CalSAWS DD&I Weekly Status Report

Reporting Period: April 3, 2023 to April 9, 2023

1.0 Project Management

1.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
92	CalSAWS Migration Project Control Document (PCD) Update #4	PMO	🟢	• Submitted the Draft Deliverable (DDEL) on April 4, 2023 • Comments for the DDEL are due on April 11, 2023
93	CalSAWS Migration Work Plan Update #48	PMO	🟢	• Final Deliverable is in progress • Submission of the FDEL is due on April 12, 2023

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

1.2 Highlights of the Reporting Period

Table 1.2-1 – CalSAWS Project Management Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	• None to note for the reporting period

1.2.1 Project Management

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

Table 1.2.1-1 – Key Facility Initiatives/Projects

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
1	Return to Office (RTO)	Rancho Cordova and Norwalk Project Offices	Ongoing	• Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices • Continued to monitor and review requests from CalSAWS Project staff who are interested in returning to the CalSAWS Rancho Cordova and Norwalk Project offices on a hybrid schedule • Continued to assess updates to Federal, State, and local policies and ordinances for the CalSAWS Project's return to office processes
2	Large Meeting Requests	Rancho Cordova and Norwalk Project Offices	Ongoing	• Continued planning facility capacity and equipment needs for requested on-site meetings

► Completed preparations and participated in the Section Directors Meeting on April 4, 2023
► Continued CalSAWS Risks and Issues Management activities, including:
  o Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
  o Continued preparation for next RMG is scheduled for April 12, 2023
► Continued activities to support Project staff working remotely
  o Continued developing Project communications, as needed
  o Continued preparing materials for the monthly issue of the CalSAWS Connect newsletter that is scheduled to be distributed to the CalSAWS Project Team on April 13, 2023
  o Continued preparations for the next virtual CalSAWS All Staff meeting that is scheduled for April 19, 2023
► Continued to support Return to Office (RTO) requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
► Completed drafting materials for the monthly CalSAWS IT Project Status Report for March 2023 and preparations for the monthly CalSAWS IT Report Meeting with OSI (Office of Systems Integration), CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for April 12, 2023
► Continued preparing materials for the Joint Powers Authority (JPA) Meeting that is

scheduled for April 14, 2023

► Continued preparing materials for the Project Steering Committee (PSC) Meeting that is scheduled for April 20, 2023

► Continued performing contract management activities:
- o Amendment 31 (August JPA) is in development and will include:
  - o Endpoint Detection Response (EDR) Qualys
  - o Data Growth/Cost Avoidance - Archiving Microservices POC (Phase 2)
  - o Data Growth/Cost Avoidance - Task Management
  - o Data Growth/Cost Avoidance - Test Data Slicer/Scrubber Capability
  - o Los Angeles Contact Center Milestone Payment Shift
  - o Technical Architecture (JDK, Aurora Upgrades)
  - o NIST 800-53 Rev 4 and Rev 5 and Yubikeys
  - o Facility - Removal of Suite 130
- o Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021

► Continued performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.2.1-2 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
92	CalSAWS Migration Project Control Document Update #4	• Finalized and submitted the DDEL to the Consortium for review and feedback on April 4, 2023 • Comments for the DDEL are due on April 11, 2023
93	CalSAWS Migration Work Plan Update #48	• Began developing the Final Deliverable (FDEL) • Submission of the FDEL is due on April 12, 2023 • Scheduled a touchpoint meeting with Deliverable reviewers for April 17, 2023, to address questions and comments for the FDEL, as needed

1.2.2 Communications Management

► CalSAWS Communications Management activities including
- o Continued to gather key communication milestones from the Project teams

► CalSAWS Enhanced Communications Strategy
- o Continued oversight and management of Power of 58 materials

► CalSAWS External Website (www.calsaws.org)
- o Continued the administration and support of the CalSAWS external website
  - ▪ See Table 1.2.2-1 for details on website support activities

Table 1.2.2-1 – Website Support Activities

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

Table 1.2.2-2 – CalSAWS.org Usage Statistics

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	54	4,195
Total Number of Unique Users	11,315	1,897,953
Total Number of New Users	8,394	1,893,467
Total Number of Sessions (Individual site visits)	15,786	2,752,167
Average Number of Sessions per User	1.40	1.45
Average Number of Page Views per Session	1.50	1.35
Average Session Duration	1:12	0:58
AskCalSAWS Inquiries – Received/Resolved	8/2	1,133/1,125

Figure 1.2.2-1 – Overall CalSAWS.org Usage Trend
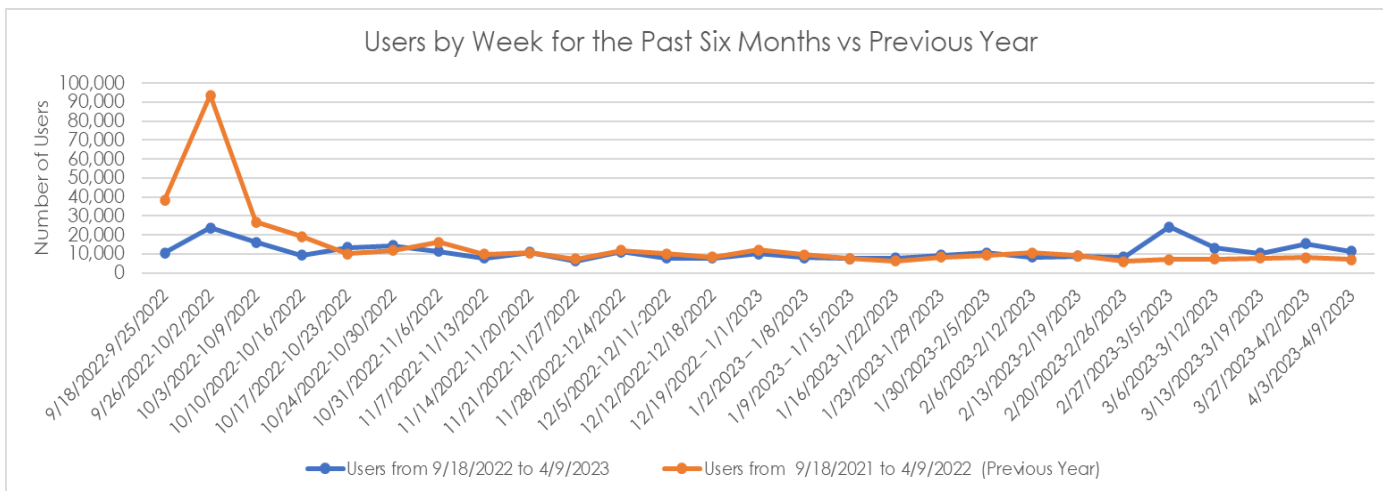
Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	22%
Latest News – News	17%
Other Updates – System Updates	17%
Other Updates – Careers	15%
CalSAWS Committees – CalWORKs/CalFresh	16%

1.2.3   Cultural Transformation

► Culture Ambassadors Network (CAN)
  o Continued coordination of April 2023 meetups
  o Continued Future Conversation Series Topics discussions
    ▪ Empowering Innovation - TBD
    ▪ Navigating Security to Drive Innovation at CalSAWS - TBD
  o Wellness Wednesday
    o Distributed first week of April Wellness Wednesday emails
    o Continued to monitor and receive poetry submissions
    ▪ April Wellness Wednesday will celebrate National Poetry Month
      o Provided content for CalSAWS Connect
      o Preparation for judging April Poetry Contest
      o Weekly drafts in progress for Well Wednesday email
      o Poetry Contest planned for April

