

CalSAWS CalWIN Implementation Support Services (ISS) Weekly Status Report

Reporting Period: May 8, 2023 to May 14, 2023

Table of Contents

1.0	Project Management	3
1.1	Executive Summary	3
1.2	Highlights of the Reporting Period	5
1.3	Activities for the next Reporting Period	5
2.0	Business Process Reengineering (BPR)	6
2.1	Highlights of the Reporting Period	6
2.2	Activities for the Next Reporting Period	6
3.0	Organizational Change Management (OCM)	7
3.1	Highlights of the Reporting Period	7
3.2	Activities for the Next Reporting Period	7
4.0	Training	8
4.1	Highlights of the Reporting Period	8
4.2	Activities for the Next Reporting Period	14
5.0	Implementation	14
5.1	Highlights of the Reporting Period	14
5.2	Activities for the Next Reporting Period	15
6.0	Appendices	16
6.1	Appendix A – Deliverable Summary	16
6.2	Appendix B – Risks and Issues Summary	17
6.3	Appendix C – Project Work Plan Reports	22

1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Business Process Reengineering (BPR)	<ul style="list-style-type: none"> ▶ Wave 2 <ul style="list-style-type: none"> ○ Provided support for Go-Live Configurations. ▶ Wave 3 <ul style="list-style-type: none"> ○ Provided support for Go-Live Configurations. ▶ Wave 4 <ul style="list-style-type: none"> ○ Facilitated Configuration Load for Process Simulation for Solano County. ○ Facilitated Configuration Load for Process Simulation for San Mateo County. ○ Completed execution sessions for Process Simulation with Santa Cruz County and San Diego County. ○ Performed data identification for Solano and San Mateo Counties as part of execution prep for process simulation activity. ▶ Wave 5 <ul style="list-style-type: none"> ○ Facilitated Configuration Kickoff meeting with Fresno County. ○ Facilitated Configuration Kickoff meeting with Sonoma County. ○ Conducted the Wave 5 Process Simulation kickoff with Alameda County on 05/11/23. ○ Conducted the Wave 5 Process Simulation kickoff with Sonoma County on 05/09/23. ○ Finalized the Process Simulation preparation session schedule with Fresno and Alameda Counties
Organizational Change Management (OCM)	<ul style="list-style-type: none"> ▶ Wave 4 Change Discussion Guides <ul style="list-style-type: none"> ○ Santa Cruz County completed the change discussions on 05/08/23. ▶ Wave 5 Change Discussion Guides <ul style="list-style-type: none"> ○ Continued to monitor the change discussions taking place in Wave 5 Counties through 05/26/23. ○ Reported the Feedback Form responses through 05/26/23 to Alameda County. ▶ Wave 6 Change Discussion Guides <ul style="list-style-type: none"> ○ Reviewed the Wave 6 CDG Prep Kickoff presentation with the Consortium on 05/08/23. ○ Conducted Change Discussion kickoff sessions with the Wave 6 Counties from 05/09/23 through 05/10/23. ▶ Presented the Wave 4 T-3 Readiness Surveys results to Solano County and Santa Cruz County from 05/10/23 to 05/11/23. ▶ Distributed the Wave 6 T-6 Readiness Survey CIT to the Wave 6 Counties on 05/08/23.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none">▶ Distributed the Wave 5 T-3 Readiness Survey CIT to the CIT/CRFI Review group on 05/11/23.▶ Sent the Wave 3 T+6 Readiness Survey CIT to the CIT/CRFI Review Group for review on the 05/08/23.▶ Conducted the May CNC session for Waves 5 and 6 on 05/09/23.▶ Prepared to send the May CNC Session materials to Waves 5 and 6.▶ Prepared to conduct the dry run and May CNC session for Waves 3 and 4.▶ Sent the May Infographics for Waves 5 and 6 packet to the CIT/CRFI Review Group for review the week of 05/08/23.▶ Sent the May Newsletter (Waves 4) to Consortium and CIT/CRFI Review group on the week of 05/08/23.▶ Drafted the Wave 3 Special Edition Newsletter and Wave 5 Newsletter.▶ Drafted the May Infographics Packet for Wave 4.
Training	<ul style="list-style-type: none">▶ Continued the Wave 4 Counties' Web Based Training for all staff.▶ Continued Instructor Led Training all staff in San Diego County.▶ Started Instructor Led Training in San Mateo, Santa Cruz, and Solano Counties.▶ Continued the Wave 5 Counties' Web Based Training for all staff.▶ Continued tailoring Instructor Led Training materials for the Wave 6 Counties.▶ Completed LMS Load and WBT curriculum assignments for the Wave 6 Counties' Early Training and Train the Trainer participants.▶ Hosted Training touchpoints with Fresno, Solano, San Luis Obispo, San Mateo, San Diego, Sonoma, and Santa Cruz Counties.
Implementation	<ul style="list-style-type: none">▶ Wave 3<ul style="list-style-type: none">○ Worked with the Consortium and Accenture to identify and communicate issues with the YB Case Review report.○ Continued activities in support of Sacramento County's asks.○ Completed the third week of Wave 3 Post-Implementation support.○ Conducted daily business metrics review and Implementation Team calls.○▶ Future Waves<ul style="list-style-type: none">○ Reconstituted the GLP Strike Team and commenced reviewing material for the Wave 4 Go-Live Packet (GLP).○ Drafted the Wave 4 post-Go-live workload planning presentation and sent it out for review.○ Sent invites to two of the four Wave 4 Counties to review the post-Go-live workload planning.○ Reviewed checklist items to track the county approach for Lobby Management and Contact Center.○ Conducted the Wave 4A/3C Green light event on 05/10/23.○ Continued updates to the Readiness Dashboards and Packets for Wave 4, 5, and 6 Counties.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none">○ Conducted Waves 4 and 6 IPOC meetings.○ Managed the onsite resource tracker and provided daily resourcing needs.○ Reviewed the Wave 4 Resource Baseline with the Implementation Managers.○ Prepared for Wave 4 County Leadership Touchpoint meetings for the Post-Implementation Team.○ Prepared for the Wave 4 County site visits to San Diego, San Mateo, Santa Cruz, and Solano Counties.○ Conducted a Fact Sheet Working Group and released two new Fact Sheets.○ Conducted a Wave 6 County Profile walkthrough with Sacramento County.

