CalSAWS CalWIN Implementation Support Services (ISS) Weekly Status Report

Reporting Period: March 20, 2023 to March 26, 2023

03/29/23

Table of Contents

1.0 Project Management

1.1   Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

Business Process Reengineering (BPR)	► Wave 2
	     o Provided support to Wave 2 Counties for Go-Live Configurations.
	     o Provided support to Santa Clara County related to Task Management.
	 ► Wave 3
	     o Provided Configuration support to Wave 3 Counties during County Prep Office Hours.
	     o Provided support to Santa Barbara County for reports validations.
	 ► Wave 4
	     o Facilitated Configuration Working Session with San Diego County.
	     o Scheduled Process Simulation prep sessions for Solano County, San Diego County, San Mateo County, & Santa Cruz County.
	     o Facilitated process simulation prep sessions with Santa Cruz County and Solano County.

Organizational Change Management (OCM)	► Wave 4
	     o Continued to monitor the change discussions taking place in Wave 4 Counties.
	 ► Wave 5
	     o Obtained Wave 5 CDG FWP County sign-off the week of 03/20/23.
	     o Conducted the Wave 5 CDG Prep Sessions with Alameda County and Sonoma County on the week of 03/20/23.
	 ► Wave 6
	     o Confirmed the CDG Working Sessions Schedule with San Francisco County and San Luis Obispo County.
	 ► Reviewed the Wave 6 T-9 surveys results with San Francisco County and Sacramento County on 03/20/23 and 03/24/23, respectively.
	 ► Distributed the CIT for Wave 4 T-3 to the Wave 4 Counties on 03/20/23.
	 ► Opened the Wave 5 T-6 to Wave 5 Counties on 03/20/23.
	 ► Distributed the CIT for Wave 2 T+6 to the Wave 2 Counties on 03/20/23.
	 ► Sent the Wave 3 & 4 infographics to the CIT/CRFI Review Group on 03/20/23.
	 ► Sent the Wave 5 & 6 infographics to the CIT/CRFI Review Group on 03/23/23.
	 ► Sent the Newsletter for Wave 3 and Wave 6 to the CIT/CRFI Review Group on 03/22/23.

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Training	► Continued the Wave 3 Counties' Web Based Training for all staff. ► Continued the Wave 3 Counties' Instructor Led Training for all staff. ► Continued the Wave 4 Counties' Web Based Training for all staff. ► Continued the Wave 4 Counties' Instructor Led Training for Early Training and Train the Trainer. ► Continued the Wave 5 Counties' Web Based Training for Early Training and Train the Trainer participants. ► Completed room set-up and connectivity testing for San Mateo County and Solano County Early Training and Train the Trainer. ► Hosted Training Touchpoints with Fresno County, San Luis Obispo County, Ventura County, Orange County, Sonoma County, San Mateo County, Santa Cruz County, Santa Barbara County, and Sacramento County.

Implementation	► Wave 3
	    o Completed all planned strike team meetings on 03/23/23.
	    o Completed review of 68 conversion defects –17 will be added to GLP.
	    o Completed review of 49 production defects – 0 will be added to GLP.
	    o Completed review of 8 CDV defects – 4 will be added to GLP.
	    o Drafted GLP updates for wave-3 and sent to strike team for review.
	    o Met with Wave 3 Counties to review Yellow Banner and discrepant data workload.
	
	 ► Continued working with counties on their CWA user access needs.
	
	 ► Facilitated SAC meeting with Conversion team on their Application user security-caseload questions
	
	 ► Distributed Readiness Dashboard to Wave 5.
	
	 ► Conducted the Wave 3 County Prep Office Hours and Debriefs, including individual progress review sessions and presenting metrics on 03/23/23.
	
	 ► Conducted TOSS IPOC meetings for Alameda County, San Francisco County, and Fresno County.
	
	 ► Completed fourth week of Wave 2 Post-Implementation support.
	
	 ► Distributed 3x Fact Sheets for common user questions relevant to Go-Live.
	
	 ► Conducted daily business metrics review and standing internal team calls.
	
	 ► Managed onsite resource tracker and provided daily resourcing needs.
	
	 ► Reported Zoom utilization metrics for Santa Clara County, Contra Costa County, and Tulare County and conducted virtual consolidation plan to better serve counties.
	
	 ► Reviewed W5 county profiles with Alameda County and Fresno County.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

► **Staff Onboarding**
   o Continued planning for and onboarding staff resources.

► **Information Coordination for CalWIN Counties**
  o Continued to collaborate with other teams to coordinate information for the CalWIN Counties.
► **County Work Plans**
  o Critical Path Reporting Waves 2–6 – Developed weekly summary report and made available for review to the Consortium Leadership during the week of 03/19/23.
  o 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:**
  o No scheduled deliveries.

1.3   Activities for the next Reporting Period

► **Staff Onboarding**
  o Continue planning for and onboarding staff resources.
► **Information Coordination for CalWIN Counties**
  o Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
► **County Work Plans**
  o Continue updating Wave 2–6 County Work Plans for the Implementation Readiness Checklist.
► **Deliverables and Work Products – Submit the following:**
  o DDEL 07.13: County Change Guide – Wave 5 (Alameda) on 03/27/23.
  o DDEL 07.14: County Change Guide – Wave 5 (Fresno) on 03/27/23.
  o DDEL 07.13: County Change Guide – Wave 5 (Sonoma) on 03/27/23.
  o DDEL 09.13: County Training Plan – Wave 5 (Alameda) on 03/27/23.
  o DDEL 09.14: County Training Plan – Wave 5 (Fresno) on 03/27/23.
  o DDEL 09.15: County Training Plan – Wave 5 (Sonoma) on 03/27/23.
  o DDEL 09.16: County Training Plan – Wave 6 (Sacramento) on 03/31/23.
  o DDEL 09.17: County Training Plan – Wave 6 (San Francisco) on 03/31/23.
  o DDEL 09.18: County Training Plan – Wave 6 (San Luis Obispo) on 03/31/23.

