

CalSAWS CalWIN Implementation Support Services (ISS) Weekly Status Report

Reporting Period: May 29, 2023 to June 04, 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"> ▶ Wave 4 <ul style="list-style-type: none"> ○ Provided Configuration support for County Prep activities. ○ Completed findings triage for San Mateo County and Solano County. ○ Provided additional support to wave 4 counties for internal testing. ▶ Wave 5 <ul style="list-style-type: none"> ○ Facilitated Configuration Verification session with Fresno County 05/31/23 through 06/01/23. ○ Conducted the Wave 5 Process Simulation- configuration preparation session with Alameda County on 5/30/23. ○ Conducted the Wave 5 Process Simulation preparation session with Sonoma County on 05/30/23. ▶ Wave 6 <ul style="list-style-type: none"> ○ Scheduled Configuration Kickoff meeting with San Francisco County for 06/12/23.
Organizational Change Management (OCM)	<ul style="list-style-type: none"> ▶ Wave 5 Change Discussion Guides <ul style="list-style-type: none"> ○ Continued to monitor the Wave 5 Counties on their completion of change discussions. ○ Continued to monitor and report the Feedback Form responses to Alameda County through 06/09/23. ▶ Wave 6 Change Discussion Guides <ul style="list-style-type: none"> ○ Conducted the Change Discussion Prep sessions with San Luis Obispo County on 05/31/23. ○ Sent the feedback session survey to San Francisco County on 05/30/23. ○ Sent the Change Discussion Prep session material to San Luis Obispo County on 05/31/23. ○ Sent the Wave 5 & 6 CNC deck to Consortium for a review on 05/30/23. ○ Opened the Wave 3 T+6 Change Readiness Survey on 05/30/23. ○ Monitored the Wave 6 T-6 Change Readiness Survey on 05/30/23. ○ Validated the list of Wave 5 T-3 Readiness Surveys the week of 05/30/23. ○ Sent the May Infographics Packet for Wave 4 to the Counties the week of 05/30/23.

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STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Training	<ul style="list-style-type: none"> ○ Continued the Wave 4 Counties' Web Based Training for all staff. ○ Continued Instructor Led Training in all Wave 4 Counties. ○ Continued the Wave 5 Counties' Web Based Training for all staff. ○ Started Instructor Lead Training for Early Training and Train the Trainer participants in the Wave 5 Counties. ○ Continued the Wave 6 Counties' Web Based Training for Early Training and Train the Trainer Participants. ○ Completed LMS load and WBT curriculum assignments for Wave 6 Counties' end users. ○ Continued tailoring Instructor Led Training materials for the Wave 6 Counties. ○ Hosted Training touchpoints with San Francisco County, San Diego County, Solano County, San Mateo County, Alameda County, Sonoma County, Santa Cruz County, and Sacramento County.
Implementation	<ul style="list-style-type: none"> ▶ Wave 3 <ul style="list-style-type: none"> ○ Completed the sixth week of Wave 3 post-Implementation support. ○ Conducted daily business metrics review and Implementation Team calls. ○ Managed onsite resource tracker and provided daily resourcing needs. ○ Conducted a Fact Sheet Working Group to develop new Fact Sheets. ○ Submitted DEL-11 for review and comment from Consortium reviewers. ▶ Go-Live Packet (GLP) <ul style="list-style-type: none"> ○ The Wave 4 Go-Live Packet (GLP) was distributed on 05/31/23. ○ To assist counties with localizing content and the SMEs contributing to it, we have additional content in the package – an appendix listing all URLs used, and a label for each defect in JIRA identifying it is in the GLP. ▶ Future Waves <ul style="list-style-type: none"> ○ Continued activities in support of Sacramento County's asks – wrapped up discussions to address their RDB questions. ○ Continue updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. ○ Conducted the Wave 4 County Prep Office hours and Daily Debrief, including metrics review on 06/02/23. ○ Continued updates to the Readiness Dashboards and Packets for Wave 4, Wave 5, and Wave 6 Counties. ○ Conducted Wave 4 County Site Visit to Santa Cruz County on 05/30/23. ○ Completed the Wave 4 resource assignments with project & county staff. ○ Updated Wave 4 Orientation Session materials and added new invitees. ○ Conducted Wave 4 Onsite Resource review meetings with TOSS/IPOC for San Diego County, San Mateo County, and Solano County from 05/31/23 – 06/01/23 to confirm office programs and resource plan alignment / synchronization.

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 06/04/23.
 - 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:**
 - 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.

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 01.29: Work Plan Monthly Updates - May 2023 on 06/05/23.
 - FDEL 02.29: Monthly Status Report - May 2023 on 06/05/23.
 - FDEL 03.09: Requirements Traceability Matrix (RTM) - Q9 on 06/05/23.
 - FDEL 11.03: County Implementation Completion Report - Wave 3 (Part 1) on 06/05/23.

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 Sonoma County on 05/30/23 for scenario overview and finalization.
 - 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.
- Facilitated Configuration Verification session with Fresno County from 05/31/23 – 06/01/23.
- Scheduled a Configuration Kickoff meeting with San Francisco County for 06/12/23.

2.2 Activities for the Next Reporting Period

► **Process Simulation**

- Complete Process Simulation findings closure with San Mateo County and Solano County.
- Complete Process Simulation scenario level 1 updates for Alameda County by 06/06/23.
- Complete Process Simulation scenario level 1 updates for Solano County by 06/07/23.
- Prepare in-person Process Simulation preparation sessions for Fresno County on 06/13/23 and 06/15/23.

