



# CalSAWS CalWIN Implementation Support Services (ISS) Weekly Status Report

**Reporting Period: May 22, 2023 to May 28, 2023**

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## 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"> <li>▶ <b>Wave 3</b> <ul style="list-style-type: none"> <li>○ Provided support for Go-Live Configurations.</li> </ul> </li> <li>▶ <b>Wave 4</b> <ul style="list-style-type: none"> <li>○ Provided Configuration support for Process Simulation execution for San Mateo County and Solano County.</li> <li>○ Provided Configuration support for County Prep activities.</li> <li>○ Completed 100% of the Process Simulation execution sessions with San Mateo County.</li> <li>○ Completed 100% of the Process Simulation execution sessions with Solano County.</li> </ul> </li> <li>▶ <b>Wave 5</b> <ul style="list-style-type: none"> <li>○ Facilitated Configuration Working session with Alameda County 05/22/23 through 05/26/23.</li> <li>○ Conducted the Wave 5 Process Simulation preparation session with Alameda County on 05/23/23, 05/24/23 and 05/25/23.</li> <li>○ Conducted the Wave 5 Process Simulation preparation session with Sonoma County on 05/22/23.</li> </ul> </li> <li>▶ <b>Wave 6</b> <ul style="list-style-type: none"> <li>○ Scheduled Configuration Kickoff meeting with San Luis Obispo County for 06/12/23.</li> <li>○ Initiated communication with Sacramento County and San Francisco County to schedule Configuration Kickoff meetings.</li> </ul> </li> </ul>
Organizational Change Management (OCM)	<ul style="list-style-type: none"> <li>▶ <b>Wave 5 Change Discussion Guides</b> <ul style="list-style-type: none"> <li>○ Completed the change discussions in Fresno County and Sonoma County.</li> <li>○ Continue to monitor and report the Feedback Form responses through 06/09/23 to Alameda County.</li> </ul> </li> <li>▶ <b>Wave 6 Change Discussion Guides</b> <ul style="list-style-type: none"> <li>○ Conducted the Change Discussion Prep sessions with San Francisco County from 05/22/23 to 05/23/23.</li> <li>○ Sent the feedback session survey to Sacramento County on 05/25/23.</li> <li>○ Sent the Change Discussion Prep session material to San Francisco County on 05/22/23.</li> <li>○ Validated the stakeholder list of the Wave 3 T+6 Change Readiness Survey.</li> <li>○ Opened the Wave 6 T-6 Change Readiness Survey on 05/22/23.</li> <li>○ Sent the Wave 5 T-3 Readiness Survey CIT to the Counties the week of 05/22/23.</li> </ul> </li> </ul>

## CalSAWS – CalWIN ISS Weekly Status Report

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STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"><li>○ Sent the May CNC session materials to Wave 3 and Wave 4 the week of 05/22/23.</li><li>○ Sent the May Infographics Packet for Wave 4 to the CIT/CRFI Review Group on the week of 05/22/23.</li></ul>
Training	<ul style="list-style-type: none"><li>▶ Continued the Wave 4 Counties' Web Based Training for all staff.</li><li>▶ Continued Instructor Led Training in all Wave 4 Counties.</li><li>▶ Continued the Wave 5 Counties' Web Based Training for all staff.</li><li>▶ Continued the Wave 6 Counties' Web Based Training for Early Training and Train the Trainer Participants.</li><li>▶ Continued tailoring Instructor Led Training materials for the Wave 6 Counties.</li><li>▶ Hosted Training touchpoints with Fresno County, San Luis Obispo County, San Diego County, Solano County, San Mateo County, and Santa Cruz County.</li></ul>
Implementation	<ul style="list-style-type: none"><li>▶ <b>Wave 3</b><ul style="list-style-type: none"><li>○ Completed the fifth week of Wave 3 post-Implementation support.</li><li>○ Conducted daily business metrics review and Implementation Team calls.</li><li>○ Managed onsite resource tracker and provided daily resourcing needs.</li><li>○ Participated in the Wave 3 Retro sessions for Implementation support on 05/22/23 and 05/23/23.</li></ul></li><li>▶ <b>Go-Live Packet (GLP)</b><ul style="list-style-type: none"><li>○ Created and reviewed the Wave 4 Go-Live Packet (GLP).</li><li>○ Submitted the associated CIT for editorial review.</li></ul></li><li>▶ <b>Future Waves</b><ul style="list-style-type: none"><li>○ Met with all Wave 4 Counties and reviewed the estimated Yellow Banner and discrepant data workload and strategies for tackling it. Met with Santa Cruz County on 05/16/23, Solana County on 05/19/23, and San Mateo County and San Diego County on 05/23/23.</li><li>○ Continued activities in support of Sacramento County's asks.</li><li>○ Reviewed checklist items to track each county's approach to Lobby Management and Contact Center.</li><li>○ Conducted the Wave 4 County Prep Office hours and Daily Debrief, including metrics review on 05/25/23.</li><li>○ Continued updates to the Readiness Dashboards and Packets for Wave 4, Wave 5, and Wave 6 Counties.</li><li>○ Distributed Readiness Dashboard and Packet to the Wave 4 Counties on 05/24/23.</li><li>○ Completed the Wave 4 resource assignments with project and county staff.</li><li>○ Conducted a Wave 4 county site visit to San Diego County and confirmed office information and support approach.</li><li>○ Developed plan and timeline for Waves 5–6 resource assignments.</li><li>○ Conducted Fact Sheet Working Group and released one new Fact Sheet.</li></ul></li></ul>

**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 through Wave 6 – developed weekly summary report and made available for review to the Consortium Leadership during the week of 05/28/23.
  - 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 and updates, and to 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:**
  - DDEL 07.16: County Change Guide – Wave 6 (Sacramento) on 05/22/23.
  - DDEL 07.17: County Change Guide – Wave 6 (San Francisco) on 05/22/23.
  - DDEL 07.18: County Change Guide – Wave 6 (San Luis Obispo) on 05/22/23.
  - FDEL 09.16: County Training Plan – Wave 6 (Sacramento) on 05/23/23 (due date 05/30/23).
  - FDEL 09.17: County Training Plan – Wave 6 (San Francisco) on 05/23/23 (due date 05/30/23).
  - FDEL 09.18: County Training Plan – Wave 6 (San Luis Obispo) on 05/23/23 (due date 05/30/23).
  - DDEL 11.03: County Implementation Completion Report – Wave 3 (Part 1) on 05/24/23.

