

# Wave 4 Implementation Readiness Dashboard and Packet

March 31, 2023



The **Implementation Readiness Packet & Dashboard** present a **high-level view of Project Readiness** to CalWIN Counties with information related to CalWIN Migration, BenefitsCal, and Central Print. Status will include key metrics related to the overall “health” of the Implementation effort based on measurable metrics and milestones for Wave 4. Project Milestones are identified by project team leads and CalSAWS Project leadership.

The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **March 31, 2023**.



# Readiness Packet





# Application Readiness

## Development / System Test

Deploy Release 23.05

May 19, 2023

Project

### Deploy Release 23.05 Test Execution Results\*

| Test Execution Results | Total Scripts | Not Executed    | In Progress | Pass    | Fail       | Blocked   | Completed | Remaining | Progress |
|------------------------|---------------|-----------------|-------------|---------|------------|-----------|-----------|-----------|----------|
| 3/30/2023              | 866           | 86.37%<br>(748) | 3.7% (32)   | 6% (52) | 2.42% (21) | 1.5% (13) | 86        | 780       | 9.93%    |

\* Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: UAT

## User Acceptance Test

|                                                               |                                                                        |         |
|---------------------------------------------------------------|------------------------------------------------------------------------|---------|
| CalSAWS UAT Plan Approved                                     | Completed                                                              | Project |
| Select and Confirm CalSAWS UAT Participants for UAT           | Completed                                                              | Both    |
| UAT Users Loaded to ForgeRock/UAT Environments & Applications | Completed                                                              | Project |
| Complete UAT Test Script Development                          | Completed                                                              | Project |
| Complete UAT Environment setup                                | Completed                                                              | Project |
| Complete UAT Application Training                             | May 2 – June 21, 2022 – Group 1<br>June 13 – July 21, 2022– Group 2    | County  |
| Conduct UAT Execution Kick-Off                                | June 21 and 22, 2022 – Group 1<br>July 20 and 21, 2022– Group 2        | Both    |
| Complete UAT Test Execution                                   | June 27- July 22, 2022 – Group 1<br>July 25 – August 19, 2022– Group 2 | Both    |
| Complete UAT Retest                                           | August 22 – Sept 2, 2022                                               | Both    |
| Evaluate and confirm Exit criteria                            | Metric/Completion to Plan<br>September 8, 2022                         | Project |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: Imaging

## Functionality

|                                          |              |                                |         |
|------------------------------------------|--------------|--------------------------------|---------|
| Severity 1 & 2 Defects Resolved from UAT | UAT Complete | No Sev 1 or 2 defects reported | Project |
|------------------------------------------|--------------|--------------------------------|---------|

## Performance Testing

*Imaging Performance test for Wave 4 was completed as part of the LA County go-Live performance test cycles completed March 2022*

|                                             |          |                                                                              |         |
|---------------------------------------------|----------|------------------------------------------------------------------------------|---------|
| Hyland Platform Performance Test            | Complete | Metric/Completion to Plan                                                    | Project |
| Additional Hyland Platform Performance Test | Complete | Test completed. Configuration tuned to address findings for 58+ county load. | Project |

## Images Migration

|                                                                        |             |                                            |         |
|------------------------------------------------------------------------|-------------|--------------------------------------------|---------|
| County Export of Legacy Images                                         | In Progress |                                            | County  |
| Hyland Receive and Upload Images to Production Environment             | In Progress |                                            | Project |
| Distribute CIT for Counties to install Webscan Kit and Virtual Printer | Completed   | CIT #0110-22 distributed on April 19, 2022 | Project |

## Imaging UAT

|                                                   |           |                                        |
|---------------------------------------------------|-----------|----------------------------------------|
| 7/11/22-7/22/22 (retest 8/8/22-8/12/22, 9/8/2022) | Completed | 61 of 61 scripts completed and passed. |
|---------------------------------------------------|-----------|----------------------------------------|

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: Contact Center

## Contact Center

|                                                   |                 |         |
|---------------------------------------------------|-----------------|---------|
| Technical Connectivity                            | 0%              |         |
| Update IVR Contact Flows for each County          | 4 of 4 Approved | Both    |
| Approval of County Contact Center SCRs*           | 4 of 4 Approved | County  |
| Regression Test of entire Contact Center solution | 0%              | Project |
| Model Office Testing – start 6/05/2023            | 0%              | Both    |

\*Contact Center SCRs:  
CA-240164 – Santa Cruz  
CA-240165 – Solano  
CA-240166 – San Diego  
CA-240167 – San Mateo





# Application Readiness: Central Print

## Kickoff

|                           |          |  |      |
|---------------------------|----------|--|------|
| Kickoff Meeting Completed | Complete |  | Both |
|---------------------------|----------|--|------|

## Configuration/Validation

|                        |             |                          |         |
|------------------------|-------------|--------------------------|---------|
| Configuration Meetings | Complete    | 4 Completed of 4 Planned | Both    |
| Validation Meetings    | In Progress | 0 Completed of 4 Planned | Both    |
| Configuration Load     | Not Started | 0 Completed of 4 Planned | Project |

## Setup and Training

|                              |             |                          |         |
|------------------------------|-------------|--------------------------|---------|
| Portal Users Loaded          | Not Started | 0 Completed of 4 Planned | Project |
| Inventory Confirmed          | Not Started | 0 Completed of 1 Planned | Project |
| Training Materials Completed | Complete    |                          | Project |
| Training Delivery            | Not Started | 0 Completed of 2 Planned | Both    |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: BenefitsCal Conversion



## Conversion Readiness

|                                                                                   |             |                   |         |
|-----------------------------------------------------------------------------------|-------------|-------------------|---------|
| Provide extract of the CBO to the counties                                        | Complete    | 03/03/2023        | Project |
| Extract CBO User information from MyBCW for Wave 4 counties to perform mock run 1 | Complete    | 03/01/2023        | Project |
| Extract CBO User information from MyBCW Prod for Wave 4 counties                  | Not Started | Target 06/05/2023 | Project |

## Converted Data Test

|                                                    |             |                   |         |
|----------------------------------------------------|-------------|-------------------|---------|
| Validate CBO user load into ForgeRock – Mock Run 1 | Not Started | Target 04/13/2023 | Project |
|----------------------------------------------------|-------------|-------------------|---------|

## Training Delivery

|                                                           |             |                   |         |
|-----------------------------------------------------------|-------------|-------------------|---------|
| Deliver training for CSC and Help Desk staff              | Not Started | Target – May 2023 | Project |
| Deliver training for CBOs - Community Based Organizations | Not Started | Target – May 2023 | Project |

