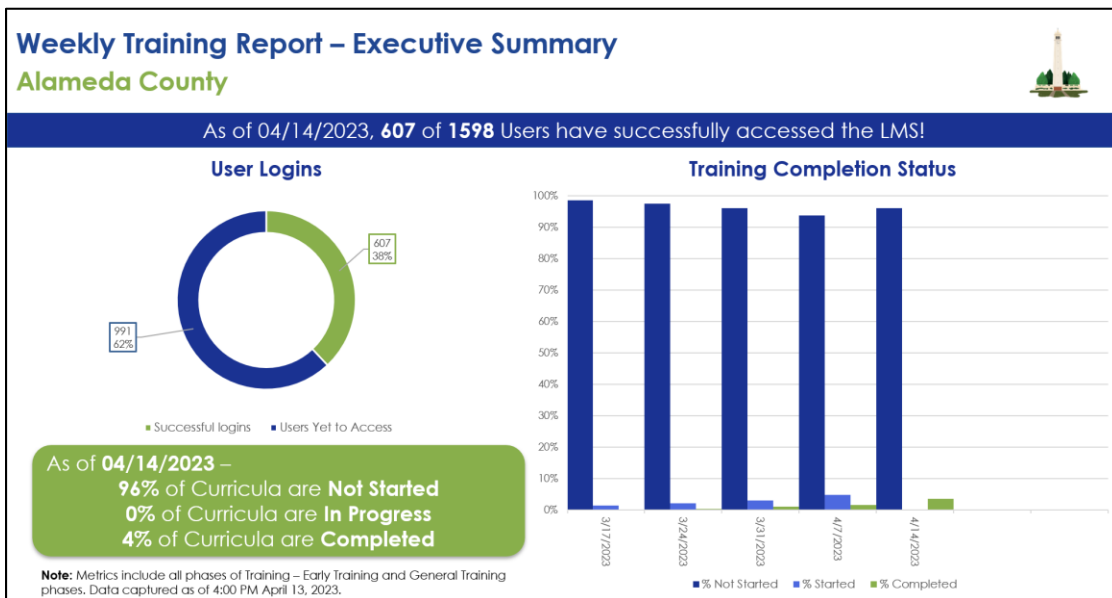
**Figure 4.1-5 – Weekly WBT Training Report – San Mateo County**