## **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 Waves 2–6 County Work Plans for the Implementation Readiness Checklist.
- ▶ **Deliverables and Work Products – Submit the following:**
  - FDEL 09.16: County Training Plan - Wave 6 (Sacramento) on 05/30/23.
  - FDEL 09.17: County Training Plan - Wave 6 (San Francisco) on 05/30/23.
  - FDEL 09.18: County Training Plan - Wave 6 (San Luis Obispo) on 05/30/23.

## **2.0 Business Process Reengineering (BPR)**

### **2.1 Highlights of the Reporting Period**

#### **► Process Simulation**

- Continued preparation activities with the Wave 5 Alameda County and Sonoma County to provide detailed scenario steps and security roles.
- Conducted the Wave 5 Process Simulation preparation session with Alameda County from 05/22/23 to 05/25/23 to complete scenario overview and align steps to county process.
- Conducted the Wave 5 Process Simulation preparation session with Sonoma County on 05/22/23 for scenario overview and finalization.
- Facilitated San Mateo County and Solano County execution working sessions from 05/22/23 – 05/26/23 to accomplish 50% execution target.
- Provided data support to San Diego County for internal testing data requirements.

#### **► Configuration**

- Provided Configuration support to Wave 3 Counties for Go-Live configurations.
- Provided Configuration support to Wave 4 Counties for County Prep activities.
- Provided Configuration support to San Mateo and Solano Counties for Process Simulation execution.
- Facilitated Configuration working sessions with Alameda County from 05/22/23 – 05/26/23.
- Scheduled a Configuration Kickoff meeting with San Luis Obispo County for 06/12/23.
- Initiated communication with Sacramento County and San Francisco County to schedule Configuration Kickoff meetings.

### **2.2 Activities for the Next Reporting Period**

#### **► Process Simulation**

- Continue Process Simulation findings closure with San Mateo County and Solano County.
- Complete Process Simulation scenario review for Solano County on 05/30/23.
- Continue virtual Process Simulation preparation with the Wave 5 Counties – Alameda County and Sonoma County.
- Schedule in-person Process Simulation preparation sessions with Fresno County on 06/13/23 and 06/15/23.
- Update Wave 5 scenario spreadsheets to make them county specific.

#### **► 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 Fresno County 05/31/23 and 06/01/23.
- Schedule Wave 6 Configuration kickoff meetings with Sacramento and San Francisco Counties.

## 3.0 Organizational Change Management (OCM)

### 3.1 Highlights of the Reporting Period

- ▶ **Wave 5 Change Discussion Guides**
  - Completed the change discussions in Fresno and Sonoma County.
  - Continued to monitor and report the Feedback Form responses through 06/09/23 to Alameda County.
- ▶ **Wave 6 Change Discussion Guides**
  - Conducted the Change Discussion Prep sessions with San Francisco County from 05/22/23 through 05/23/23.
  - Sent the feedback session survey to Sacramento County on 05/25/23.
  - Sent the Change Discussion Prep session material to San Francisco County on 05/22/23.
- ▶ **Change Readiness Surveys**
  - Validated the stakeholder list for the Wave 3 T+6 Change Readiness Survey.
  - Opened the Wave 6 T-6 Change Readiness Survey on 05/22/23.
  - Sent the Wave 5 T-3 Readiness Survey CIT to the Counties the week of 05/22/23.
- ▶ **Change Network Champion (CNC) Meetings**
  - Sent the May CNC session materials to Waves 3 and 4 the week of 05/22/23.
- ▶ **Infographics**
  - Sent the May Infographics Packet for Wave 4 to the CIT/CRFI Review Group on the week of 05/22/23.

### 3.2 Activities for the Next Reporting Period

- ▶ **Wave 5 Change Discussion Guides**
  - Continue to monitor and report the Feedback Form responses to Alameda County through 06/09/23.
- ▶ **Wave 6 Change Discussion Guides**
  - Conduct the Change Discussion Prep sessions with San Luis Obispo County on 05/31/23.
  - Send the feedback session survey to San Francisco County on 05/30/23.
  - Send the Change Discussion Prep session material to San Luis Obispo County on 05/31/23.
- ▶ **Change Readiness Surveys**
  - Open the Wave 3 T+6 Change Readiness Survey on 05/30/23.
  - Monitor the Wave 6 T-6 Change Readiness Survey on 05/30/23.
  - Validate the list of Wave 5 T-3 Readiness Surveys the week of 05/30/23.
- ▶ **Newsletter/Infographics**
  - Send the May Infographics Packet for Wave 4 to the Counties the week of 05/30/23.

## 4.0 Training

### 4.1 Highlights of the Reporting Period

- ▶ **Training Advisory Council**
  - Continued planning for Training Advisory Council (TAC) Meeting on 06/14/23.

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- ▶ **Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training**
  - Continued WBTs for all staff.
  - Continued ILTs in all Wave 4 Counties.
  - 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.
  - Completed room set-up and connectivity testing for Early Training and Train the Trainer ILT.
  - Hosted Training Touchpoint with Fresno County.
- ▶ **Wave 6: Sacramento, San Francisco, and San Luis Obispo Planning**
  - Continued WBTs for Early Training and Train the Trainer participants.
  - Continued tailoring ILT materials for the Wave 6 Counties.
  - Hosted Training Touchpoint with San Luis Obispo County.