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 05/14/23.
- 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:

- FWP 07.16: County Change Guide – Wave 6 (Sacramento) on 05/08/23.
- FWP 07.17: County Change Guide – Wave 6 (San Francisco) on 05/08/23.
- FWP 07.18: County Change Guide – Wave 6 (San Luis Obispo) on 05/08/23.
- DDEL 09.16: County Training Plan – Wave 6 (Sacramento) on 05/08/23.
- DDEL 09.17: County Training Plan – Wave 6 (San Francisco) on 05/08/23.
- DDEL 09.18: County Training Plan – Wave 6 (San Luis Obispo) on 05/08/23.

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 11.03: County Implementation Completion Report – Wave 3 (Part 1) on 05/24/23.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

► **Process Simulation**

- Continued preparation activities with San Mateo County and Solano County.
- Facilitated Santa Cruz County and San Diego County execution working sessions from 05/8/23 – 05/12/23.
- Completed 50% data identification for San Mateo County and Solano County.
- Facilitated Jira and Hyland access working session with Solano County on 05/11/23.
- Scheduled Process Simulation execution session with Solano County 05/15/23 – 05/19/23.
- Scheduled Process Simulation execution session with San Mateo County 05/15/23 – 05/19/23.

► **Configuration**

- Provided continued support to Wave 2 Counties for Go-Live configurations.
- Provided Configuration support to Wave 3 Counties for Go-Live configurations.
- Facilitated Configuration Load session with Solano County on 05/09/23.
- Facilitated Configuration Load session with San Mateo County on 05/09/23.
- Facilitated Configuration Kickoff meeting with Fresno County on 05/10/23.
- Facilitated Configuration Kickoff meeting with Sonoma County on 05/11/23.

2.2 Activities for the Next Reporting Period

► **Process Simulation**

- Complete data identification for Solano County and San Mateo County.
- Target 50% execution completion for San Mateo County and Solano County by 05/19/23.
- Kick off Process Simulation preparation with Wave 5 Fresno County.
- Schedule Process Simulation preparation sessions with Alameda County on 05/17/23 and 05/18/23.
- Finalize Process Simulation preparation session schedule with Sonoma County by 05/16/23.

► **Configuration**

- Provide Configuration support to Wave 3 Counties for Go-Live configurations.
- Provide Configuration support to Wave 4 Counties for County Prep activities.
- Facilitate Configuration Verification Session with Alameda County 05/17/23 and 05/18/23.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

► **Wave 4 Change Discussion Guides**

- Santa Cruz completed change discussions on 05/08/23.

► **Wave 5 Change Discussion Guides**

- Continued to monitor the change discussions taking place in Wave 5 Counties through 05/26/23.
- Reported the Feedback Form responses through 05/26/23 to Alameda County.

► **Wave 6 Change Discussion Guides**

- Reviewed Wave 6 CDG Prep Kickoff presentation with the Consortium on 05/08/23.
- Conducted Change Discussion Kickoff sessions with Wave 6 Counties from 05/09/23 through 05/10/23.

► **Change Readiness Surveys**

- Presented the Wave 4 T-3 Readiness Surveys results to Solano County and Santa Cruz from 05/10/23 to 05/11/23.
- Distributed the Wave 6 T-6 Readiness Survey CIT to Wave 6 Counties on 05/08/23.
- Distributed the Wave 5 T-3 Readiness Survey CIT to the CIT/CRFI Review group on 05/11/23.
- Sent the Wave 3 T+6 Readiness Survey CIT to the CIT/CRFI Review Group for review on the 05/08/23.

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

- Conducted the May CNC session for Waves 5 and 6 on 05/09/23.
- Prepared to send the May CNC Session materials to Waves 5 and 6.
- Prepared to conduct the dry run and May CNC session for Waves 3 and 4.

► **Infographics**

- Sent the May Infographics for the Wave 5 and 6 packets to the CIT/CRFI Review Group for review the week of 05/08/23.
- Drafted the May Infographics Packet for Wave 4.

► **Newsletters**

- Sent the May Newsletter (Wave 4) to the Consortium and CIT/CRFI Review group the week of 05/08/23.
- Drafted the Wave 3 Special Edition Newsletter and Wave 5 Newsletter.

3.2 Activities for the Next Reporting Period

► **Wave 5 Change Discussion Guides**

- Continue to monitor the change discussions taking place in Wave 5 Counties through 05/26/23.
- Continue to report the Feedback Form responses through 05/26/23 to Alameda County.

► **Wave 6 Change Discussion Guides**

- Conduct the Change Discussion Prep sessions with Sacramento County from 05/16/23 to 05/19/23.
- Send the Change Discussion Prep session material to Sacramento County on 05/16/23.
- Send the CDG Prep session feedback survey to Sacramento County on 05/19/23.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

► Change Readiness Surveys

- Present the Wave 2 T+6 Readiness Surveys results decks to the Consortium the week of 05/15/23.
- Validate the stakeholder list of the Wave 6 Counties T-6 Change Readiness Survey.
- Send the Wave 3 T+6 Readiness Survey CIT to the Counties the week of 05/15/23.
- Send the Wave 5 T-3 Readiness Survey CIT to the Counties the week of 05/15/23.