**Figure 4.1-6 – Weekly WBT Training Report – Santa Cruz County**



**Figure 4.1-7 – Weekly WBT Training Report – Solano County**



**Figure 4.1-8 – Weekly WBT Training Report – Alameda County**

# CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

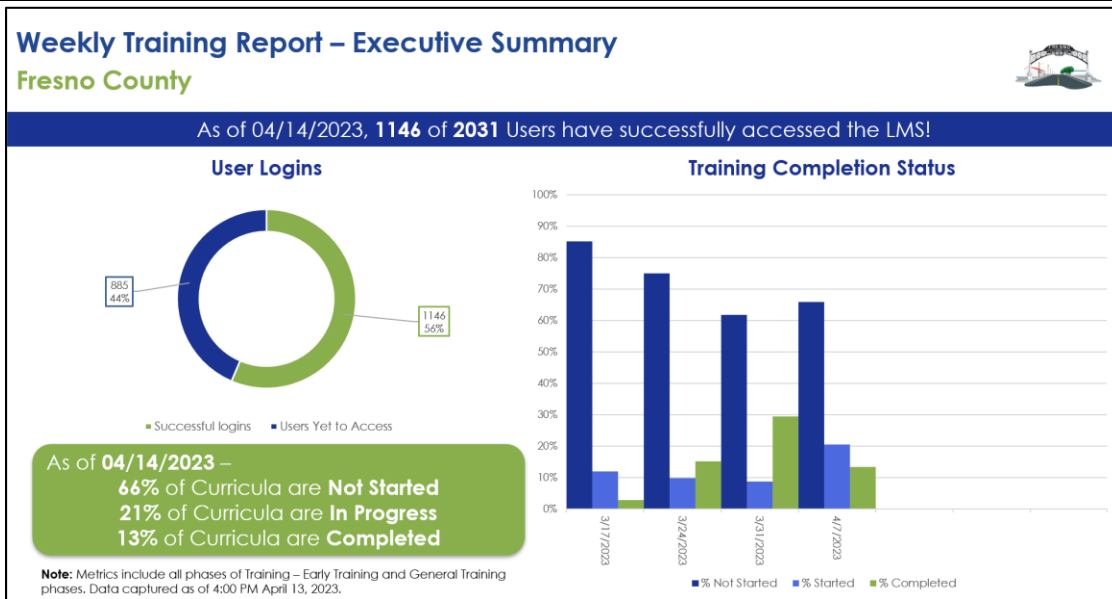


Figure 4.1-9 – Weekly WBT Training Report – Fresno County

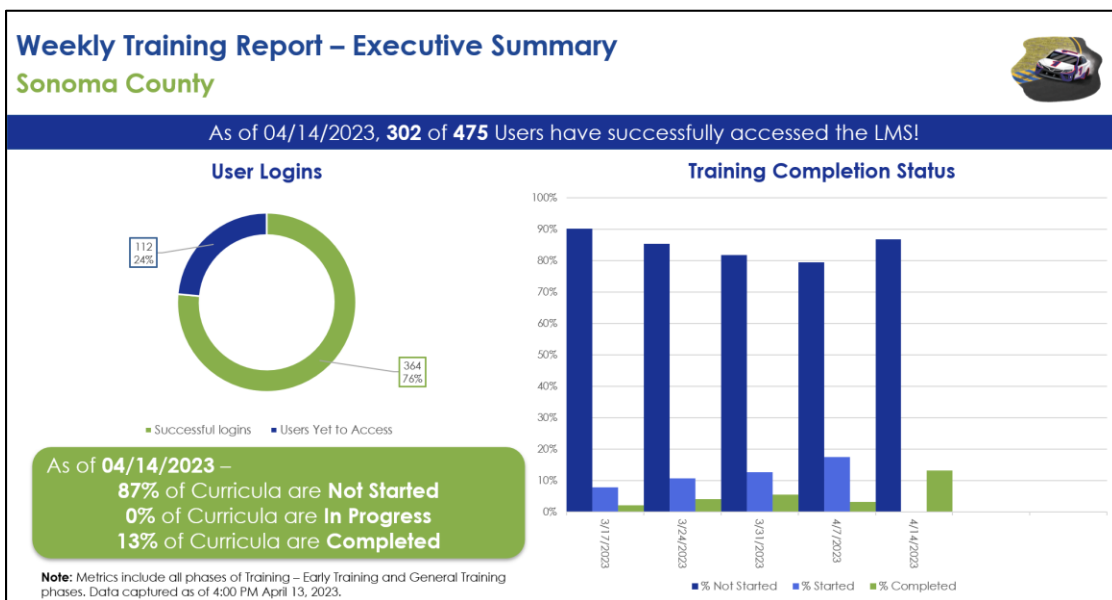


Figure 4.1-10 – Weekly WBT Training Report – Sonoma County

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

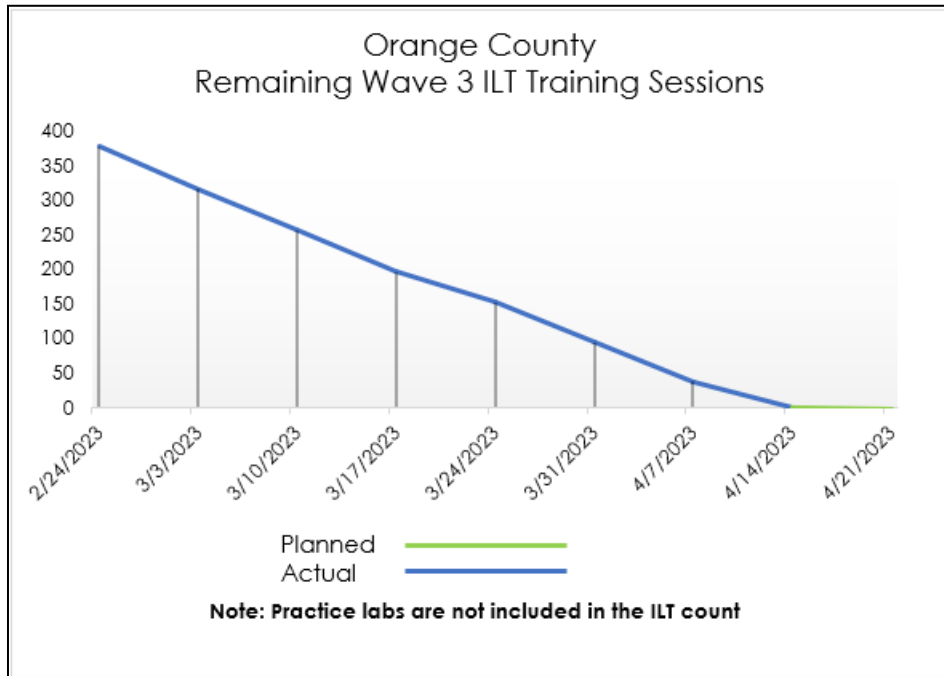


Figure 4.1-11 – Weekly ILT Training Report – Orange County

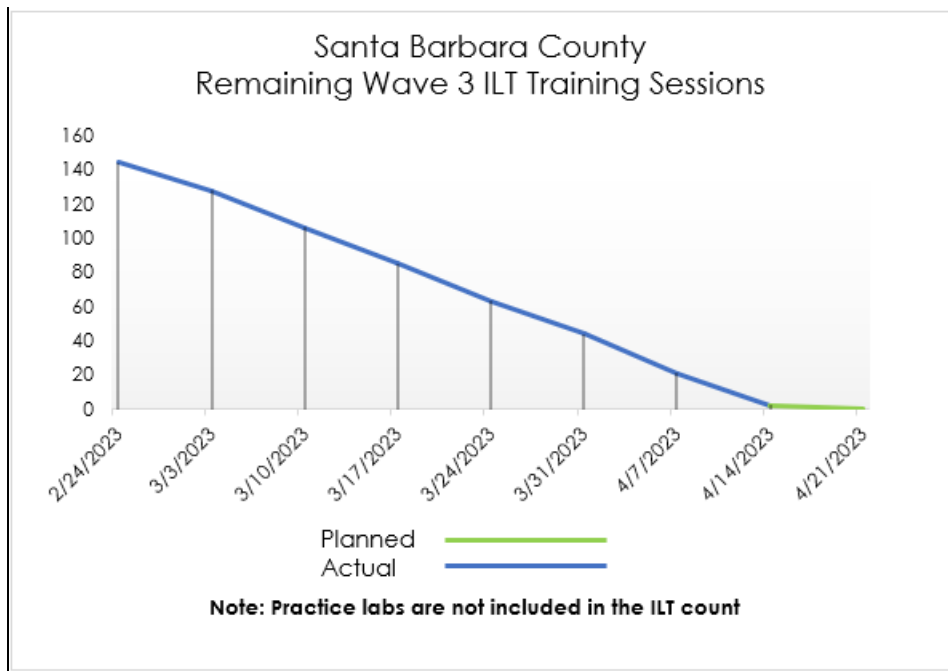


Figure 4.1-12 – Weekly ILT Training Report – Santa Barbara County

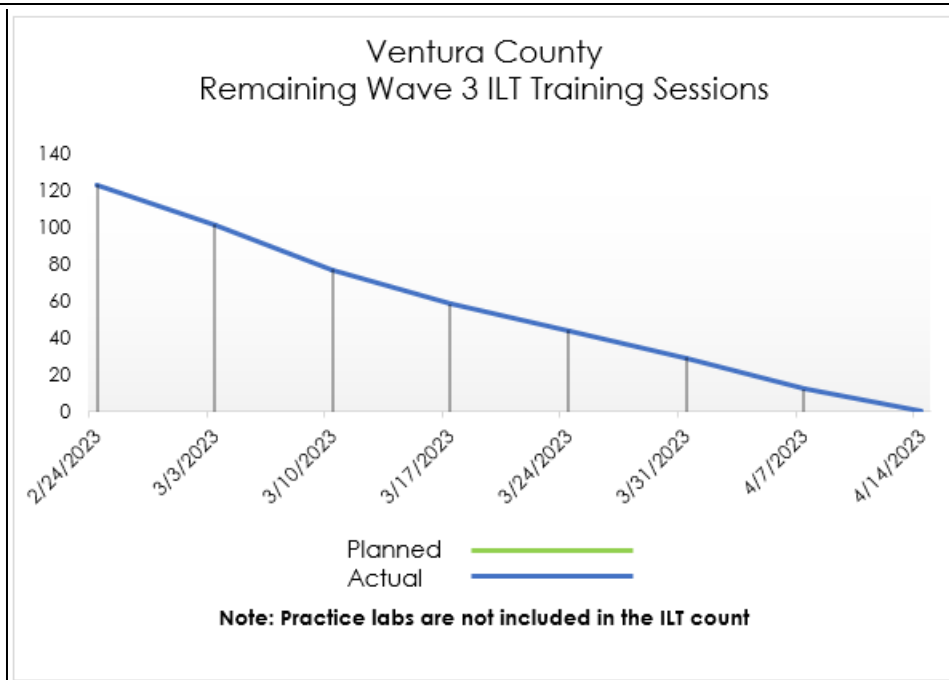


Figure 4.1-13 – Weekly ILT Training Report – Ventura County

## 4.2 Activities for the Next Reporting Period

### ► Training Advisory Council

- Continue planning for Training Advisory Council (TAC) meeting on 05/17/23.

### ► Wave 3: Orange, Santa Barbara, and Ventura County Training

- Complete WBTs for all staff.