► **Configuration**

- Provide Configuration support to Wave 4 Counties for County Prep activities.
- Facilitate Configuration Working Session with Fresno County 06/05/23 through 06/09/23.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

► **Wave 5 Change Discussion Guides**

- Continued to monitor the Wave 5 Counties on their completion of change discussions.
- Continued to monitor and report the Feedback Form responses to Alameda County through 06/09/23.

► **Wave 6 Change Discussion Guides**

- Conducted the Change Discussion Prep sessions with San Luis Obispo County on 05/31/23.
- Sent the feedback session survey to San Francisco County on 05/30/23.
- Sent the Change Discussion Prep session material to San Luis Obispo County on 05/31/23.

► **Change Network Champions**

- Sent the Wave 5 & 6 CNC deck to Consortium for a review on 05/30/23.

► **Change Readiness Surveys**

- Opened the Wave 3 T+6 Change Readiness Survey on 05/30/23.
- Monitored the Wave 6 T-6 Change Readiness Survey on 05/30/23.
- Validated the list of Wave 5 T-3 Readiness Surveys the week of 05/30/23.

► **Newsletter/Infographics**

- Sent the May Infographics Packet for Wave 4 to the Counties the week of 05/30/23.

3.2 Activities for the Next Reporting Period

- ▶ **Wave 5 Change Discussion Guides**
 - Continue to monitor the Wave 5 Counties on their completion of change discussions.
 - 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 Office Hours with Wave 6 Counties on the week of 06/05/23.
 - Submit the DDEL signoff to the Wave 6 Counties on 06/06/23.
 - Send the Change Discussion Prep Q&A document to the Wave 6 Counties.
 - Schedule the Weekly PPOC Touchpoints with the Wave 6 Counties.
- ▶ **Change Network Champions**
 - Send the Wave 4 CNC deck to Consortium for a review on 06/05/23.
- ▶ **Change Readiness Surveys**
 - Monitor the Wave 3 T+6 Change Readiness Survey on the week of 06/05/23.
 - Close the Wave 6 T-6 Change Readiness Survey on 06/05/23 and begin to develop the presentation.
 - Open the Wave 5 T-3 Readiness Surveys on 06/05/23.
- ▶ **Newsletter/Infographics**
 - Send the June Infographics Packet for Waves 4-6 to the Consortium on 06/05/23.

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.
- ▶ **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.
 - Started ILTs for Train the Trainer in Fresno County and Sonoma County.
 - Started ILTs for Early Training in Alameda County.
 - Hosted Training Touchpoint with Alameda County.
 - 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.
 - Completed LMS load and WBT curriculum assignments for end-users.
 - Continued tailoring ILT materials for the Wave 6 Counties.
 - Hosted Training Touchpoint with San Francisco County.
 - Hosted Training Touchpoint with Sacramento County.

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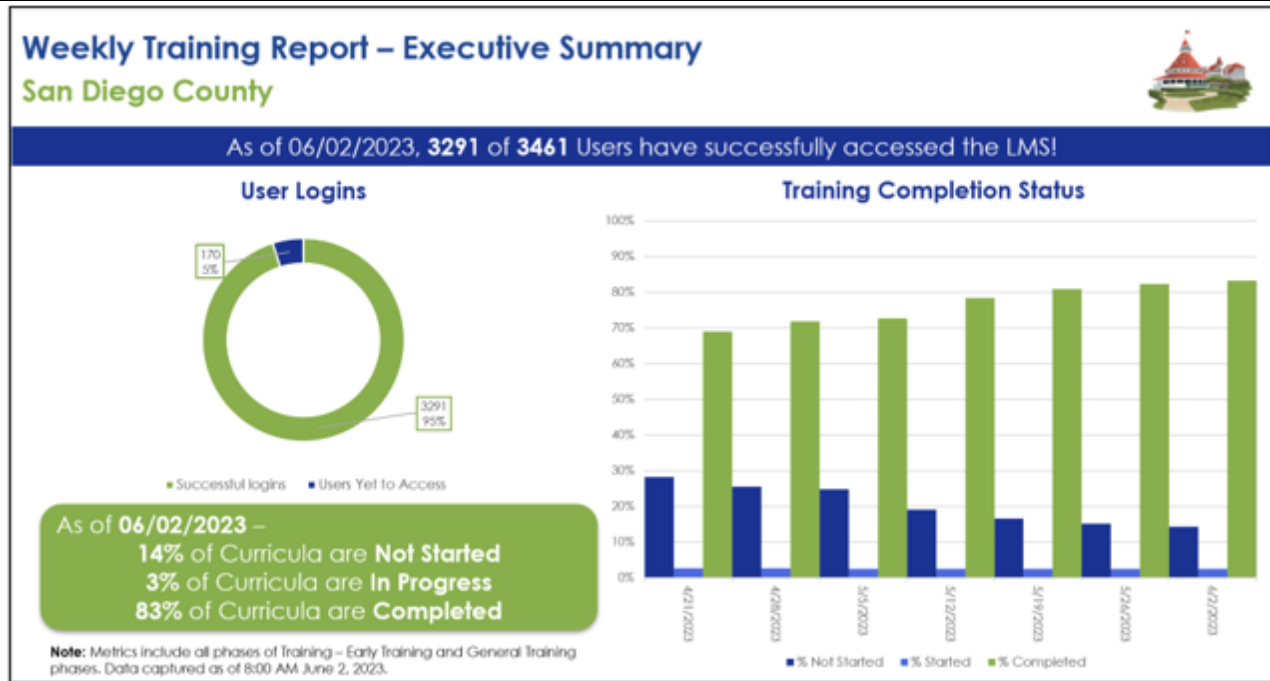


