CalSAWS CalWIN Implementation Support Services (ISS) Weekly Status Report

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

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Business Process Reengineering (BPR)	► Wave 2 o Provided support for Go-Live Configurations. ► Wave 3 o Closed open GA.GR questions for Wave 3 Counties. o Provided Configuration support for County Prep. ► Wave 4 o Facilitated Configuration Working Session with Santa Cruz County. o Facilitated third weekly process simulation prep session with Santa Cruz County and Solano County. o Completed 3 day in person process simulation sessions with San Mateo County. ► Wave 5 o Initiated process simulation prep schedule discussion with Alameda County and Sonoma County.
Organizational Change Management (OCM)	► Wave 4 Change Discussion Guides o Continued to monitor the change discussions taking place in Wave 4 Counties. ► Wave 5 Change Discussion Guides o Scheduled the Primary Points of Contact (PPOC) Weekly Touchpoints with the Wave 5 Counties. ► Wave 6 Change Discussion Guides o Conducted the Wave 6 Working Sessions with the Wave 6 Counties. o Conducted the Wave 6 Weekly Wrap-ups with the Wave 6 Counties. ► Opened the Wave 4 T-3 Readiness Surveys on 04/03/23. ► Began to develop the Wave 5 T-6 Surveys on the week of the 04/03/23. ► Opened the Wave 2 T+6 Readiness Surveys for Contra Costa and Tulare on 04/03/23. ► Finalized the presentation and prepared to facilitate the Change Network Champions (CNC) Sessions for Waves 3 & 4 and Waves 5 & 6 on the week of 04/10/23. ► Began to develop April infographics for Wave 3–6. ► Sent the Wave 5 and 6 April infographics to Consortium for review on 04/03/23. ► Distributed the Newsletter Wave 2 Post-Go-Live to Wave 2 Counties on 04/03/23.

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. ▶ Started the Wave 5 Counties' Web Based Training for all staff. ▶ Conducted training site visit in Orange County. ▶ Hosted Training Touchpoints with San Luis Obispo, Solano, Santa Barbara, San Francisco, Sacramento, Orange, Alameda, Sonoma, San Mateo, and Santa Cruz Counties.
Implementation	▶ Wave 3 o GLP for Wave 3 reviewed and distributed. o Scheduled Go-Live Packet (GLP) orientation for Wave 3 Counties. ▶ Continued working with the counties on their CWA user access needs. ▶ Reviewed current state and recommended process changes for Central Print – Postage payment process. ▶ Continued meeting with Wave 5 and 6 Counties for CWA User migration to CalSAWS. ▶ Created a presentation which clarifies conversion requirements for Caseload ID. ▶ Continued working with the Lobby Management and Contact Center teams. ▶ Drafted recommendation for aligning Lobby Management with TOSS. ▶ Drafted Wave 6 County Profiles for Sacramento County, San Francisco County, and San Luis Obispo County. ▶ Facilitated Potential Fact Sheet Topic Review meeting and consolidated topics on Fact Sheet tracker. ▶ Distributed Readiness Dashboard to Wave 3 and Wave 4. ▶ Conducted the Wave 3 County Prep Office Hours and Debriefs, including individual progress review sessions and presenting metrics on 04/06/23. ▶ Completed the sixth week of Wave 2 post-Implementation support. ▶ Conducted daily business metrics review and standing internal team calls. ▶ Managed onsite resource tracker and provided daily resourcing needs. ▶ Finalized onsite resource allocations for Orange County, Santa Barbara County, and Ventura Counties and updated Gap Analysis to close gaps. ▶ Created post-Implementation Kickoff presentation for the Wave 3 Counties IPOC/TOSS meetings. ▶ Delivered Wave 3 virtual orientation session Option 1 for county volunteers. ▶ Presented the post-Implementation Kickoff presentation for the Wave 3 Counties IPOC/TOSS meetings and confirmed county escalation processes and virtual support approach.

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	► Distributed by-name resource assignments for onsite/virtual to Orange County, Santa Barbara County, and Ventura County. ► Completed Tulare County's transition from onsite support to self-sufficiency.

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 04/02/23.
  - 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:**
  - FDEL 01.27: Work Plan Monthly Updates - March 2023 on 04/05/23.
  - FDEL 02.27: Monthly Status Report - March 2023 on 04/05/23.
  - FDEL 08.09: Master Training Plan Monthly Update – 09 on 04/05/23.

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:**
  - DDEL 11.02: County Implementation Completion Report – Wave 2 on 04/14/23.

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.
  - Conducted a 3-day prep plan for San Mateo 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 Working Session with Santa Cruz County on 04/03/23 and 04/07/23.

2.2 Activities for the Next Reporting Period

- **Process Simulation**
  - Complete Scenario finalization with all Wave 4 Counties.
  - Complete assignment review and finalization for Wave 4 Counties.
  - Continue the prep sessions for Santa Cruz County and Solano County virtually.
  - Finalize the process simulation participation plan with Wave 4 Counties.
- **Configuration**
  - Facilitate the Configuration Verification session with San Mateo County 04/12/23 – 04/13/23.
  - 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**
  - Scheduled the PPOC Weekly Touchpoints with the Wave 5 Counties.
- **Wave 6 Change Discussion Guides**
  - Conducted the Wave 6 Working Sessions with the Wave 6 Counties.
  - Conducted the Wave 6 Weekly Wrap-ups with the Wave 6 Counties.
- **Change Readiness Surveys**
  - Opened the Wave 4 T-3 Readiness Surveys on 04/03/23.
  - Began to develop the Wave 5 T-6 Surveys on the week of the 04/03/23.
  - Opened the Wave 2 T+6 Readiness Surveys for Contra Costa and Tulare on 04/03/23.
- **Change Network Champion (CNC) Meetings**
  - Finalized the deck and prepared to facilitate the CNC Sessions for Waves 3 & 4 and Waves 5 & 6 on the week of 04/10/23.
- **Infographics**
  - Began to develop April infographics for Wave 3–6.
  - Sent the Wave 5 and 6 April infographics to Consortium for review on 04/03/23.
- **Newsletter**
  - Distributed the Newsletter Wave 2 Post-Go-Live to Wave 2 Counties on 04/03/23.