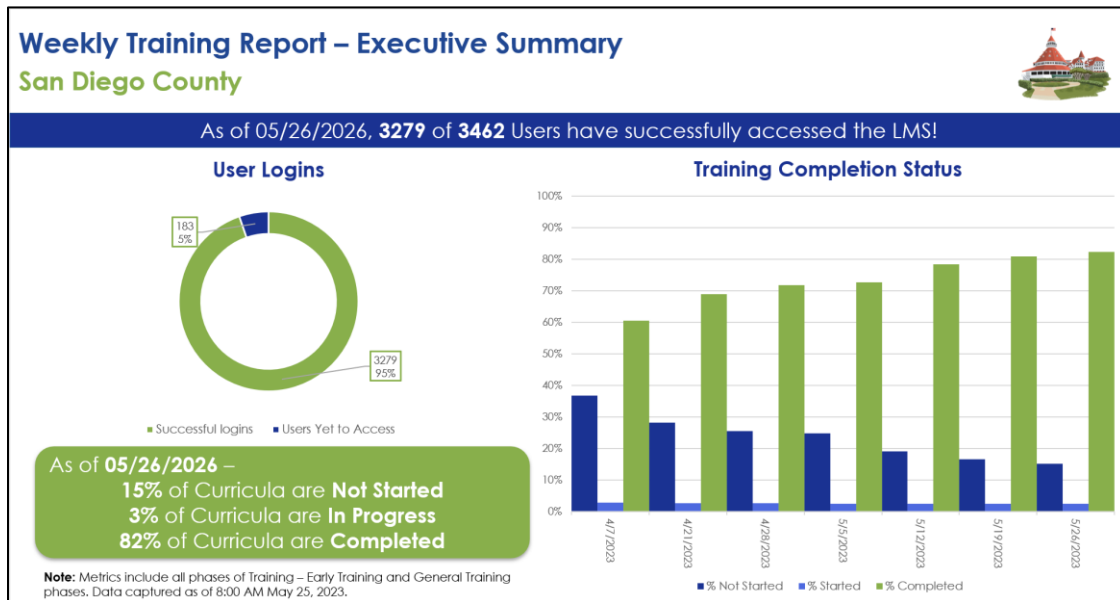


Figure 4.1-1 – Weekly WBT Training Report – San Diego County



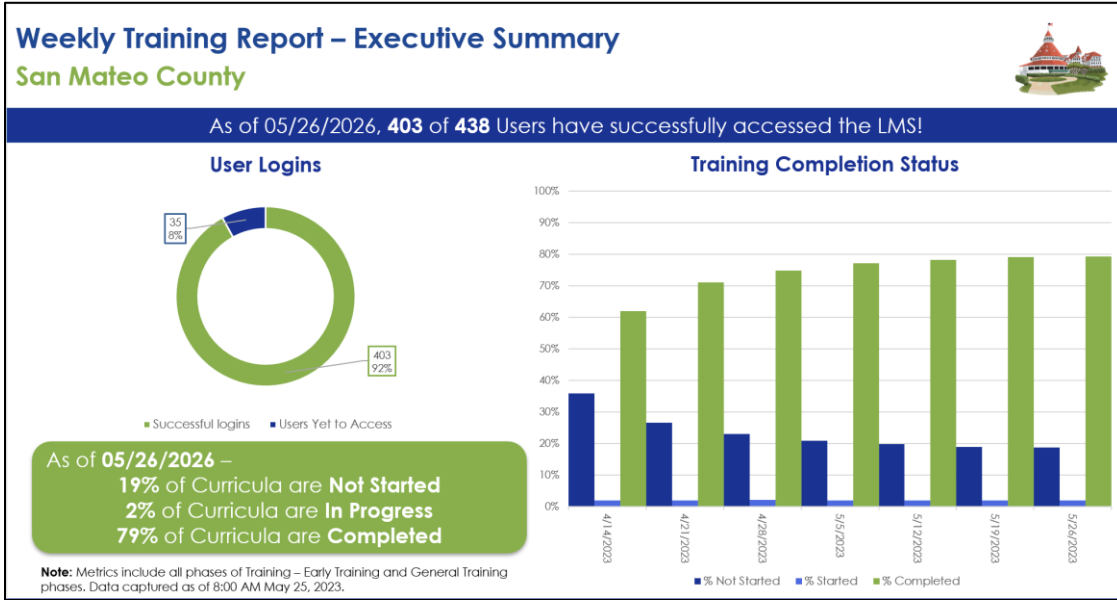


Figure 4.1-2 – Weekly WBT Training Report – San Mateo County