Figure 4.1-1 – Weekly WBT Training Report – San Diego County

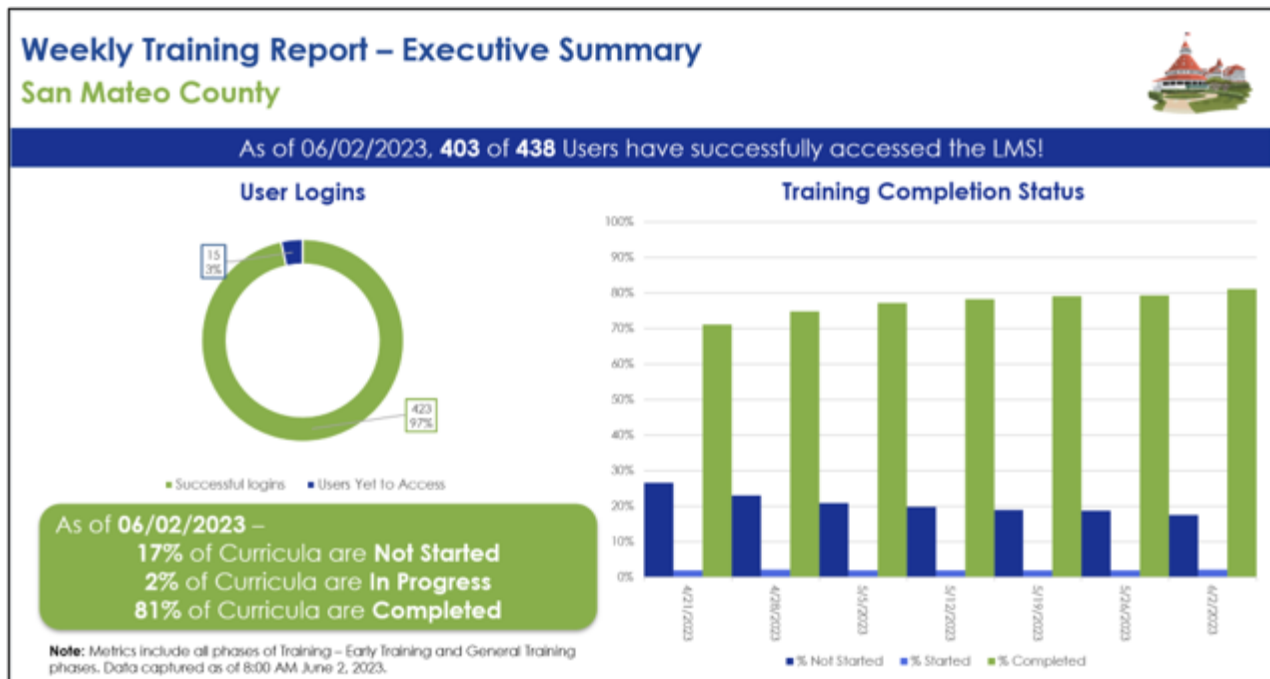


Figure 4.1-2 – Weekly WBT Training Report – San Mateo County

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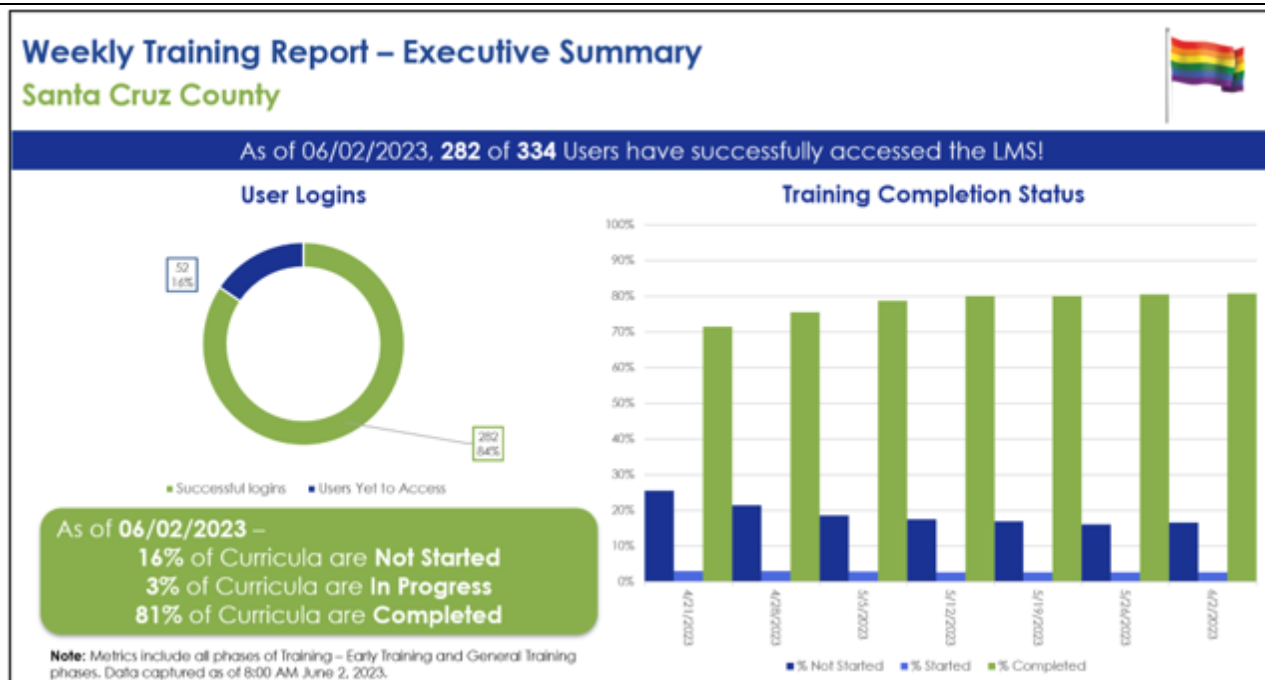


