Wave 6 Implementation Readiness Dashboard and Packet

April 28, 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 6. 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 **April 28, 2023**
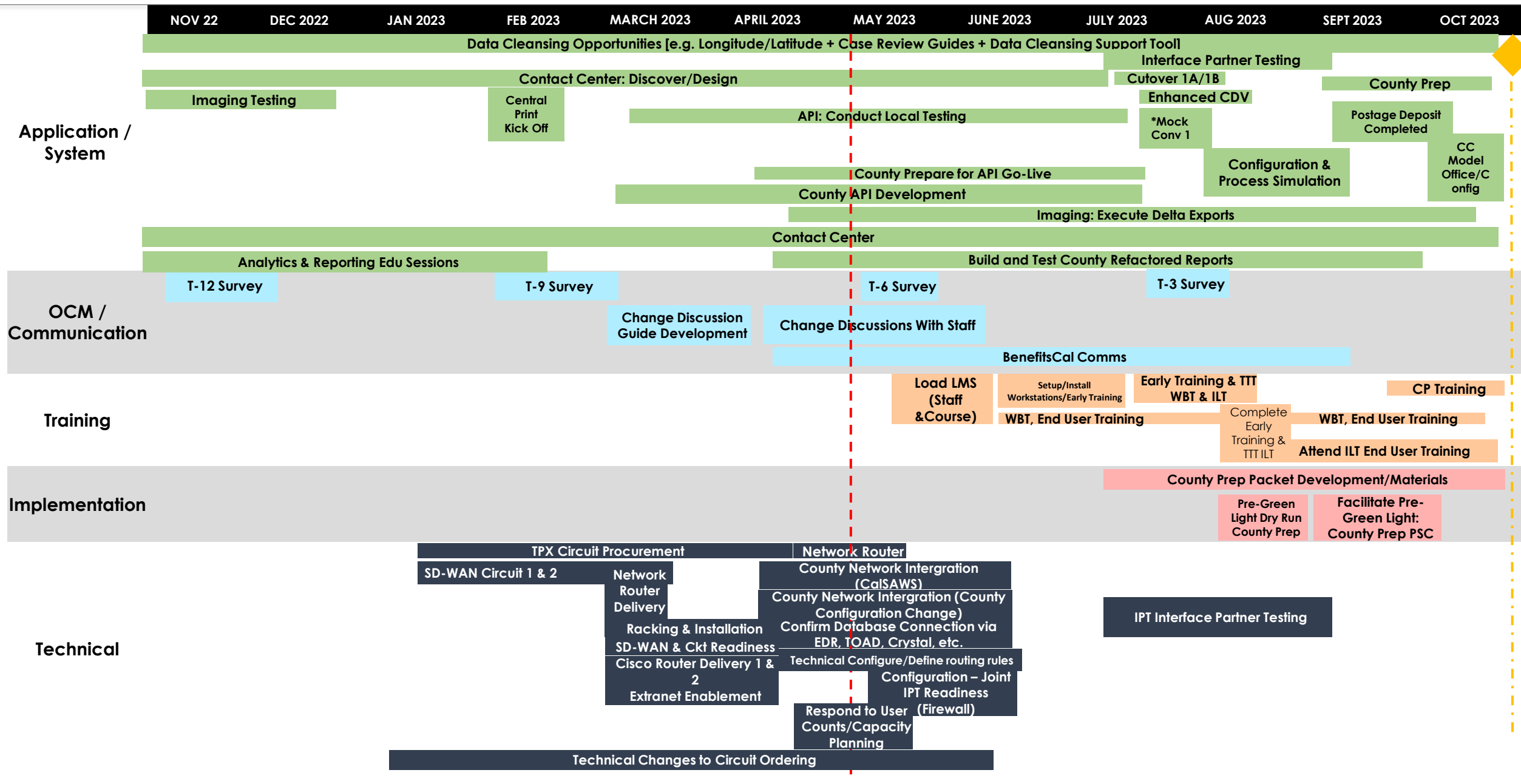
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Wave-6 **Migration Timeline**