1.2.4   Inclusion, Diversity, and Equality Advancement (IDEA)

► Co-Create Phase
  o CalSAWS "We Are One" SharePoint Site
    ▪ Continued to update the "We Are One" website tab
  o Pulse Survey
    ▪ Continued incorporating Pulse Survey results into strategic plan
  o CalSAWS Table Talks
    ▪ Continued planning for April 2023 Table Talks
  o Buddy Program
    ▪ Continued supporting buddy pairs
  o Small Team Building
    ▪ Continued to promote Small Team Building initiative opportunities for all CalSAWS teams
  o Employee Resource Groups (ERGs)
    ▪ Distributed monthly newsletter announcing April 2023 Book of the Month for ERG Book Club
    ▪ Continued to manage and support Employee Resource Groups (ERGs) council
    ▪ Continued planning for Black Employee Resource Group (BERG) x LatinX ERG Collaboration event, scheduled for April 17, 2023, at 1:00 p.m. to 2:00 p.m. PST
► General
  o Continued conversations with volunteer organization to advance discussions in providing volunteer opportunities for CalSAWS members
  o Continued strategizing to increase participation and impact for DEI trainings
  o Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  o Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the project

1.3 CRFI/CIT Communications Information

► The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending April 9, 2023

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0128-23	CA-250529 Add Ability to search ForgeRock User Directory	Informational	April 3, 2023	Dymas Pena	Yogesh Patel
0129-23	The CalSAWS Scoop Newsletter Special Edition – Wave 2 Go Live	Informational	April 3, 2023	Helen Cruz	Araceli Gallardo
0131-23	CalSAWS Reports/Dashboards & Enhanced Data Reporting Availability Post Wave 3B Cutover Go-Live	Informational	April 5, 2023	Claudia Pinto Castro	Cathryn Van Namen
0132-23	Monthly CalSAWS De-Duplication Report Posted	Informational	April 5, 2023	Elizabeth Dessert	Cristy Sharma
0133-23	Wave 6 Counties Change Discussion Kickoff Sessions	Informational	April 6, 2023	Araceli Gallardo	Helen Cruz
0134-23	CalWIN Wave 3 Readiness Dashboard and Packet – 1st Weekly April 2023	Informational	April 7, 2023	Jennifer Carpenter	Mara Jennings
0135-23	CalWIN Wave 4 Readiness Dashboard and Packet – 1st Biweekly April 2023	Informational	April 7, 2023	Jennifer Carpenter	Mara Jennings

► The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending April 9, 2023

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
23-003	CalWIN Readiness Prerequisites for IPT	January 6, 2023	Open	March 24, 2023	Melanie Gines, and Lloyd Rankine
23-030	CalWIN Migration Wave 3 – CalSAWS County Onsite & Virtual Support	February 17, 2023	Open	April 1, 2023	Jeffrey Fuller
23-032	Application Security; Training Roles; Recruitment for CDV and Process Simulation – Wave 6	February 21, 2023	Open	April 7, 2023	Mike Tombakian
23-036	Connectivity to CalSAWS Amazon Connect using Call Control Panel (CCP)	February 27, 2023	Open	April 4, 2023	Dheeraj Muralidara, and Pramod Ramesh

23-037	CalSAWS Lobby & Kiosks Management & Connectivity	February 28, 2023	Open	March 29, 2023	Tom Dickey, and Eric Prestwood
23-040	CalWIN Readiness Prerequisites for IPT & Contact Center	March 7, 2023	Closed	April 3, 2023	Melanie Gines, and Lloyd Rankine
23-041	CalWIN Wave 4 Counties - Request to Identify/Review Portal CBO Data	March 8, 2023	Open	March 22, 2023	Marsale Eramya
23-043	County Support Staff Reallocation/Return of Allocation for SFY 2022-23	March 14, 2023	Open	April 7, 2023	Britt Carlsen
23-044	CalWIN Tech Enablement and Security Compliance Wave 4	March 14, 2023	Open	April 10, 2023	Melanie Gines
23-046	Turning on Stale Date Warrant Batch	March 17, 2023	Open	April 5, 2023	Sheryl Eppler
23-047	CalWIN Wave 3 Counties - Identify Participants for CalWIN Go-Live County Click-Through, and CalHEERs and GA/GR Correspondence Smoke Testing	March 20, 2023	Closed	April 3, 2023	Cristy Sharma
23-048	CalWIN Migration Wave 3 – On-Site Support from Wave 4 CalWIN Counties	March 20, 2023	Open	March 30, 2023	Jeffrey Fuller
23-049	CalWIN Migration Wave 3 – Observers from Wave 4 CalWIN Counties	March 20, 2023	Open	March 30, 2023	Jeffrey Fuller
23-050	Wave 4 Application Security Conversion: Security Roles - Sync-Up	March 28, 2023	Open	April 11, 2023	Mike Tombakian
23-051	CalWIN Counties BenefitsCal Options – Wave 4	March 31, 2023	Open	April 14, 2023	Marsale Eramya
23-052	CalWIN Wave 4 Counties – Verify Number of Imaging Office Queues	April 3, 2023	Open	April 23, 2023	Inez Finnigan
23-053	CalSAWS Wave 6 Sacramento Change Discussion Preparation Sessions	April 6, 2023	Open	April 20, 2023	Araceli Gallardo
23-054	CalSAWS Wave 6 San Francisco Change Discussion Preparation Sessions	April 6, 2023	Open	April 20, 2023	Araceli Gallardo
23-055	CalSAWS Wave 6 San Luis Obispo Change Discussion Preparation Sessions	April 7, 2023	Open	April 21, 2023	Araceli Gallardo

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending April 9, 2023

Table 1.3-3 – Overdue CRFIs

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-003	CalWIN Readiness Prerequisites for IPT & Contact Center				Fresno County		
23-030	CalWIN Migration Wave 3 – CalSAWS County Onsite & Virtual Support	Marin, Napa, San Benito, and Santa Clara Counties	Alpine, Mono, and Yuba Counites	Butte, Colusa, Humboldt, Lassen, Plumas, Shasta, and Trinity Counites	Inyo, and Merced Counties		
23-032	Application Security; Training Roles; Recruitment for CDV and Process Simulation – Wave 6		Sacramento County				
23-036	Connectivity to CalSAWS Amazon Connect using Call Control Panel (CCP)	Contra Costa County			Fresno County		
23-037	CalSAWS Lobby & Kiosks Management & Connectivity	Contra Costa County					
23-041	CalWIN Wave 4 Counties - Request to Identify/Review Portal CBO Data	Santa Cruz County					
23-043	County Support Staff Reallocation/Return of Allocation for SFY 2022-23		Sacramento County		Tulare County	Orange, and Ventura Counties	
23-046	Turning on Stale Date Warrant Batch	Contra Costa County					
23-048	CalWIN Migration Wave 3 – On-Site Support from Wave 4 CalWIN Counties	San Mateo, and Solano Counties					
23-049	CalWIN Migration Wave 3 – Observers from Wave 4 CalWIN Counties	Solano County					

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ► Continue CalSAWS DD&I Facility Management activities, including:
  - o Continue key initiatives related to facilities at the Rancho Cordova and Norwalk Project Offices, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ► Continue CalSAWS Risks and Issues Management activities, including:
  - o Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
  - o Complete preparations for next RMG scheduled for April 12, 2023
- ► Participate in the Section Directors meeting that is scheduled for April 11, 2023
- ► Continue activities to support Project staff working remotely
  - o Continue developing Project communications, as needed
  - o Complete developing materials for the monthly issue of the CalSAWS Connect newsletter that is scheduled to be distributed to the CalSAWS Project Team on April 13, 2023
  - o Complete preparations for the next virtual CalSAWS All Staff meeting that is scheduled for April 19, 2023
- ► Continue to support Return to Office (RTO) requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ► Participate in the monthly CalSAWS IT Report Meeting with OSI (Office of Systems Integration), CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for April 12, 2023
- ► Complete preparing materials and participate in the Joint Powers Authority (JPA) Meeting that is scheduled for April 14, 2023
- ► Complete preparing materials for the Project Steering Committee (PSC) Meeting that is scheduled for April 20, 2023
- ► Continue performing Contract Management activities for the CalSAWS DD&I Project
- ► Continue performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.4.1-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
92	CalSAWS Migration Project Control Document Update #4	• Receive comments for the DDEL on April 11, 2023 • Begin developing the Final Deliverable (FDEL) based on feedback received from the DDEL • Submission of the FDEL is due on April 18, 2023
93	CalSAWS Migration Work Plan Update #48	• Finalize and submit the FDEL to the Consortium for review and feedback on April 12, 2023 • Approval of the FDEL is due on April 19, 2023