Figure 4.1-3 – Weekly WBT Training Report – Santa Cruz County

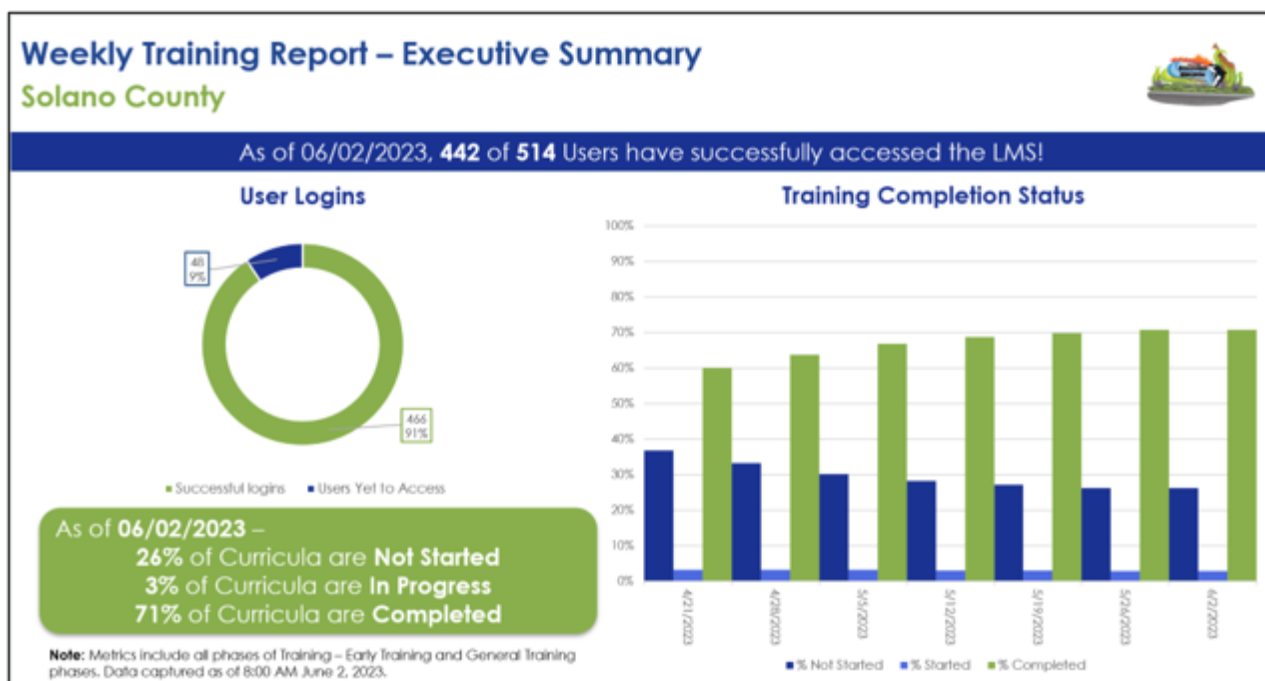


Figure 4.1-4 – Weekly WBT Training Report – Solano County

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