## Communications

|                                                    |             |                                                        |         |
|----------------------------------------------------|-------------|--------------------------------------------------------|---------|
| Confirm Communications Plan for BenefitsCal        | Not Started | Communication plan will be initially drafted by 04/14. | Project |
| Begin Execution of BenefitsCal Communications Plan | Not Started | Execution will begin 05/31.                            | Both    |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# BenefitsCal Implementation Readiness



## System Operations

|                                                            |             |                         |         |
|------------------------------------------------------------|-------------|-------------------------|---------|
| Confirm Command Center schedule and communication schedule | Not Started | 06/12/2023 - 06/16/2023 | Project |
| Contingency Planning                                       | Not Started | 06/12/2023 - 06/16/2023 | Project |

## Prod Deployment Plans

|                                                                                             |             |                         |         |
|---------------------------------------------------------------------------------------------|-------------|-------------------------|---------|
| Develop Production Cutover Checklist                                                        | Not Started | Target – 05/31/2023     | Project |
| Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans | Not Started | Target – 06/13/2023     | Project |
| Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision)                   | Not Started | 06/12/2023 - 06/16/2023 | Project |
| Confirm Wave Cutover to BenefitsCal                                                         | Not Started | 06/12/2023 - 06/16/2023 | Project |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Conversion Readiness

## Conversion Readiness – Wave 4

|                                                                       |                                                                                                                                                                                                                                                           |         |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| Conversion defects not resolved prior to Wave Go-Live                 | As of 3/27/23, there are 82 P2 and 66 P3 and P4 Open Converted Data Defects                                                                                                                                                                               | Project |
| Auto Case Review Match Rate                                           | Match Rate as a result of Wave 3 Mock Cutover is approx. 70% in aggregate across all programs<br><br>Wave 4B Mock scheduled 4/1/23-4/5/23 and once results are available they will be shared.                                                             | Project |
| Complete Wave 4 Mock Cutovers (Risk 258)                              | Mock Cutover – On-Schedule for 4/1/23-4/14/23<br>The Wave 4 Cutover Plan is dependent on the Wave4 Mock Cutover actuals (assessed) and (any) implementation decisions the project makes to achieve or minimize the impact to the 84 hours cutover window. | Project |
| Deliver Wave 4 Golden Data Set (GDS) for County Data Validation (CDV) | Wave 4 GDS#11 Remains On-Schedule for delivery in April 2023<br><br>W4 CDV start date shifted out one week and starts 4/17/23.                                                                                                                            | Project |
| Support Wave 4 County Data Validation - Defect Resolution             | Planned for 4/17/23 - 4/28/23                                                                                                                                                                                                                             | Project |
| Complete Wave 4A (County Preparation) Cutover                         | Planned for May 15, 2023                                                                                                                                                                                                                                  | Project |
| Complete Wave 4B (Go-Live) Cutover                                    | Planned for July 3, 2023                                                                                                                                                                                                                                  | Project |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Integration Readiness

Interface Partner Testing – Begins 03/15/2023

Complete Interface Development – County

In Progress

County

| Interface Names           | San Diego | Ready for IPT? | San Mateo | Ready for IPT? | Santa Cruz | Ready for IPT? | Solano | Ready for IPT? |
|---------------------------|-----------|----------------|-----------|----------------|------------|----------------|--------|----------------|
| 1099 File Writer job      | YES       | YES            | YES       | YES            | YES        | YES            | YES    | YES            |
| Paid Warrant Reader job   | NO        | N/A            | YES       | YES            | YES        | YES            | YES    | NO             |
| Outbound Collections      | YES       | YES            | NO        | N/A            | NO         | N/A            | NO     | N/A            |
| Inbound Collections       | NO        | N/A            | NO        | N/A            | NO         | N/A            | NO     | N/A            |
| Warrant Print Writer      | YES       | YES            | YES       | YES            | YES        | YES            | YES    | YES            |
| Warrant Print Reader      | NO        | N/A            | NO        | N/A            | YES        | YES            | NO     | N/A            |
| Auditor Controller Writer | YES       | YES            | YES       | YES            | YES        | YES            | YES    | YES            |
| Positive Pay file         | YES       | YES            | YES       | YES            | YES        | YES            | YES    | YES            |
| Direct Deposit Writer     | YES       | YES            | YES       | YES            | YES        | YES            | YES    | NO             |
| Direct Deposit Reader     | YES       | YES            | YES       | YES            | YES        | YES            | YES    | YES            |
| School Lunch              | NO        | N/A            | YES       | YES            | YES        | YES            | YES    | YES            |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Integration Readiness

## Interface Partner Testing – 03/15/2023 - 05/05/2023

|                                                              |                 |     |         |
|--------------------------------------------------------------|-----------------|-----|---------|
| Execute Interface Testing with CalWIN County Partners        | Behind Schedule | 6%  | Project |
| Execute Interface Testing with State and Consortium Partners | On Schedule     | 54% | Project |

| CONSORTIUM PARTNERS INTERFACE TESTING            |        |                        |
|--------------------------------------------------|--------|------------------------|
| CONSORTIUM PARTNER                               | STATUS | TARGET COMPLETION DATE |
| Electronic Inter County Transfer (EICT) - CalWIN | 1/3    | May 5, 2023            |

| STATE PARTNER 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         |

| CalWIN Wave 4 COUNTIES INTERFACE TESTING |        |                        |
|------------------------------------------|--------|------------------------|
| CalWIN Wave 4 COUNTY PARTNER             | STATUS | TARGET COMPLETION DATE |
| San Diego County                         | 0/7    | May 5, 2023            |
| San Mateo County                         | 0/8    | May 5, 2023            |
| Santa Cruz County                        | 0/9    | May 5, 2023            |
| Solano County                            | 2/8    | May 5, 2023            |

|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|



# Technical Readiness: Networking

## Networking

County Networking Connectivity

Both

| CalWIN Wave 4 COUNTIES            |          |        |         |       |
|-----------------------------------|----------|--------|---------|-------|
| NETWORKING READINESS              | STATUS   | ACTUAL | PLANNED | Δ     |
| Overall Network Interconnectivity | On Track | 98.1%  | 84.3%   | 13.9% |
| Critical Path                     | On Track | 100.0% | 94.4%   | 5.6%  |

| NETWORKING READINESS | STATUS   | ACTUAL | PLANNED | Δ     |
|----------------------|----------|--------|---------|-------|
| San Diego            | On Track | 96.3%  | 92.6%   | 3.7%  |
| San Mateo            | On Track | 94.4%  | 88.9%   | 5.6%  |
| Santa Cruz           | On Track | 94.4%  | 81.5%   | 13.0% |
| Solano               | On Track | 92.6%  | 74.1%   | 18.5% |

| Milestone                                       | Status                                                                                                                                                                                                      |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wave 4 County Networking Connectivity Readiness | <div></div> <ul style="list-style-type: none"> <li>Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery</li> <li>Track ongoing delivery of secondary circuits to County sites.</li> </ul> |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Operations