- Complete ILTs for all staff.
- Host Training Touchpoint with Ventura County.
- Host Training Touchpoint with Santa Barbara County.
- Host Training Touchpoint with Orange County.

### ► Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training

- Continue WBTs for all staff.
- Continue ILTs for Early Training and Train the Trainer.
- Host Training Touchpoint with San Mateo County.
- Host Training Touchpoint with Santa Cruz County.

### ► Wave 5: Alameda, Fresno, and Sonoma County Training

- Continue WBTs all staff.
- Continue County-specific updates to ILT materials based on County Walkthroughs.
- Host Training Touchpoint with Alameda County.

### ► Wave 6: Sacramento, San Francisco, and San Luis Obispo County Planning

- Continue planning for Wave 6 CalSAWS training.
- Host Training Touchpoint with San Francisco County.
- Host Training Touchpoint with Sacramento County.

## **5.0 Implementation**

### **5.1 Highlights of the Reporting Period**

▶ **Readiness Dashboard and Packet**

- Distributed Readiness Dashboard and Packet for Wave 6.
- Continued updates to Wave 3, Wave 4, Wave 5, and Wave 6 Readiness Packets and Dashboards.

▶ **Lead TOSS/IPOC Meetings**

- Conducted TOSS/IPOC checklist review for Santa Barbara County (04/11/23), Orange County (04/12/23), and Solano County (04/13/23).

▶ **Wave IPOC Meetings**

- Conducted the Wave 4 IPOC meeting (04/12/23) and the Wave 6 IPOC meeting (04/13/23).

▶ **County Prep Phase**

- Facilitated Wave 3 County Prep Office Hours and Debriefs.
- Conducted County Prep Progress review sessions with each Wave 3 County and presented metrics on the 04/13/23 debrief.
- Distributed Wave 4 County Prep materials and CIT on 04/10/23.

▶ **Go-Live Packet (GLP)**

- The Go-Live Packet (GLP) Strike Team began reviewing 35 conversion defects for the final Wave 3 GLP.
- Completed GLP orientation for Wave 3 Counties.

▶ **Other Implementation Support**

- Provided Section Directors an update on counties' CalSAWS user access.
- Ensure Central Print – Postage payment task completed for all Wave 3 Counties.
- Working on FAQ which clarifies conversion requirements for Caseload ID.