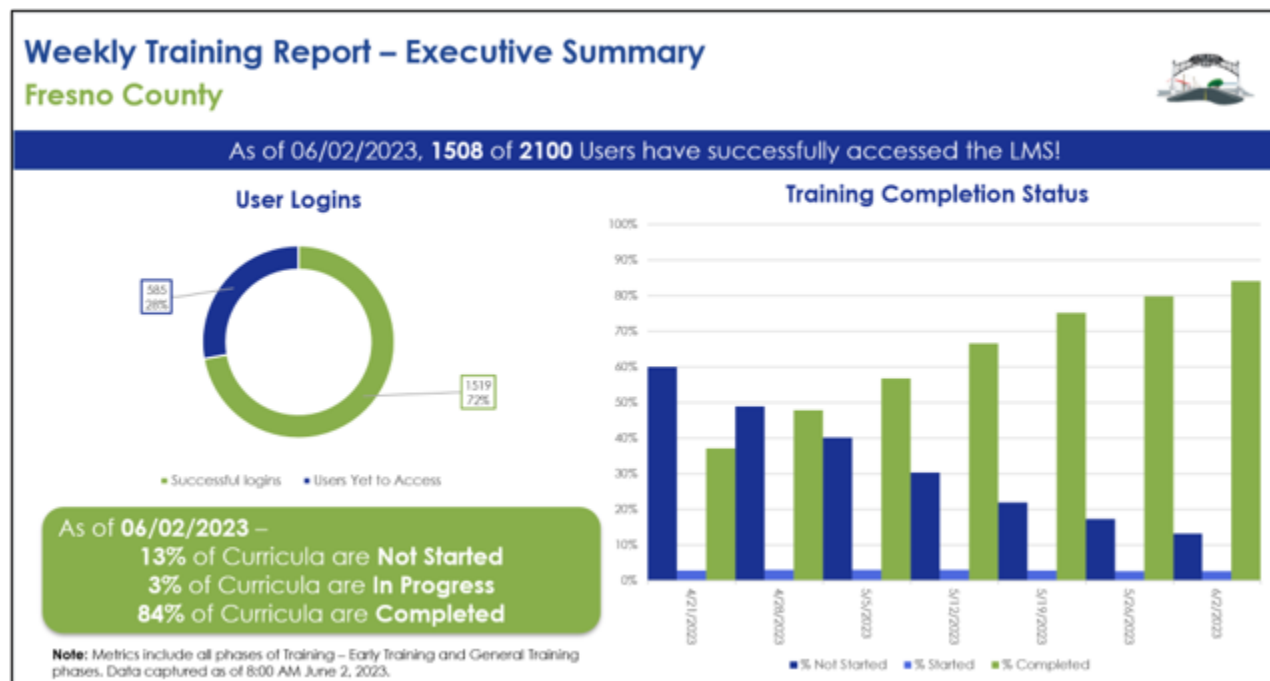


Figure 4.1-6 – Weekly WBT Training Report – Fresno County

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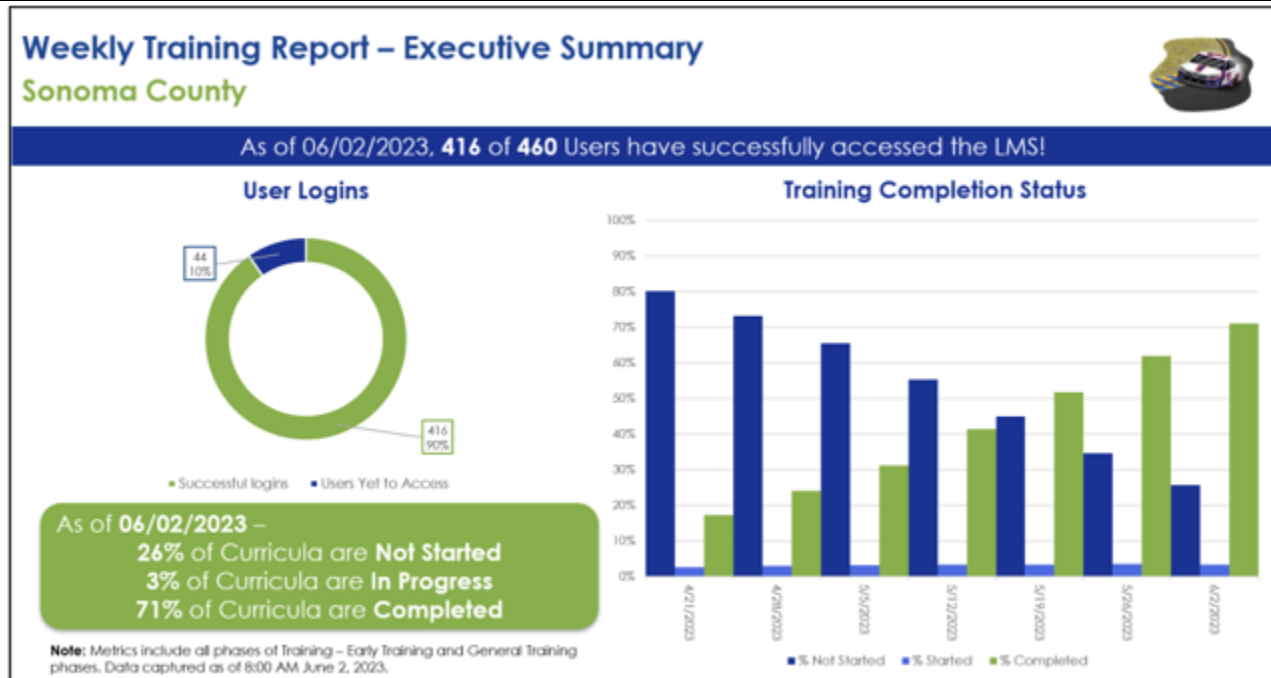