## Contingency Restoration Planning

|                                       |           |      |         |
|---------------------------------------|-----------|------|---------|
| Migration Rollback Planning Completed | Completed | 100% | Project |
|---------------------------------------|-----------|------|---------|

## Disaster Recovery Exercise

|                                  |           |      |         |
|----------------------------------|-----------|------|---------|
| Disaster Recovery Test Completed | Completed | 100% | Project |
|----------------------------------|-----------|------|---------|

## Batch Operations

|                        |             |     |         |
|------------------------|-------------|-----|---------|
| CalWIN Batch Schedules | In Progress | 90% | Project |
|------------------------|-------------|-----|---------|

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Technical Readiness: Performance Testing

## Performance Testing – Wave 3-6

CalSAWS Batch Performance (58 County)

In Progress

25%

Project

### CalWIN Wave 3-6 Batch Performance Schedule and Results

| Performance Cycle            | Start Date        | End Date        | Run Time                                                  |
|------------------------------|-------------------|-----------------|-----------------------------------------------------------|
| 10-day cutoff*               | February 27, 2023 | March 10, 2023  | (Run 1) 11 hours 17 minutes<br>(Run 2) 9 hours 36 minutes |
| Main Payroll                 | March 20, 2023    | March 24, 2023  | (Run 1) 9 hours 24 minutes<br>(Run 2) 9 hours 36 minutes  |
| End of Month**               | April 10, 2023    | March 14, 2023  | TBD                                                       |
| 10-day cutoff**              | April 17, 2023    | April 21, 2023  | TBD                                                       |
| Main Payroll**               | April 24, 2023    | April 28, 2023  | TBD                                                       |
| End of Month***              | May 8, 2023       | May 19, 2023    | TBD                                                       |
| 10-day cutoff***             | May 22, 2023      | June 2, 2023    | TBD                                                       |
| Main Payroll***              | June 5, 2023      | June 16, 2023   | TBD                                                       |
| Contingency for re-execution | June 19, 2023     | August 11, 2023 | TBD                                                       |

\*Represents the highest transaction volume day

\*\*Validation of FSX Storage option

\*\*\*Validation of io2 Storage option

Note: Successful completion of the 3 cycles within the batch window will indicate that all cycles can complete within the batch window

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Performance Testing

## CalSAWS 52 County Online Performance Test – Schedule

| Workload Mix (WL)          | Start Date | End Date   | Status      |
|----------------------------|------------|------------|-------------|
| #1 - CalSAWS Online        | 05/22/2023 | 06/09/2023 | Not Started |
| #2 - CalSAWS Online + APIs | 06/12/2023 | 06/23/2023 | Not Started |

## CalSAWS 52 County Online Performance Test

| Category         | SLA                      | SLA Met % & Avg. Server Response Time |
|------------------|--------------------------|---------------------------------------|
| Screen to Screen | Peak - 98% [ <=2s ]      |                                       |
|                  | Prime - 99.9% [ <= 10s ] |                                       |
| EDBC             | Peak - 95% [ <= 3s ]     |                                       |
|                  | Prime - 99.9% [ <= 20s ] |                                       |
| Search           | Peak - 95% [ <=6s ]      |                                       |

### Online Performance Test Findings –

#### Exit Criteria -

- Simulate Online transaction load of CalSAWS volume at peak hours meets SLA requirements
- Performance results are successful and meet contractual SLAs – Online (Load and Endurance tests)



# Technical Readiness: Security

## Application Security

|                                     |           |      |
|-------------------------------------|-----------|------|
| CalSAWS Scans/Remediation Completed | Completed | 100% |
|-------------------------------------|-----------|------|

## Penetration Testing

|                                                      |           |      |
|------------------------------------------------------|-----------|------|
| Signed with 3 <sup>rd</sup> party to conduct Testing | Completed | 100% |
|------------------------------------------------------|-----------|------|

|                                 |           |      |
|---------------------------------|-----------|------|
| Penetration Testing Preparation | Completed | 100% |
|---------------------------------|-----------|------|

|                                                                                                             |           |      |
|-------------------------------------------------------------------------------------------------------------|-----------|------|
| Penetration Testing Execution & Agreed-upon remediations (Completed for the CMS Verification in April 2022) | Completed | 100% |
|-------------------------------------------------------------------------------------------------------------|-----------|------|

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Training Readiness

## Training Plan

|                                                        |          |      |         |
|--------------------------------------------------------|----------|------|---------|
| Wave 4 Draft County-Specific Training Plans completed. | Complete | 100% | Both    |
| Create Training Accounts in Training Environment       | Complete | 100% | Project |

## Training Materials

|                                                                                                                |          |      |         |
|----------------------------------------------------------------------------------------------------------------|----------|------|---------|
| Wave 4 County-specific ILT training materials finalized and reviewed – Walkthroughs complete                   | Complete | 100% | Both    |
| Web-based Trainings updated (Accenture/Consortium) – updates are ongoing per regular training release schedule | Complete | 100% | Project |
| Training Environment/Build Training Data                                                                       | Complete | 100% | Project |

## Training Delivery

|                                                                                                                                                       |             |                             |         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------|---------|
| Wave 4 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS                                                                | Complete    | 100%                        | Project |
| Wave 4 staff course assignments / registration for Early Training & TTT ILT                                                                           | Complete    | 100%                        | Project |
| Wave 4 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)                                  | Complete    | 100%                        | Project |
| Wave 4 Early Training & TTT Started (WBT) – started 01/16/2023                                                                                        | Complete    | 100%                        | County  |
| Wave 4 End-User Training Started (WBT) – started 02/06/2023                                                                                           | In Progress | 42%                         | County  |
| Wave 4 Early Training & TTT Started (ILT) – start 03/10/2023 for Santa Cruz; 3/13/2023 for San Diego County; 03/27/2023 for all other Wave 4 counties | In Progress | 32 Completed of 114 Planned | Both    |
| Wave 4 End User Training (EUT) - start 05/01/2023 for San Diego County; 05/08/2023 for all other Wave 4 counties                                      | Not Started | # Completed of # Planned    | Both    |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Training Readiness

## WBT Progress by County

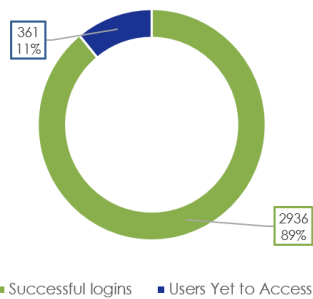
### Weekly Training Report – Executive Summary

#### San Diego County



As of 03/31/2023, **2936** of **3297** Users have successfully accessed the LMS!