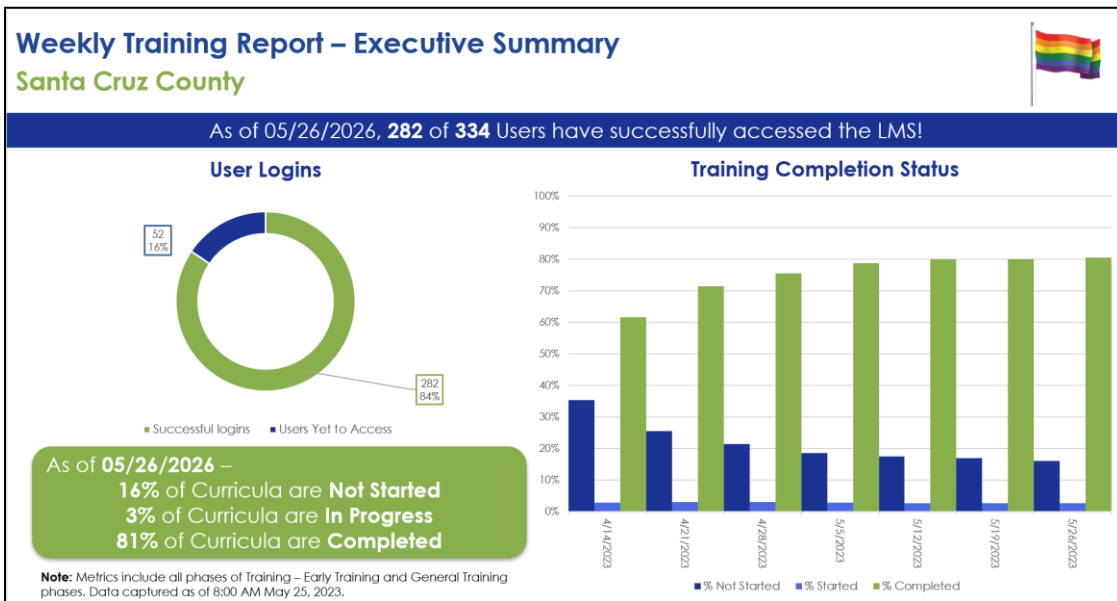


Figure 4.1-3 – Weekly WBT Training Report – Santa Cruz County

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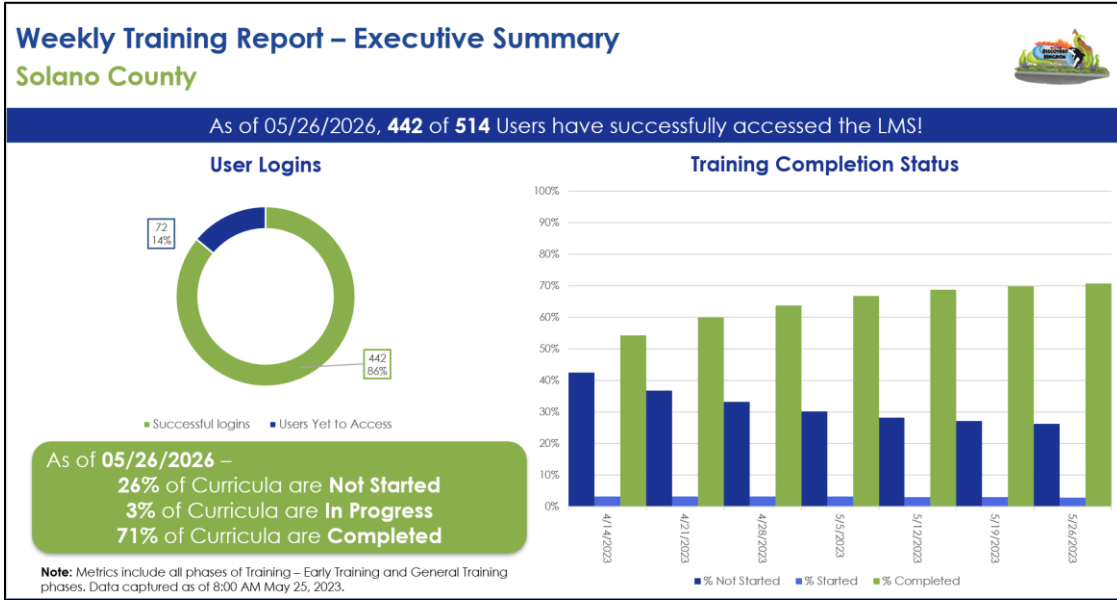