1.4.2 Communications Management

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

Table 1.4.2-1 – Website Support Activities

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

1.4.3 Cultural Transformation

► Develop Wellness Wednesday monthly them topics for 2023
► Develop calendar of events for the ambassador initiatives the year 2023
► Continue to provide Project management support to Cultural Ambassadors as they continue to develop the plans for the initiatives
► Continue to coordinate working sessions for each Ambassador group to further their initiatives planning and discuss their individual contributions
► Continue to develop wellness initiative content to keep the project staff engaged
► Continue to update resources and a collaboration workspace (Teams Channel) with new relevant materials to support the implementation of the prioritized initiatives
► Continue to monitor Microsoft Teams channels for any help needed from Ambassadors

1.4.4   Inclusion, Diversity & Equality Advancement (IDEA)

► Continue planning for April 2023 Table Talk
► Continue planning Employee Resource Group (ERG) Collaboration Events
► Continue partnering with CalSAWS members to create an Inspiration Station and present during virtual CalSAWS Project All Staff Meeting
► Continue to partner with CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
► Continue to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the project
► Continue to promote small team building activities

1.5   Deviations from Plan/Adjustments

► None for the reporting period

2.0   Imaging

2.1   Highlights of the Reporting Period

Table 2.1-1 – CalSAWS Imaging Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

Appendix E	• Santa Barbara County:
	  ○ During Santa Barbara County's export process, older DocStart documents weren't properly extracted by their vendor's tool, resulting in missing pages in the exported documents. The team is currently working with the county to resolve the issue
	• Sonoma County:
	  ○ Bulk Export planned to complete on April 14, 2023
	• San Francisco County:
	  ○ Bulk Export planned to complete on April 14, 2023
	• San Luis Obispo County:
	  ○ Bulk Import began on April 7, 2023
	• Sacramento County:
	  ○ Pre-Production Validation in UAT planned to complete on April 12, 2023

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

Table 2.1-2 – CalSAWS Imaging County Migration Risk Status

WAVE	COUNTY	STATUS [1]
3	• Ventura County	🟢
	• Orange County	🟢
	• Santa Barbara County	🟢
4	• San Diego County	🟢
	• Santa Cruz County	🟢
	• Solano County	🟢
	• San Mateo County	🟢
5	• Alameda County	🟢
	• Fresno County	🟢
	• Sonoma County	🟢
6	• San Francisco County	🟢
	• San Luis Obispo County	🟢
	• Sacramento County	🟢

[1] Status: Green: On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation
Note:
- Detailed metrics of each County by wave has been included in the Appendix E - CalSAWS Imaging Document Migration

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

WAVE	MILESTONES Migration Activities	DUE DATE	STATUS
WAVE 2	Conduct Contra Costa County Document Migration Discovery Session Check-in	April 06, 2023	Canceled
WAVE 3	Conduct Orange County Document Migration Discovery Session Check-in	April 06, 2023	Completed
	Conduct Santa Barbara County Document Migration Discovery Session Check-in	April 04, 2023	Completed
WAVE 4	Conduct San Diego County Document Migration Discovery Session Check-in	April 04, 2023	Completed
	Conduct San Mateo County Document Migration Discovery Session Check-in	April 04, 2023	Completed
WAVE 5	Conduct Alameda County Document Migration Discovery Session Check-in	April 03, 2023	Completed

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

WAVE	MILESTONES Migration Activities	DUE DATE	STATUS
WAVE 2	Conduct Contra Costa County Document Migration Discovery Session Check-in	April 13, 2023	Scheduled
WAVE 3	Conduct Orange County Document Migration Discovery Session Check-in	April 13, 2023	Scheduled
	Conduct Santa Barbara County Document Migration Discovery Session Check-in	April 11, 2023	Scheduled
WAVE 4	Conduct San Diego County Document Migration Discovery Session Check-in	April 11, 2023	Scheduled
	Conduct San Mateo County Document Migration Discovery Session Check-in	April 11, 2023	Scheduled
	Conduct Santa Cruz County Document Migration Discovery Session Check-in	April 11, 2023	Scheduled
WAVE 5	Conduct Alameda County Document Migration Discovery Session Check-in	April 10, 2023	Scheduled
WAVE 6	Conduct Sacramento County Document Migration Discovery Session Check-in	April 12, 2023	Scheduled

2.2   Activities for the Next Reporting Period

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

2.3   Upcoming Performance Tests

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

2.4   Deviations from Plan/Adjustments

► None for the reporting period

3.0   Customer Service Center (CSC)

3.1   Highlights of the Reporting Period

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

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	• None to note for this reporting period

► Continued discussions with Los Angeles County, and Wave 6 CalWIN Counties about migration to CalSAWS Contact Center solution
► Continued build of Scheduled Callback (CA-229573)
► Completed System Testing of Wave 3 Contact Center Call Flows (CA-240162, CA-240160, CA-240161)
► Continue build of Wave 4 Contact Center AWS Infrastructure and Call Flows (CA-240166, CA-240164, CA-240167, and CA-240165)
► Continue model office onsite visits for Wave 3 counties to better prepare them for their training

Table 3.1-2 – Customer Service Center Enhancement Milestones

MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
DDID 2292, 2697, 2698, 2723, 2724 WFM/QA/QM Reporting (CA-226209)	December 3, 2021	In Production	22.01
DDID 2700 Enhanced CCP (CA-226844)	March 18, 2022	In Production	22.03 | 22.05.06
DDID 2727 Work-from-home Modifications (CA-227064)	March 18, 2022	In Production	22.03 | 22.05.06
DDID 2216, 2725 External Party Access IVR (CA-226839)	March 25, 2022	In Production	22.05
DDID 2211, 2217, 2218, 2220, 2729, 2730, 2731, 2046, 2732 Telephonic Signature (CA-226838)	April 1, 2022	In Production	22.05
DDID 2704 Post-Call Survey (CA-228023)	July 8, 2022	In Production	22.07 | 22.09.16
DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2222, 2702, 2721, 2169, 2284, 2722 Admin Page (CA-226672)	October 7, 2022	In Production	22.11 | 22.12.11
DDID 2718 Task for Cancelling an Appointment in Outbound IVR (CA-231234)	November 11, 2022	In Production	23.01 | 23.02.17
DDID 2219, 2716, 2717, 2728 Outbound IVR - (CA-226207)	November 11, 2022	In Production	23.01 | 23.02.17

MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
DDID 2701, 2706 Voice Authentication Languages (CA-226843)	October 7, 2022	In Production	23.01 | 23.02.16
DDID 2284 Scheduled Callback (CA-229573)	July 8, 2022	In Development	23.03 | 23.05.04
DDID 2699, 2210, 2705, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2258 Inbound IVR (CA-226837)	January 12, 2023	In Development	23.03 | 23.05.04
DDID 2268 Display the CalSAWS Contact Center IVR Caller ID for outbound calls	June 14, 2023	Design in progress	23.07.27

Table 3.1-3 – Los Angeles County Milestones

	MILESTONES	DUE DATE	OWNER
1	Design completion	March 11, 2022	CalSAWS Project Team
2	Initial performance/load testing	March 18, 2022	CalSAWS Project Team
3	Training development	May 16, 2022	CalSAWS Project Team
4	Build and unit test	May 20, 2022	CalSAWS Project Team
5	Training content review	May 20, 2022	Consortium
6	Training execution	June 29, 2022	CalSAWS Project Team
7	System Test	July 15, 2022	CalSAWS Project Team
8	Conduct model office	January 9, 2023	Los Angeles County
9	Go-live	November 27, 2023	CalSAWS Project Team
10	Post go-live support	November 28, 2023	CalSAWS Project Team