#### User Logins

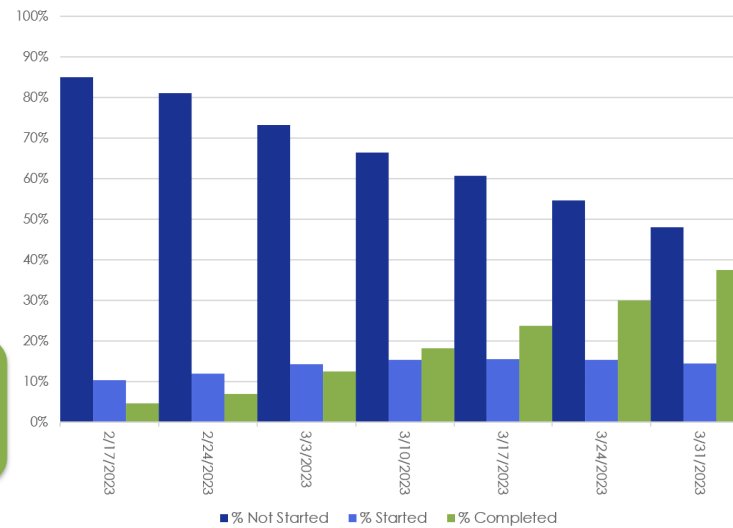


As of **03/31/2023** –

**48%** of Curricula are **Not Started**  
**14%** of Curricula are **In Progress**  
**37%** of Curricula are **Completed**

**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM March 30, 2023.

#### Training Completion Status



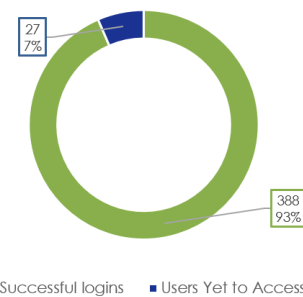
### Weekly Training Report – Executive Summary

#### San Mateo County



As of 03/31/2023, **388** of **415** Users have successfully accessed the LMS!

#### User Logins

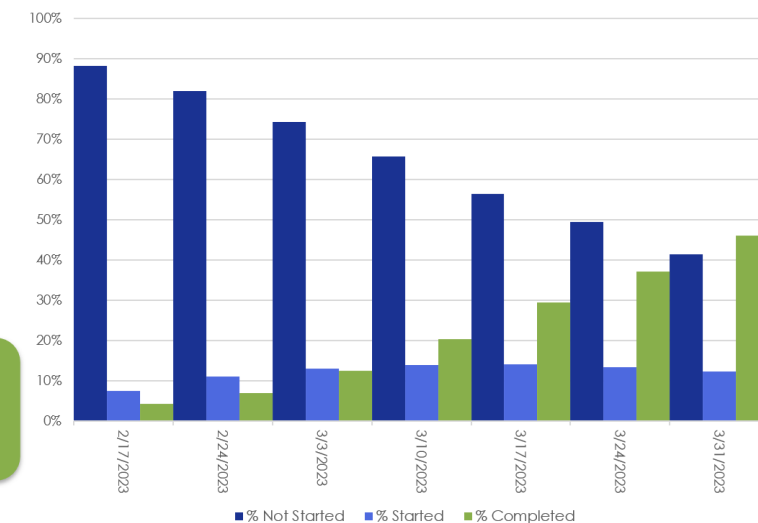


As of **03/31/2023** –

**42%** of Curricula are **Not Started**  
**12%** of Curricula are **In Progress**  
**46%** of Curricula are **Completed**

**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM March 30, 2023.

#### Training Completion Status





# Training Readiness

## WBT Progress by County

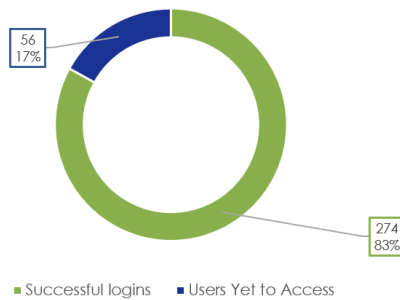
### Weekly Training Report – Executive Summary

#### Santa Cruz County



As of 03/31/2023, **274** of **330** Users have successfully accessed the LMS!

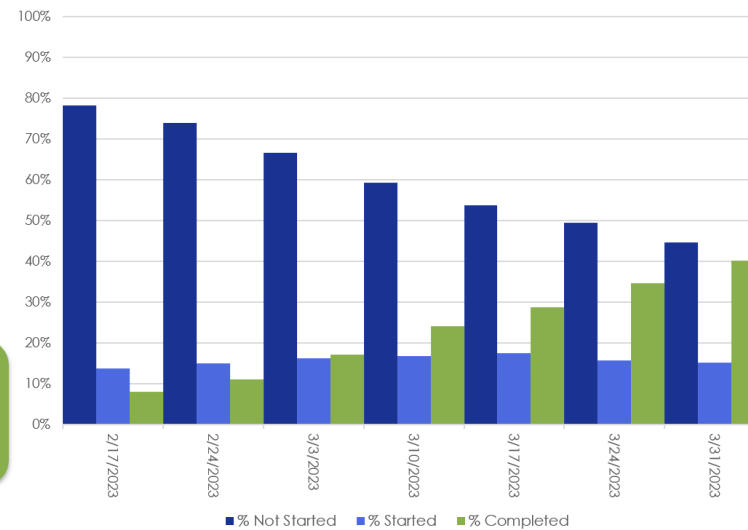
#### User Logins



As of **03/31/2023** –  
**45%** of Curricula are **Not Started**  
**15%** of Curricula are **In Progress**  
**56%** of Curricula are **Completed**

**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM March 30, 2023.

#### Training Completion Status



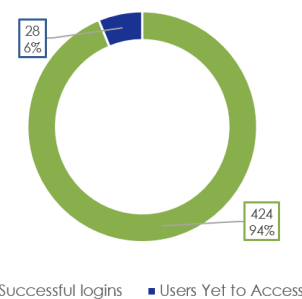
### Weekly Training Report – Executive Summary

#### Solano County



As of 03/31/2023, **424** of **452** Users have successfully accessed the LMS!