Figure 4.1-7 – Weekly WBT Training Report – Sonoma County

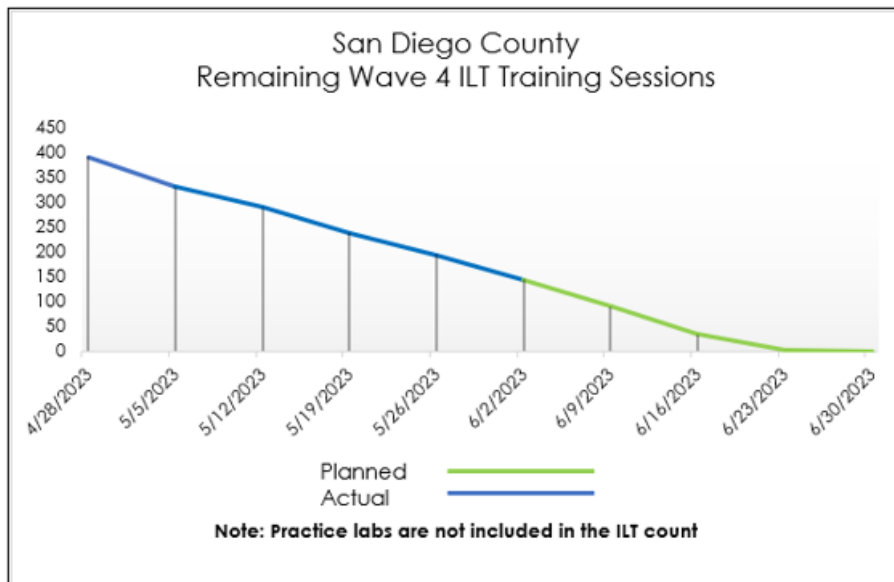


Figure 4.1-8 – Weekly WBT Training Report – San Diego County

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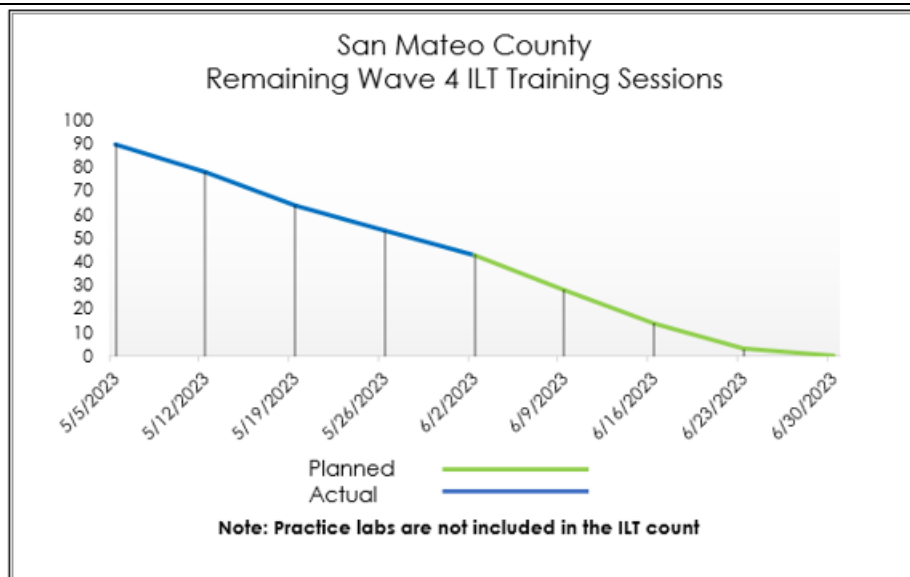


Figure 4.1-9 – Weekly WBT Training Report – San Mateo County

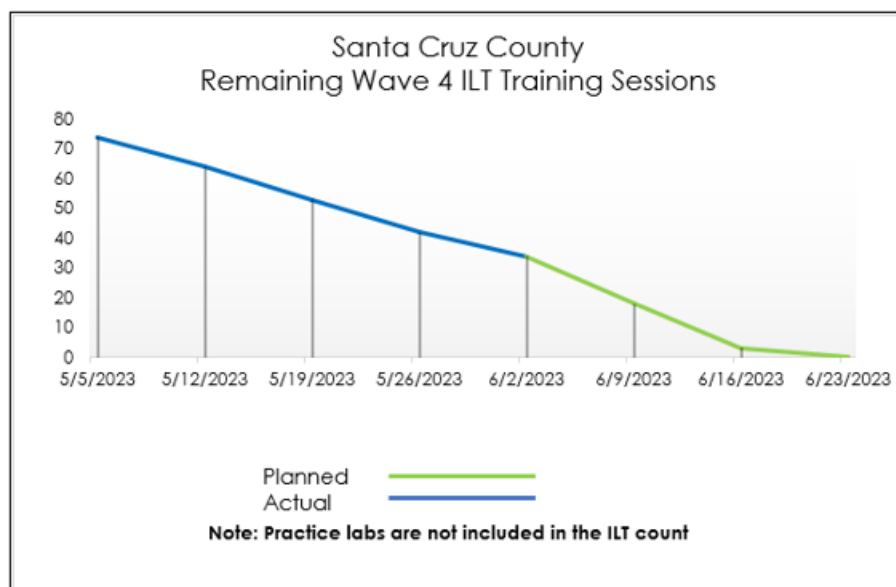


Figure 4.1-10 – Weekly WBT Training Report – Santa Cruz County

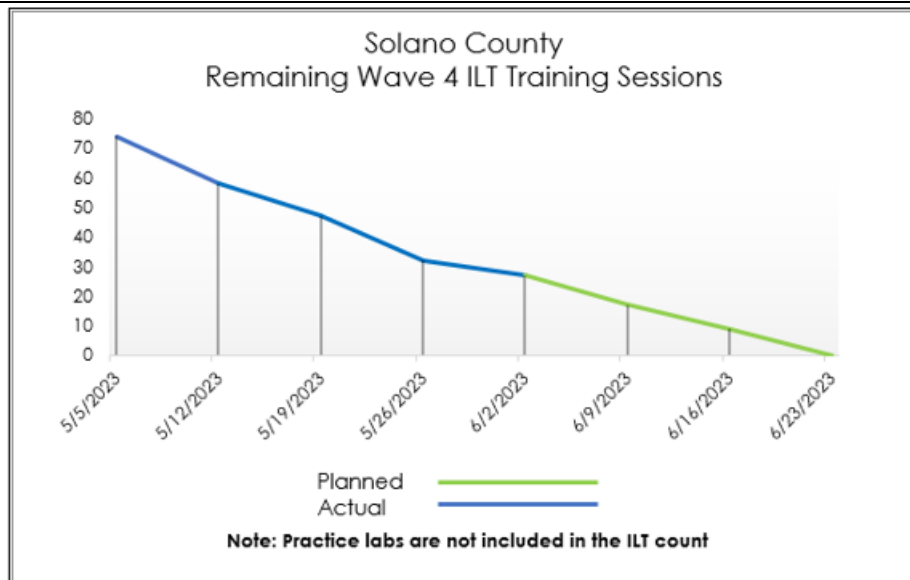


Figure 4.1-11 – Weekly WBT Training Report – Solano County

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.
 - Continue ILTs for Early Training and Train the Trainer.
 - Host Training Touchpoint with Fresno County.
- ▶ **Wave 6: Sacramento, San Francisco, and San Luis Obispo County Planning**
 - Continue WBTs for Early Training and Train the Trainer participants.
 - Start WBTs for all staff.
 - Host ILT Walkthroughs for Sacramento County.
 - Continue County tailoring of ILT materials.
 - Host Training Touchpoint with San Luis Obispo 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.