► Change Network Champion (CNC) Meetings

- Conduct the May CNC session for Waves 3 and 4 on 05/18/23.
- Send the May CNC session materials to Waves 3 and 4 the week of 05/15/23.
- Prepared the May CNC Session materials to send to Waves 5 and 6.

► Infographics

- Distribute the May Infographics for the Wave 5 and 6 packets to the Wave 5 and 6 Counties the week of 05/15/23.
- Send the May Infographics Packet for Wave 4 to the Consortium on the week of 05/15/23.

4.0 Training

4.1 Highlights of the Reporting Period

► Training Advisory Council

- May meeting cancelled due to conflicts with other Project meetings.

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

- Continued WBTs for all staff.
- Continued ILTs in San Diego County.
- Started ILTs in San Mateo, Santa Cruz, and Solano Counties.
- Hosted Training Touchpoint with San Diego County.
- Hosted Training Touchpoint with San Mateo County.
- Hosted Training Touchpoint with Santa Cruz County.
- Hosted Training Touchpoint with Solano County.

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

- Continued WBTs for all staff.
- Hosted Training Touchpoint with Fresno County.
- Hosted Training Touchpoint with Sonoma County.

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

- Continued tailoring ILT materials for the Wave 6 Counties.
- Completed LMS load and WBT curriculum assignments for Wave 6 Counties' Early Training and Train the Trainer Participants.
- Hosted Training Touchpoint with San Luis Obispo County.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

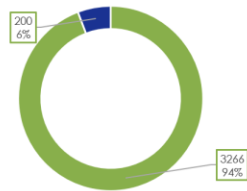
Weekly Training Report – Executive Summary

San Diego County



As of 05/12/2023, **3266** of **3466** Users have successfully accessed the LMS!

User Logins



■ Successful logins ■ Users Yet to Access

As of 05/12/2023 –

19% of Curricula are Not Started

3% of Curricula are In Progress

78% of Curricula are Completed

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM May 11, 2023.

CalSAWS | San Diego Weekly Training Report

Training Completion Status

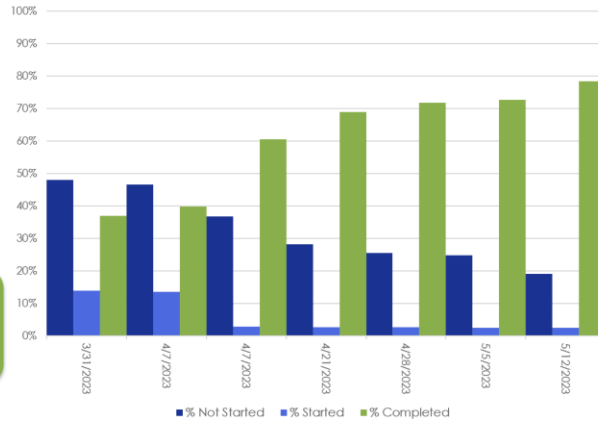


Figure 4.1-1 – Weekly WBT Training Report – San Diego County

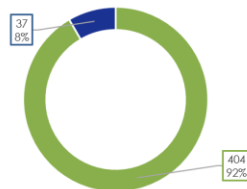
Weekly Training Report – Executive Summary

San Mateo County



As of 05/12/2023, **404** of **441** Users have successfully accessed the LMS!

User Logins



■ Successful logins ■ Users Yet to Access

As of 05/12/2023 –

20% of Curricula are Not Started

2% of Curricula are In Progress

78% of Curricula are Completed

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM May 11, 2023.