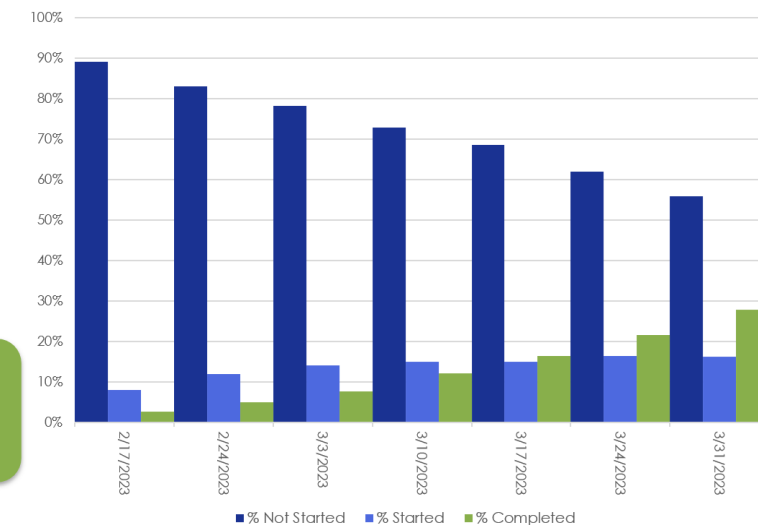
#### User Logins



As of **03/31/2023** –  
**56%** of Curricula are **Not Started**  
**16%** of Curricula are **In Progress**  
**28%** of Curricula are **Completed**

**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM March 30, 2023.

#### Training Completion Status





# Training Readiness

## Imagina WBT Progress by County

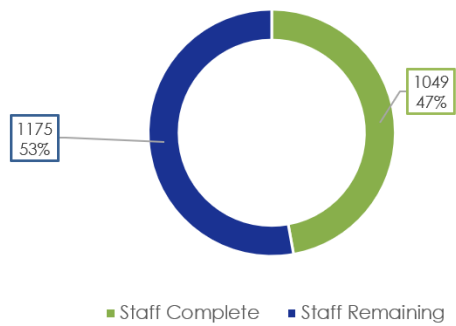
### Imaging Web-Based Training Status

San Diego County

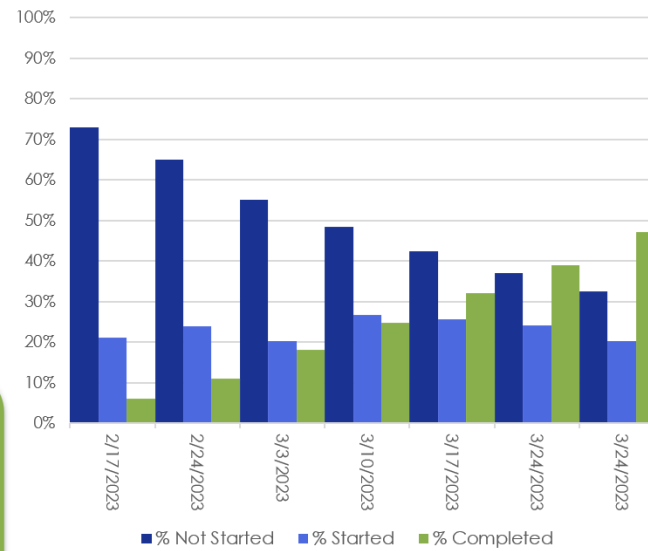


As of 03/31/2023, **1049** of **2224** Users have completed their Imaging Web-Based Training!

#### Staff Trained



#### Training Completion Status



**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on March 30, 2023

As of **03/31/2023** –  
**33%** of Users have **Not Started** their training  
**20%** of Users have **Started** their training  
**47%** of Users have **Completed** their training

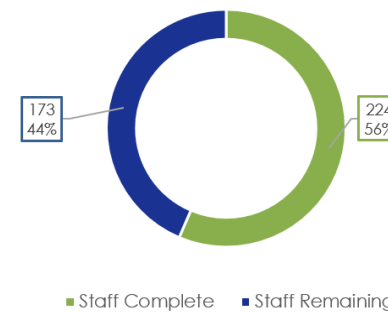
### Imaging Web-Based Training Status

San Mateo County

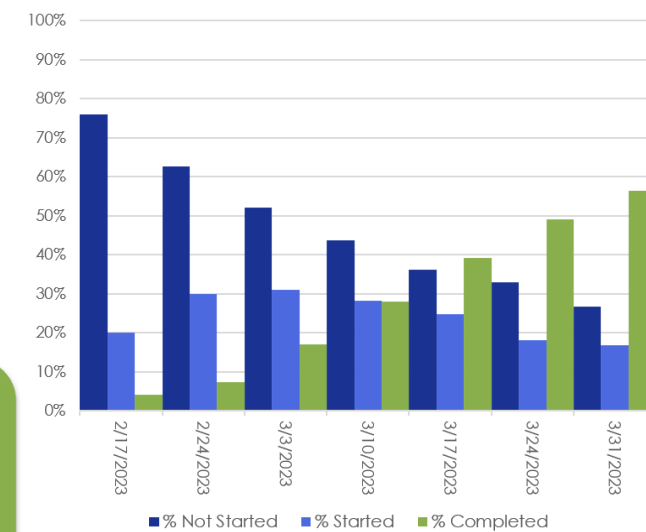


As of 03/31/2023, **224** of **397** Users have completed their Imaging Web-Based Training!

#### Staff Trained



#### Training Completion Status



**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on March 30, 2023

As of **03/31/2023** –  
**27%** of Users have **Not Started** their training  
**17%** of Users have **Started** their training  
**56%** of Users have **Completed** their training



# Training Readiness

## Imaging WBT Progress by County

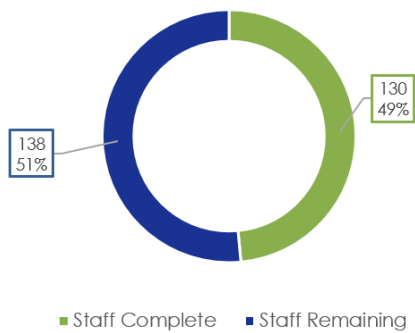
### Imaging Web-Based Training Status

Santa Cruz County

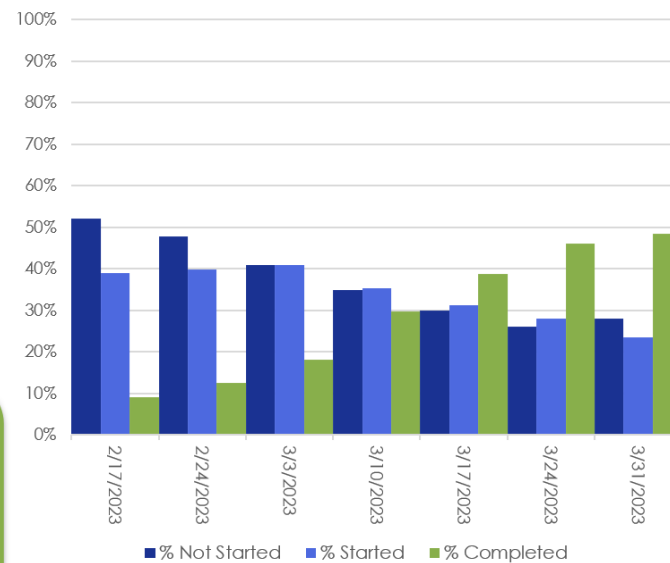


As of 03/31/2023, **130** of **268** Users have completed their Imaging Web-Based Training!