3.2   Activities for the Next Reporting Period

► Continue discussions with Los Angeles County, and Wave 6 CalWIN Counties about migration to CalSAWS Contact Center Solution
► Continue build of System Change Request (SCR) Scheduled Callback (CA-229573)
► Complete build of Wave 4 Contact Center AWS Infrastructure and Call Flows (CA-240166, CA-240164, CA-240167, and CA-240165)
► Continue assisting Wave 3 counties onsite for their model office training

3.3   Upcoming Performance Tests

► Next performance tests are tentatively scheduled for July 11, 2023

3.4   Deviations from Plan/Adjustments

► None for the reporting period

4.0 Application Development and Test

4.1 Highlights of the Reporting Period

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

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.1.1-2 CalSAWS System Change Request (SCR) Test Status - 23.05	• Week 2 of 8, 23.05 system testing completed. 2 DD&I SCRs in scope 40% pass rate on a 25% target
4.1.2 State and CalWIN Wave 4 County Interface Partner File Exchange Test (IPT)	• 16 of 43 Consortium, State, and County interfaces have successfully passed validation

4.1.1 Application Development Summary

Table 4.1.1-1 – CalSAWS Application Development Summary

	Status	23.03	23.05	23.06	23.07	23.09
Design	New	1	1	3	1	4
	Design in Progress	0	1	0	0	2
	Ready for Committee	0	1	0	0	2
	Committee review	0	0	0	0	0
	Pending approval	1	4	0	7	4
Build	Approved	6	3	2	5	4
	In Development	1	2	1	1	1
	Development completed	1	1	0	0	0
	In Assembly Test	1	0	0	0	0
Test	System Test	5	5	1	0	0
	Test completed	4	5	0	0	0
	In Production	8	0	0	0	0
	Grand total	**28**	**23**	**7**	**14**	**17**

System Change Requests (SCRs) in Production	984

Note:
- This table includes Application Development System Change Requests (SCRs) with migration impact. SCRs in production represents a count of any SCR that have a project phase of migration and have been deployed to production

► Continued drafting designs and development activities. Status is provided in Table 4.1.1-1 (CalSAWS Application Development Summary) above

Figure 4.1.1-1 – CalSAWS Test Summary

Migration SCR Test Status
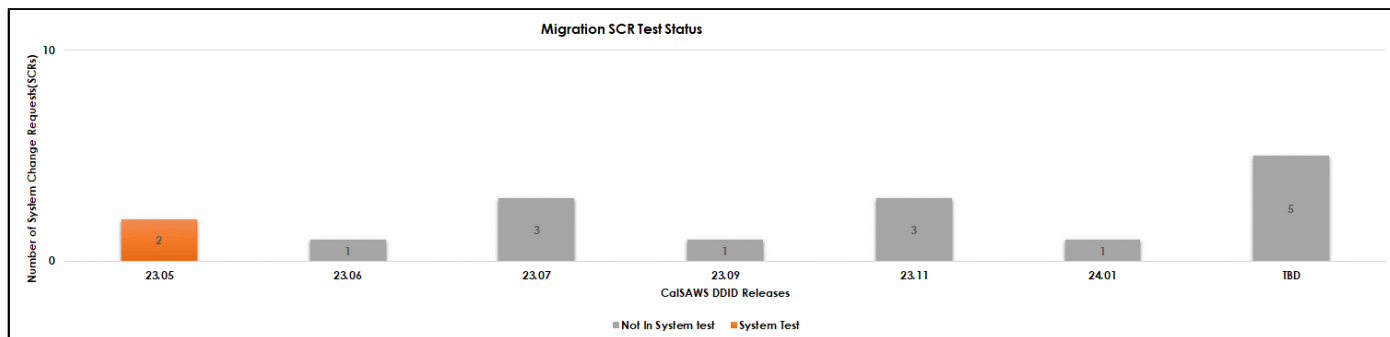
Note:

- Includes all System Change Requests (SCRs) that have a funding source of 'CalSAWS DD&I' with a Funding Source ID of 'Application Development and Test' that are not in "Rejected" or "Pending Rejection" status and are targeted for a baseline release. In Production includes In Production statuses; Test Complete includes Test Completed status; System Test includes System Test status; Not in System Test includes all SCR statuses prior to System Test delivery

Table 4.1.1-2 – CalSAWS System Change Request (SCR) Test Status -23.05

Pass Rate Target as of March 31, 2022	**25%**
Pass Rate Actual as of March 31, 2022	**40%**
System Test Complete Date: May 17, 2023	

Figure 4.1.1-2 – DDID System Test Execution Status – 23.05

CalSAWS DD&I System Test Execution Status - 23.05
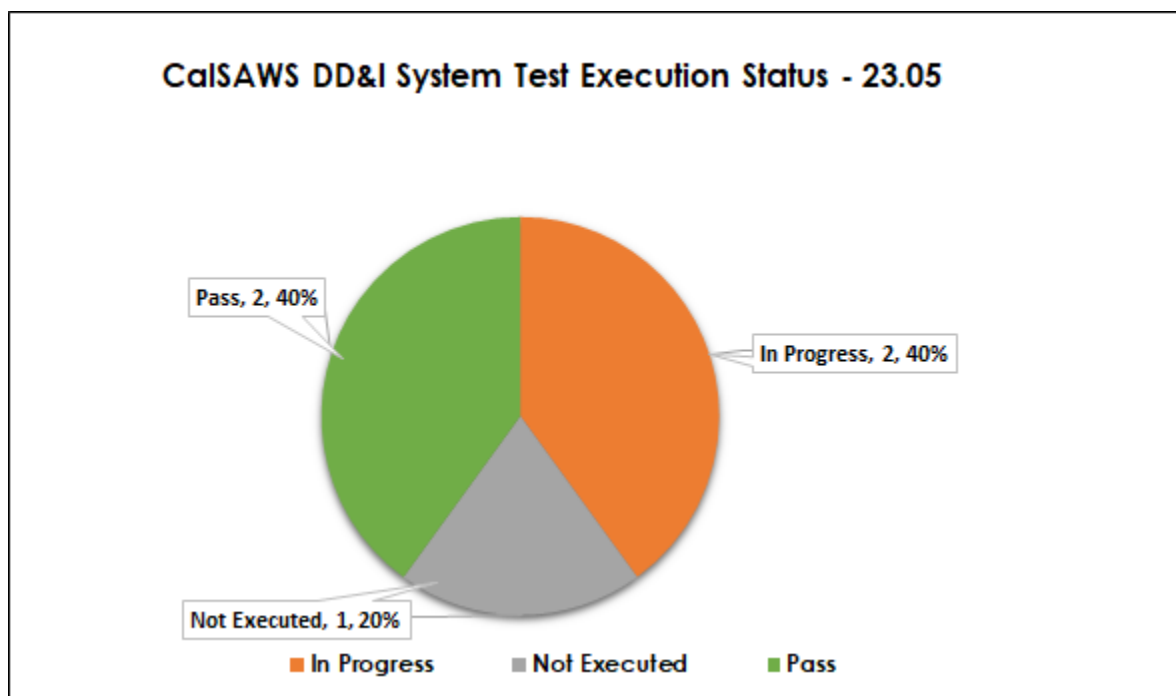
Note:

- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

► Continued test execution for 23.05

4.1.2 State and CalWIN Wave 4 County Interface Partner File Exchange Test (IPT)

Table 4.1.2-1 – Consortium Partners

INTERFACE TESTING		
CONSORTIUM PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Electronic Inter County Transfer (EICT) - CalWIN	3/3	April 4, 2023

Note:
- Completed testing

Table 4.1.2-2 – State Partners

INTERFACE TESTING		
STATE PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Case Management Information and Payrolling System (CMIPS) – OSI	2/2	March 28, 2023
Electronic Benefits Transfer (EBT) - FIS	0/2	May 5, 2023
Medi-Cal Eligibility Data System (MEDS) - DHCS	1/2	May 5, 2023
Welfare Data Tracking Implementation Project (WDTIP) – OSI	2/2	March 16, 2023