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 the Wave 5 Office Hours with all three Counties
  - Send the CDG DDEL to the Wave 5 Counties for signoff.
- **Wave 6 Change Discussion Guides**
  - Continue to conduct the Wave 6 Working Sessions with the Wave 6 Counties and address any comments/action items from the Working Sessions.
  - Continue to conduct the Wave 6 Weekly Wrap-ups with the Wave 6 Counties.
- **Change Readiness Surveys**
  - Monitor the Wave 4 T-3 Readiness Surveys on 04/03/23.
  - Review the Wave 5 T-6 Surveys results with the Consortium on 04/13/23 to 04/14/23.
  - Monitor the Wave 2 T+6 Readiness Surveys for Contra Costa County and Tulare County.
  - Open the Wave 2 T+6 Readiness Survey for Santa Clara on 04/12/23.
- **Change Network Champion (CNC) Meetings**
  - Conduct the Wave 3 and 4 CNC Session on 04/11/23.
  - Conduct the Wave 5 and 6 CNC Session on 04/11/23.
  - Prepare to send the CNC Session materials to Waves 3–6.
- **Infographics**
  - Send the Waves 3 and 4 to Consortium for review on 04/10/23.

4.0 Training

4.1 Highlights of the Reporting Period

- **Training Advisory Council**
  - Started planning for Training Advisory Council (TAC) meeting on 04/18/23.
- **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.
  - Conducted training site visit in Orange 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 Mateo County.
  - Hosted Training Touchpoint with Santa Cruz County.
- **Wave 5: Alameda, Fresno, and Sonoma County Training**
  - Completed Week 4 of WBTs for Early Training and Train the Trainer participants.
  - Completed Week 1 of WBTs for all staff.
  - Hosted Training Touchpoint with Sacramento County.
  - Hosted Training Touchpoint with Alameda County.
  - Hosted Training Touchpoint with Sonoma County.
- **Wave 6: Sacramento, San Francisco, and San Luis Obispo Planning**
  - Continued planning for Wave 6 training delivery.
  - Hosted Training Touchpoint with San Luis Obispo County.
  - Hosted Training Touchpoint with San Francisco County.
  - Hosted Training Touchpoint with Sacramento County.