#### Staff Trained



#### Training Completion Status



**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on March 30, 2023

As of **03/31/2023** –  
**28%** of Users have **Not Started** their training  
**24%** of Users have **Started** their training  
**49%** of Users have **Completed** their training

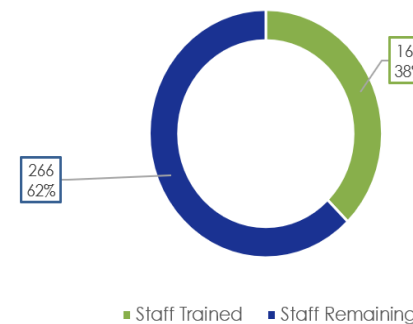
### Imaging Web-Based Training Status

Solano County

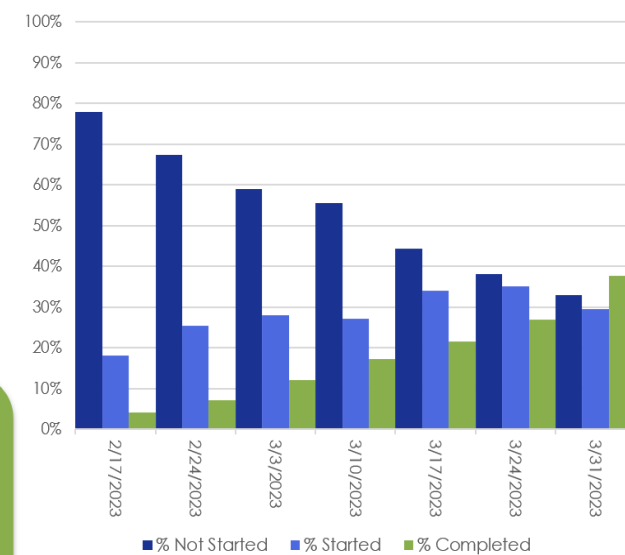


As of 03/31/2023, **160** of **426** Users have completed their Imaging Web-Based Training!

#### Staff Trained



#### Training Completion Status



**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on March 30, 2023

As of **03/31/2023** –  
**33%** of Users have **Not Started** their training  
**30%** of Users have **Started** their training  
**38%** of Users have **Completed** their training





# Training Readiness

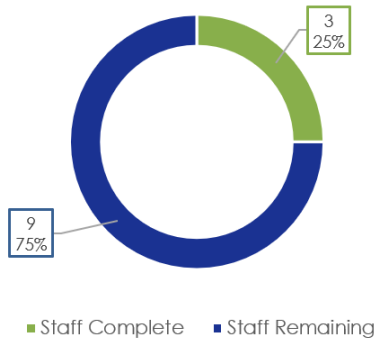
## Contact Center WBT Progress by County

### Contact Center Web-Based Training Status San Diego County

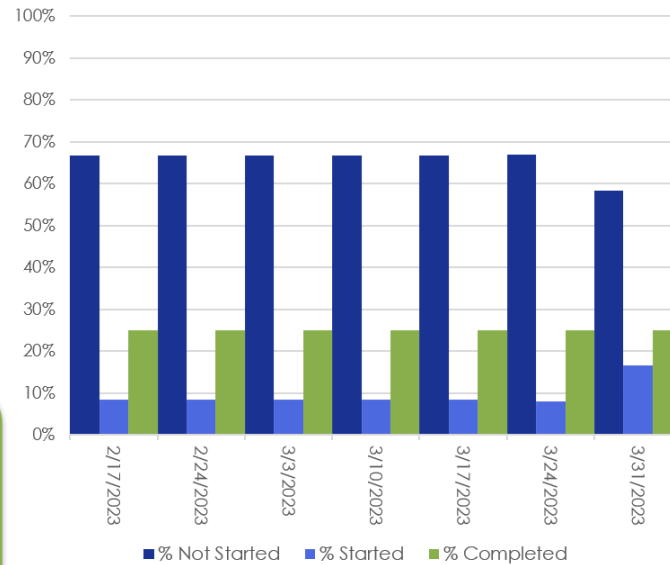


As of 03/31/2023, **3** of **12** Users have completed their Contact Center Web-Based Training!

#### Number of Users



#### Training Completion Status



**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on March 30, 2023

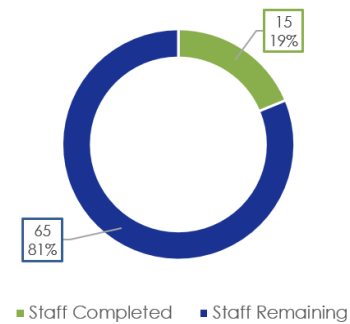
As of **03/31/2023** –  
**58%** of Users have **Not Started** their training  
**17%** of Users have **Started** their training  
**25%** of Users have **Completed** their training

### Contact Center Web-Based Training Status San Mateo County

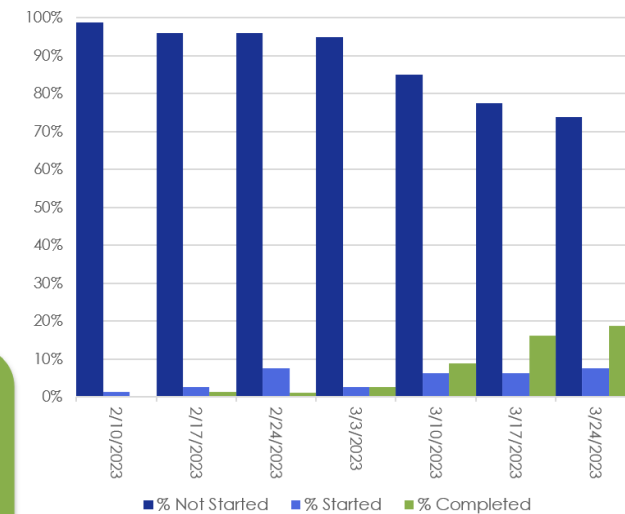


As of 03/31/2023, **15** of **80** Users have completed their Contact Center Web-Based Training!