2.0 Business Process Reengineering (BPR)

2.1   Highlights of the Reporting Period

► **Process Simulation**
  o Continued prep activities for the Wave 4 Counties.
  o Scheduled and kicked off weekly sessions schedule with Santa Cruz County and Solano County.
  o Scheduled 3-day prep plan for San Diego County and San Mateo County.
► **Configuration**
  o Provided continued support to Wave 2 Counties for Go-Live configurations.
  o Provided Configuration support to Wave 3 Counties during County Prep Office Hours.

- o Facilitated Configuration Working Session with San Diego County on 03/20/23 through 3/24/2023.

2.2 Activities for the Next Reporting Period

- ► **Process Simulation**
  - o Facilitate in-person process Simulation prep sessions with San Diego County to begin on 03/28/23.
  - o Continue prep sessions for Wave 4 Counties.
- ► **Configuration**
  - o Facilitate Configuration Verification session with Santa Cruz County 03/29/23 – 03/30/23.
  - o Provide Configuration support to Wave 2 Counties for Go-Live configurations.
  - o 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**
  - o Continued to monitor the change discussions taking place in Wave 4 Counties.
- ► **Wave 5 Change Discussion Guides**
  - o Obtained Wave 5 CDG FWP County sign-off the week of 03/20/23.
  - o Conducted the Wave 5 CDG Prep Sessions with Alameda County and Sonoma County on the week of 03/20/23.
  - o Sent the CDG Prep Session Materials to Alameda and Sonoma.
- ► **Wave 6 Change Discussion Guides**
  - o Confirmed the CDG Working Sessions Schedule with San Francisco County and San Luis Obispo County.
  - o Sent the CDG Working Sessions Invites to San Francisco County and San Luis Obispo County.
- ► **Change Readiness Surveys**
  - o Reviewed the Wave 6 T-9 surveys results with San Francisco County and Sacramento County on 03/20/23 and 03/24/23.
  - o Distributed the CIT for Wave 4 T-3 to the Wave 4 Counties on 03/20/23.
  - o Opened the Wave 5 T-6 to Wave 5 Counties on 03/20/23.
  - o Distributed the CIT for Wave 2 T+6 to the Wave 2 Counties on 03/20/23.
- ► **Change Network Champion (CNC) Meetings**
  - o Prepared to conduct the dry run for CNC Session Wave 2.
  - o Sent the CNC Session materials and resources to Waves 3–6.
- ► **Infographics**
  - o Sent the Wave 3 & 4 infographics to the CIT/CRFI Review Group on 03/20/23.
  - o Sent the Wave 5 & 6 infographics to the CIT/CRFI Review Group on 03/23/23.
- ► **Newsletter**
  - o Sent the Newsletter for Wave 3 and Wave 6 to the CIT/CRFI Review Group on 03/22/23.
  - o Sent the Newsletter Wave 2 Post-Go-Live to Consortium Review on 03/20/23.

3.2   Activities for the Next Reporting Period

► **Wave 4 Change Discussion Guides**
  o   Continue to monitor the change discussions taking place in Wave 4 Counties.
► **Wave 5 Change Discussion Guides**
  o   Conduct the Wave 5 CDG Prep Sessions with Fresno County on the week of 03/27/23.
  o   Send the CDG Prep Sessions materials to Fresno County.
► **Wave 6 Change Discussion Guides**
  o   Confirm the CDG Working Sessions Schedule with Sacramento County.
  o   Send the CDG Working Sessions Invites to Sacramento County.
► **Change Readiness Surveys**
  o   Reviewed the Wave 6 T-9 surveys results with San Luis Obispo County on 03/30/23.
  o   Validate the stakeholder list and test the Wave 4 T-3.
  o   Monitor the Wave 5 T-6 Surveys.
  o   Validate the stakeholder list and test the Wave 2 T+6.
► **Change Network Champion (CNC) Meetings**
  o   Conduct the dry run for CNC Session Wave 2 on 03/27/23.
  o   Conduct the CNC Session for Wave 2 Counties on 03/28/23.
  o   Review the Wave 5 & 6 CNC Session deck with Consortium on 03/27/23.
► **Infographics**
  o   Distribute the Wave 3 & 4 infographics to the Wave 3 & 4 Counties on the week of the 03/27/23.
  o   Distribute the Wave 5 & 6 infographics to the Wave 5 & 6 Counties on the week of the 03/27/23.
► **Newsletter**
  o   Distribute the Newsletter for Wave 3 and Wave 6 to Waves 3 and 6 on the week of the 03/27/23.
  o   Send the Newsletter Wave 2 Post-Go-Live to the CIT/CRFI Review Group on the week of the 03/27/23.

4.0 Training

4.1   Highlights of the Reporting Period

► **Training Advisory Council**
  o   Continued planning for Training Advisory Council (TAC) meeting on 03/29/23.
► **Wave 3: Orange, Santa Barbara, and Ventura County Training**
  o   Continued WBTs for all staff.
  o   Continued ILTs for all staff.
  o   Hosted Training Touchpoint with Orange County.
  o   Hosted Training Touchpoint with Santa Barbara County.
  o   Hosted Training Touchpoint with Ventura County.
► **Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training**
  o   Continued WBTs for all staff.
  o   Continued ILTs for Santa Cruz County Early Training and San Diego County Train the Trainer Group 1.
  o   Completed room set-up and connectivity testing for San Mateo County and Solano County Early Training and Train the Trainer.
  o   Hosted Training Touchpoint with San Mateo County.

- o Hosted Training Touchpoint with Santa Cruz County.
- ► **Wave 5: Alameda, Fresno, and Sonoma County Training**
  - o Completed Week 2 of WBTs for Early Training and Train the Trainer participants.
  - o Hosted Fresno County ILT Walkthroughs.
  - o Hosted Training Touchpoint with Fresno County.
  - o Hosted Training Touchpoint with Solano County.
- ► **Wave 6: Sacramento, San Francisco, and San Luis Obispo Planning**
  - o Hosted Training Touchpoint with San Luis Obispo County.
  - o Hosted Training Touchpoint with Sacramento County.