Wave-6 Readiness: Executive Summary
Readiness Areas and Categories

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Application	NS	Deploy CalSAWS Releases 23.09	• Release targeted for 09/24/2023
	G	Contact Center Readiness	Wave 6 Counties are currently drafting and building out their IVR call flows. • Sacramento – call flow approval provided on 3/10/23 • San Francisco – call flow design and review in progress • San Luis Obispo – call flow design in progress, approval expected by 5/12/23 Counties are providing details specific to their Contact Center solution configuration, which will be used to inform each County's Contact Center Design Document (SCR).
	G	Imaging Readiness	County Export of Legacy Images in progress: • Sacramento – Initial Export scheduled for 5/5/23 • San Francisco Initial Export in progress, targeted completion by 5/12/23 • San Luis Obispo – Production Image Validation in progress, targeted completion by 5/8/23
	NS	BenefitsCal Readiness	Activities start 7/2023
	G	Central Print Readiness	Configuration meetings underway for Sacramento and San Francisco Counties. Validation meetings underway for San Luis Obispo County.
Integration	NS	County Interface Partner Test (IPT) Execution	IPT is scheduled to start for all Wave 6 counties on 7/13/23.
	NS	State Interface Partner Test (IPT) Execution	IPT is scheduled to start with State Interface Partners on 7/13/23.
Conversion & Migration Planning	NS	Defects Resolution	• Applicable open defects will be tracked closer to Wave 6 go live.
	NS	EDBC Match – Auto Review Rates	• Match Rate will not be provided until after Wave 6 Mock Cutover
	NS	Mock Cutover	• Wave 6 Mock Cutover scheduled for 08/2023
	NS	Cutover Window	• Cutover window will be determined after Mock Cutover results are published
Technical	G	County Network Connectivity	• Circuit delivered for Sacramento and San Luis Obispo • Additional time granted to Counties to respond to CRFI for IPT enablement • Continue to track circuit delivery for Sacramento, San Francisco and San Luis Obispo • Risk 288 created to track circuit delivery delays with San Francisco • Carrier changed from Lumen to Comcast
	NS	Performance Testing	• Online Performance Testing Activities kick off in September 2023. • 58 County Batch Performance – 25% complete

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

The status should be reflective of the readiness category trending at the time of reporting period.

Wave-6 Readiness: Executive Summary
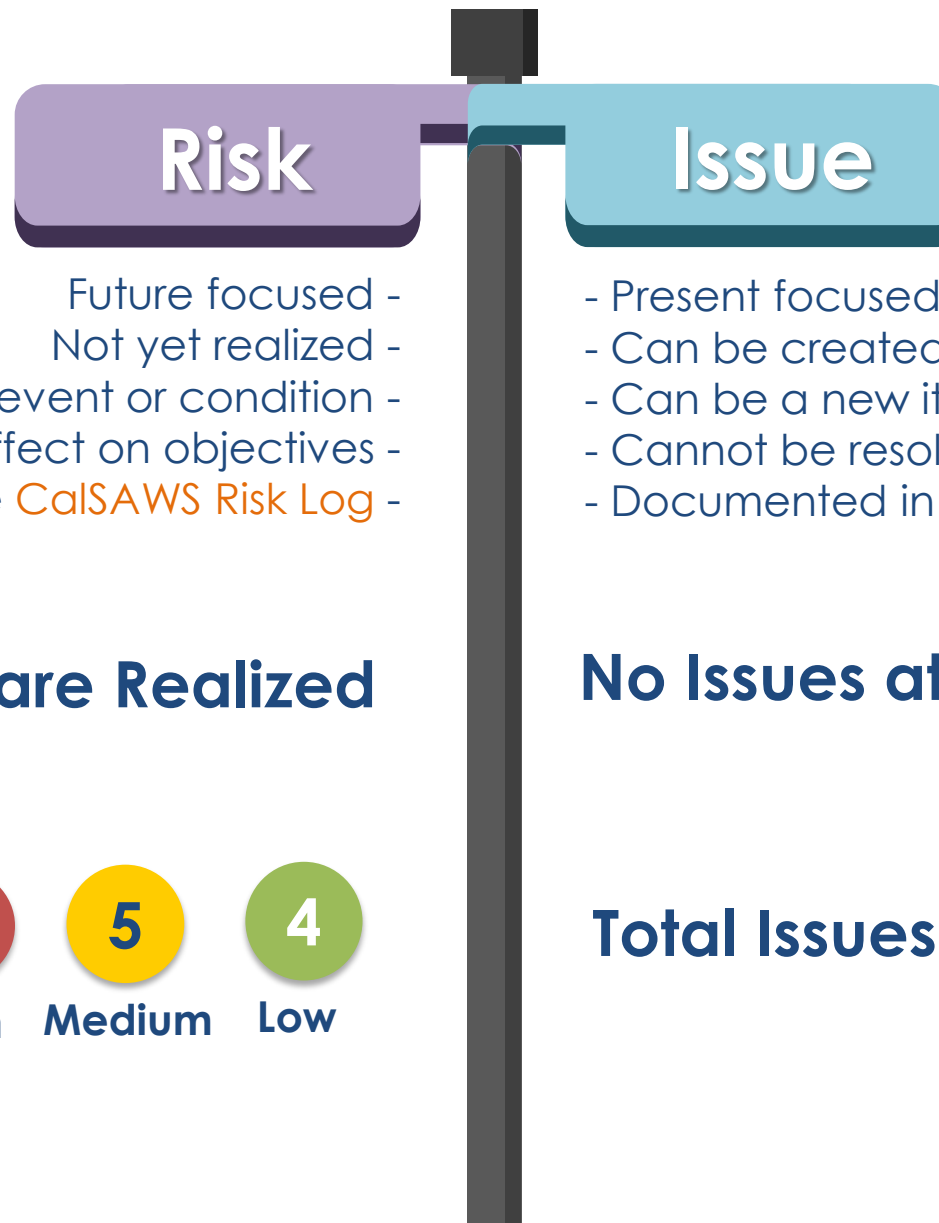## Readiness Areas and Categories