CalSAWS | San Mateo Weekly Training Report

Training Completion Status

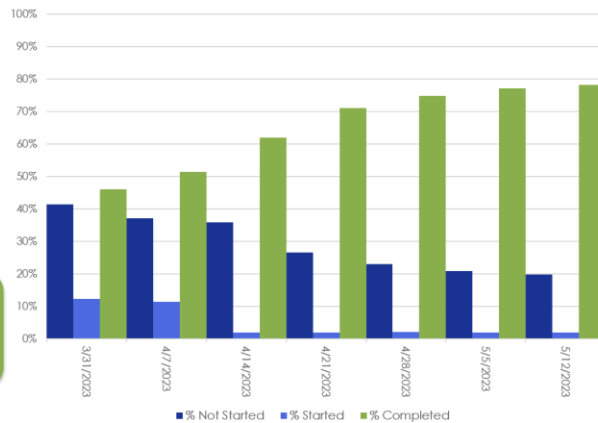


Figure 4.1-2 – Weekly WBT Training Report – San Mateo County

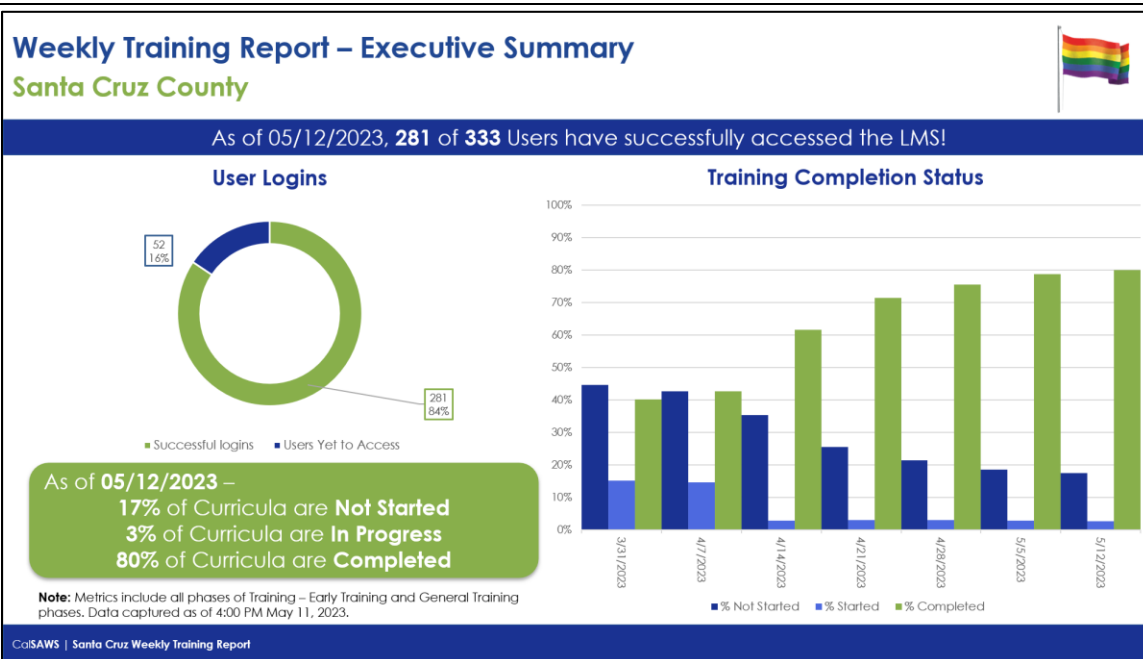


Figure 4.1-3 – Weekly WBT Training Report – Santa Cruz County

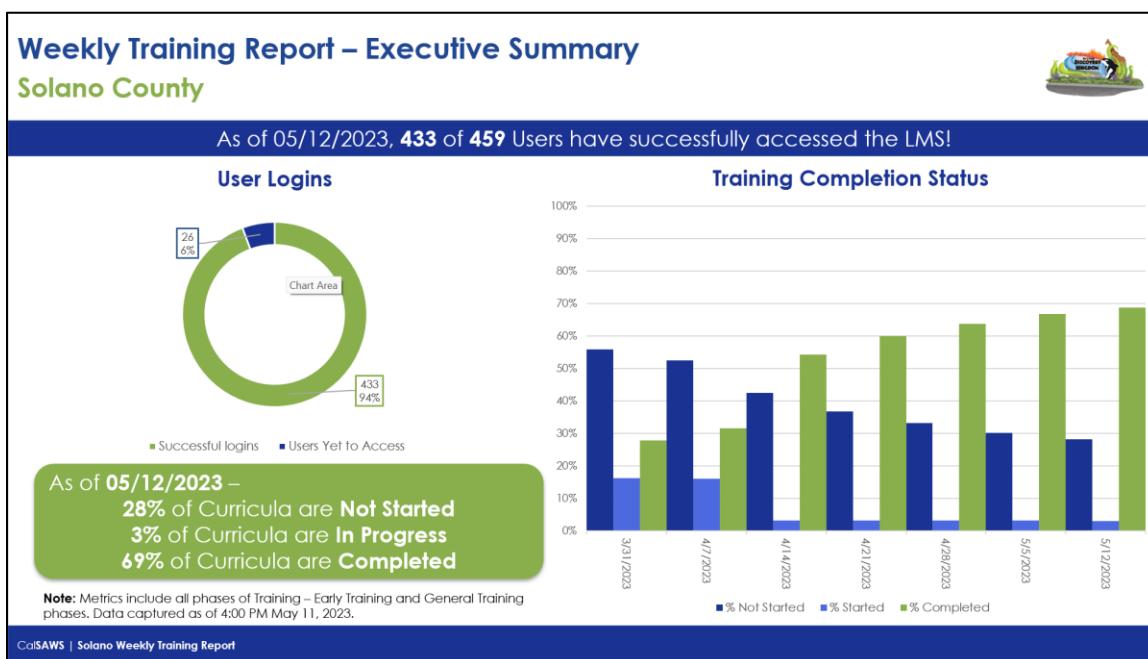


Figure 4.1-4 – Weekly WBT Training Report – Solano County

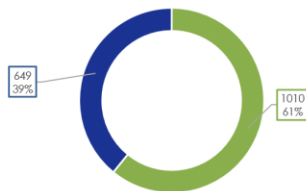
Weekly Training Report – Executive Summary

Alameda County



As of 05/12/2023, **1010** of **1659** Users have successfully accessed the LMS!

User Logins

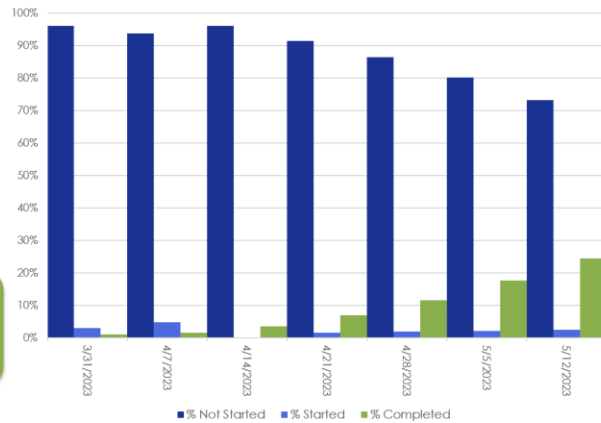


■ Successful logins ■ Users Yet to Access

As of **05/12/2023** –
73% of Curricula are **Not Started**
2% of Curricula are **In Progress**
24% of Curricula are **Completed**

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM May 11, 2023.

Training Completion Status



CalSAWS | Alameda Weekly Training Report

Figure 4.1-5 – Weekly WBT Training Report – Alameda County

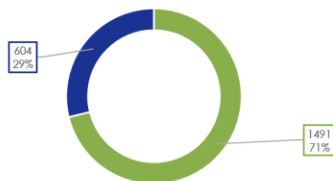
Weekly Training Report – Executive Summary

Fresno County



As of 05/12/2023, **1491** of **2095** Users have successfully accessed the LMS!