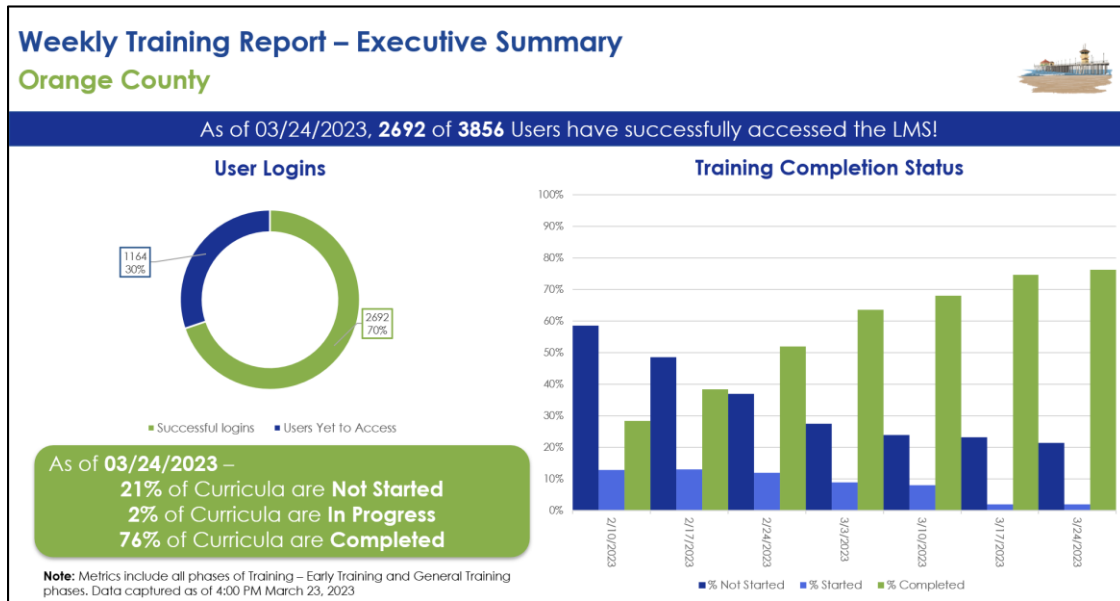**Figure 4.1-1 – Weekly WBT Training Report – Orange County**
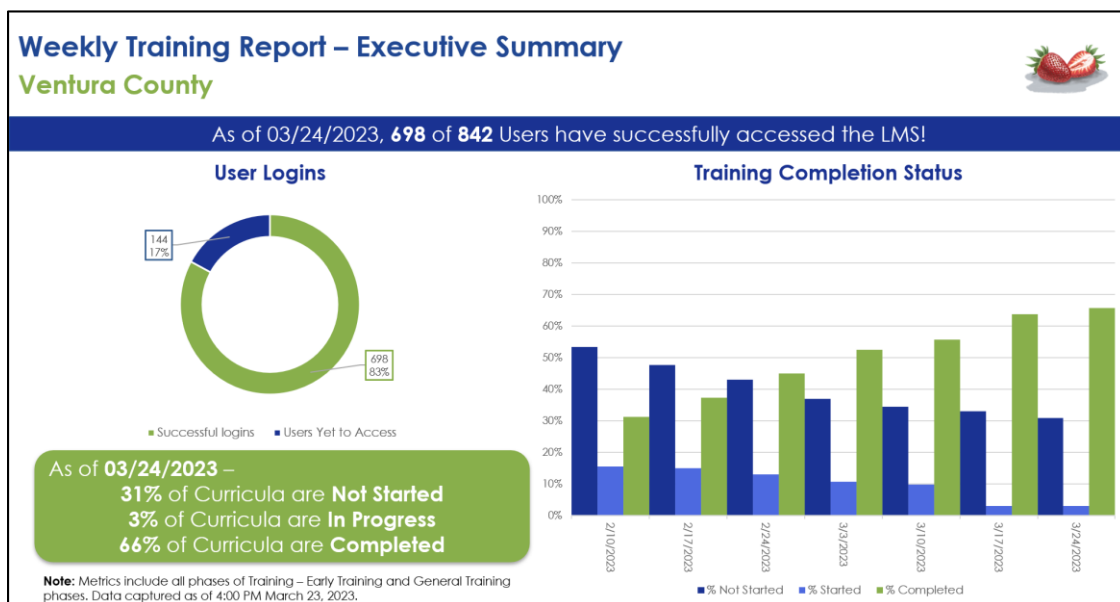
Figure 4.1-2 – Weekly WBT Training Report – Ventura County