- ▶ **Lead TOSS/IPOC Meetings**
 - Conducted TOSS/IPOC checklist review for San Mateo County (06/02/23) and Solano County (06/02/23).
- ▶ **County Prep Phase**
 - Conducted the Wave 4 County Prep Phase Office Hours and Debriefs including metrics review and individual county progress checkpoint on 06/02/23.
 - Distributed Wave 5 County Prep Kickoff CIT and Materials on 06/01/23.
- ▶ **Go-Live Packet (GLP)**
 - Shared list of URLs for review for counties attempting to localize content or point to local repositories.
 - Continued responding to questions about Wave 4 Go-Live Packet Orientation sessions for the Wave 4 Counties, CNC meetings, or general GLP questions.
- ▶ **Other Implementation Support**
 - Continued activities in support of Sacramento County's requests.
 - Concluded RDB discussions with Sacramento County on their RDB questions with a write up.
 - Generalized RDB Q&A with Sacramento County. Added additional references and links to share with all counties
 - Continued tracking checklist items to ensure counties are planning and ready for Lobby Management and Contact Center.
- ▶ **Post-Implementation Support**
 - Completed the sixth week of Wave 3 post-Implementation support to counties.
 - Conducted daily business metrics reviews and standing Implementation Team calls.
 - Conducted a Fact Sheet Working Group to develop new Fact Sheets.
 - Managed the onsite resource tracker and provided a daily review of resource needs.
 - Completed Wave 4 Resource assignments with project and county staff.
 - Conducted Wave 4 County Site Visit to Santa Cruz County on 05/30/23.
 - Conducted Wave 4 Onsite Resource review meetings with TOSS/IPOC for San Diego County, San Mateo County, and Solano County from 05/31/23 – 06/01/23 to confirm office programs and resource plan alignment/synchronization.

5.2 Activities for the Next Reporting Period

- ▶ **Post-Implementation Support**
 - Complete the seventh week of W3 Onsite / 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 Santa Cruz County.
 - Schedule Wave 5 County Site Visits throughout the month of June for Post-Implementation support.
 - Disseminate Wave 4 resource assignments and refresh all onsite travel materials.
 - Observe and document post-Implementation metric trends and issue resolutions.
 - Prepare Wave 4 Virtual Support Zoom invites and accompanying Infographics.
 - Deliver Wave 4 Full Orientation Session to CalSAWS County volunteers on 6/7/23.
 - Facilitate Fact Sheet Review meetings and develop Fact Sheets for distribution.

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DEL #	Deliverable Name	Status	Next Deadline
02.29	Monthly Status Report - May 2023	On Track	FDEL submission 06/05/23 FDEL approval 06/14/23
03.09	Requirements Traceability Matrix (RTM) - Q9	On Track	FDEL submission 06/05/23 FDEL approval 06/12/23
11.03	County Implementation Completion Report - Wave 3 (Part 1)	On Track	FDEL submission 06/05/23 FDEL approval 06/09/23

Table 6.1-2 – Upcoming Deliverable Deadlines

Complete	Coming Soon	County Sign-Off Pending
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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)	04/24/23	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

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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
0198-23	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers (R1, R5); Section Directors	Wave 4 CalSAWS Infographics #11	CalWIN Migration	05/30/23	Helen Cruz	Araceli Gallardo
0199-23	PPOCs (Alameda, Fresno, Sonoma); Regional Managers (R1, R4); Section Directors	Wave 5 – The CalSAWS Scoop Newsletter #3	CalWIN Migration	05/30/23	Helen Cruz	Araceli Gallardo
0200-23	PPOCs (Alameda, Orange, Sacramento, San Diego, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Placer, Tulare, Ventura, Yolo); Regional Managers (R1, R2, R4, R5); Section Directors	Wave 4 CalWIN County Go-Live Packet	CalWIN Migration	05/31/23	Kishan Mallur	Rachel Frey
0201-23	PPOCs (San Diego, San Mateo, Santa Cruz, Alameda, Fresno, Sonoma, Sacramento, San Francisco, San Luis Obispo, Solano); TPOCs (Wave 4 & 5)	Enabling CalSAWS domains to Browser trust and Proxy settings to allow Pop-up	CalWIN Migration	05/31/23	Logan Pratt	Melanie Gines
0202-23	PPOCs (Alameda, Orange, Sacramento, San Diego, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Placer, Tulare, Ventura, Yolo); Regional Managers (R1, R2, R4, R5); Section Directors	The CalSAWS Scoop Newsletter Special Edition – Wave 3 Go Live	CalWIN Migration	05/31/23	Helen Cruz	Araceli Gallardo
0203-23	PPOCs (48); Regional Managers; Medical CMSP Committee	Lists for CA-252970: 2023 Medicare Catastrophic Coverage Act Spousal	CalSAWS M&E	05/31/23	Nina Butler	Maggie Orozco-Vega "