User Logins

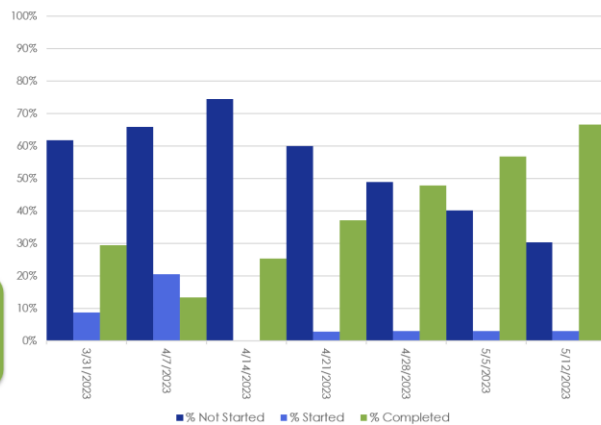


■ Successful logins ■ Users Yet to Access

As of **05/12/2023** –
30% of Curricula are **Not Started**
3% of Curricula are **In Progress**
67% of Curricula are **Completed**

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM May 11, 2023.

Training Completion Status



CalSAWS | Fresno Weekly Training Report

Figure 4.1-6 – Weekly WBT Training Report – Fresno County

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

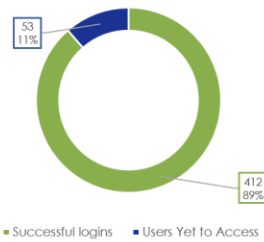
Weekly Training Report – Executive Summary

Sonoma County



As of 05/12/2023, **412** of **465** Users have successfully accessed the LMS!

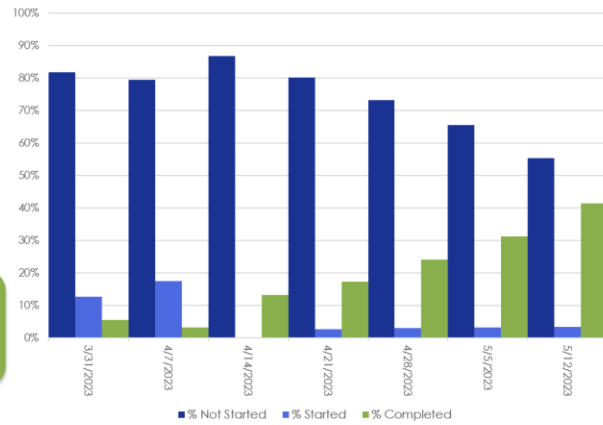
User Logins



As of **05/12/2023** –
55% of Curricula are **Not Started**
3% of Curricula are **In Progress**
41% of Curricula are **Completed**

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM May 11, 2023.