Figure 4.1-4 – Weekly WBT Training Report – Solano County

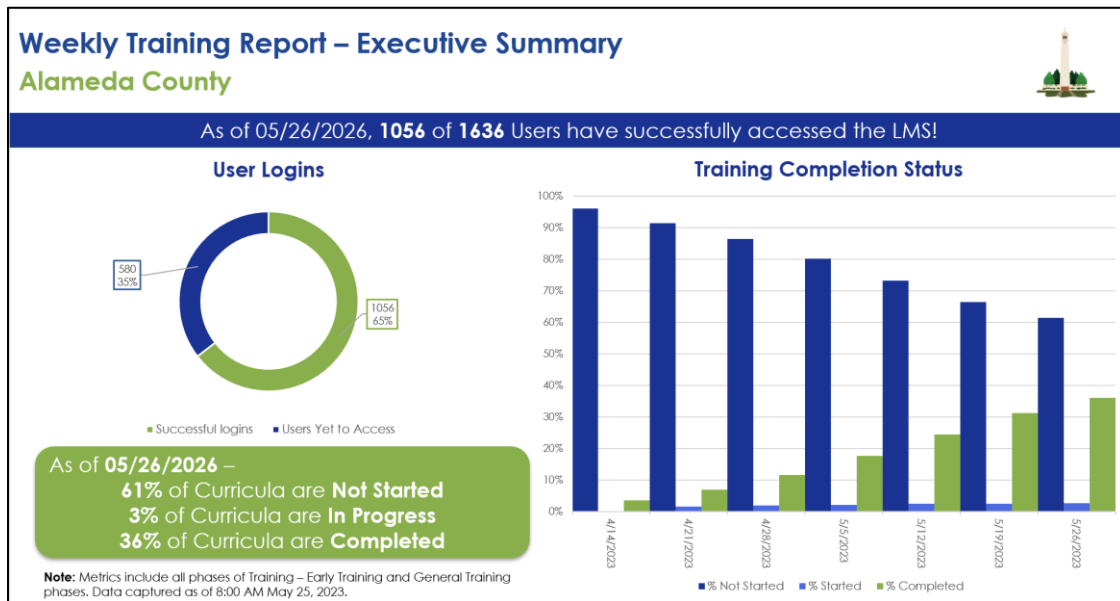


Figure 4.1-5 – Weekly WBT Training Report – Alameda County

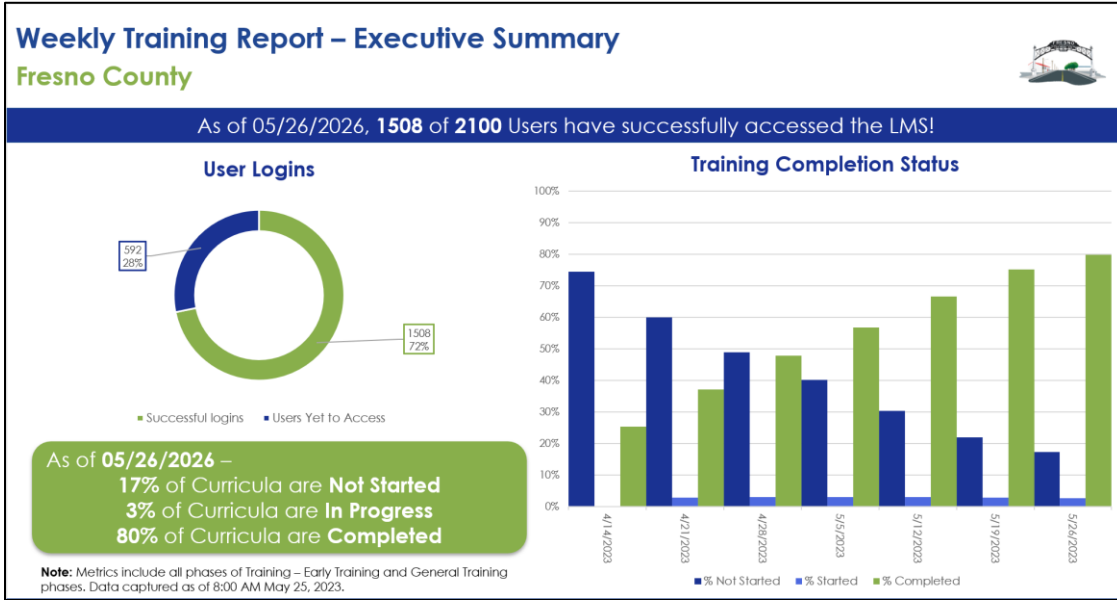


Figure 4.1-6 – Weekly WBT Training Report – Fresno County

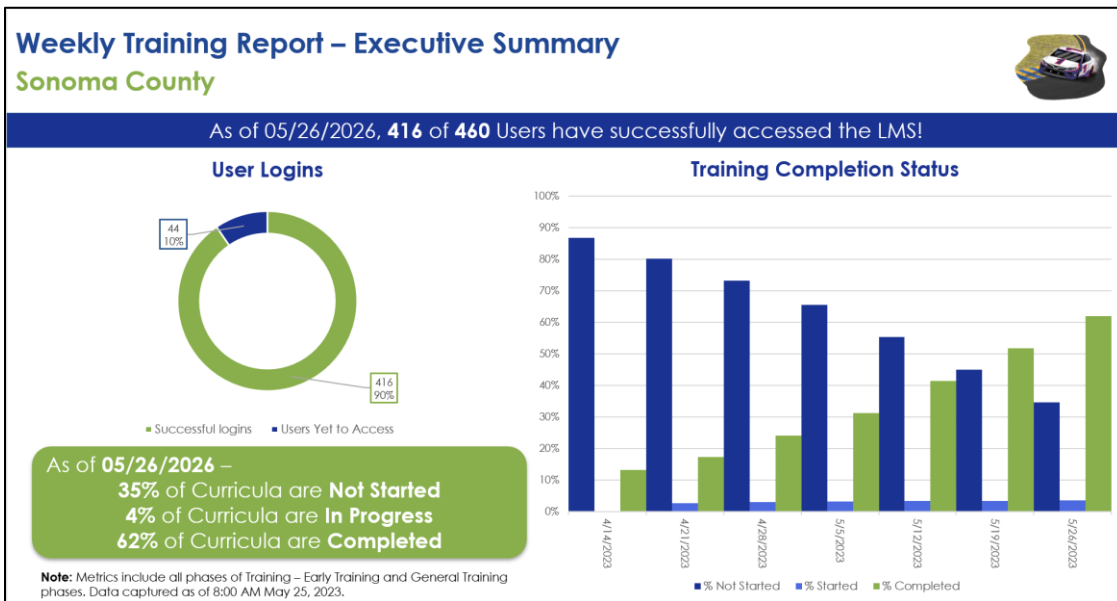


Figure 4.1-7 – Weekly WBT Training Report – Sonoma County

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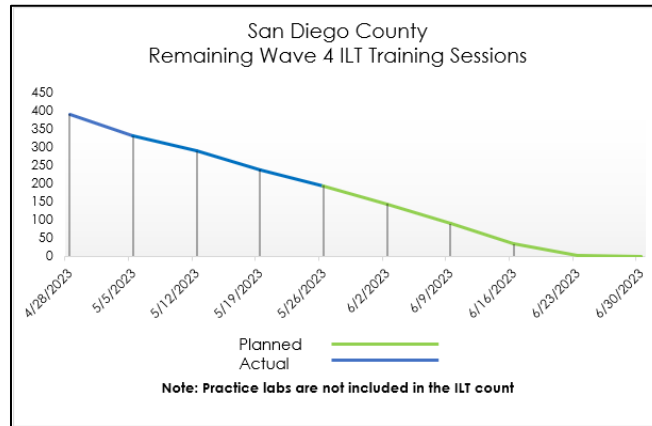