#### Number of Users



#### Training Completion Status



**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on March 30, 2023

As of **03/31/2023** –  
**73%** of Users have **Not Started** their training  
**9%** of Users have **Started** their training  
**19%** of Users have **Completed** their training



# Training Readiness

## Contact Center WBT Progress by County

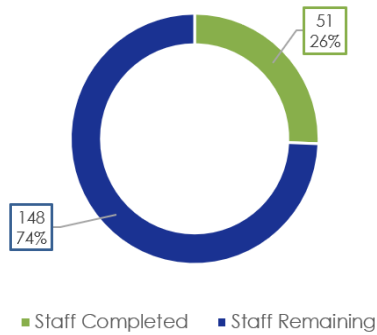
### Contact Center Web-Based Training Status

#### Santa Cruz County

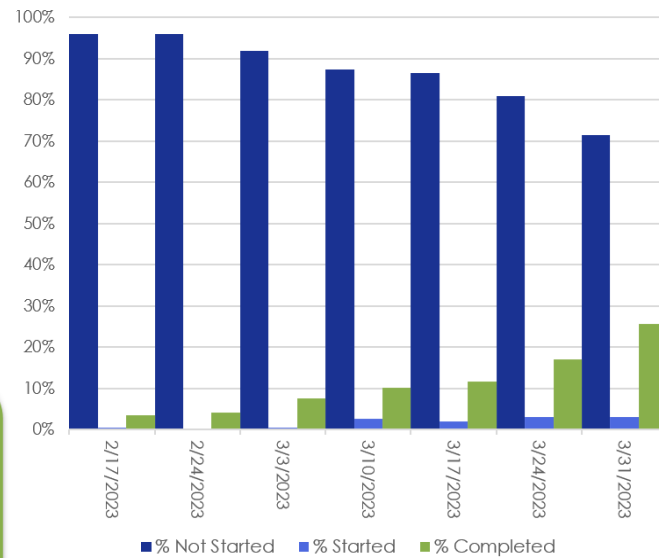


As of 03/31/2023, **51** of **199** Users have completed their Contact Center Web-Based Training!

#### Number of Users



#### Training Completion Status



**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on March 30, 2023

As of **03/31/2023** –  
**71%** of Users have **Not Started** their training  
**3%** of Users have **Started** their training  
**26%** of Users have **Completed** their training

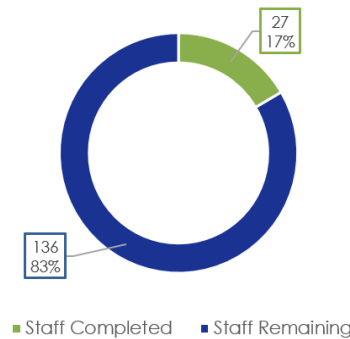
### Contact Center Web-Based Training Status

#### Solano County

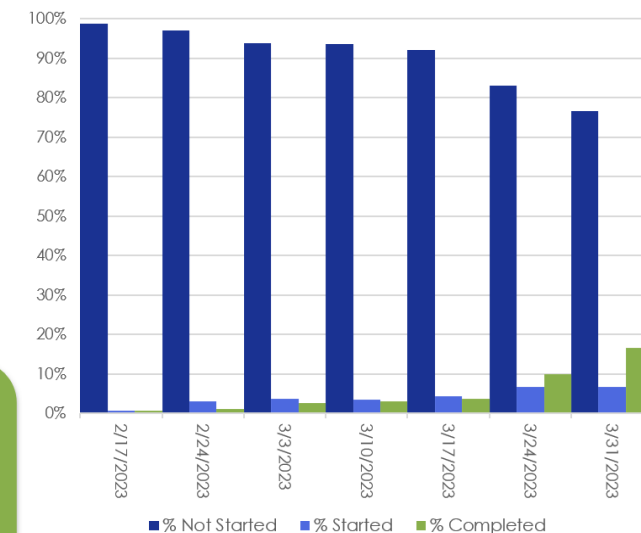


As of 03/31/2023, **27** of **163** Users have completed their Contact Center Web-Based Training!

#### Number of Users



#### Training Completion Status



**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on March 30, 2023

As of **03/31/2023** –  
**77%** of Users have **Not Started** their training  
**7%** of Users have **Started** their training  
**17%** of Users have **Completed** their training

# ↔ Organizational Readiness: OCM

## Communications & Change Discussion Guides

|                                                                                                                                                   |           |                          |      |
|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------------|------|
| San Mateo (11/23) and Solano (11/22) DWP signoff                                                                                                  | Completed | 2 Completed of 2 Planned | Both |
| San Mateo and Solano CDG county and Consortium comments to get to FDEL Consortium approval on 01/16 and County approval and signoff by 01/19.     | Completed | 1 Completed of 1 Planned | Both |
| San Diego and Santa Cruz CDG county and Consortium comments to get to FDEL Consortium approval by 02/23 and County approval and signoff by 02/27. | Completed | 1 Completed of 1 Planned | Both |
| San Mateo(12/8) and Solano(12/1)Consortium comments addressed to get to county FWP signoff by dates listed                                        | Completed | 2 Completed of 2 Planned | Both |
| San Diego and Santa Cruz Consortium comments addressed to get to county FWP signoff by 1/25                                                       | Completed | 1 Completed of 1 Planned | Both |
| Prep Sessions for Supervisors, Managers, and CNCs on CDG discussion                                                                               | Completed | 3 Completed of 3 Planned | Both |

## Readiness Surveys

|                                                  |             |                          |      |
|--------------------------------------------------|-------------|--------------------------|------|
| Wave 4 Readiness Surveys T-6 (1/17/23 -1/30/23)  | Completed   | 3Completed of 3 Planned  | Both |
| Wave 4 Readiness Surveys T-3 (4/3/23-4/14/23)    | On Schedule | 0 Completed of 3 Planned | Both |
| Wave 4 Readiness Surveys T+6 (8/14/23 - 8/25/23) | Not Started | 0 Completed of 3 Planned | Both |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# ↔ Organizational Readiness: OCM (continued)

## Infographics/Newsletters

|                                                                                                 |             |                          |         |
|-------------------------------------------------------------------------------------------------|-------------|--------------------------|---------|
| Infographics for January (Skip Issuance and WTW Assistance Unit Page)(CIT 0020-23)              | Complete    | 2 Completed of 2 Planned | Project |
| Infographics for February (Foster Care in CalSAWS and Building CalSAWS Knowledge) (CIT 0065-23) | Complete    | 2 Completed of 2 Planned | Project |
| Newsletter for February (CIT 0066-23)                                                           | Complete    | 2 Completed of 2 Planned | Project |
| Infographics for March (Special Investigations and Periodic Reporting) (CIT 0120-23)            | Complete    | 2 Completed of 2 Planned | Project |
| Infographics for April                                                                          | On Schedule | 0 Completed of 2 Planned | Project |
| Infographics and Newsletter for May                                                             | Not Started | 0 Completed of 2 Planned | Project |
| Infographics for June                                                                           | Not Started | 0 Completed of 2 Planned | Project |
| Infographics for July                                                                           | Not Started | 0 Completed of 2 Planned | Project |