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, June 8, 2023

Period: May 29, 2023 to June 04, 2023

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
		Impoverishment Caps				
0204-23	PPOCs (48); Regional Managers; Medical CMSP Committee	Posted List for SCR CA-216131	CalSAWS M&E	06/01/23	Nina Butler	Maggie Orozco-Vega
0205-23	PPOCs (All); Regional Managers; Help Desk; App. Dev. Leads; Tech Leads	CalSAWS ServiceNow cases resolved when linked to Jira SCRs	CalSAWS M&E	06/01/23	Karen J. Rapponotti	Lisa A. Salas
0206-23	PPOCs (Alameda, Fresno, Sonoma); Regional Managers; IPOCs (Wave 5)	Wave 5 CalWIN County Prep Phase Kickoff, Activities, and Materials	CalWIN Migration	06/01/23	Jennifer Carpenter	Mara Jennings
0207-23	PPOCs (San Diego, San Mateo, Santa Cruz, Solano, 48); Help Desk (San Diego, San Mateo, Santa Cruz, Solano); Production Operations	Wave 4B Cutover Weekend Calendar Infographic	CalSAWS M&E, CalWIN Migration	06/01/23	Art Robles	Lesley Pevny
0208-23	PPOCs (San Diego, San Mateo, Santa Cruz, Solano, 48); Help Desk (San Diego, San Mateo, Santa Cruz, Solano); Production Operations	CalSAWS Reports/Dashboards & Enhanced Data Reporting Availability Post Wave 4B Cutover Go-Live	CalSAWS M&E, CalWIN Migration	06/01/23	Claudia Pinto	Ravneet Bhatia

Table 6.2-2 – CITs

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

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary Contact	Backup Contact
23-079	PPOCs (San Diego, San Mateo, Santa Cruz, Solan); Regional Managers (R1, R5)	Wave 4 - Request for Counties to Identify Point of Contact for CBO Support	05/30/23	Open	06/13/23	Marsale Eramya	Carol Zepeda
23-081	PPOCs (Fresno, Alameda, Sonoma); IPOCs (Wave 5); Regional Managers (R1, R4)	CalWIN Wave 5 Counties – Verify Number of Imaging Office Queues	06/01/23	Open	06/22/23	Inez Finnigan	Rhiannon Chin

Table 6.2-3 – CRFIs

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6.3 Appendix C – Project Work Plan Reports

Project Timeline

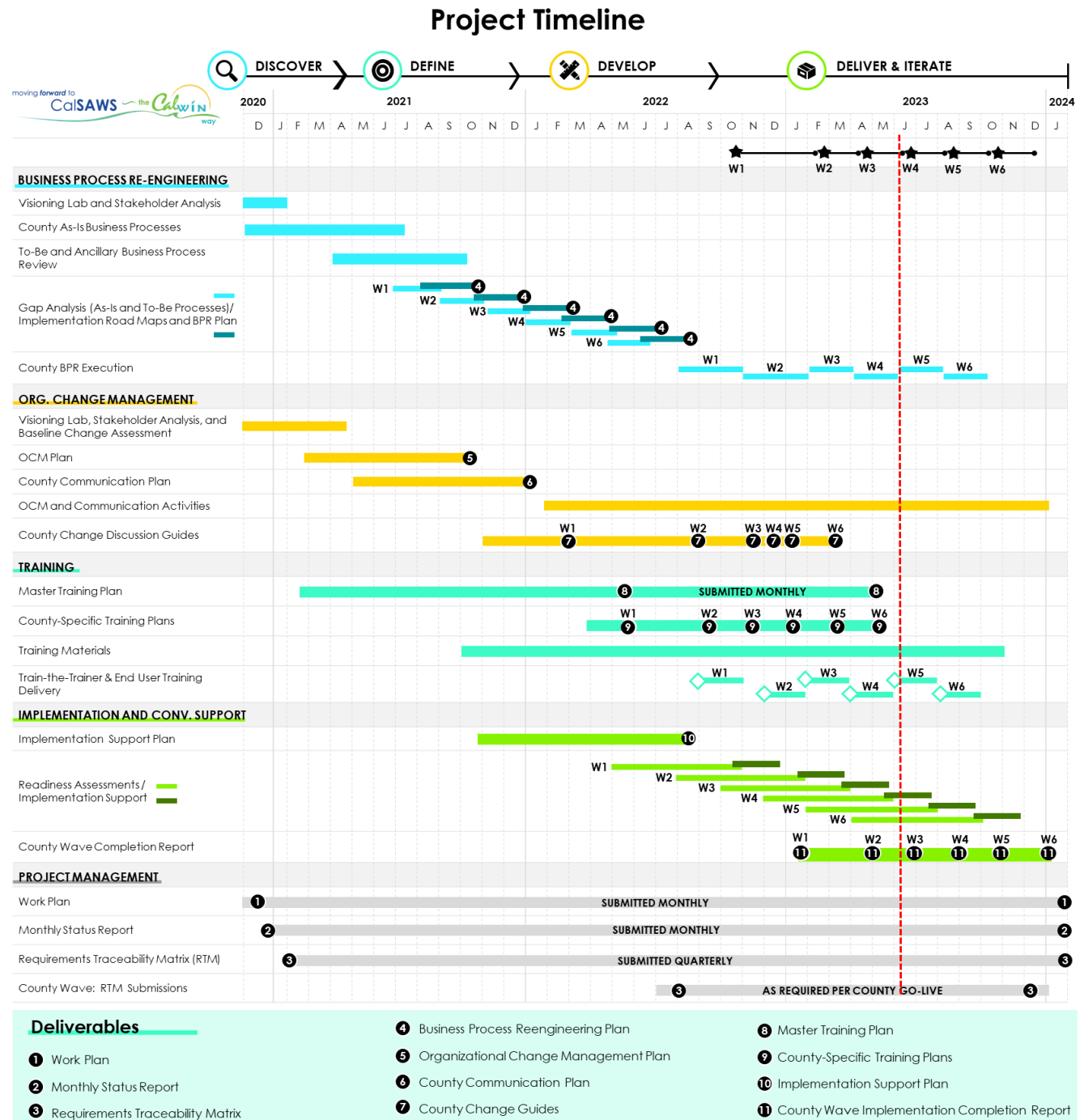


Figure 6.3-1 – Project Timeline

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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