▶ **Post-Implementation Support**

- Completed seventh week of Wave 2 post-Implementation support.
- Conducted daily business metrics review and standing Implementation Team calls.
- Managed onsite resource tracker and provided daily review of resource needs.
- Finalized onsite resource allocations for Orange County, Santa Barbara County, and Ventura County; solicited additional volunteers from Virtual for Onsite Support.
- Delivered Wave 3 Full Orientation Session, Option 2 for county volunteers.
- Conducted Wave 3 Meet & Greet sessions for onsite support team members.
- Distributed by-name resource assignments for onsite/virtual to Orange County, Santa Barbara County, and Ventura County.
- Distributed Virtual Support Infographics and distributed Virtual Support link to County PPOCs.
- Create Trip Books and CalSAWS Books for Wave 3 post-Implementation teams.

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

▶ **Post-Implementation Support**

- Continue Onsite and Virtual Support to Wave 2 Counties for post-Implementation.
- Track interactions and ServiceNow ticket reporting metrics for daily sync meetings.
- Observe and document post-Implementation trends and issue resolutions.
- Distribute CIT for Wave 3 Fact Sheets which will be applicable at cutover/Go-Live.

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

- Distribute CalSAWS Books through Wave 3 county PPOCs/RMs for Go-Live.
- Distribute streamlined Trip Books to Post-Imp team members for county offices.
- ▶ **Readiness Dashboard and Packet**
  - Finalize and distribute Readiness Dashboard and Packet for Wave 3, Wave 4 and Wave 5.
  - Continue collecting updates for Waves 3 through Wave 6 Readiness Packets.
- ▶ **Go-Live Packet (GLP)**
  - Complete review of conversion and contact center defects for Wave 3 GLP.
  - Update and distribute Wave 3 GLP v2 for CIT review.
- ▶ **Other Implementation Activities**
  - Distribute new documentation to clarify Banked Caseload ID to Worker ID concerns.
  - Meet with counties to clarify Banked Caseload ID to Worker ID concerns.
- ▶ **County Prep Phase**
  - Conduct Wave 3 County Prep Office Hours and Daily Debrief.
  - Distribute revised Wave 3 County Prep Materials and CIT to Wave 3 Counties.
- ▶ **Green Light Meetings**
  - Conduct the Wave 3 Go Live Green Light meeting (04/19/23).
- ▶ **TOSS/IPOC Meetings**
  - Conduct TOSS/IPOC checklist review for Alameda County (04/18/23), Santa Barbara County (04/18/23), San Diego County (04/19/23), San Luis Obispo County (04/19/23), and Ventura County (04/19/23).
- ▶ **Wave IPOC Meetings**
  - Conduct the Wave 3 IPOC meeting (04/19/23).

## 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       |
| 01.25  | Work Plan Monthly Updates – January 2023                         | 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       |
| 03     | Requirements Traceability Matrix Initial                         | 12/22/20 | 01/07/21    | 02/01/21             | 02/16/21 | 02/23/21       |
| 03.08  | Requirements Traceability Matrix – Q8                            | N/A      | N/A         | N/A                  | 03/03/23 | 03/10/23       |
| 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 (Alameda, Fresno, Sonoma)   | N/A      | N/A         | 03/27/23             | 04/18/23 | 04/27/23       |
| 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 (Alameda, Fresno, Sonoma) | N/A      | N/A         | 03/06/23             | 03/27/23 | 04/06/23       |
| 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            |
| 11.02  | County Implementation Completion Report - Wave 2                 | N/A      | N/A         | 04/14/23             | 04/28/23 | 05/09/23       |