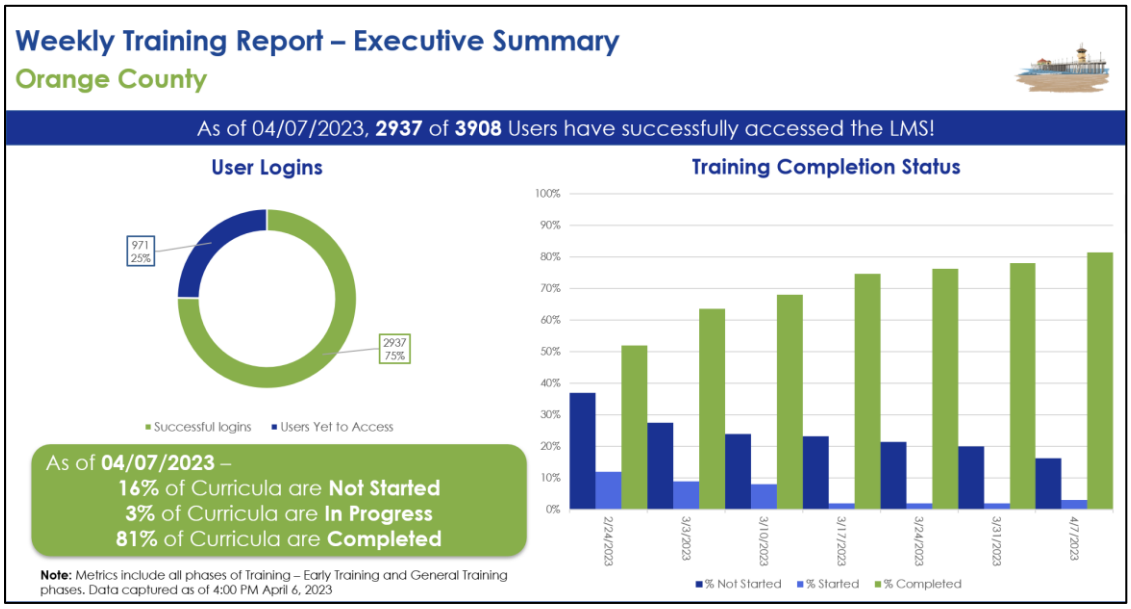

Figure 4.1-1 – Weekly WBT Training Report – Orange County

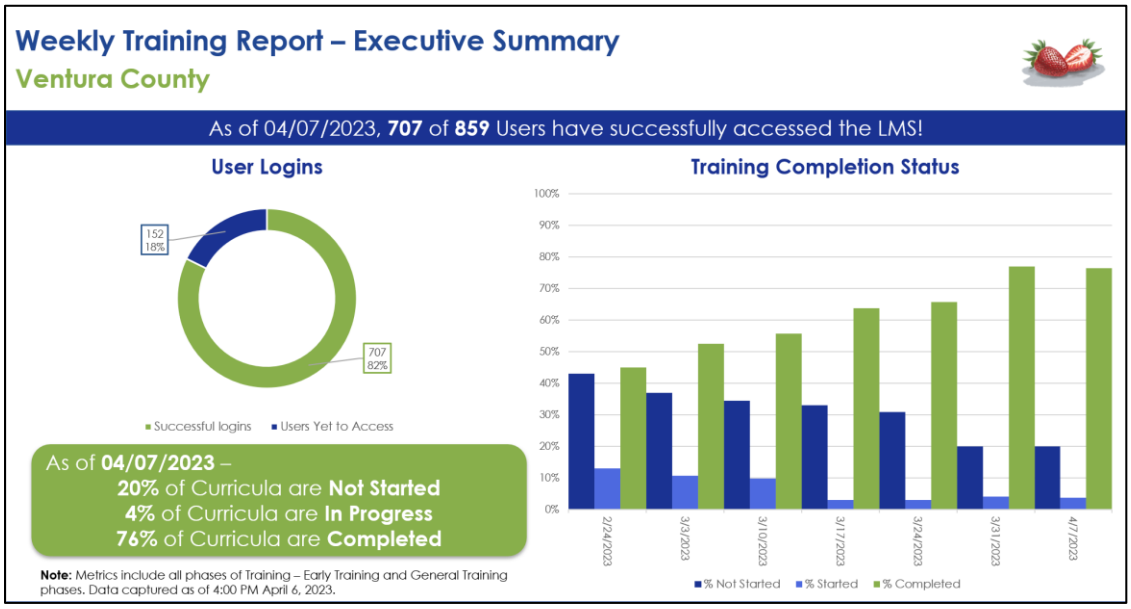

Figure 4.1-2 – Weekly WBT Training Report – Ventura County

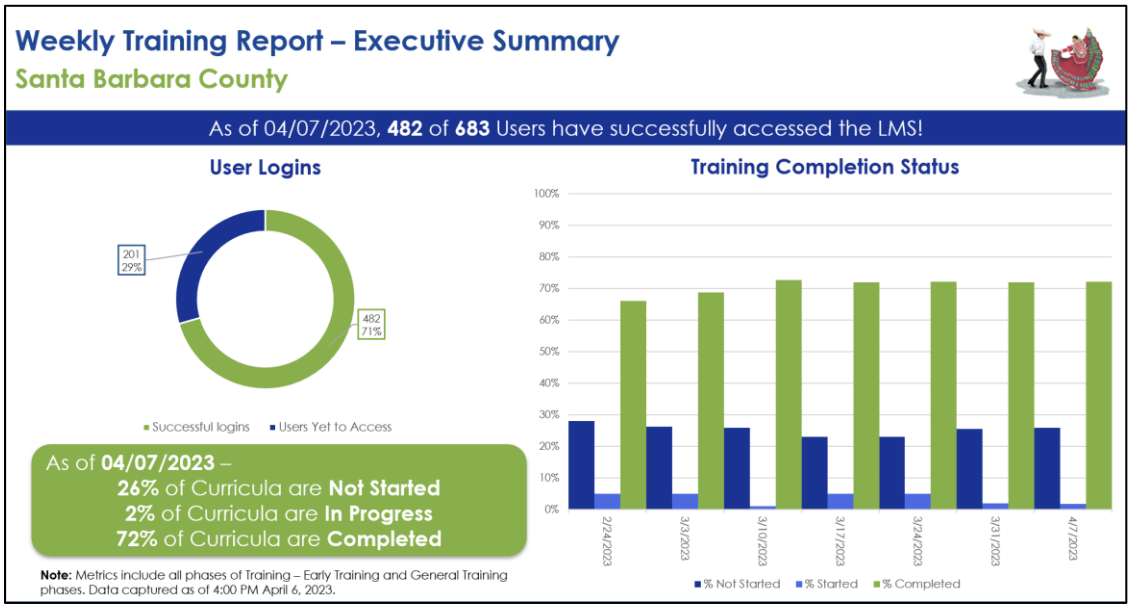

Figure 4.1-3 – Weekly WBT Training Report – Santa Barbara County

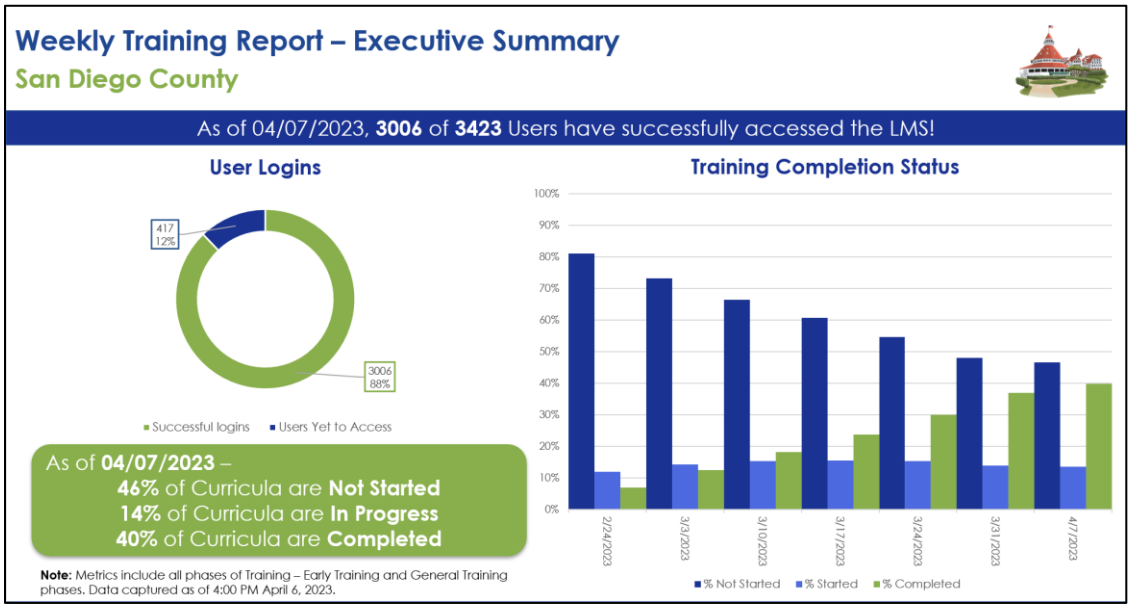

Figure 4.1-4 – Weekly WBT Training Report – San Diego County

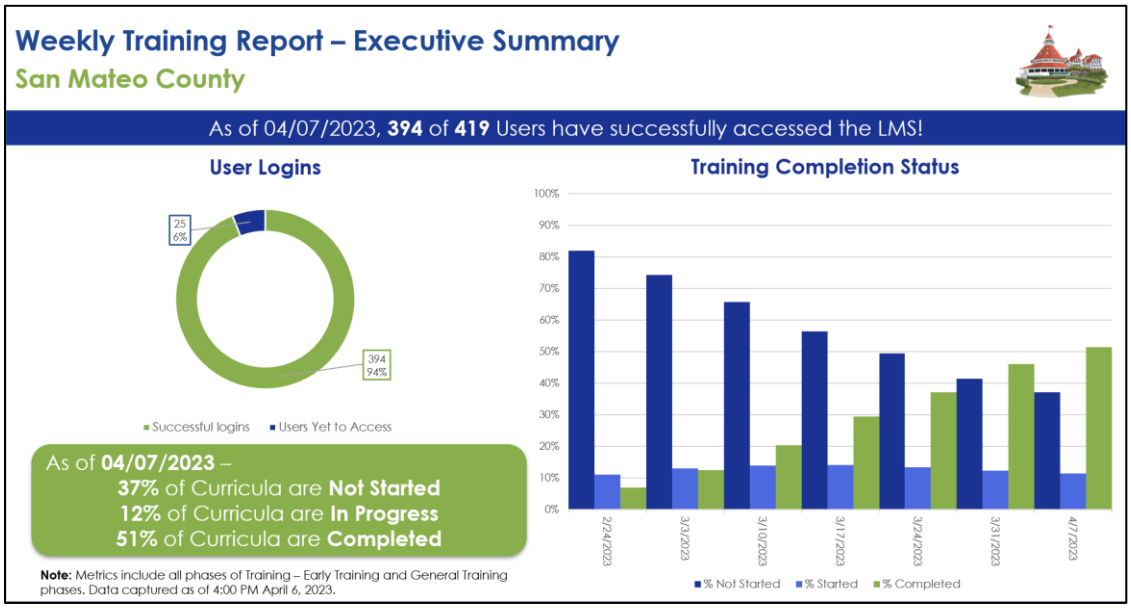

Figure 4.1-5 – Weekly WBT Training Report – San Mateo County

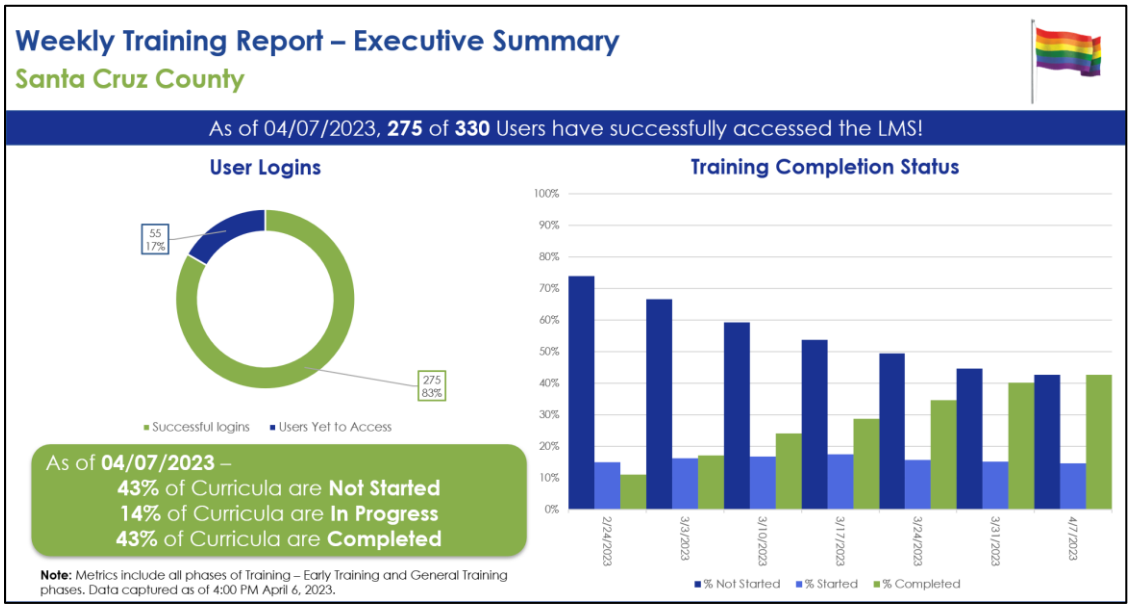

Figure 4.1-6 – Weekly WBT Training Report – Santa Cruz County

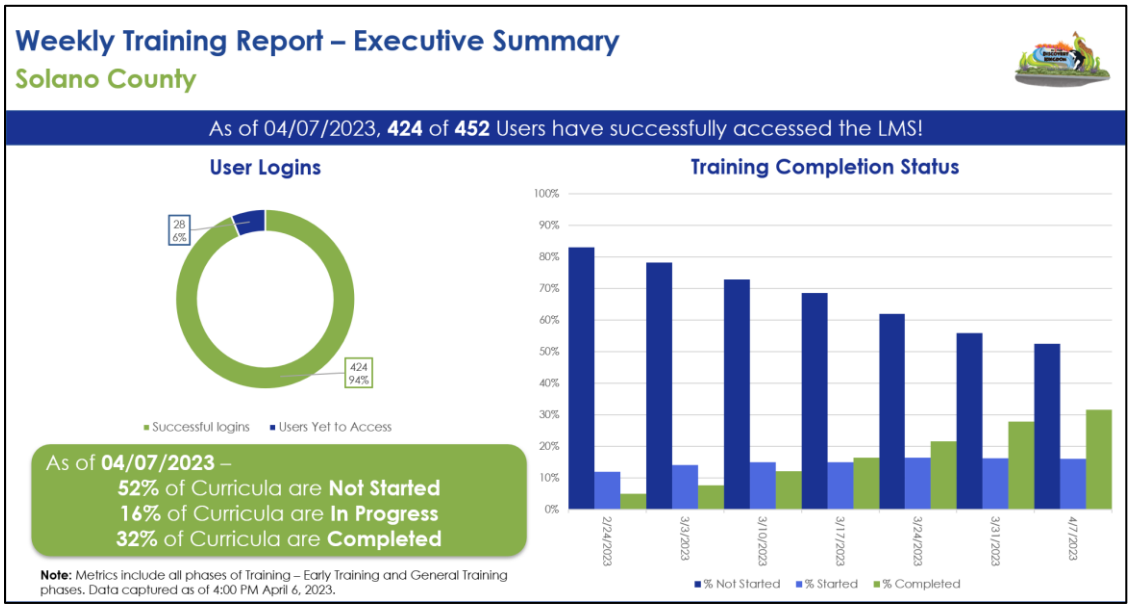

Figure 4.1-7 – Weekly WBT Training Report – Solano County

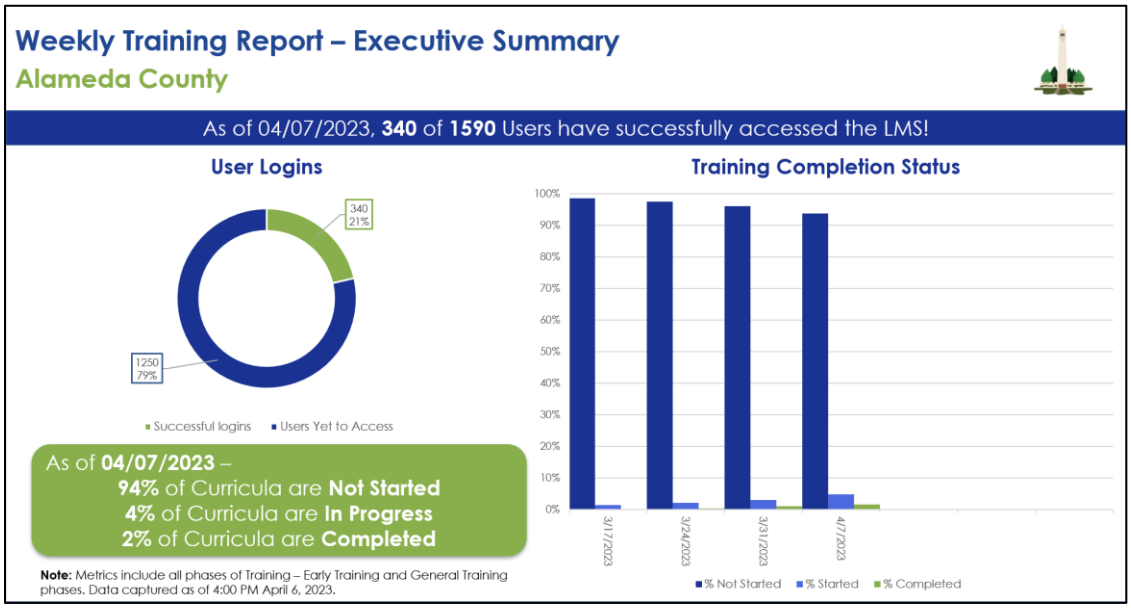

Figure 4.1-8 – Weekly WBT Training Report – Alameda County

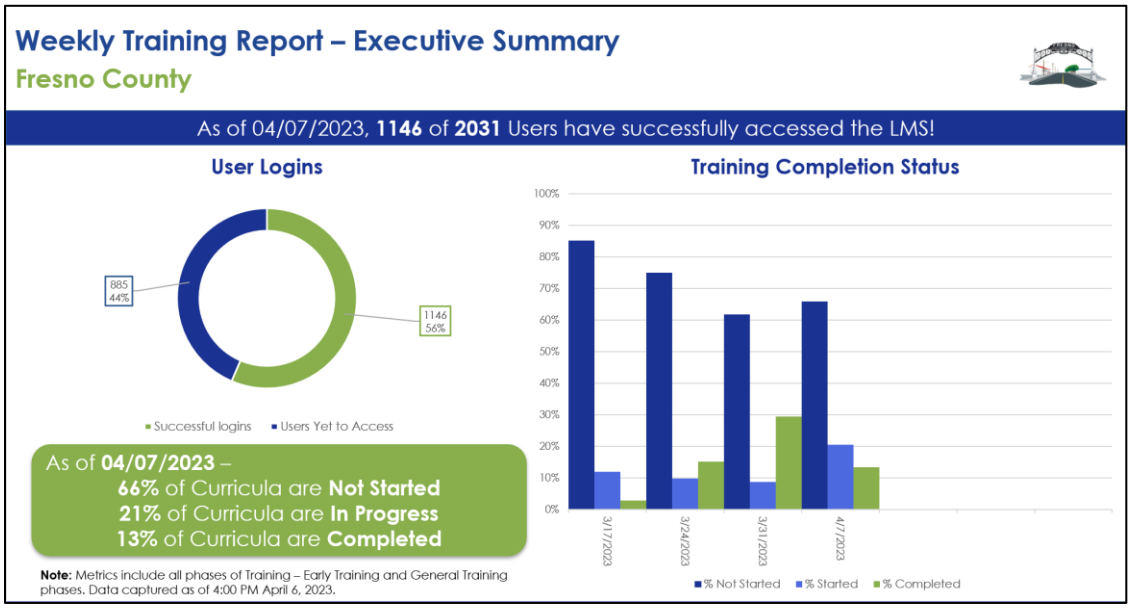

Figure 4.1-9 – Weekly WBT Training Report – Fresno County

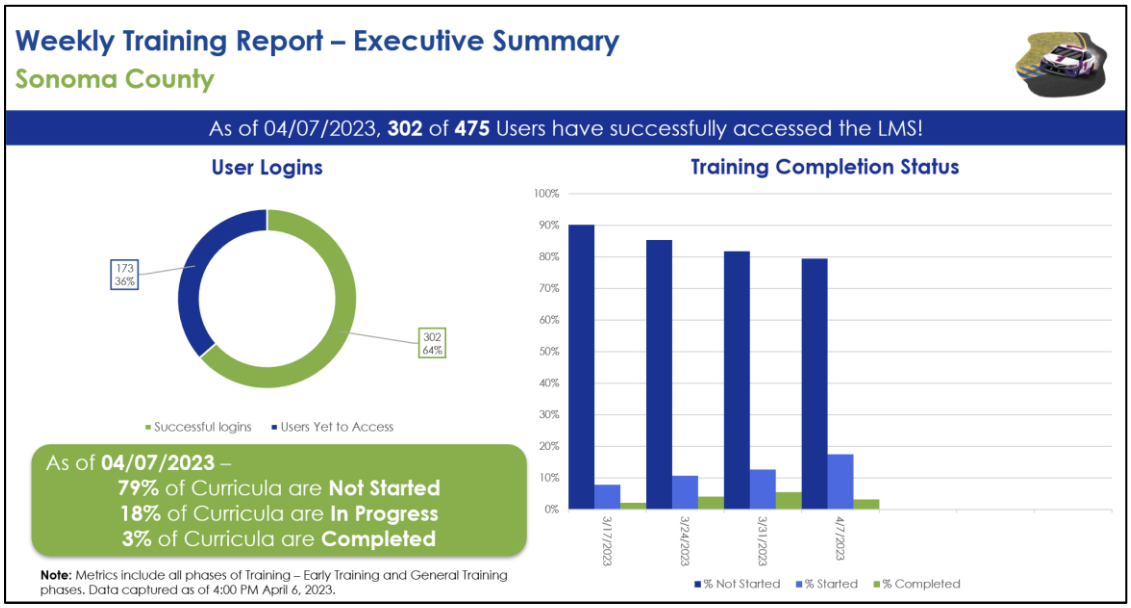

Figure 4.1-10 – Weekly WBT Training Report – Sonoma County

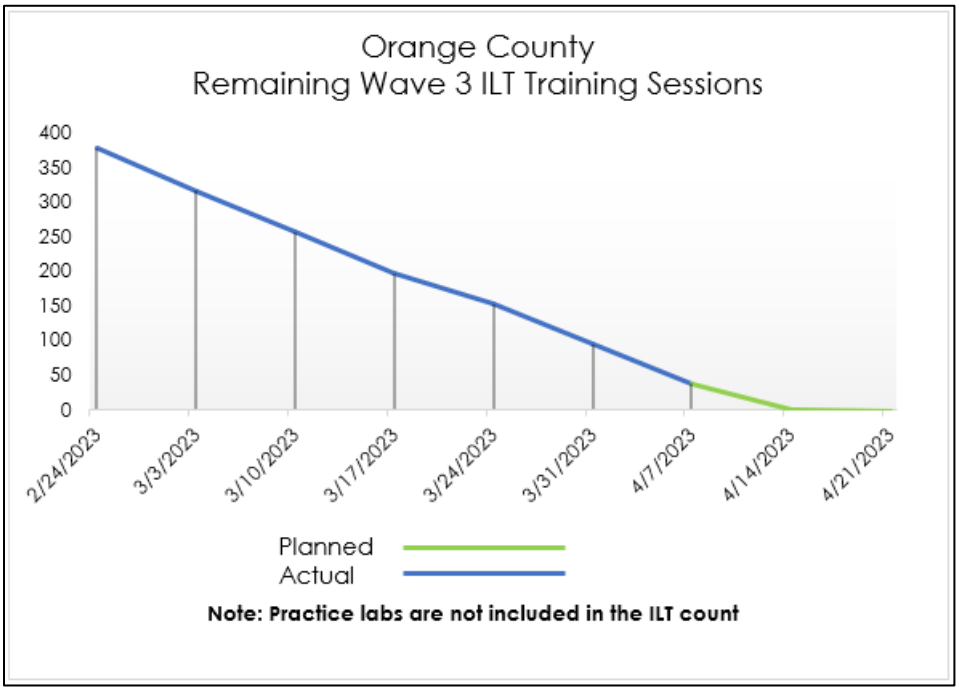

Figure 4.1-11 – Weekly ILT Training Report – Orange County

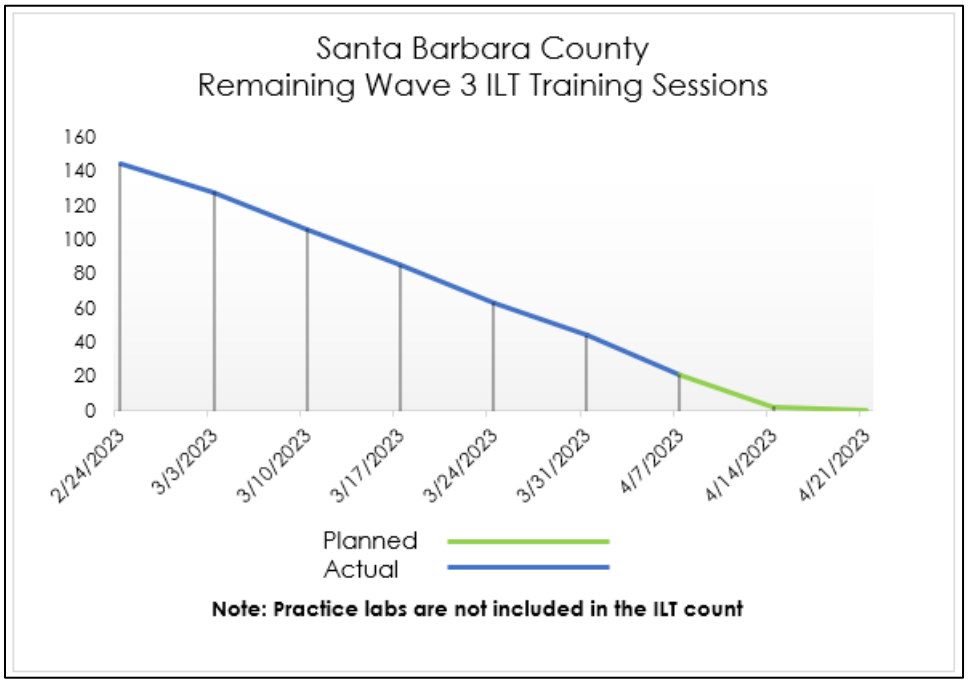

Figure 4.1-12 – Weekly ILT Training Report – Santa Barbara County

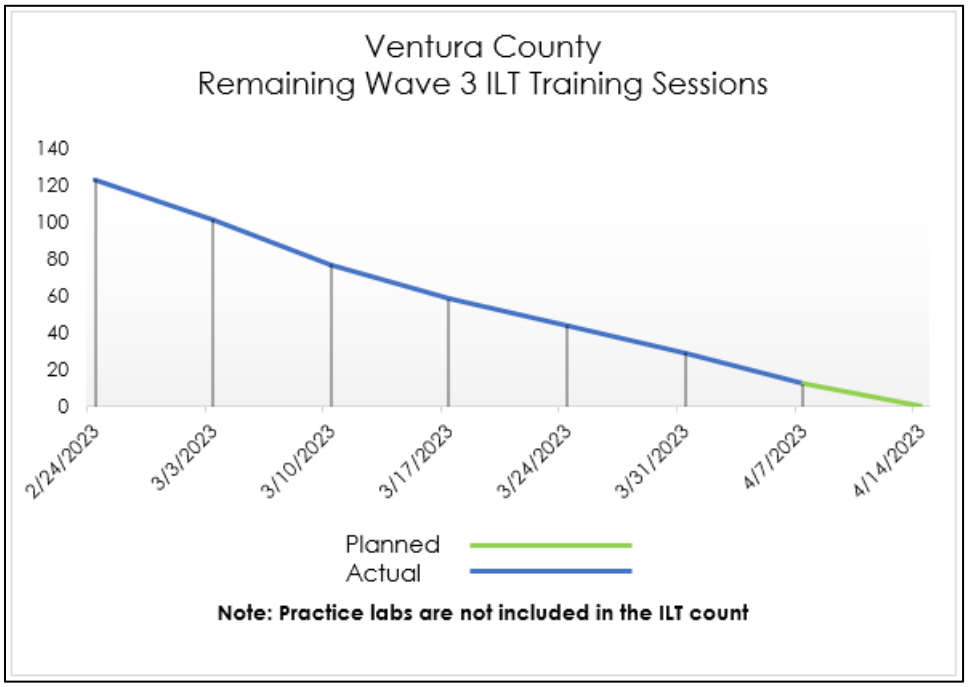