Figure 4.1-3 – Weekly WBT Training Report – Santa Barbara County
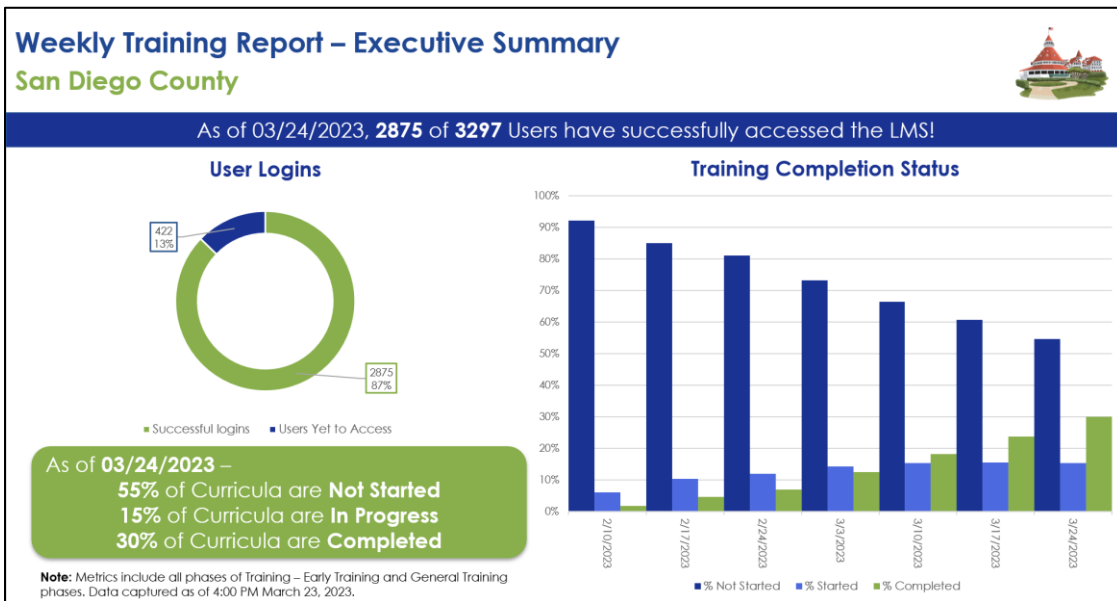
Figure 4.1-4 – Weekly WBT Training Report – San Diego County
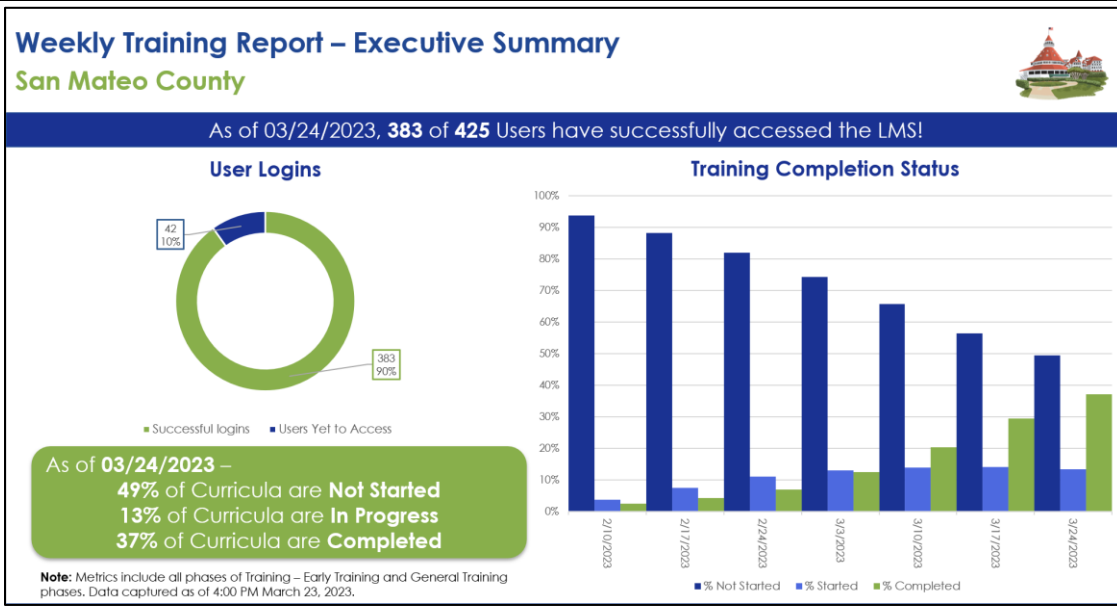
Figure 4.1-5 – Weekly WBT Training Report – San Mateo County
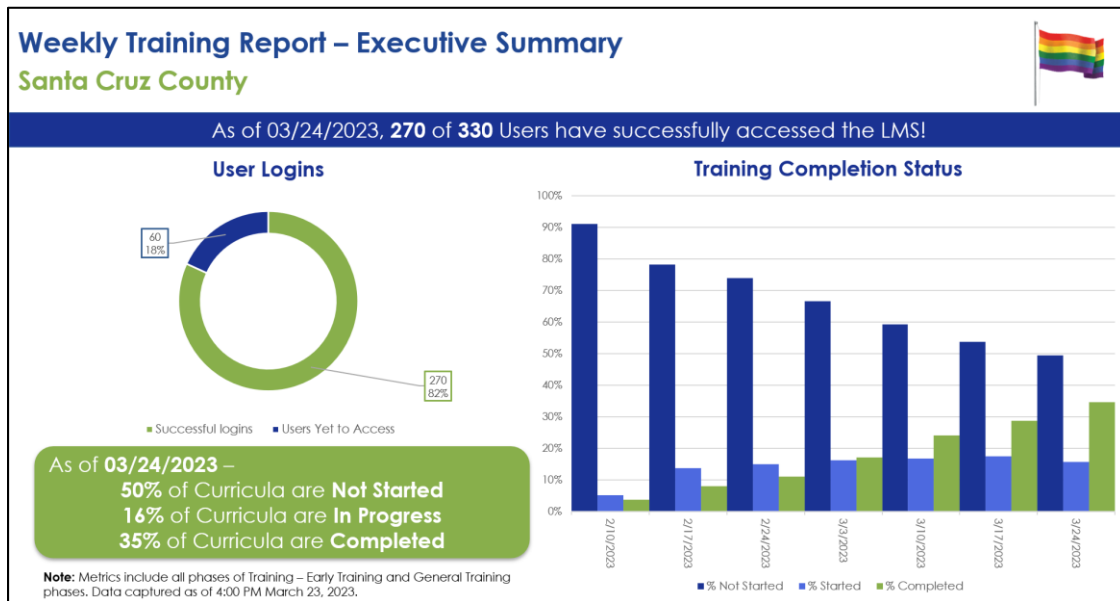
Figure 4.1-6 – Weekly WBT Training Report – Santa Cruz County
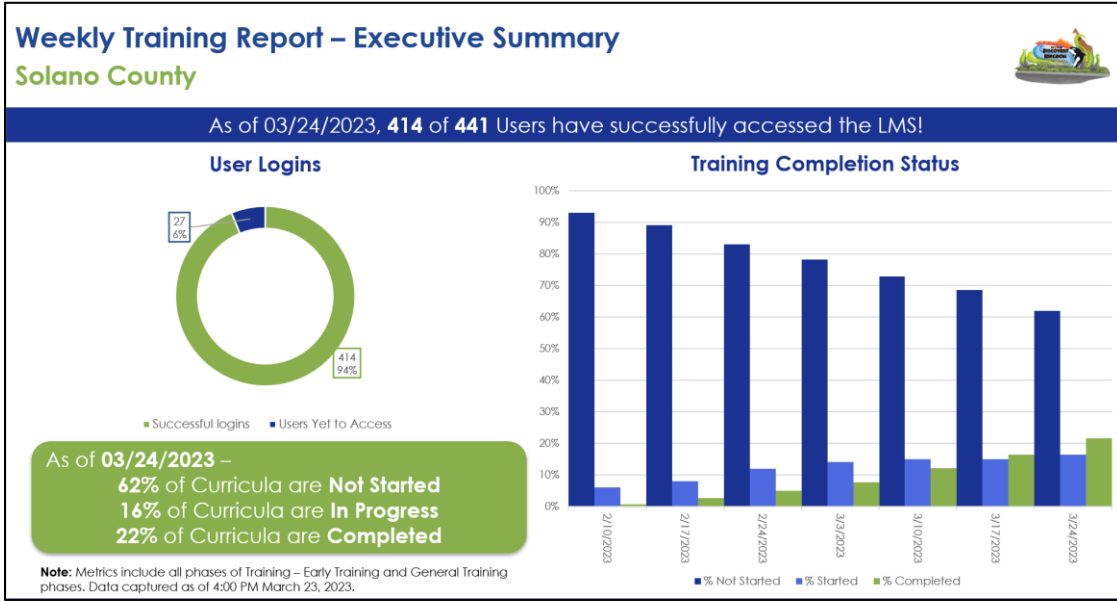