Note:
- EBT
  - April 7, 2023 – Hosts to Host validation completed. Inbound EOD file validation completed. Pending further validation for both Inbound and Outbound scenarios.
- MEDS
  - April 7, 2023 – Interface files have been sent. Partner expects to complete their validation by April 26, 2023

Table 4.1.2-3 – CalWIN Wave 4 Counties

INTERFACE TESTING		
CalWIN Wave 3 COUNTY PARTNER	**STATUS**	**TARGET COMPLETION DATE**
San Diego County	1/7	May 5, 2023
San Mateo County	0/8	May 5, 2023
Santa Cruz County	4/9	May 5, 2023
Solano County	3/8	May 5, 2023

Notes:
- San Diego County
  - April 7, 2023 – Direct Deposit Writer validation completed. Identified potential issue with header information on Direct Deposit Reader file, reaching out to San Diego regarding potential issue. Positive Pay file interface defect identified and being tracked with CA-259610 targeted for resolution on April 13, 2023. Remaining interface files are pending county functional validation.
- San Mateo County
  - April 7, 2023 – San Mateo County provided the necessary information to develop changes for SCR CA-258704 (U.S. Bank transition) targeted for resolution on April 13, 2023. This SCR impacts the Direct Deposit Writer, Direct Deposit Reader, Paid Warrant File and Positive Pay Files. Remaining interface files have been sent and are pending county functional validation.
- Santa Cruz County
  - April 7, 2023 – Direct Deposit Writer, School Lunch, Warrant Print Writer, and Paid Warrant Reader file validation completed. Identified a potential issue with Warrant Print Reader and Direct Deposit Reader file processing, reached out to Santa Cruz regarding the potential issue. 1099 file processing pending due to inbound file processing. Remaining interface files have been sent and are pending county functional validation.

- Solano County
  - April 7, 2023 – Positive Pay, School Lunch, and Warrant Print Writer file validation completed. Paid Warrant Reader file processed, pending confirmation from Solano for sign off. County requested update to Direct Deposit Information which are being tracked with SCR CA-259268 targeted for resolution on April 13, 2023. Remaining interface files are pending county functional validation.

4.1.3   Deliverable Management

Table 4.1.3-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

4.2   Activities for the Next Reporting Period

► Continue drafting designs for Migration Impact System Change Requests (SCRs)

Deliverable Management

Table 4.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

4.3   Upcoming Performance Tests

► Planned upcoming Performance tests for Batch, CalSAWS Core Batch, and Core Online
  - Batch (58 County – batperf2 env)
    - Run 10-day batch cycle on 58 County data in the batperf2 performance environment – executed on March 14, 2023, and completed in 9 hours 36 minutes
    - Run Main Payroll batch cycle on 58 County data in the batperf2 performance environment – executed on March 29, 2023, and completed in 9 hours 36 minutes
    - Change storage in batperf2 environment to FSX – planned complete by April 14, 2023
    - Load 3BNAM into batperf2 for continued conversion timing testing – began April 7, 2023
  - Batch (48 County – batperf1 environment)
    - Execute EDBC match testing on 3BNAM data – EDBC match completed in 1 hour 40 minutes. Teams are continuing to evaluate the full list of DCRs we executed
    - Execute Automated Test Data scripts to prep for Java/Weblogic upgrade testing
    - Execute 10-day batch for Java/Weblogic upgrade performance – target start week of April 10, 2023

- o Analytics
  - CA-251599 - [Performance] AN_INGEST_DLY_PR_LRS_DW_DELETE_TRK job running 2 plus hours in production – implementation shows great performance improvement, reducing run time to under ten minutes
  - Additional ingestion jobs are being analyzed for similar changes
- o Core Online

Table 4.3-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
58 County Load Test – FSx Architecture	January 30, 2023	April 24, 2023	In progress
CalWIN Wave 3 Testing	March 20, 2023	April 14, 2023	In progress
CalSAWS/BenefitsCal/Hyland 58 58 County Integration Performance Test -	April 3, 2023	April 15, 2023	In progress

4.4 Deviations from Plan/Adjustments

► None for the reporting period

5.0 Conversion

5.1 Highlights of the Reporting Period

Table 5.1-1 – CalSAWS Conversion Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
5.1.1 CalWIN Conversion	• Supported Wave 1, Wave 2, Wave 3A Counties post Go-Live • Continued to triage, assess, and resolve CalWIN Wave 1, Wave 2, Wave 3A Post Go-Live Issues • Continued Wave 4B Mock activities (on schedule to begin April 8, 2023)
5.1.3 Gainwell Technologies	• County Refactoring Overview • Contra Costa County Refactoring Status • Santa Clara County Refactoring Status • Orange County Refactoring Status • Santa Barbara County Refactoring Status

5.1.1 CalWIN Conversion

- o Supported Wave 1, and Wave 2 Placer and Yolo Counties post Go-Live
- o Continued to triage, assess, and resolve CalWIN Wave 1 and Wave 2 Post Go-Live issues
- o Continued Wave 3 defect triage and development
- o Continued Wave 4 Mock activities (Completed Wave 4A, 4B scheduled April 8, 2023)

Table 5.1.1-1 – CalWIN Conversion Statistics Wave 3B Go-live (February 2023 – April 2023)

Sprint	Total - Deferred Items	Sprint Duration		Item Status								
				0%	25%	30%	50%	75%	5%	100%	100%	0%
				Not Started	Analysis & Mapping in Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed (Tested)*	CNR	Deferred
Overall	112	1/28/2023	4/14/2023	0	1	0	0	15	0	96	0	0
Wave 2C/3A Sprint	25	1/28/2023	2/10/2023	0	0	0	0	0	0	25	0	0
Wave 3B Sprint 1	31	2/20/2023	3/10/2023	0	0	0	0	0	0	31	0	0
Wave 3B Go-Live Sprint 2	52	3/13/2023	3/24/2023	0	1	0	0	15	0	36	0	0
Wave 2B Post Go-Live Sprint	4	2/13/2023	4/14/2023	0	0	0	0	0	0	4	0	0

5.1.2   CalWIN Conversion Defects

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

Table 5.1.2-1 – Open CalWIN Production Defects to be Resolved by Conversion

Resolution by Delivery Date	P1	P2	P3	P4	Total
Between March 1 – April 24, 2023	0	29	31	6	66
Total Open Defects	**0**	**29**	**31**	**6**	**66**

► Table 5.1.2-2 – Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT), Interface Partner Testing (IPT), System Test, Assembly Testing, and 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 each wave Cutover will be assessed for inclusion into the Wave 3 Go Live Packet (GLP)

Note:
- This table includes the defects pending for Wave 4

Table 5.1.2-2 – Open Defects to be Resolved by Conversion (by Status)

Open Defects by Status	P1	P2 - Normal/Medium	3 - Normal/Low	4 - Cosmetic	Grand Total
Pending rejection	0	1	0	0	**1**
Reopened	0	0	0	0	**0**
New	0	16	24	4	**44**
Assigned	0	39	46	7	**92**
In Assembly Test	0	12	5	0	**17**
In Development	0	20	24	3	**47**
Development completed	0	0	1	0	**1**
System Test	0	20	1	1	**22**
Test completed	0	22	11	0	**33**
In Production	0	0	0	0	**0**
Grand Total	**0**	**130**	**112**	**15**	**257**

Table 5.1.2-3 – Open Defects to be Resolved by Conversion (by Target Release)

Open Defects by Status	P1	P2 - Normal/Medium	3 - Normal/Low	4 - Cosmetic	Grand Total
Cutover 2B	0	0	0	0	**0**
Post Cutover 2B Day 1 – 10	0	1	0	0	**1**
Cutover 3A	0	0	0	0	**0**
Cutover 3B	0	34	18	0	**52**
Cutover 3B Go-live dependent DCRs	0	32	2	1	**35**
Cutover 3B Day 1-10	0	18	0	0	**18**
Cutover 4A	0	0	0	0	**0**
Cutover 4B	0	45	47	7	**99**
Cutover 5A	0	0	0	0	**0**
Cutover 5B	0	0	45	7	**52**
Cutover 6A	0	0	0	0	**0**
Cutover 6B	0	0	0	0	**0**
Grand Total	**0**	**130**	**112**	**15**	**257**