Training Completion Status



CalSAWS | Sonoma Weekly Training Report

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

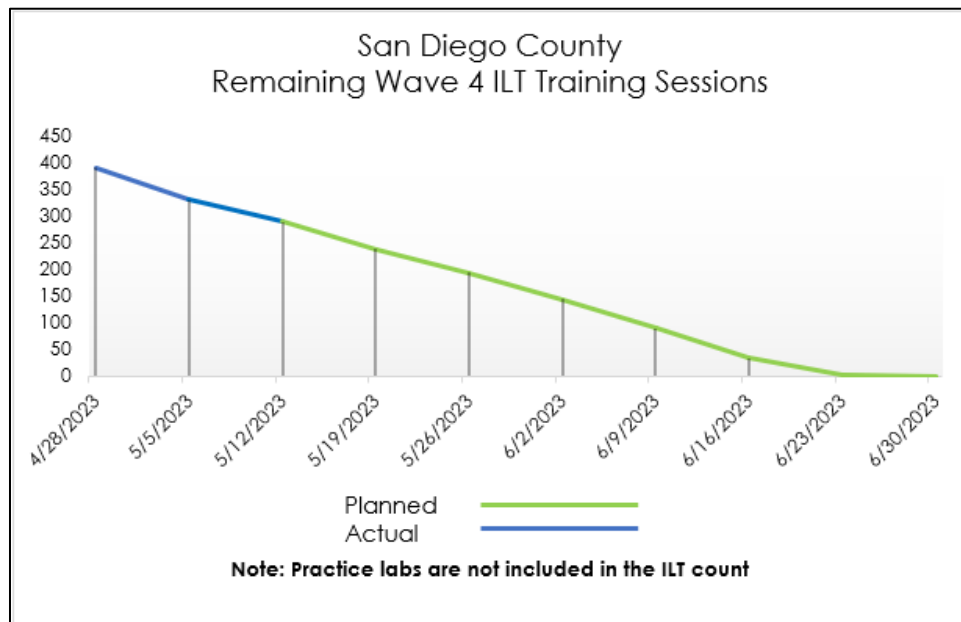


Figure 4.1-8 – Weekly WBT Training Report – San Diego County

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

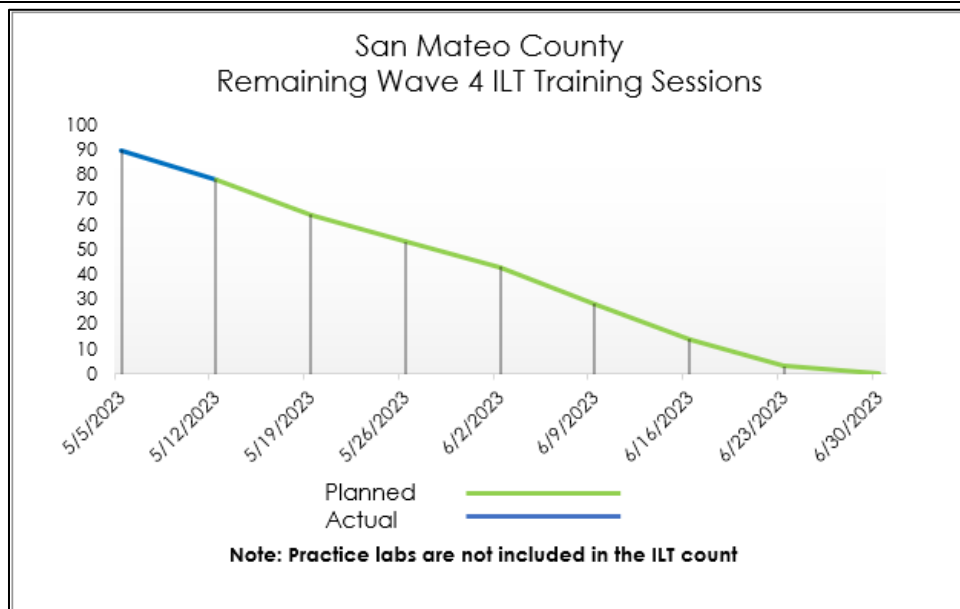


Figure 4.1-9 – Weekly WBT Training Report – San Mateo County

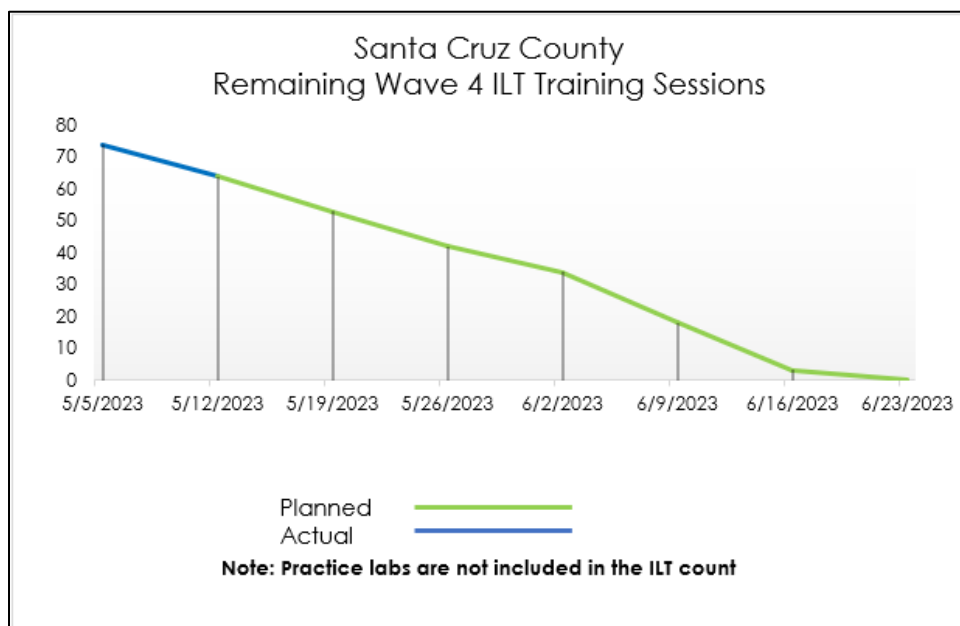


Figure 4.1-10 – Weekly WBT Training Report – Santa Cruz County

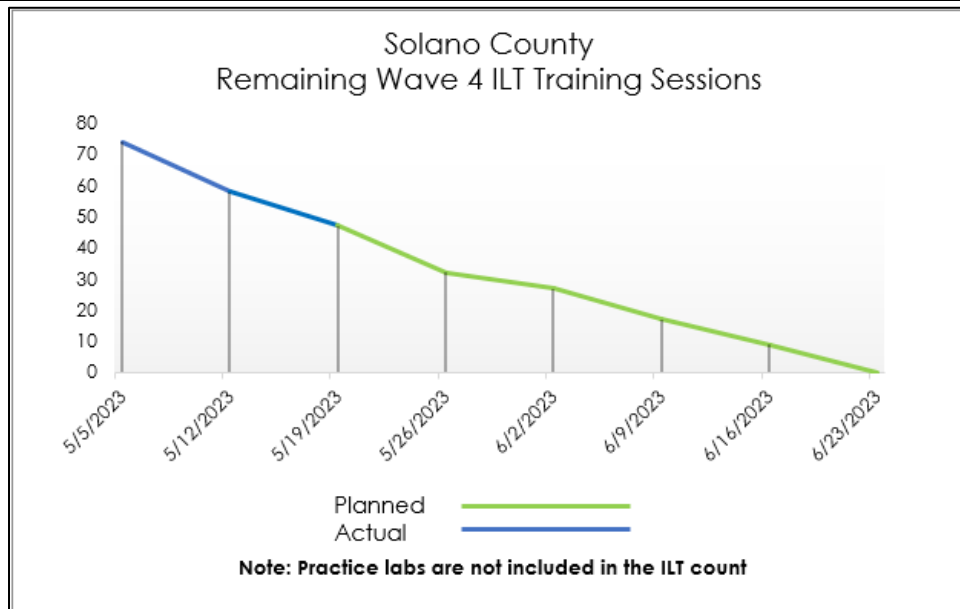


Figure 4.1-11 – Weekly WBT Training Report – Solano County

4.2 Activities for the Next Reporting Period

- ▶ **Training Advisory Council**
 - Start planning for Training Advisory Council (TAC) meeting on 06/14/23.
- ▶ **Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training**
 - Continue WBTs for all staff.
 - Continue ILTs for all staff in all Wave 4 Counties.
 - Host Training Touchpoint with San Diego County.
 - Host Training Touchpoint with San Mateo County.
 - Host Training Touchpoint with Santa Cruz County.
 - Host Training Touchpoint with Solano County.
- ▶ **Wave 5: Alameda, Fresno, and Sonoma County Training**
 - Continue WBTs all staff.
 - Start room set-up and connectivity testing for Early Training and Train the Trainer ILT.
 - Host Training Touchpoint with Alameda County.
 - Host Training Touchpoint with Sonoma County.
- ▶ **Wave 6: Sacramento, San Francisco, and San Luis Obispo County Planning**
 - Start WBTs for Early Training and Train the Trainer participants.
 - Host Training Touchpoint with Sacramento County.
 - Host Training Touchpoint with San Francisco County.