Figure 4.1-7 – Weekly WBT Training Report – Solano County
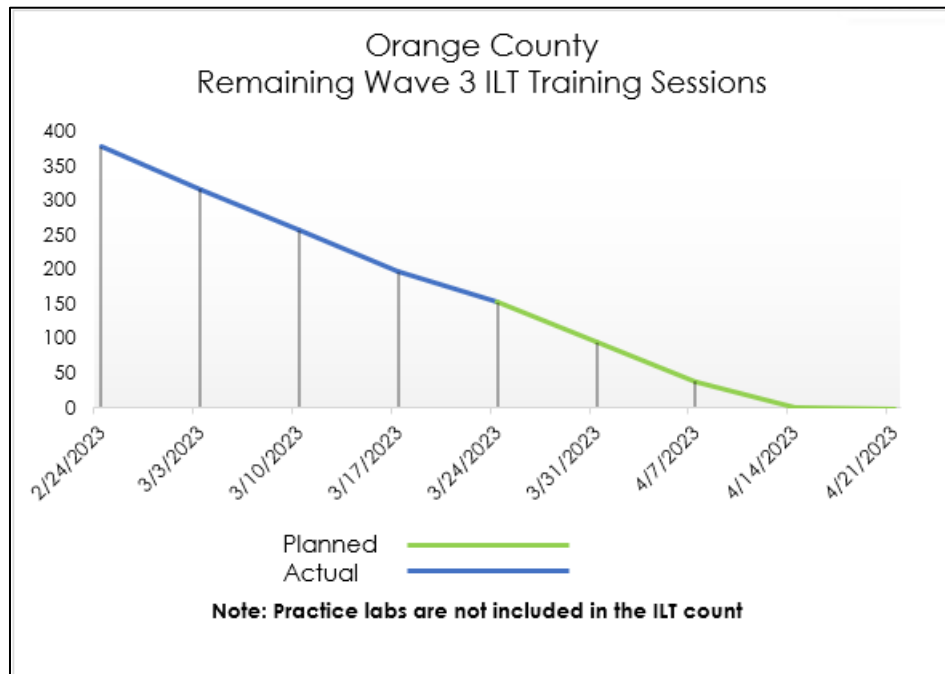
Figure 4.1-8 – Weekly ILT Training Report – Orange County
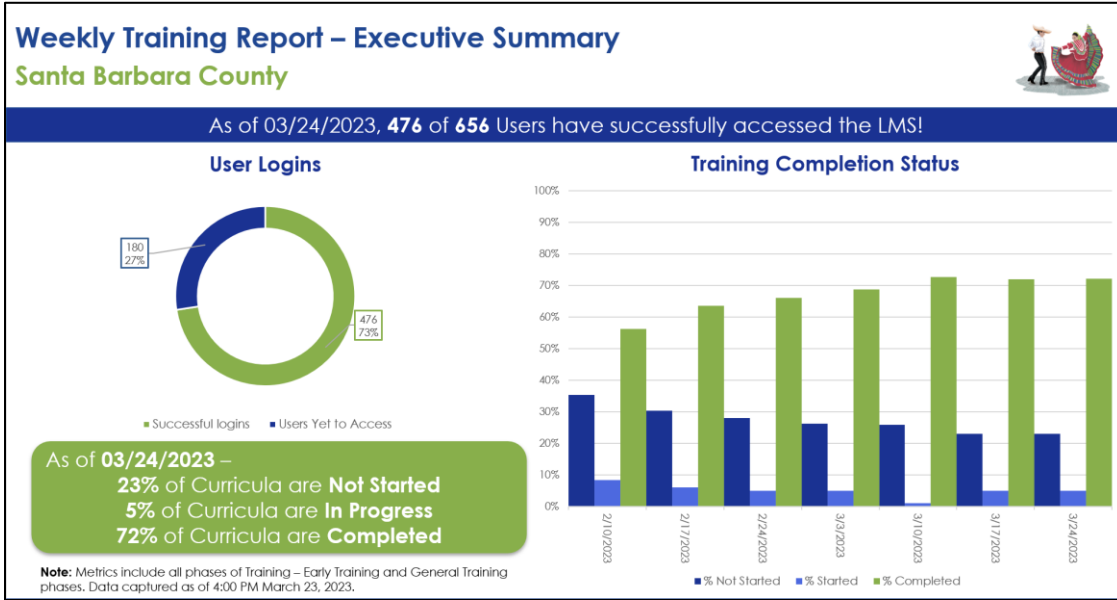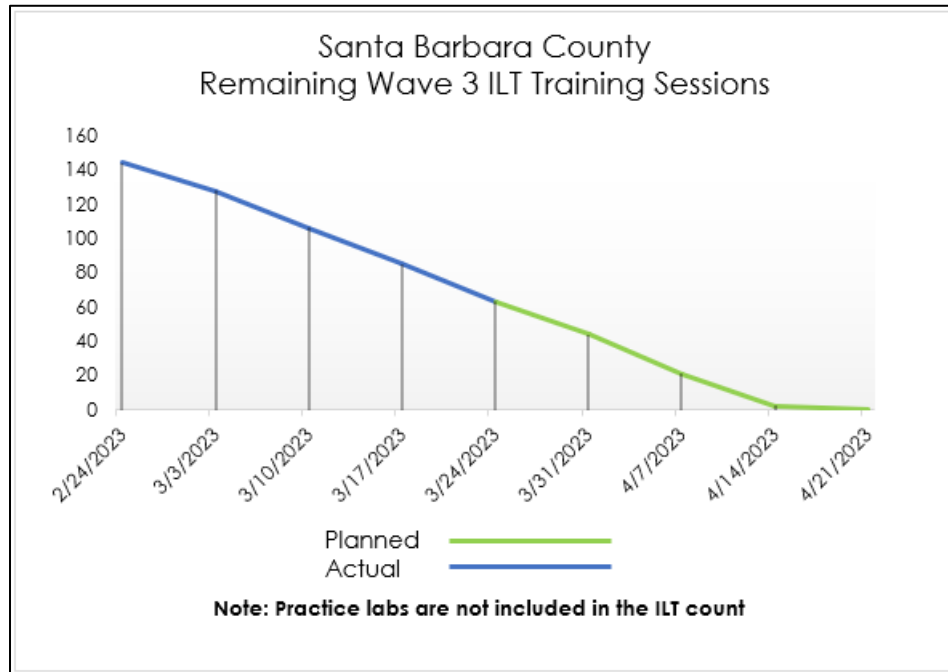
Figure 4.1-9 – Weekly ILT Training Report – Santa Clara County
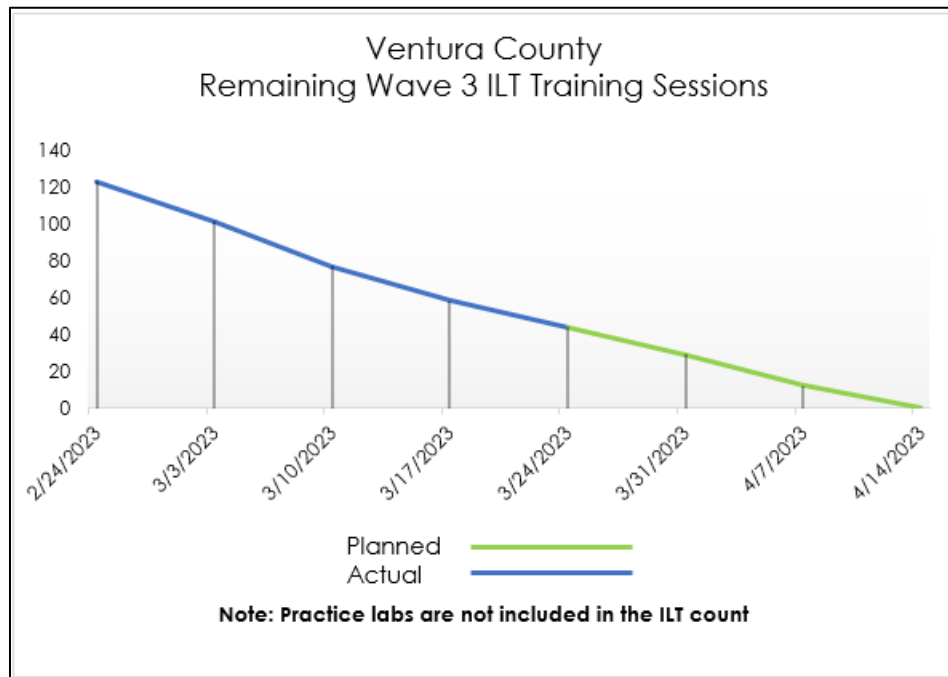
Figure 4.1-10 – Weekly ILT Training Report – Ventura County