Note:
- *This table includes the defects for Wave 4 (all priorities highlighted in blue). The P2s in this category are defects corresponding to P2s included in "Cutover 3B Go-li dependent DCRs" or "Cutover 3B Day 1-10" defects*

Figure 5.1.2-1 – Open Defects to be Resolved by Conversion - Burndown
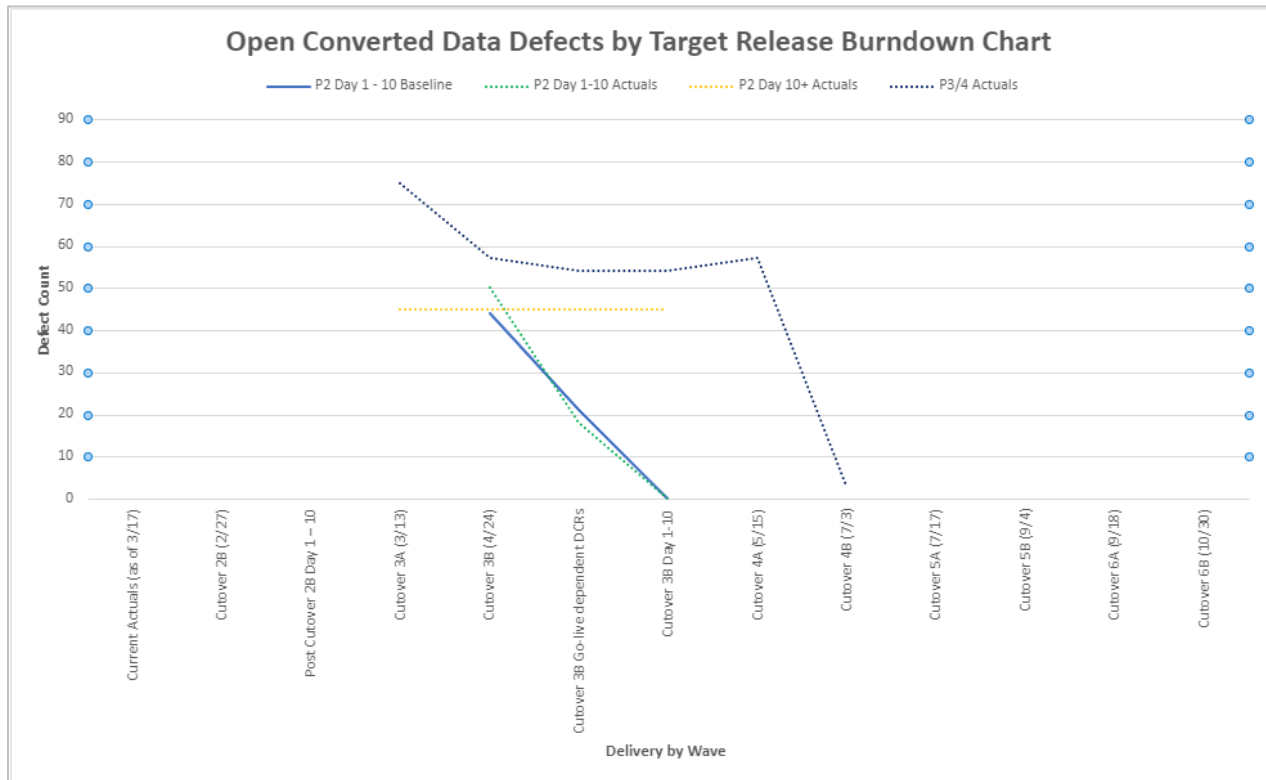
5.1.3 Gainwell Technologies

► CalWIN Document Migration
  o Continued delivery of Client Correspondence (CC) from CalWIN

Table 5.1.3-1 – County Refactoring Overview

County	Migration Wave	Check-In Email Sent to County Y/N	CalSAWS Report Mapping Complete Y/N	PPM Proposal #	# of Reports to be Refactored	PPM Project #
Placer (PLA)	1	Y	Y	N/A	0	
Yolo (YOL)	1	Y	Y	N/A	46	63049
Contra Costa (CCS)	2	Y	N	63098	Day 1 – 21 Total -26	63580
Santa Clara (SCL)	2	Y	Y	63487	64	63497
Tulare (TUL)	2	Y	Y	N/A	0	
Orange (ORG)	3	Y	N	63688	Day 1 - 66	64076
Santa Barbara (SBR)	3	Y	Y	63730	Day 1 - 2 Total - 34	64224
Ventura (VEN)	3	Y	N	64186	Day 1-0 Total - 2	64398
San Diego (SDG)	4	Y		63914	Day 1 – 27 Total - 137	TBD
San Mateo (SMT)	4	Y	N	63099	Day 1 – TBD Total - 80	TBD
Santa Cruz (SCZ)	4	Y	N	64077	TBD	TBD
Solano (SOL)	4	Y	N	63871	Day 1- 21 Total - 69	TBD
Alameda (ALA)	5	Y	N	63568	TBD	TBD
Fresno (FRS)	5	N	N	TBD	TBD	TBD
Sonoma (SON)	5	N	N	TBD	TBD	TBD
Sacramento (SAC)	6	N	N	TBD	TBD	TBD
San Francisco (SFO)	6	N	N	64187	TBD	TBD
San Luis Obsipo (SLO)	6	N	N	64283	Day 1 – TBD Total - 33	TBD

► Santa Clara County ad hoc report refactoring
  o Continued working with the County for approval of reports

Table 5.1.3-2 – Santa Clara County Refactoring Status

Santa Clara County Refactoring Status						
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	18	0	0	0	0	8	10
Medium	20	0	0	0	0	11	9
Large	14	0	0	0	0	10	4
X-Large	12	0	0	0	0	11	1
TBD	0	0	0	0	0	0	0
Total	**64**	**0**	**0**	**0**	**0**	**40**	**24**

► Orange County ad hoc report refactoring
  o Continued working with the County on development and approval of reports

Table 5.1.3-3 – Orange County Refactoring Status

Orange County Refactoring Status							
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	7	0	0	2	1	4	0
Medium	28	0	5	3	9	11	0
Large	9	0	2	1	1	5	0
X-Large	14	0	5	2	6	1	0
XX-Large	7	0	1	1	1	4	0
XXX-Large	1	0	0	1	0	0	0
TBD	0	0	0	0	0	0	0
Total	**66**	**0**	**13**	**10**	**18**	**25**	**0**