Figure 4.1-13 – Weekly ILT Training Report – Ventura County

4.2 Activities for the Next Reporting Period

- **Training Advisory Council**
  - Continue planning for Training Advisory Council (TAC) meeting on 04/18/23.
- **Wave 3: Orange, Santa Barbara, and Ventura County Training**
  - Continue WBTs for all staff.
  - Continue ILTs for all staff.
  - Host Training Touchpoint with Ventura County.
  - Host Training Touchpoint with Santa Barbara County.
  - Host Training Touchpoint with Orange County.
  - Conduct training site visit in 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 Solano County.
  - Host Training Touchpoint with San Diego County.
- **Wave 5: Alameda, Fresno, and Sonoma County Training**
  - Continue WBTs all staff.
  - Host Training Touchpoint with Fresno County.
  - Update ILT documents based on information from County Walkthroughs.
- **Wave 6: Sacramento, San Francisco, and San Luis Obispo County Planning**
  - Continue planning for Wave 6 CalSAWS training.

5.0 Implementation

5.1 Highlights of the Reporting Period

- **Readiness Dashboard and Packet**
  - Distributed Readiness Dashboard and Packet for Wave 3 and Wave 4.
  - 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 (04/05/23), Ventura County (04/05/23), Orange County (04/05/23), and Sacramento County (04/06/23).