Figure 6.1-1 – Deliverable Status by Submission

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

### Upcoming Deliverable Deadlines

| DEL # | Deliverable Name                                | Status   | Next Deadline                                      |
|-------|---|----------|--|
| 07.13 | County Change Guide - Wave 5 (Alameda)          | On Track | FDEL submission 04/18/23<br>FDEL approval 04/27/23 |
| 07.14 | County Change Guide - Wave 5 (Fresno)           | On Track | FDEL submission 04/18/23<br>FDEL approval 04/27/23 |
| 07.15 | County Change Guide - Wave 5 (Sonoma)           | On Track | FDEL submission 04/18/23<br>FDEL approval 04/27/23 |
| 09.16 | County Training Plan - Wave 6 (Sacramento)      | On Track | FDEL submission 04/21/23<br>FDEL approval 04/28/23 |
| 09.17 | County Training Plan - Wave 6 (San Francisco)   | On Track | FDEL submission 04/21/23<br>FDEL approval 04/28/23 |
| 09.18 | County Training Plan - Wave 6 (San Luis Obispo) | On Track | FDEL submission 04/21/23<br>FDEL approval 04/28/23 |

**091Table 6.1-2 – Upcoming Deliverable Deadlines**

|          |             |                         |
|----------|-------------|-------------------------|
| Complete | Coming Soon | County Sign-Off Pending |
|----------|-------------|-------------------------|

| ID    | Work Product Name                               | DWP      | FWP      | Final Approval |
|-------|---|----------|----------|----------------|
| 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       |
| 07.16 | County Change Guide - Wave 6 (Sacramento)       | 04/17/23 | 05/08/23 | 05/15/23       |
| 07.17 | County Change Guide - Wave 6 (San Francisco)    | 04/17/23 | 05/08/23 | 05/15/23       |
| 07.18 | County Change Guide - Wave 6 (San Luis Obispo)  | 04/17/23 | 05/08/23 | 05/15/23       |
| 09.16 | County Training Plan - Wave 6 (Sacramento)      | 03/31/23 | 04/21/23 | 04/28/23       |
| 09.17 | County Training Plan - Wave 6 (San Francisco)   | 03/31/23 | 04/21/23 | 04/28/23       |
| 09.18 | County Training Plan - Wave 6 (San Luis Obispo) | 03/31/23 | 04/21/23 | 04/28/23       |

**Figure 6.1-3 – Work Product Status by Submission**

### Upcoming Work Product Deadlines

| WP #  | Work Product Name                            | Status   | Next Deadline   |
|-------|--|----------|---|
| 07.17 | County Change Guide - Wave 6 (San Francisco) | On Track | DWP submission 04/17/23<br>FWP submission 05/08/23<br>FWP approval 05/15/23 |

**Table 6.1-4 – Upcoming Work Product Deadlines**

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

### 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    |
| 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<br>Wave 3–6: Open | 5                                       | Wave 1: Low<br>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 1–3: Closed<br>Wave 4–6: Open | Wave 1: 4<br>Wave 2–4: 3<br>Wave 5–6: 2 | Wave 1: Low<br>Wave 2: Medium<br>Wave 3: Low<br>Wave 4–6: Medium | 12/13/21    |
| 269 | CalWIN Counties may not have enough development and   | The CalWIN Counties need time in the schedule, leading up  | Wave 1–2: Closed                   | 3                                       | Wave 1: Low  | 01/12/22    |

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

| ID  | Title  | Details   | Status                                 | Impact                   | Risk Level          | Date Logged |
|-----|--|---|--|--------------------------|---------------------|-------------|
|     | testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live                                | 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 3–6:<br>Open                      |                          | Wave 2–6:<br>Medium |             |
| 279 | CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they Migrate to CalSAWS | 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)   | Wave 1:<br>Closed<br>Wave 2–6:<br>Open | Wave 1: 3<br>Wave 2–6: 4 | Medium              | 09/14/22    |
| 285 | Preparing CalWIN counties to operationalize CalSAWS after their Go-Live  | 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. Success relies on migrating CalWIN Counties demonstrating self- | Open                                   | 3                        | Medium              | 02/08/23    |