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	• Master Training Plan approved • Monthly updates are ongoing • County Training Plans submitted for County review
	G	ILT Training Curriculum Complete	• Core curriculum complete • County-specific tailoring in progress • County-specific ILT curriculum walkthroughs start 6/3/2023 for Sacramento, 6/12/2023 for San Francisco, and 6/19/2023 for San Luis Obispo
	NS	Wave 6 County Classroom Set-Up	• Classroom set-up and connectivity testing planned for 7/10 – 7/21/2023 for ET/TTT and 8/21 – 9/1/2023 for End-User Training
	NS	WBT Training Delivery	• WBTs start 5/15/2023 for Early Training & TTT participants • WBTs start 6/5/2023 for all staff
	NS	ILT Training Delivery	• ILTs start 7/25/2023 for Early Training & TTT participants • ILTs start 9/6/2023 for all staff
Organization	NS	Change Discussion Guides (CDGs)	• Wave 6 Counties and Consortium comments addressed to get to county DWP by 05/08
	G	Communications	• Infographics for May – on schedule
	C	Business Process Reengineering	• BPR Complete
	NS	Configuration	• Activities to start 07/2023
	NS	Process Simulation	• Working sessions targeted for • 07/06/23 for Sacramento • 07/19/23 for San Luis Obispo • 08/02/23 for San Francisco
Implementation	G	Implementation Planning	• TOSS meetings ongoing
	NS	County Prep	• Kickoff targeted for 08/16/23
	G	Pre and Post Implementation Support	• County Profile drafts complete, initial escalation model planned.
	NS	Help Desk	• Tier 1 Fulfiller Training targeted for week of 05/29/23
	G	County Ad Hoc Reports	• Sacramento has identified fewer than 50 reports that need to be refactored and are continuing to review. • San Francisco has identified 56 reports that need to be refactored by or within one month of go live. • San Luis Obispo has identified 26 reports that need to be refactored and continue to review priority.

Readiness Dashboard

Risks and Issues

Risk

Future focused -
Not yet realized -
Uncertain, probable event or condition -
Has negative effect on objectives -
Documented in the CalSAWS Risk Log -

Issue

- Present focused
- Can be created as a result of a risk being realized
- Can be a new item not identified as a risk
- Cannot be resolved by the identifier
- Documented in the CalSAWS Issue Log

Monitoring - No Risks are Realized

No Issues at this Time

Total Risks **0** High **5** Medium **4** Low

Total Issues **0** High **0** Medium **0** Low

Risk and Issues: Wave 6

Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk	Risk Name	Status
258	The CalWIN Conversion Cutover Window is at risk of completing past the 84-hour cutover window	Low
276	Delivery of Wave 6 GDS #13 in Sept. 2023 (T-1) Impacts the Execution of Interface Partner Testing (IPT), Process Simulation, and County Data Validation (CDV) phases for Wave 6 Counties	Low
279	CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they migrate to CalSAWS	Medium
280	Unresolved high priority conversion defects not resolved prior to Go Live could impact County Case Worker business post go live	Medium
285	Preparing CalWIN Counties to operationalize CalSAWS after go-live	Medium