- **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 04/06/23 debrief.
  - Submitted Wave 4 County Prep materials and CIT for formal review.
- **Go-Live Packet (GLP)**
  - The GLP for Wave 3 has been reviewed and distributed.
  - Scheduled GLP orientation for Wave 3 Counties.
- **Other Implementation Support**
  - Continued working with counties on their CWA user access needs.
  - Reviewed current state and recommended process changes for Central Print – Postage payment process.
  - Created a presentation which clarifies conversion requirements for Caseload ID.
  - Continued working with Lobby Management and Contact Center teams.
  - Drafted recommendation for aligning Lobby Management with TOSS.
- **Post-Implementation Support**
  - Completed sixth 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.
  - Distributed by-name resource assignments for onsite/virtual to Orange County, Santa Barbara County, and Ventura County.
  - Presented post-Implementation Kickoff presentation for the Wave 3 Counties IPOC/TOSS meetings and confirmed county escalation processes and virtual support approach.
  - Delivered the Wave 3 Virtual Orientation Session, Option 1 for county volunteers.
  - Completed Tulare County's transition from onsite support to self-sufficiency.

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.
  - Deliver the Wave 3 Virtual Orientation Session, Option 2 for county volunteers.
  - Conduct Wave 3 team Meet & Greet sessions to orient onsite team members.
  - Observe and document post-Implementation trends and issue resolutions.
  - Prepare CIT for Wave 3 Fact Sheets which will be applicable at cutover/Go-Live.

- Create Trip Books and CalSAWS Books for Wave 3 post-Implementation onsite support teams.
- Prepare virtual support Zoom links for Wave 3 for distribution to county PPOCs/RMs.

► **Readiness Dashboard and Packet**
- Finalize and distribute Readiness Dashboard and Packet for Wave 3 and Wave 6.
- Continue collecting updates for Waves 3–6 Readiness Packets.

► **Go-Live Packet (GLP)**
- Complete three orientation sessions for the Wave 3 GLP.
- Strike team to start second round of reviews for the Wave 3 GLP.

► **Other Implementation Activities**
- Complete updates to checklists and presentation for Central Print-Postage Payment.
- Distribute new documentation to clarify Banked Caseload ID to Worker ID concerns.
- Meet with counties to further clarify Banked Caseload ID to Worker ID concerns.

► **County Prep Phase**
- Conduct Wave 3 County Prep Office Hours and Daily Debrief.
- Distribute Wave 4 County Prep Materials and CIT to Wave 4 Counties.

► **TOSS/IPOC Meetings**
- Conduct 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**
- Conduct the Wave 6 IPOC meeting (04/13/23).

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

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
11.02	County Implementation Completion Report – Wave 2	On Track	DDEL submission 04/11/23 FDEL submission 04/28/23 FDEL approval 05/09/23

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

ID	Title	Details	Status	Impact	Risk Level	Date Logged
258	The CalWIN Conversion Cutover Window is at-risk of Completing past the 84-hour cutover window.	The CalWIN Conversion Cutover Window is at-risk of Completing past the 84-hour cutover window.	Wave 1–2: Closed Wave 3–6: Open	5	Wave 1: Low Wave 2–6: High	11/03/21
262	The CalWIN Counties may not be fully prepared for go-live if they do not have sufficient or timely information	The CalWIN Counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the Counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction.	Wave 1–2: 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
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	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
		(i.e., schedule) and putting their County 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.	Open	3	Medium	02/08/23