## Change Network Champion Meetings

|                          |             |                          |      |
|--------------------------|-------------|--------------------------|------|
| CNC Meeting for January  | Complete    | 1 Completed of 1 Planned | Both |
| CNC Meeting for February | Complete    | 1 Completed of 1 Planned | Both |
| CNC Meeting for March    | Complete    | 1 Completed of 1 Planned | Both |
| CNC Meeting for April    | On Schedule | 0 Completed of 1 Planned | Both |
| CNC Meeting for May      | Not Started | 0 Completed of 1 Planned | Both |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# ⇌ Organizational Readiness: BPR

## Business Process Reengineering

|                                                                              |          |                                                                                                                                                                                                                |         |
|------------------------------------------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| BPR Plans reviewed and signed-off                                            | Complete | 3 Completed of 3 Planned                                                                                                                                                                                       | Both    |
| To Be BPR Flows reviewed and signed-off                                      | Complete | 3 Completed of 3 Planned                                                                                                                                                                                       | Both    |
| Close-out of pending decisions as documented in the Process Change Inventory | Complete | 3 Completed of 3 Planned                                                                                                                                                                                       | Project |
| Automated Actions enablement decisions finalized                             | Complete | Initial Decisions to be finalized in advance of Process Simulation, loaded for Process Sim in the UAT Environment, validated during Process Sim and updated in advance of County Prep, ready for PROD/Go-Live. | Both    |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# ↔ Organizational Readiness: Configuration

## Configuration

|                                                                                                           |             |                                 |         |
|-----------------------------------------------------------------------------------------------------------|-------------|---------------------------------|---------|
| Document Configuration Guides and Worksheets                                                              | Complete    | Guide and Worksheets Documented | Project |
| Distribute Configuration Documentation to Wave-4 Counties                                                 | Complete    |                                 | Project |
| Conduct Working Sessions w/Counties to document base CalSAWS Configuration                                | In Progress |                                 | Both    |
| Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation                | Not Started |                                 | Both    |
| Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep | Not Started |                                 | Both    |
| Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep        | Not Started |                                 | Both    |
| Load Configuration into PROD environment during County Prep                                               | Not Started |                                 | Project |
| Configuration Complete                                                                                    | Not Started |                                 | Project |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Organizational Readiness: Process Simulation

## Process Simulation

|                                                           |             |         |
|-----------------------------------------------------------|-------------|---------|
| Wave 4 Participants Confirmed                             | In Progress | Both    |
| Users Loaded to ForgeRock/UAT Environments & Applications | Not Started | Project |
| Complete W4 Process Simulation Scenario Development       | In Progress | Project |
| Complete data staging and JIRA prep                       | Not Started | Project |
| Complete configuration setup                              | Not Started | Both    |
| Complete Process Simulation Orientation                   | In Progress | Project |
| Complete Process Simulation Execution                     | Not Started | Both    |
| Evaluate and confirm Exit criteria                        | Not Started | Project |
| Process Simulation Complete                               | Not Started | Project |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# Implementation Readiness

## Planning

|                                                                  |             |                                                         |         |
|------------------------------------------------------------------|-------------|---------------------------------------------------------|---------|
| Wave 4 Workplans, Readiness Checklists and ongoing TOSS Meetings | In Progress | Ongoing                                                 | Both    |
| Path to Greenlight Communicated                                  | Complete    | Socialized/completed with PSC, JPA, and OPAC (May 2022) | Project |
| Go Live Packet Finalized/Updated                                 | Not Started | Will revise, if applicable, May 2022                    | Project |
| Distribute Monthly Implementation Packets                        | In Progress | Ongoing                                                 | Project |

## County Prep

|                                 |             |                                                                  |         |
|---------------------------------|-------------|------------------------------------------------------------------|---------|
| County Prep Materials Finalized | In Progress | Applicable revisions (if any) will be incorporated by April 2022 | Project |
| County Prep Kick Off            | Not Started | Not scheduled, targeted for 4/25/23                              | Both    |

## Post-Implementation Support

|                                                      |          |                                       |         |
|------------------------------------------------------|----------|---------------------------------------|---------|
| Pre- and Post- Go Live Support Structure Established | Complete | Draft approach and structure complete | Project |
| W4 County Profiles                                   | Complete | Wave 4 County Profiles are complete   | Project |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness: Help Desk

## Help Desk

|                                                         |             |                                |      |
|---------------------------------------------------------|-------------|--------------------------------|------|
| County Delegated Admin Training                         | Completed   | Conducted 1/5/2023             | Both |
| County Tier 1 Fulfiller Training                        | Completed   | Conducted week of 1/30/2023    | Both |
| Tier 1 Fulfiller and Delegated Admin Refresher Training | Not Started | Targeted for week of 4/17/2023 | Both |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness: System Operations

## Systems Operations

|                                                                      |           |                                |      |
|----------------------------------------------------------------------|-----------|--------------------------------|------|
| CalWIN Counties Access to the Sandbox Environment                    | Completed | Generic user accounts provided | Both |
| Engage the Counties on Staff Profile/Security Administration updates | Completed | Pre-UAT exercise               | Both |

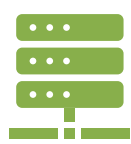
Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness: County Ad Hoc Reporting

## Ad-Hoc Reporting Functionality

|                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |        |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| CalWIN County Education Sessions (i.e., Planned Curriculum) | <ul style="list-style-type: none"><li>• <b>Wave 4:</b> CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 4 Counties.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Both   |
| CalWIN County Ad Hoc Reports Refactoring                    | <ul style="list-style-type: none"><li>• <b>Wave 4:</b> Reviewed 809 reports for refactoring. Approximately 299 need to be refactored for Wave 4 Counties<ul style="list-style-type: none"><li>• <b>San Diego</b> has identified 176 reports that need to be refactored with 34 reports needed by go live. San Diego has reached out to Gainwell and Accenture for assistance.</li><li>• <b>San Mateo</b> has identified 157 reports that need to be refactored. San Mateo has reached out to Gainwell for assistance.</li><li>• <b>Santa Cruz</b> has identified 95-100 reports to be refactored. Santa Cruz has reached out to Gainwell for assistance.</li><li>• <b>Solano</b> has identified 69 reports that need to be refactored with 21 needed by go-live. Solano has reached out to Gainwell for assistance.</li></ul></li></ul> | County |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Contact Information

THE  
POWER  
OF 58

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

THE RESULTS  
ARE POWERFUL.

CalSAWS

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

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

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

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