4.2   Activities for the Next Reporting Period

► **Training Advisory Council**
  o   Host Training Advisory Council (TAC) meeting on 03/29/23.
► **Wave 3: Orange, Santa Barbara, and Ventura County Training**
  o   Continue WBTs for all staff.
  o   Continue ILTs for all staff.
  o   Host Training Touchpoint with Ventura County.

- o Host Training Touchpoint with Santa Barbara County.
- o Host Training Touchpoint with Orange County.
- ► **Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training**
  - o Continue WBTs for all staff.
  - o Continue ILTs for Early Training and Train the Trainer in San Diego County and Santa Cruz County.
  - o Start ILTs for Early Training and Train the Trainer in San Mateo County and Solano County.
  - o Host Training Touchpoint with San Diego County.
- ► **Wave 5: Alameda, Fresno, and Sonoma County Training**
  - o Host Sonoma County ILT walkthroughs.
  - o Host Training Touchpoint with Fresno County.
  - o Host Training Touchpoint with Alameda County.
- ► **Wave 6: Sacramento, San Francisco, and San Luis Obispo County Planning**
  - o Continue planning for Wave 6 CalSAWS training.

5.0 Implementation

5.1 Highlights of the Reporting Period

- ► **Readiness Dashboard and Packet**
  - o Distributed Readiness Dashboard and Packet for Wave 5.
 - o Continued updates to Wave 3, Wave 4, Wave 5 and Wave 6 Readiness Packets and Dashboards.
- ► **Lead TOSS/IPOC Meetings**
  - o Conducted TOSS/IPOC checklist review for Alameda County (03/21/23, San Francisco County, and Fresno County (03/22/23).
- ► **Wave IPOC Meetings**
  - o Conducted Wave IPOC meeting for Wave 5 on 03/22/23.
- ► **County Prep Phase**
  - o Facilitated Wave 3 County Prep Office Hours and Debriefs.
  - o Conducted County Prep Progress review sessions with each Wave 3 county and presented metrics on the 03/23/23 debrief.
- ► **Go-Live Packet (GLP)**
  - o GLP strike team completed all meetings planned with Wave 3 stakeholders.
  - o Completed draft of GLP for wave-3 and distributed to strike team for review.
  - o Completed review of all open defects; will add 21 to GLP.
  - o Met with Wave 3 Counties to review Yellow Banner and discrepant data workload.
- ► **Post-Implementation Support**
  - o Completed fourth week of Wave 2 post-Implementation support.
  - o Distributed three (3) Fact Sheets for common user issues relevant for Go-Live.
  - o Conducted daily business metrics review and standing Implementation Team calls.
  - o Managed onsite resource tracker and provided daily review of resource needs.
  - o Conducted Virtual Site Visit with Ventura County for Wave 3 resource planning.
  - o Scheduled Wave 3 virtual orientation sessions for new CalSAWS county volunteers.
  - o Reported Zoom utilization metrics for Santa Clara County, Contra Costa County, and Tulare County and conducted consolidation plan to better serve counties.

o   Reviewed Fresno County and Alameda County W5 profiles during TOSS/IPOC meetings.