5.0 Implementation

5.1 Highlights of the Reporting Period

- ▶ **Readiness Dashboard and Packet**
 - Continued collecting updates for Waves 4 through Wave 6 Readiness Packets.
- ▶ **Lead TOSS/IPOC Meetings**
 - Conducted TOSS/IPOC checklist review for Solano County (05/12/23).

► **Wave IPOC Meetings**

- Conducted the Wave 4 (05/10/23) and Wave 6 (05/11/23) IPOC meetings

► **County Prep Phase**

- Conducted Wave 4A Green Light Event on 05/10/23.

► **Wave 4 Go-Live Packet (GLP)**

- Reconstituted GLP Strike team and commenced reviewing material for the Wave 4 Go-Live Packet

► **Other Implementation Support**

- Worked with Consortium and Accenture to identify and communicate issues with the YB Case Review report.
- Executing plan to follow up on supporting Sacramento County's requests.
- Continued activities in support of Sacramento County's asks
- Drafted the Wave 4 Post-Go-Live Workload Planning presentation and sent it out for review.
- Sent invites to two of the four Wave 4 Counties to review Post-Go-Live workload planning.
- Reviewed checklist items to track county approach for Lobby Management and Contact Center.

► **Post-Implementation Support**

- Completed the third week of Wave 3 Post-Implementation support.
- Conducted daily business metrics reviews and standing Implementation Team calls.
- Managed the onsite resource tracker and provided a daily review of resource needs.
- Reviewed the Wave 4 Resource Baseline assessment with the Implementation Managers.
- Prepared for the Wave 4 County Leadership Touchpoint meetings for Post-Implementation Support.
- Prepared for the Wave 4 County site visits to San Diego County, San Mateo County, Santa Cruz County, and Solano County.
- Conducted a Fact Sheet Working Group and released two (2) new Fact Sheets.
- Conducted a Wave 6 County Profile walkthrough with Sacramento County.

5.2 Activities for the Next Reporting Period

► **Post-Implementation Support**

- Complete the fourth week of Wave 3 Onsite and Virtual post-Implementation support.
- Track Wave 3 interactions and ServiceNow ticket reporting for daily meetings.
- Conduct Wave 4 County Leadership Touchpoint meetings for post-Implementation support.
- Conduct Wave 4 County Site Visits to San Mateo, Santa Cruz, and Solano County.
- Observe and document post-Implementation metric trends and issue resolutions.
- Facilitate Fact Sheet Review meetings and develop Fact Sheets for distribution.
- Conduct a Wave 6 County Profile walkthrough with San Luis Obispo on 05/17/23.

► **Readiness Dashboard and Packet**

- Continue collecting updates for the Wave 4 through 6 Readiness Packets.

Weekly Status Report, May 17, 2023
Period: May 8, 2023 to May 14, 2023

Weekly Status Report, May 17, 2023
Period: May 8, 2023 to May 14, 2023

Figure 6.1-3 – Work Product Status by Submission

WP #	Work Product Name	Status	Next Deadline
	There are no more scheduled submissions for County Work Products.		

6.2 Appendix B – Risks and Issues Summary

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.	Wave 1–2: Closed Wave 3–6: 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 1–3: Closed Wave 4–6: Open	5	Wave 1: Low Wave 2–5: High Wave 6: Low	11/03/21
262	The CalWIN Counties may not be fully prepared for go-live if they do not have	The CalWIN Counties and County Directors have voiced concern that they do not have sufficient information	Wave 1–3: Closed Wave 4–6: Open	Wave 1: 4 Wave 2–4: 3 Wave 5–6: 2	Wave 1: Low Wave 2: Medium Wave 3: Low	12/13/21

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

ID	Title	Details	Status	Impact	Risk Level	Date Logged
	sufficient or timely 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 4–6: Medium	
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 Readiness for Go-Live at-risk.	Wave 1–3: Closed Wave 4–6: Open	3	Wave 1: Low Wave 2–6: Medium	01/12/22
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	Wave 1–2: Closed Wave 2–6: Open	Wave 1: 3 Wave 2–6: 4	Medium	09/14/22

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		State reports to CDSS on a monthly basis (and timely)				
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 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	Wave 3: Closed Wave 4–6: Open	3	Medium	02/08/23

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		processes, escalation procedures, and strong support systems in place to ensure staff adoption and sustainment of CalSAWS and minimize business disruptions.				
289	Transition from CalWIN Lite to CalSAWS/BenefitsCal/Child Care Portal for external partners	CalWIN Counties have been given background on the differences between the features and functions of their existing CalWIN Lite application and the features and functions provided by the combination of CalSAWS (core), BenefitsCal and the CalSAWS Child Care Portal. Although the history, rationale and requirements imposed by CDSS and DHCS have been described to CalWIN Counties, some counties still feel as if the combined CalSAWS solution(s) do not provide the same kind of access to external partners that CalWIN Lite currently provides	Open	3	Low	04/24/23