Figure 5.1.3-1 – Orange County Refactoring Development Burndown

► Santa Barbara County ad hoc report refactoring
   o Continued working with the County on development and approval of reports
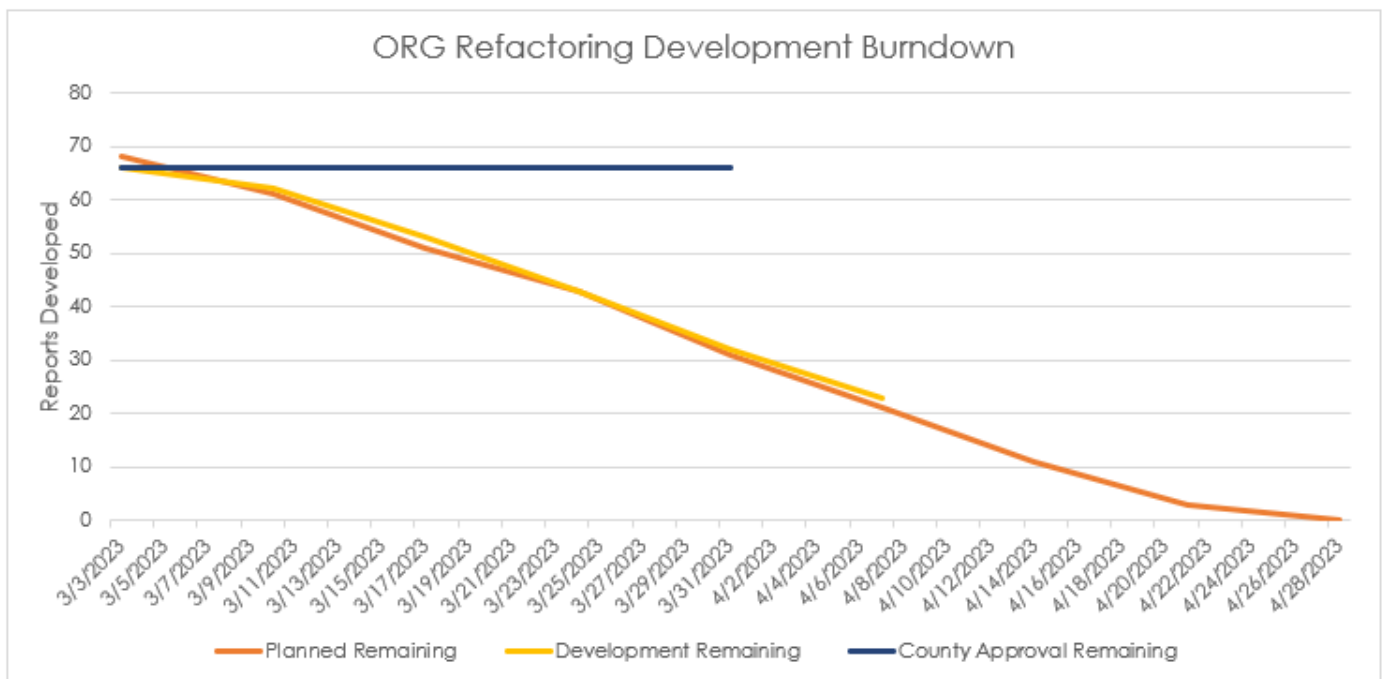
Table 5.1.3-4 – Santa Barbara County Refactoring Status

	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	0	0	0	0	0	0	0
Medium	0	0	0	0	0	0	0
Large	1	0	0	0	1	0	0
X-Large	1	0	0	1	0	0	0
XX-Large	0	0	0	0	0	0	0
XXX-Large	0	0	0	0	0	0	0
TBD	0	0	0	0	0	0	0
Total	**0**	**0**	**0**	**1**	**1**	**0**	**0**

5.1.4   Ancillary Systems Conversion

► Continued to address issues found in production dataset size files. These files are necessary for CalWIN Core Conversion orchestration and integrations
► Facilitated exception reports review sessions with the Ancillary Counties to address questions and concerns
► Met with Orange County for 3B cutover preparation
► Began Wave 4B Mock pre-activities (Wave 3C mock on schedule for April 8, 2023)

Table 5.1.4-1 – Ancillary Systems Conversion Milestones

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Completed
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion target	Completed
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Completed
December 2020	Automation Framework Completed	Exception handing for Ancillary provided data is ready for the Counties	Completed
February 2021	Design/Mapping	All CalSAWS DB targets (defined in FSD) have source mappings from Ancillary	Completed
July 2021	Build	Development activities, dependent design mapping, are ready to begin (or are completed)	Completed
January 2022	System Test	System Test execution, dependent on test scripts and build completed, are ready to begin (or are completed)	Completed

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

Table 5.1.4-2 – Ancillary Conversion Milestones

WAVE	MOCK B	MOCK C	CUTOVER B	CUTOVER C
Wave 1	August 6, 2022	N/A	October 27, 2022	N/A
	Completed	N/A	Completed	N/A
Wave 2	December 3, 2022	January 28, 2023	February 23, 2023	March 10, 2023
	Completed	Completed	Completed	Completed
Wave 3	February 4, 2023	April 1, 2023	April 20, 2023	May 13, 2023
	Completed	Completed	Not started	Not started
Wave 4	April 8, 2023	June 3, 2023	June 29, 2023	July 15, 2023
	In progress	Not started	Not started	Not started
Wave 5	June 10, 2023	July 29, 2023	August 31, 2023	September 16, 2023
	Not started	Not started	Not started	Not started
Wave 6	August 5, 2023	TBD	October 26, 2023	November 13, 2023
	Not started	Not started	Not started	Not started

Note: Ancillary Conversion only participates in B and C activities

5.1.5 CalWIN Migration Planning

- ► Began analysis of the Internal Wave 3B results
- ► Began analysis of the internal Golden Gate POC
- ► Completed the Wave 4B Mock Table Read
- ► Completed the Wave 4A/3C Mock execution
- ► Continued modeling Wave 3B activity plans for different cutover window options
- ► Continued breaking out parallel task execution activities for Wave 3B cutover plan

Table 5.1.5-1 – Cutover Migration Milestones

MOCK CUTOVER			
WAVE	**CUTOVER A** *(Users and Offices)*	**CUTOVER B** *(Active Cases and Closed Case < 2 years)*	**CUTOVER C** *(Closed Cases > 2 years)*
Wave 2	Completed	Completed	Completed
Wave 3	Completed	Completed	Completed
Wave 4	Completed	April 8, 2023	June 3, 2023
Wave 5	June 3, 2023	June 10, 2023	July 29, 2023
Wave 6	July 29, 2023	August 5, 2023	TBD

Table 5.1.5-2 – Cutover Migration Milestones

WAVE	**CUTOVER WINDOW**	**GO-LIVE**
Wave 2C/3A	March 10, 2023– March 13, 2023	March 13, 2023
Wave 3B	April 20, 2023– April 24, 2023	April 24, 2023
Wave 3C/4A	May 12, 2023- May 15, 2023	May 15, 2023
Wave 4B	June 29, 2023 - July 3, 2023	July 3, 2023
Wave 4C/5A	July 14, 2023- July 17, 2023	July 17, 2023
Wave 5B	August 31,2023 - September 4, 2023	September 4, 2023
Wave 5C/6A	September 15, 2023 - September 18, 2023	September 18, 2023
Wave 6B	October 26, 2023- October 30, 2023	October 30, 2023
Wave 6C	November 11, 2023- November 13, 2023	November 13, 2023

5.1.6 Deliverable Management

Table 5.1.6-1 – Conversion Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
77	CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 2	• Finalized and submitted the DDEL to the Consortium for review and feedback on April 5, 2023 • Facilitated a touchpoint meeting with Deliverable reviewers on April 6, 2023, to address questions and comments for the DDEL, as needed • Comments for the DDEL are due on April 14, 2023

5.2 Activities for the Next Reporting Period

5.2.1 CalWIN Conversion

► Continue to support Wave 1 - Counties post Go-Live
► Continue to support Wave 2 – Counties post Go-Live
► Continue to triage, assess, and resolve CalWIN Wave 1 and Wave 2 Post Go-Live Issues
► Continue for Wave 4 mock cutovers (4B)

5.2.2 CalWIN Migration Planning

► Begin Wave 4B Mock Conversion exercise
► Continue analysis for data transformation based on internal Wave 3B exercise
► Continue analysis for Wave 3B Golden Gate POC exercise
► Continue modeling Wave 3B activity plans for the different cutover window options

5.2.3 Gainwell Technologies

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

5.2.4 Ancillary Systems Conversion

► Review and address tickets for Cutover 2B, 2C
► Review Results for 3C and 4B Mock Cutover
► Complete for Wave 4B Mock Cutover

5.2.5 Deliverable Management

Table 5.2.5-1 – Conversion Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
77	CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 2	• Receive comments for the DDEL on April 14, 2023 • Begin developing the Final Deliverable (FDEL) based on feedback received on the DDEL • Submission of the FDEL is due on April 24, 2023

5.3   Deviations from Plan/Adjustments

► None for the reporting period

6.0   CalWIN Functional Support

6.1   Highlights of the Reporting Period

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

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	• None to note for this reporting period