CalWIN Counties Cutover Readiness Needs Risks

Risk	Risk Name	Status
262	The CalWIN Counties may not be fully prepared for go-live if they do not have sufficient or timely information	Medium
264	CalWIN County waves may not complete their imaging migration readiness activities by their designated wave go-live dates	Medium
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-Hoc Reports and Ancillary System before go-live	Medium
288	Wave 6 San Francisco County – Delays in Circuit delivery	Low

Wave-6: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – Install LMS, Load Courses, Test Reports	Complete	11/14/22	12/16/22	**100%**
Wave 6 County Data Validation	Not Started	08/14/23	08/25/23	0%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	**100%**
User Acceptance Test (UAT): Group 2	Complete	07/25/22	08/19/22	**100%**
Process Simulation Execution with Counties	Not Started	08/28/23	09/28/23	0%
State and CalWIN County Interface Testing	Not Started	07/13/23	09/15/23	0%
T-12 Readiness Survey Distribution	Complete	11/28/22	12/09/22	**100%**
T-9 Readiness Survey Distribution	Complete	02/13/23	02/28/23	**100%**
T-6 Readiness Survey Distribution	Not Started	05/15/23	05/26/23	0%
T-3 Readiness Survey Distribution	Not Started	07/31/23	08/11/23	0%
Application Development and System Test 23.09	Not Started	07/31/23	09/20/23	0%
County Preparation Phase Kick Off	Not Started	08/16/23	08/16/23	0%
County Preparation Phase	Not Started	09/18/23	10/26/23	0%
County Networking Connectivity	In Progress	03/01/23	06/19/23	**40%**
Contact Center Model Office Simulation	Not Started	10/02/23	10/20/23	0%
End-User Training	Not Started	08/28/23	10/27/23	0%
Pre and Post Deployment Support	Not Started	09/18/23	12/29/23	0%
Wave 6 CalSAWS Go-Live	Not Started	10/30/23	10/30/23	0%

Wave 6 – County Readiness Summary

County Readiness – Wave 6

Readiness Area	Status	Sacramento	Status	San Francisco	Status	San Luis Obispo
Application	G	IVR Contact flow review completed and approved by county on 3/10/23.	G	IVR Contact flow design and review in progress for Contact Center.	G	IVR Contact flow design and review in progress or Contact Center.
Integration	G	IPT Execution scheduled to start 7/13/23. Interface development in progress.	G	IPT Execution scheduled to start 7/13/23. Interface development in progress.	G	IPT Execution scheduled to start 7/13/23. Interface development in progress.
Conversion	G	Ongoing data cleansing activities. CDV targeted for August 2023	G	Ongoing data cleansing activities. CDV targeted for August 2023	G	Ongoing data cleansing activities. CDV targeted for August 2023
Technical	G	Networking connectivity on track at 52.7% complete	G	Networking connectivity on track at 41.8% complete	G	Networking connectivity on track at 52.7% complete
Training	G	Walkthroughs begin 06/03/23.	G	Walkthroughs begin 06/12/23.	G	Walkthroughs begin 06/19/23.
Implementation	G	TOSS meetings are ongoing.	G	TOSS meetings are ongoing.	G	TOSS meetings are ongoing.
Organizational	G	T-6 Readiness Survey targeted for 05/22/23	G	T-6 Readiness Survey targeted for 05/22/23	G	T-6 Readiness Survey targeted for 05/22/23

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late

CalSAWS | April 28, 2023 Wave-6 Implementation Readiness Packet & Dashboard

10

County Readiness – Task Breakdown

Sacramento County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	11	19	21	51
BenefitsCal	0	12	0	12
Change Readiness	0	23	26	49
Conversion Readiness	16	2	0	18
Implementation Readiness	9	45	45	99
Technical Readiness	7	25	12	44
Training Readiness	0	13	29	42
None	0	1	0	1
Total Unique Issues:	43	140	133	316

San Francisco County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	0	28	21	49
BenefitsCal	0	12	0	12
Change Readiness	0	23	26	49
Conversion Readiness	16	2	0	18
Implementation Readiness	11	43	45	99
Technical Readiness	8	24	8	40
Training Readiness	0	16	30	46
Total Unique Issues:	35	148	130	313

San Luis Obispo County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	5	20	24	49
BenefitsCal	0	12	0	12
Change Readiness	0	25	26	51
Conversion Readiness	16	2	0	18
Implementation Readiness	10	42	48	100
Technical Readiness	4	23	14	41
Training Readiness	0	15	31	46
Total Unique Issues:	35	139	143	317

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 6 Counties tasks include tasks that apply to Sacramento, San Francisco, San Luis Obispo (e.g., selective conversion tasks)

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