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

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| ID | Title | Details  | Status | Impact | Risk Level | Date Logged |
|----|-------|--|--------|--------|------------|-------------|
|    |       | sufficiency at the end of the support period by self-serving and using tools such as the Go-Live Packet and Fact Sheets. It also depends on a collective effort of staff from Deloitte, the Consortium, Accenture, Gainwell, ClearBest, and Counties who can commit to providing a hybrid of virtual and onsite support during the first 60 days after each Wave's Go-Live. CalSAWS Production Counties have knowledge, experience, and use of CalSAWS. However, it is unknown how many support volunteers will be received for each Wave. Migrating CalWIN counties must have internal processes, escalation procedures, and strong support systems in place to ensure staff adoption and sustainment of CalSAWS and minimize business disruptions. |        |        |            |             |

**Table 6.2-1 – Project Risks and Issues**

### 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 |
|---------|---|--|------------------|-------------------|-------------------------|------------------------|
| 0138-23 | PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers; IPOCs (Wave 4) | Wave 4 CalWIN County Prep Phase Kickoff, Activities, and Materials | CalWIN Migration | 4/10/2023         | Jennifer Carpenter      | Mara Jennings          |

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

| CIT ID  | To  | Subject  | Category         | Distribution Date | Primary CalSAWS Contact | Backup CalSAWS Contact |
|---------|---|--|------------------|-------------------|-------------------------|------------------------|
| 0139-23 | PPOCs (Fresno, Orange, San Luis Obispo, Solano, Sonoma, Tulare); Fiscal PMO | 1st Quarter 2023 CalSAWS DD&I County Support Staff Report  | CalWIN Migration | 4/11/2023         | Stacey Drohan           | Tracy Berhel           |
| 0140-23 | PPOCs (Orange, Santa Barbara, Ventura); Regional Managers                   | General Assistance / General Relief Automated Solution Instructions to Connect to CalSAWS Exstream Designer – Wave 3 | CalWIN Migration | 4/11/2023         | Frederick Gains         | Connie Buzbee          |

**Table 6.2-2 – CITs**

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 |
|---------|--|--|-------------------|--------|-------------------|-----------------|----------------|
| 23-057  | PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers (R1, R5)                                     | CalWIN Wave 4 Counties: Project-Maintained Worker IDs            | 04/11/23          | Open   | 04/26/23          | Darcy Alexander | Dymas Pena     |
| 23-058  | PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers (R1, R5)                                     | CalWIN Wave 4 Counties - Central Print Portal Users              | 04/11/23          | Open   | 04/24/23          | Julie Holmes    | Geoff Cosner   |
| 23-059  | PPOCs (Alameda, Fresno); Regional Managers (R1, R4); IPOCs (Wave 5); TPOCs (Wave 5)                              | Ancillary Conversion County Resource Request – Wave 5            | 04/12/23          | Open   | 04/28/23          | Aileen Guerrero | Jinny Gui      |
| 23-060  | PPOCs (San Diego, San Mateo, Santa Cruz, Solano, Orange, Santa Barbara, Ventura); Regional Managers (R1, R5, R6) | "CalWIN Wave 4 – Participants for 4A County Prep Click-through & | 04/12/23          | Open   | 04/26/23          | Cristy Sharma   | Mike Tombakian |

**CalSAWS – CalWIN ISS Weekly Status Report**

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

| CRFI ID | To   | Subject  | Distribution Date | Status | Response Due Date | Primary Contact | Backup Contact  |
|---------|--|--|-------------------|--------|-------------------|-----------------|-----------------|
| 23-061  | PPOCs (Santa Cruz, San Diego, Solano, San Mateo); Regional Managers (R1, R5); IPOCs (Wave 4); TPOCs (wave 4) | CalWIN Wave 3 – Optional Participants for 3C Cutover Click-through " | 04/13/23          | Open   | 04/26/23          | Ashley Arnold   | Cristina Garcia |
| 23-062  | PPOCs (Tulare, Contra Costa, Santa Clara, Yolo, Placer)  | Request for CalSAWS Training Staging Environment Access (Wave 4)     | 04/13/23          | Open   | 04/19/23          | Danielle Benoit | John Dray       |