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
0175-23	PPOCs (San Francisco, San Luis Obispo); Directors (San Francisco, San Luis Obispo); Regional Manager; Section Directors	Wave 6 Counties T-6 Months Change Readiness Survey	CalWIN Migration	05/09/23	Helen Cruz	Araceli Gallardo

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0176-23	PPOCs (Sacramento, San Francisco, San Luis Obispo); Regional Managers; IPOCs (Wave 6); TPOCs (Wave 6)	CalWIN Wave 6 Readiness Dashboard and Packet - Monthly May 2023	CalWIN Migration	05/09/23	Jennifer Carpenter	Mara Jennings
0180-23	PPOCs (Alameda, Fresno, Sonoma); Regional Managers; IPOCs (Wave 5); TPOCs (Wave 5)	CalWIN Wave 5 Readiness Dashboard and Packet – Monthly May 2023	CalWIN Migration	05/10/23	Jennifer Carpenter	Mara Jennings
0181-23	PPOCs (San Mateo, Santa Cruz, San Diego, Solano); Regional Managers (R1, R5); IPOCs (Wave 4); TPOCs (Wave 4)	CalWIN Wave 4 – Imaging Prep Activities	CalWIN Migration	05/11/23	Rhiannon Chin	Inez Finnigan

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
23-041	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	05/12/23	Marsale Eramya	Carlos Zepeda
23-057	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers (R1, R5)	CalWIN Wave 4 Counties: Project-Maintained Worker IDs	04/11/23	Closed	05/12/23	Darcy Alexander	Dymas Pena
23-063	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers	Wave 4 Counties – BenefitsCal Features Training – Request to Identify Participant Information	04/19/23	Closed	05/12/23	Marsale Eramya	Carlos Zepeda

Table 6.2-3 – CRFIs

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

6.3 Appendix C – Project Work Plan Reports

Project Timeline

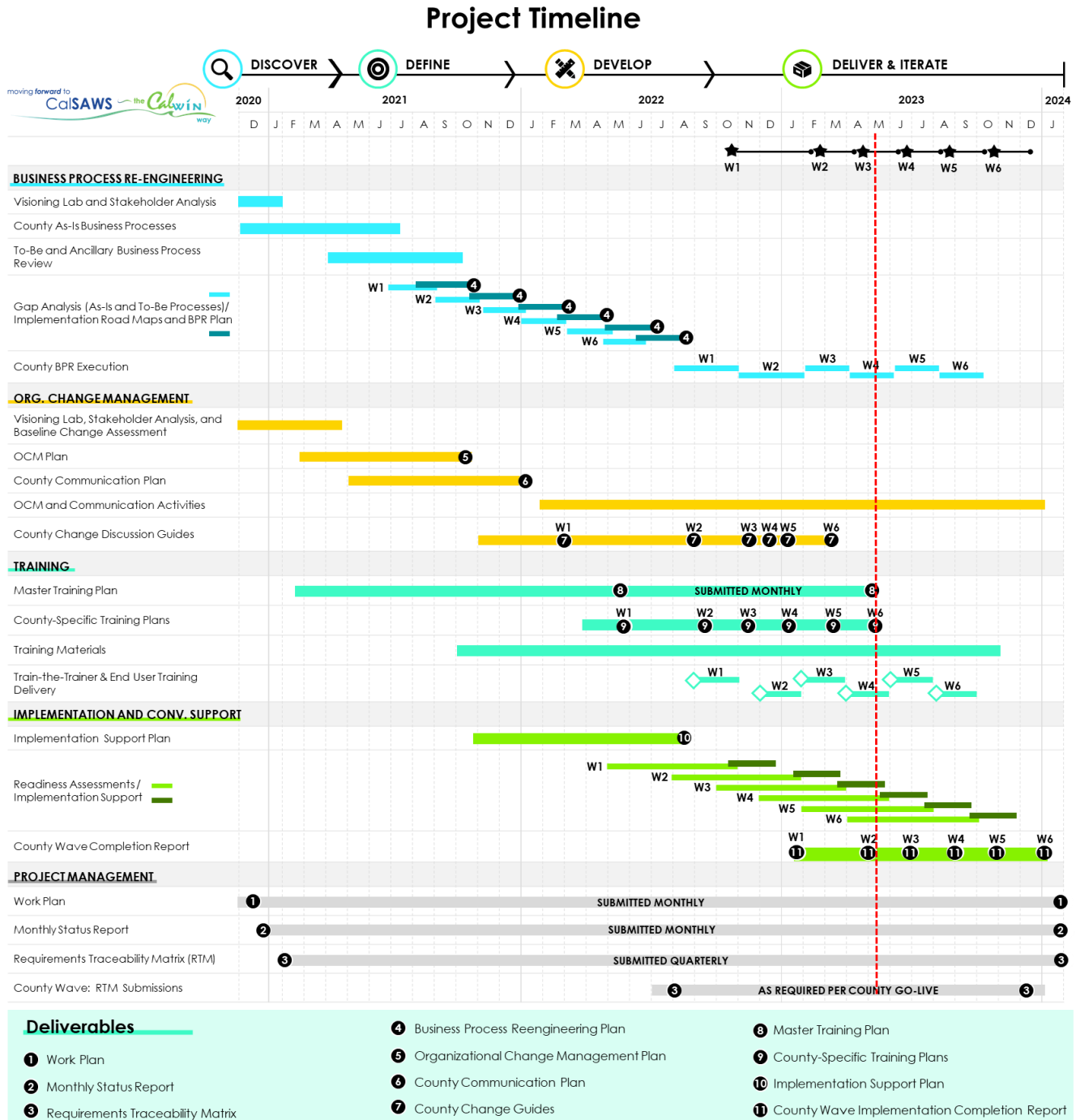


Figure 6.3-1 – Project Timeline

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

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