Figure 4.1-8 – Weekly WBT Training Report – San Diego County

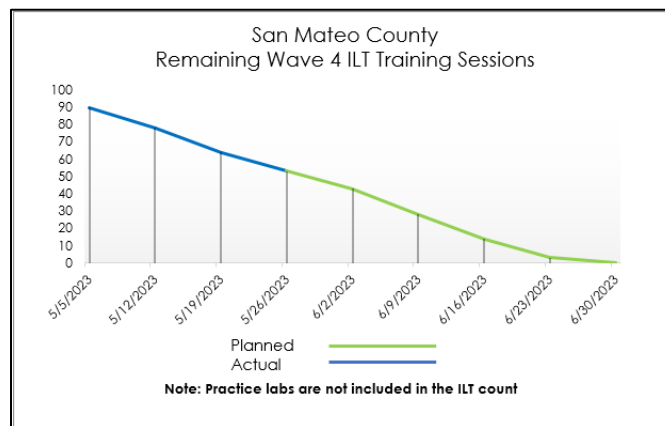


Figure 4.1-9 – Weekly WBT Training Report – San Mateo County

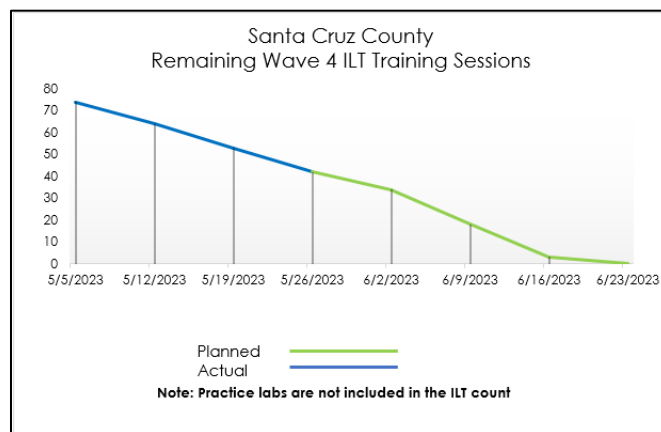


Figure 4.1-10 – Weekly WBT Training Report – Santa Cruz County

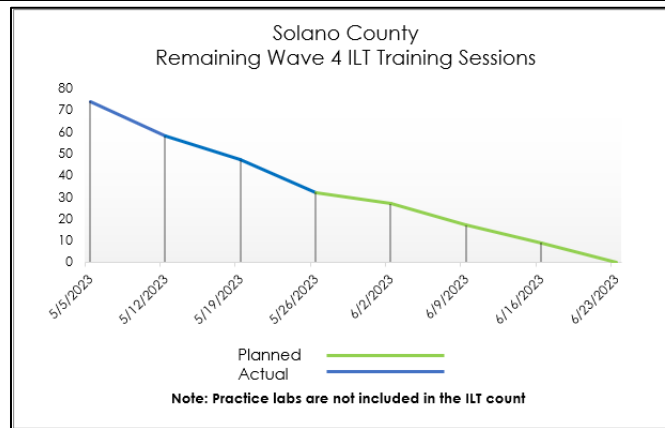


Figure 4.1-11 – Weekly WBT Training Report – Solano County

## 4.2 Activities for the Next Reporting Period

- ▶ **Training Advisory Council**
  - Continue 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 County, Fresno County, and Sonoma County Training**
  - Continue WBTs all staff.
  - Start ILTs for Early Training and Train the Trainer.
  - Host Training Touchpoint with Alameda County.
  - Host Training Touchpoint with Sonoma County.
- ▶ **Wave 6: Sacramento, San Francisco, and San Luis Obispo County Planning**
  - Continue WBTs for Early Training and Train the Trainer participants.
  - Host Training Touchpoint with San Francisco County.
  - Host Training Touchpoint with Sacramento County.

## 5.0 Implementation

### 5.1 Highlights of the Reporting Period

- ▶ **Readiness Dashboard and Packet**
  - Continued collecting updates for the Wave 4 through Wave 6 Readiness Packets.
  - Distributed the Readiness Dashboard and Packet to the Wave 4 Counties on 05/24/23.
- ▶ **Lead TOSS/IPOC Meetings**
  - Conducted TOSS/IPOC checklist review for Santa Cruz County (05/23/23), Sonoma County (05/23/23), San Francisco County (05/24/23), Fresno County (05/24/23), and Solano County (05/26/23).
- ▶ **Lead Wave IPOC Meetings**

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- Conducted the Wave 5 IPOC meeting on 05/24/23.
- ▶ **County Prep Phase**
  - Conducted the Wave 4 County Prep Phase Office Hours and Debriefs including metrics review and individual county progress checkpoint on 05/25/23.
- ▶ **Go-Live Packet (GLP)**
  - Distributed the CIT for Wave-4 GLP for CIT Review.
  - Scheduled the Wave 4 Go-Live Packet Orientation sessions for the Wave 4 Counties.
- ▶ **Other Implementation Support**
  - Continued activities in support of Sacramento County's requests.
  - Reviewed checklist items to track the county approach for Lobby Management and Contact Center.
- ▶ **Post-Implementation Support**
  - Completed the fifth week of Wave 3 post-Implementation support to counties.
  - Conducted daily business metrics reviews and standing Implementation Team calls.
  - Managed the onsite resource tracker and provided a daily review of resource needs.
  - Completed Wave 4 Resource assignments with project and county staff.
  - Conducted a Wave 4 County site visit to San Diego County on 05/25/23 and confirmed office information and support approach.
  - Provided lessons learned and feedback to TOSS and Support Team Retro Session on 05/26/23.
  - Conducted Fact Sheet Working Group and released one new Fact Sheet.