5.2   Activities for the Next Reporting Period

► **Post-Implementation Support**
  o   Continue Onsite, Virtual Support to Wave 2 Counties for Post-Implementation.
  o   Track interactions and ServiceNow ticket reporting metrics for daily sync meetings.
  o   Observe and document post-Implementation trends and issue resolutions.
  o   Review and finalize CRFI responses for W3 Gap Analysis & update resource plan.
  o   Update Wave 3 virtual orientation session materials and update onsite materials.
  o   Complete review of Wave 6 draft county profiles.
► **Readiness Dashboard and Packet**
  o   Finalize and distribute Readiness Dashboard and Packet for Wave 3.
  o   Continue collecting updates for Waves 3-6 Readiness Packets.
► **Go-Live Packet (GLP)**
  o   Distribute Wave-3 GLP on 03/31
  o   Schedule Wave-3 GLP Orientation sessions
► **County Prep Phase**
  o   Conduct Wave 3 County Prep Office Hours and Daily Debrief.
  o   Submit Wave 4 County Prep Materials and CIT for internal and formal review.
► **TOSS/IPOC Meetings**
  o   Conduct TOSS/IPOC checklist review for Santa Cruz County, Santa Barbara County, Sonoma County (03/28/23), Orange County, and San Mateo County (03/29/23)

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
02.25	Monthly Status Report – January 2023	N/A	N/A	N/A	02/07/23	02/16/23
03	Requirements Traceability Matrix Initial	12/22/20	01/07/21	02/01/21	02/16/21	02/23/21
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
11.01	County Implementation Completion Report - Wave 1	N/A	N/A	01/17/23	01/31/23	02/07/23

Figure 6.1-1 – Deliverable Status by Submission

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
07.13	County Change Guide – Wave 5 (Alameda)	On Track	DDEL submission 03/27/23 FDEL submission 04/18/23 FDEL approval 04/27/23
07.14	County Change Guide – Wave 5 (Fresno)	On Track	DDEL submission 03/27/23 FDEL submission 04/18/23 FDEL approval 04/27/23
07.15	County Change Guide – Wave 5 (Sonoma)	On Track	DDEL submission 03/27/23 FDEL submission 04/18/23 FDEL approval 04/27/23
09.13	County Training Plan – Wave 5 (Alameda)	On Track	FDEL submission 03/27/23 FDEL approval 04/06/23
09.14	County Training Plan – Wave 5 (Fresno)	On Track	FDEL submission 03/27/23 FDEL approval 04/06/23
09.15	County Training Plan – Wave 5 (Sonoma)	On Track	FDEL submission 03/27/23 FDEL approval 04/06/23
09.16	County Training Plan – Wave 6 (Sacramento)	On Track	DDEL submission 03/31/23 FDEL submission 04/21/23 FDEL approval 04/28/23
09.17	County Training Plan – Wave 6 (San Francisco)	On Track	DDEL submission 03/31/23 FDEL submission 04/21/23 FDEL approval 04/28/23
09.18	County Training Plan – Wave 6 (San Luis Obispo)	On Track	DDEL submission 03/31/23 FDEL submission 04/21/23 FDEL approval 04/28/23

Table 6.1-2 – Upcoming Deliverable Deadlines

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

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

Figure 6.1-3 – Work Product Status by Submission

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
	No scheduled submissions.		

Table 6.1-4 – Upcoming Work Product Deadlines

6.2   Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Risk Level	Date Logged
240	The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without considering the multi-County and multi-vendor CalSAWS ecosystem may impact business operations	As we expand to 58 Counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&O batch schedule magnifies the potential impact to business operations and benefits to the participants.	Open	4	Medium	03/03/21
258	The CalWIN Conversion Cutover Window is at-risk of Completing past the 84-hour cutover window.	The CalWIN Conversion Cutover Window is at-risk of Completing past the 84-hour cutover window.	Wave 1–2: Closed Wave 3–6: Open	5	Wave 1: Low Wave 2–6: High	11/03/21
262	The CalWIN Counties may not be fully prepared for go-live if they do not have sufficient or timely information	The CalWIN Counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the Counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists,	Wave 1–2: Closed Wave 3–6: Open	Wave 1: 4 Wave 2–4: 3 Wave 5–6: 2	Wave 1: Low Wave 2: Medium Wave 3: Low Wave 4–6: Medium	12/13/21

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		early conversations on the transition from the current state to the future state, and clear direction.				
268	Implementation Readiness for CalWIN Cutover to CalSAWS	If implementation readiness (project and County) is not on track to meet their respective exit criteria by 04/29/2022, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help Counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 1 cutover to CalSAWS on October 27, 2022, and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN Counties to cutover to CalSAWS.	Closed	Wave 1–3: 4 Wave 4–6: 3	Medium	01/13/22
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the Counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN Counties Design, Development, and Testing timelines (i.e., schedule) and putting their County	Wave 1–2: Closed Wave 3–6: Open	3	Wave 1: Low Wave 2–6: Medium	01/12/22

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		Readiness for Go-Live at-risk.				
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: Closed Wave 2–6: Open	Wave 1: 3 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-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	Open	3	Medium	02/08/23