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		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
0129-23	PPOCs (Alameda, Contra Costa, Fresno, Orange, Sacramento, San Diego, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Placer, Sonoma, Tulare, Ventura, Yolo); Regional Managers (R1, R2. R3, R4, R5); Section Directors	The CalSAWS Scoop Newsletter Special Edition – Wave 2 Go Live	CalWIN Migration	04/03/23	Helen Cruz	Araceli Gallardo
0130-23	PPOCs (Orange, Santa Barbara, Ventura); Help Desk; Regional Managers	Wave 3B Cutover Weekend Calendar Infographic	CalWIN Migration	04/05/23	Anand Kulkarni	Cathryn Van Namen
0131-23	PPOCs (Orange, Santa Barbara, Ventura); Help Desk; Regional Managers	CalSAWS Reports/ Dashboards & Enhanced Data Reporting Availability Post	CalWIN Migration	04/05/23	Claudia Pinto Castro	Cathryn Van Namen

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
		Wave 3B Cutover Go-Live				
0133-23	PPOCs (Sacramento, San Francisco, San Luis Obispo); Regional Managers (R1, R2, R4); Section Directors	Wave 6 Counties Change Discussion Kickoff Sessions	CalWIN Migration	04/06/23	Araceli Gallardo	Helen Cruz
0134-23	PPOCs (Orange, Santa Barbara, Ventura); Regional Managers; IPOCs (Wave 3); TPOCs (Wave 3)	CalWIN Wave 3 Readiness Dashboard and Packet – 1st Weekly April 2023	CalWIN Migration	04/07/23	Jennifer Carpenter	Mara Jennings
0135-23	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers; IPOCs (Wave 4); TPOCs (Wave 4)	CalWIN Wave 4 Readiness Dashboard and Packet – 1st Biweekly April 2023	CalWIN Migration	04/07/23	Jennifer Carpenter	Mara Jennings

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
23-053	PPOCs (Sacramento); Regional Managers (R2); Section Directors	CalSAWS Wave 6 Sacramento Change Discussion Preparation Sessions	04/06/23	Open	04/20/23	Araceli Gallardo	Helen Cruz
23-054	PPOCs (San Francisco); Regional Managers (R1); Section Directors	CalSAWS Wave 6 San Francisco Change Discussion Preparation Sessions	04/06/23	Open	04/20/23	Araceli Gallardo	Helen Cruz
23-055	PPOCs (San Luis Obispo); Regional Managers (R4); Section Directors	CalSAWS Wave 6 San Luis Obispo Change Discussion Preparation Sessions	04/07/23	Open	04/21/23	Araceli Gallardo	Helen Cruz

Table 6.2-3 – CRFIs

6.3 Appendix C – Project Work Plan Reports

Project Timeline

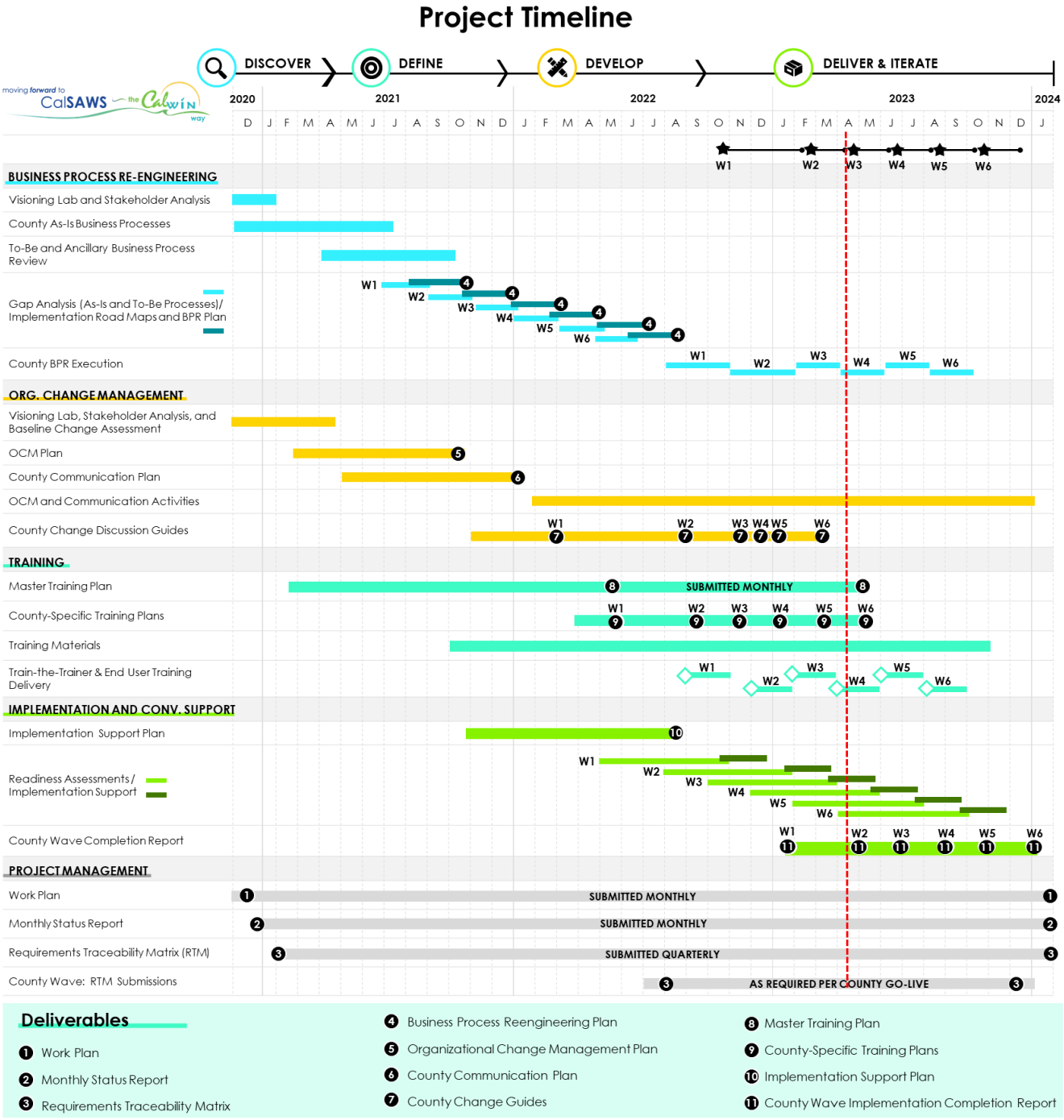

Figure 6.3-1 – Project Timeline

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