## 5.2 Activities for the Next Reporting Period

- ▶ **Post-Implementation Support**
  - Complete the sixth week of Wave 3 Onsite and Virtual post-Implementation support.
  - Track Wave 3 interactions and ServiceNow ticket reporting for daily meetings.
  - Review plan for Wave 4 onsite support at TOSS/IPOC meetings with the County PPOCs.
  - Conduct Wave 4 County Site Visit to Santa Cruz County on 05/30/23.
  - Disseminate Wave 4 resource assignments and refresh all onsite travel materials.
  - Observe and document post-Implementation metric trends and issue resolutions.
  - Facilitate Fact Sheet Review meetings and develop Fact Sheets for distribution.
- ▶ **Readiness Dashboard and Packet**
  - Continue collecting updates for the Wave 4 through Wave 6 Readiness Packets.
- ▶ **Wave 4 Go-Live Packet**
  - Distribute the Wave 4 GLP.
- ▶ **Other Implementation Support**
  - Continue activities in support of Sacramento County's requests.
- ▶ **County Prep Phase**
  - Conduct the Wave 4 County Prep Phase Office Hours and Debriefs including metrics review and individual county progress checkpoint.

- o Conduct TOSS/IPOC checklist review for Sacramento County (06/01/23) and Solano County (06/02/23).

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DEL #	Deliverable Name	Status	Next Deadline
09.18	County Training Plan - Wave 6 (San Luis Obispo)	On Track	DDEL submitted 05/08/23 FDEL submission 05/30/23 FDEL approval 06/06/23
11.03	County Implementation Completion Report – Wave 3 (Part 1)	On Track	DDEL submission 05/24/23 FDEL submission 06/05/23 FDEL approval 06/09/23

**Table 6.1-2 – Upcoming Deliverable Deadlines**

<div>Complete</div> <div>Coming Soon</div> <div>County Sign-Off Pending</div>				
ID	Work Product Name	DWP	FWP	Final Approval
07.13	County Change Guide – Wave 5 (Alameda)	02/20/23	03/13/23	03/30/23
07.14	County Change Guide – Wave 5 (Fresno)	02/20/23	03/13/23	03/30/23
07.15	County Change Guide – Wave 5 (Sonoma)	02/20/23	03/13/23	03/30/23
07.16	County Change Guide – Wave 6 (Sacramento)	04/17/23	05/08/23	05/15/23
07.17	County Change Guide – Wave 6 (San Francisco)	04/17/23	05/08/23	05/15/23
07.18	County Change Guide – Wave 6 (San Luis Obispo)	04/17/23	05/08/23	05/15/23
09.16	County Training Plan – Wave 6 (Sacramento)	03/31/23	04/21/23	04/28/23
09.17	County Training Plan – Wave 6 (San Francisco)	03/31/23	04/21/23	04/28/23
09.18	County Training Plan – Wave 6 (San Luis Obispo)	03/31/23	04/21/23	04/28/23

**Figure 6.1-3 – Work Product Status by Submission**

### Upcoming Work Product Deadlines

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

**Table 6.1-4 – Upcoming Work Product Deadlines**

## 6.2 Appendix B – Risks and Issues Summary

### Project Risks and Issues

ID	Title	Details	Status	Impact	Risk Level	Date Logged
240	The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without considering the multi-County and multi-vendor CalSAWS ecosystem may impact business operations	As we expand to 58 Counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&O batch schedule magnifies the potential impact to business operations	Wave 1–2: Closed Wave 3–6: Open	4	Medium	03/03/21



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ID	Title	Details	Status	Impact	Risk Level	Date Logged
		and benefits to the participants.				
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 sufficient or timely information	The CalWIN Counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the Counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction.	Wave 1–3: 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 Wave 4–6: Medium	12/13/21
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the Counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN Counties	Wave 1–3: Closed Wave 4–6: Open	3	Wave 1: Low Wave 2–6: Medium	01/12/22

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ID	Title	Details	Status	Impact	Risk Level	Date Logged
		Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk.				
279	CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they Migrate to CalSAWS	As CalWIN migrates to CalSAWS, Counties may need assistance (from the project) on how to reconcile Fiscal reports as they prepare to submit State reports to CDSS on a monthly basis (and timely)	Wave 1–2: Closed Wave 2–6: Open	Wave 1: 3 Wave 2–6: 4	Medium	09/14/22
285	Preparing CalWIN counties to operationalize CalSAWS after their Go-Live	If CalWIN counties are not prepared to operationalize CalSAWS after their Go-Live, timely and effective delivery of services could be impacted. During the 60-calendar day Post Implementation support period, migrating CalWIN counties must have available resources and volunteers appropriately allocated for post implementation support, and plan for a gradual transition to self-sufficiency. Success relies on migrating CalWIN Counties demonstrating self-sufficiency at the end of the support period by self-serving and using tools such as the Go-Live Packet and Fact Sheets. It also depends on a collective effort of staff from Deloitte, the Consortium, Accenture, Gainwell, ClearBest, and Counties who can commit to providing a hybrid of virtual and onsite support during	Wave 3: Closed Wave 4–6: Open	3	Medium	02/08/23

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ID	Title	Details	Status	Impact	Risk Level	Date Logged
		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 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**

**CalSAWS – CalWIN ISS Weekly Status Report**

Weekly Status Report, May 31, 2023

Period: May 22, 2023 to May 28, 2023

**CRFI/CIT/CalSAWS Communications Information**

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

<b>CIT ID</b>	<b>To</b>	<b>Subject</b>	<b>Category</b>	<b>Distribution Date</b>	<b>Primary CalSAWS Contact</b>	<b>Backup CalSAWS Contact</b>
0189-22	PPOCs (Alameda, Fresno, Sacramento, Sonoma); Regional Managers (R1, R2, R4); Section Directors	Wave 5 and 6 CalSAWS Infographics #7	CalWIN Migration	05/22/23	Helen Cruz	Araceli Gallardo
0190-23	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers (R1, R5); Section Directors	Wave 4 – The CalSAWS Scoop Newsletter #4	CalWIN Migration	05/22/23	Helen Cruz	Araceli Gallardo
0191-23	PPOCs (Alameda, Fresno, Sonoma); Directors (Alameda, Fresno, Sonoma); Regional Managers (R1, R4); Section Directors	Wave 5 Counties T-3 Months Change Readiness Survey	CalWIN Migration	05/24/23	Helen Cruz	Araceli Gallardo
0194-23	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers; IPOCs (Wave 4); TPOCs (Wave 4)	CalWIN Wave 4 Readiness Dashboard and Packet – 2nd Biweekly May 2023	CalWIN Migration	05/24/23	Jennifer Carpenter	Mara Jennings
0195-23	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers (R1, R5); IPOCs ((San Diego, San Mateo, Santa Cruz, Solano)	CalSAWS Training Environments for Wave 4 Counties – Access, URL and Accounts	CalWIN Migration	05/24/23	Ashley Arnold	Cristina Garcia