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		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
0107-23	PPOCs (San Mateo, Santa Cruz, Solano); Directors (San Mateo, Santa Cruz, Solano); Regional Managers (R1); Section Directors	Wave 4 Counties T-3 Months Change Readiness Survey	CalWIN Migration	03/20/23	Helen Cruz	Araceli Gallardo
0108-23	PPOCs (Contra Costa, Santa Clara, Tulare); Directors (Contra Costa, Santa Clara, Tulare); Regional Managers (R1, R4); Section Directors	Wave 2 Counties T+6 Weeks Change Readiness Survey	CalWIN Migration	03/20/23	Helen Cruz	Araceli Gallardo
0112-23	PPOCs (Alameda, Fresno, Sonoma); Regional Managers; IPOCs (Wave 5); TPOCs (Wave 5)	CalWIN Wave 5 March Readiness Dashboard and Packet	CalWIN Migration	03/23/23	Jennifer Carpenter	Mara Jennings

Weekly Status Report, March 29, 2023
Period: March 20, 2023 to March 26, 2023

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0114-23	PPOCs (All); Regional Managers; Section Directors	CalSAWS Worker Facing Virtual Assistant Infographic	CalWIN Migration	03/14/23	Araceli Gallardo	Helen Cruz
0115-23	PPOCs (Santa Barbara, Ventura, Orange); IPOCs (Santa Barbara, Ventura, Orange)	CalSAWS Training Environments for Wave 3 Counties – Access, URL and Accounts	CalWIN Migration	03/21/23	Ashley Arnold	Cristina Garcia

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
23-003	PPOCs (Alameda, Fresno, Sonoma); Regional Managers; Section Directors; IPOCs (Wave 5); TPOCs (Wave 5)	CalWIN Readiness Prerequisites for IPT	01/06/23	Closed	03/24/23	Melanie Gines	Matt Zior
23-041	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers (R1, R5)	CalWIN Wave 4 Counties - Request to Identify/Review Portal CBO Data	03/08/23	Closed	03/22/23	Pete Quijada	Susan Stultz
23-047	PPOCs (Orange, Santa Barbara, Ventura, Los Angeles); Regional Managers (R5, R6); IPOCs (Wave 3); TPOCs (Wave 3); Section Directors	CalWIN Wave 3 Counties - Identify Participants for CalWIN Go-Live County Click-Through, and CalHEERs and GA/GR Correspondence Smoke Testing	03/20/23	Open	04/03/23	Cristy Sharma	Mike Tombakian

Table 6.2-3 – CRFIs

6.3   Appendix C – Project Work Plan Reports

Project Timeline
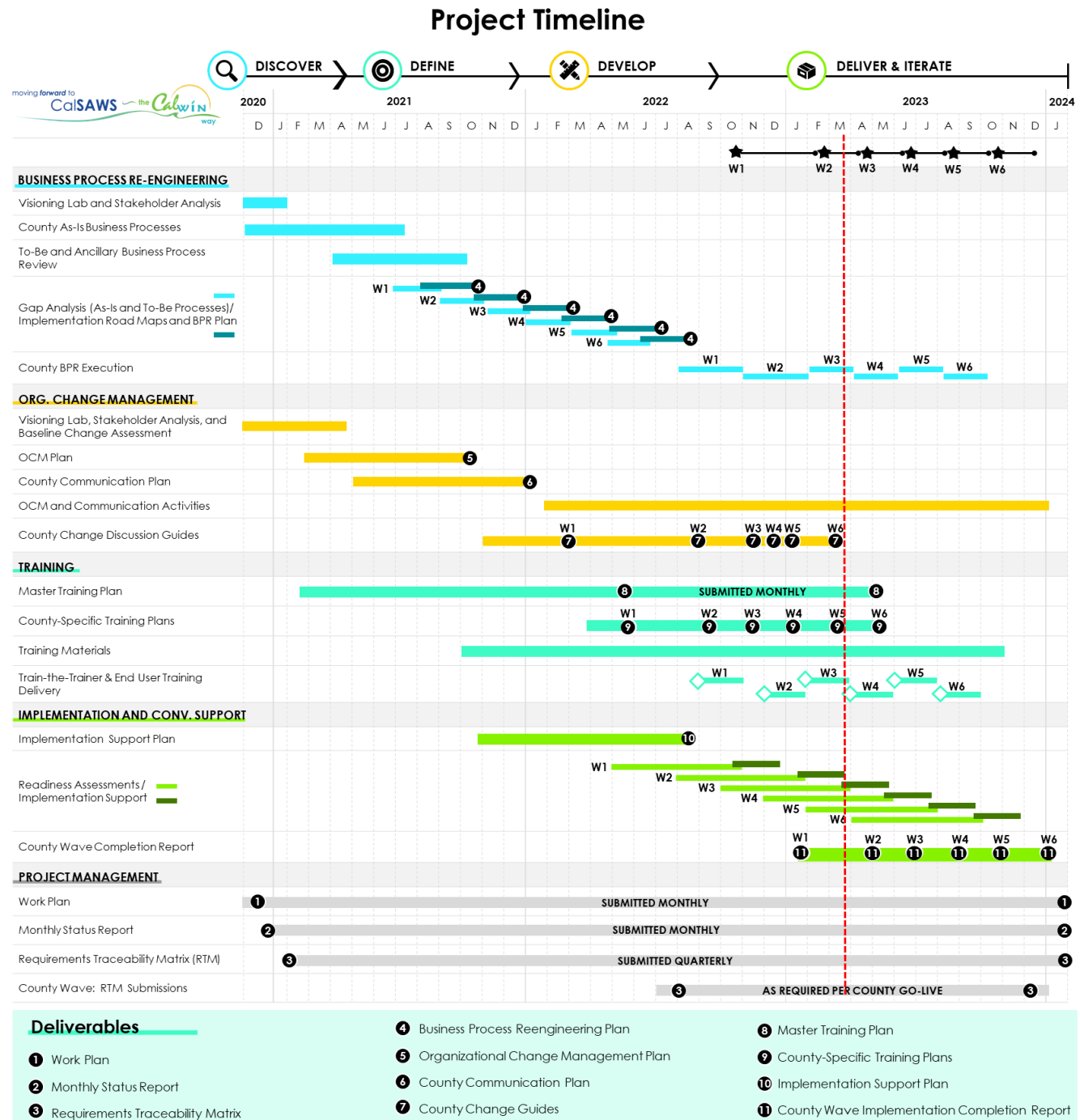
Figure 6.3-1 – Project Timeline

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