**Table 6.2-3 – CRFIs**

# CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

## 6.3 Appendix C – Project Work Plan Reports

### Project Timeline

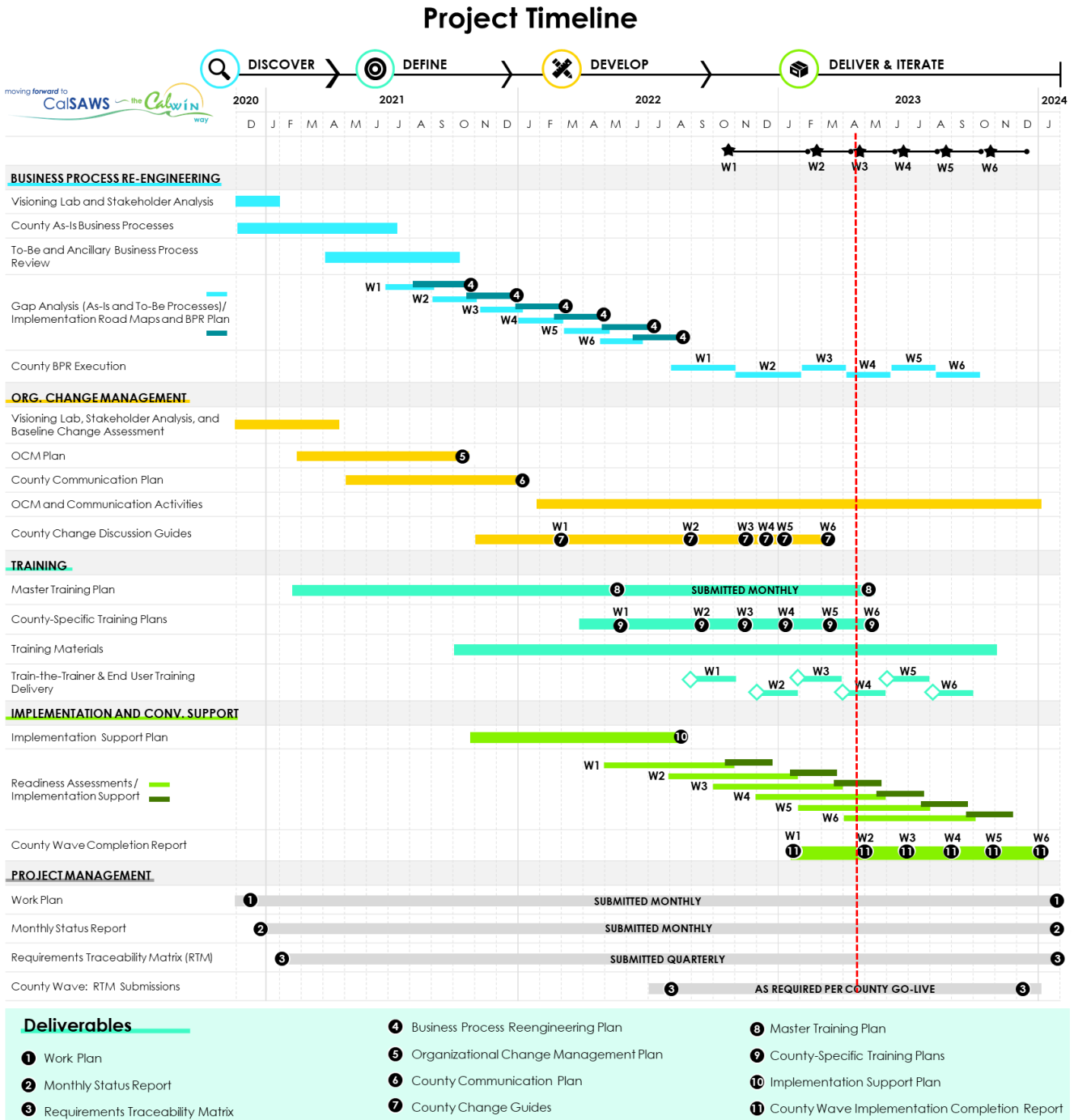


Figure 6.3-1 – Project Timeline

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, April 20, 2023

Period: April 10, 2023 to April 16, 2023

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### 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**