► Continued CalWIN Functional Support coordination during April 03 – 07, 2023 by:
  o Supported Weekly Implementation Support Services (ISS) Team Leads Meeting on April 4, 2023, to highlight key workstream reporting items
  o Supported CalSAWS Weekly Status Meeting on April 5, 2023, to highlight key workstream reporting items
► Wave 2 Post-Go Live Support during April 03 – 07, 2023 by:
  o Provided virtual and extended support to Wave 2 Counties
  o Supported Daily Wave 2 Project Production Calls and Daily Wave 2 County Operations Calls
  o Provided daily Post-Go Live business metrics
  o Supported Wave 2 Conversion Retrospective session on April 5, 2023
► Wave 3 County Preparation Support during April 03 – 07, 2023 by:
  o Supported Wave 3 County Preparation Office Hours and Daily Debrief Calls
  o Provided daily and weekly County Preparation metrics
► Wave 4 CalSAWS Configuration Support during April 03 – 07, 2023 by:
  o Supported CalSAWS Configuration for Santa Cruz County

6.2   Activities for the Next Reporting Period

► Continue CalWIN Functional Support coordination during April 10 – 14, 2023 by:
   o Prepare for Implementation Support Services (ISS) Team Leads Meeting on April 11, 2023, to collaborate effectively with ISS
   o Prepare for CalSAWS Weekly Status Meeting on April 12, 2023, to highlight key workstream reporting items
► Wave 2 Post-Go Live Support during April 3 – 7, 2023 by:
   o Provide virtual and extended Support to Wave 2 Counties
   o Support Daily Wave 2 Project Production Calls and Daily Wave 2 County Operations Calls
   o Provide daily Business Metrics
► Wave 3 County Preparation Support during April 10 – 14, 2023 by:
   o Support Wave 3 County preparation office hours and Daily Debrief Calls
   o Provide daily and weekly business metrics
► Wave 4 CalSAWS Configuration Support during April 10 – 14, 2023 by:
   o Support CalSAWS Configuration for San Mateo County

6.3   Deviations from Plan/Adjustments

► None for the reporting period

7.0   Technical Infrastructure

7.1   Highlights of the Reporting Period

Table 7.1-1 – CalSAWS Technical Infrastructure Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
7.3	• Updated Risk 283 for Fresno County circuit delivery • Updated Risk 288 for San Francisco County circuit delivery

Table 7.1-2 – County Network Connectivity Readiness Status

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

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

CalWIN WAVE 3 COUNTIES			
NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**
Overall Network Interconnectivity	Completed	100.0%	100.0%
Critical Path	Completed	100.0%	100.0%

CalWIN WAVE 4 COUNTIES			
NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**
Project Networking Connectivity	On track	95.4%	84.3%
County Networking Connectivity	At risk	94.4%	94.4%

CalWIN WAVE 5 COUNTIES			
NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**
Project Networking Connectivity	On track	74.7%	38.2%
County Networking Connectivity	On track	63.2%	45.6%

CalWIN WAVE 6 COUNTIES			
NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**
Project Networking Connectivity	On track	40.0%	24.2%
County Networking Connectivity	On track	12.3%	7.0%

- ► Wave 1
    - o Completed County migration
    - o Completed Operational handover of sites to CalSAWS Technical teams
- ► Wave 2
    - o Completed County migration
    - o Completed Operational handover of sites to CalSAWS Technical teams
- ► Wave 3
    - o Completed all technical readiness activities
    - o Received CalSAWS Request for Information (CRFI) for Connectivity to CalSAWS Amazon Connect using Call Control Panel (CCP)
    - o Operational handover of sites to CalSAWS Technical teams for ongoing runtime maintenance and support
- ► Wave 4
    - o Transmitted CalSAWS Request for Information (CRFI) for Security Compliance and transition
    - o Continued to draft CalSAWS Request for Information (CRFI) for Regression Testing (target submission to Counties by April 4, 2023)
    - o San Diego
        - ▪ Completed both Circuit delivery
        - ▪ Completed integration with San Diego County
        - ▪ Completed all technical readiness activities for San Diego build (Evoque DC)
        - ▪ Ongoing IPT readiness testing
    - o Ongoing San Mateo County Circuit delivery

- Completed AT&T and Level 3 Circuit delivery
- Completed integration with San Mateo County
  - o Ongoing Santa Cruz County Circuit delivery
    - Delivered and activated Century link circuit
    - AT&T circuit delivered; Activation scheduled for April 11, 2023
    - Completed County Integration with CalSAWS
  - o Ongoing Solano County Circuit delivery
    - Delivered and activated Comcast circuit
    - Completed integration with Solano County
    - AT&T circuit delivered; Activation scheduled for April 13, 2023
- ▶ Wave 5
  - o Ongoing Alameda County Circuit delivery
    - Delivered and activated Comcast and Lumen circuit
    - Completed integration with Alameda County
  - o Ongoing Fresno County Circuit delivery
    - Delivered and activated AT&T Circuit
    - Risk 284 updated for Lumen Circuit delivery
    - Comcast circuit replaces Lumen due to ongoing circuit delays and construction dependencies.
  - o Completed Sonoma County Circuit delivery
    - Delivered and activated Century Link and Lumen circuit
    - County Integration completed for Sonoma County
- ▶ Wave 6
  - o Submitted circuit orders for CalWIN Wave 6 Counties
  - o Completed procurement and delivery of hardware to the warehouse
  - o Ongoing Sacramento County Circuit delivery
    - Technical overview meeting conducted with County Executives to outline project tasks and timeline
    - County EDR assessments ongoing
    - Comcast Circuit delivery rescheduled to February 28, 2023
    - Continued to track delivery of both circuits Comcast and AT&T
  - o Ongoing San Francisco County Circuit delivery
    - Continued to track delivery of Level 3 circuit
    - AT&T circuit delivered and pending activation (March 23, 2023)
    - Created Risk 288 to track delays in Lumen Circuit (August 2023) due to construction dependencies.
    - Comcast circuit replaces Lumen due to ongoing circuit delays and construction dependencies.
  - o Completed San Luis Obispo County Circuit delivery
    - Completed Level 3 and AT&T Circuit delivery
    - Completed Circuit Activation
    - Scheduled Technical Integration with County

7.2   Activities for the Next Reporting Period

- ► Schedule County Integration with Wave 6 County sites
- ► Provide troubleshooting support for Wave 4 to 6 Counties to connect to CalSAWS
- ► Continue to track circuit deliveries for Waves 4 to 6

7.3   Deviations from Plan/Adjustments

- ► Risk 281.4 for San Diego County for Point of Presence (POP) location change
  - o New CalSAWS Requests for Information (CRFI) to be submitted outlining changes made to Evoque Data Center
  - o Reconfiguration require use of temporary alternate IP Addressing space to accommodate counties Data Center move
    - ▪ Completed all changes
    - ▪ Risk probability has been lowered and will remain a watchlist item
    - ▪ 1 of 2 circuits delivered
    - ▪ AT&T Circuit delivery pending confirmation from TPX regarding last-mile handoff.
  - o Risk rating revised due to County notifying CalSAWS of 1-month delays in having the Cage / Rack ready. This results in downstream tech tasks getting compressed.
- ► Risk 284 for Fresno County delay in Circuit delivery
  - o Ongoing carrier delays in Level 3 / Lumen Circuit delivery due to projected construction
  - o Lumen circuits cancelled and replaced with Comcast (ETC – 3 months)
- ► Risk 288 for San Francisco County delay in Circuit delivery
  - o Ongoing carrier delays in Level 3 / Lumen Circuit delivery due to projected construction
  - o Lumen circuits cancelled and replaced with Comcast (ETC – 3 months)

8.0 Appendices

Appendix A – CalSAWS Deliverable Summary
Appendix B – CalSAWS Migration Work Plan Summary
Appendix C – CalSAWS DD&I Project Gantt Chart
Appendix D – CalSAWS Project Risks and Issues Report
Appendix E – CalSAWS Imaging Document Migration

CalSAWS – California Statewide Automated Welfare System
CalSAWS DD&I Project Phase
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