**Table 6.2-2 – CITs**

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 31, 2023

Period: May 22, 2023 to May 28, 2023

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
23-077	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); TPOCs (Wave 4); IPOCs (Wave 4); Regional Managers (R1, R5, R6); Section Directors	CalWIN Wave 4 Counties - Identify Participants for CalWIN Go-Live: 1) County Click-Through, 2) CalHEERs and GA/GR Correspondence Smoke Testing	05/24/23	Open	06/08/23	Cristy Sharma	Mike Tombakian
23-078	PPOCs (Alameda, Fresno, Sonoma); Regional Managers	CalWIN Counties BenefitsCal Options – Wave 5	05/24/23	Open	06/08/23	Marsale Eramya	Carlos Zepeda

**Table 6.2-3 – CRFIs**

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 31, 2023

Period: May 22, 2023 to May 28, 2023

### 6.3 Appendix C – Project Work Plan Reports

#### Project Timeline

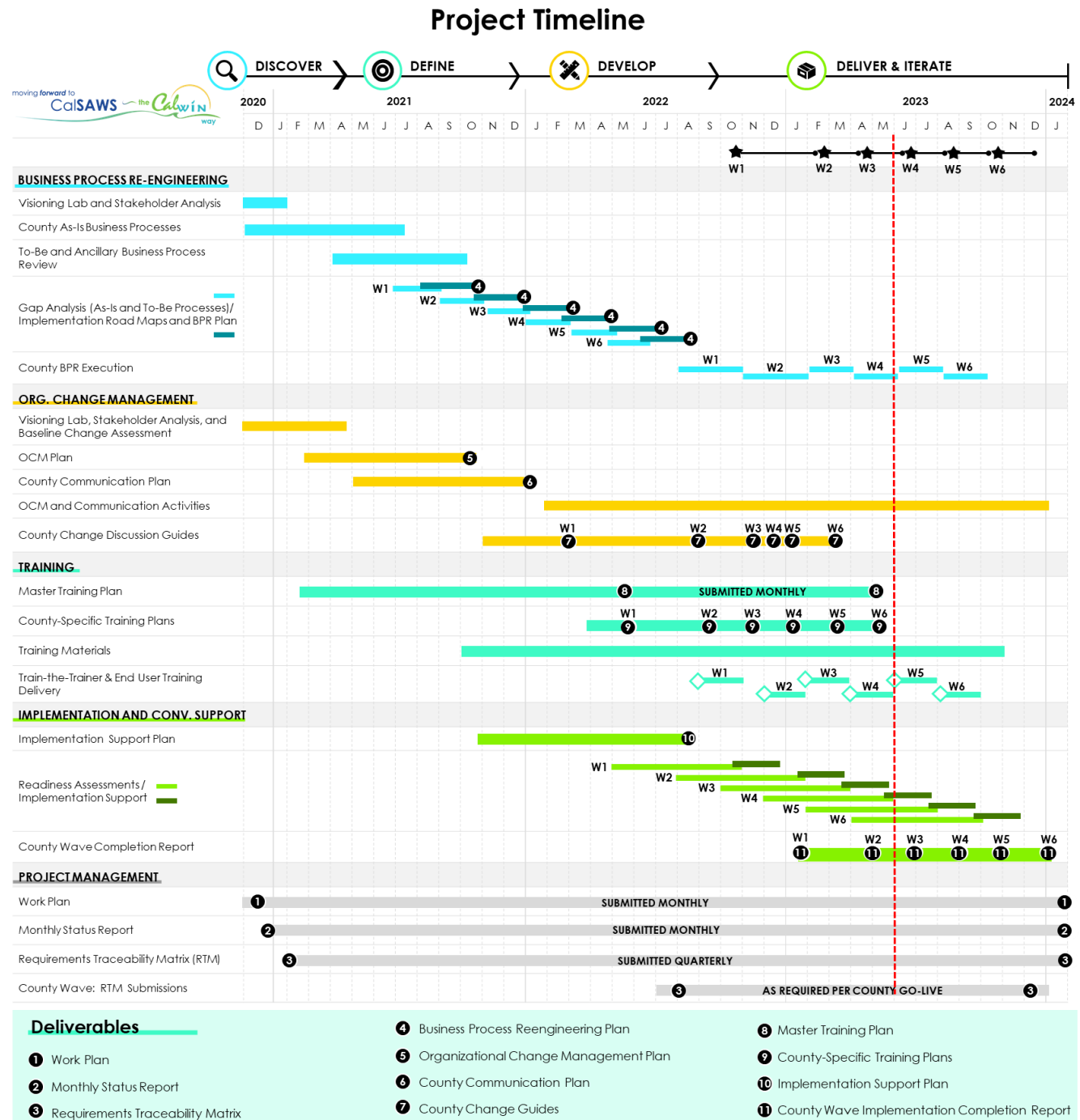


Figure 6.3-1 – Project Timeline

## CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 31, 2023

Period: May 22, 2023 to May 28, 2023

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### 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**