

# Wave 5 Implementation Readiness Dashboard and Packet

## June 9, 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 5. 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 **June 9, 2023**.

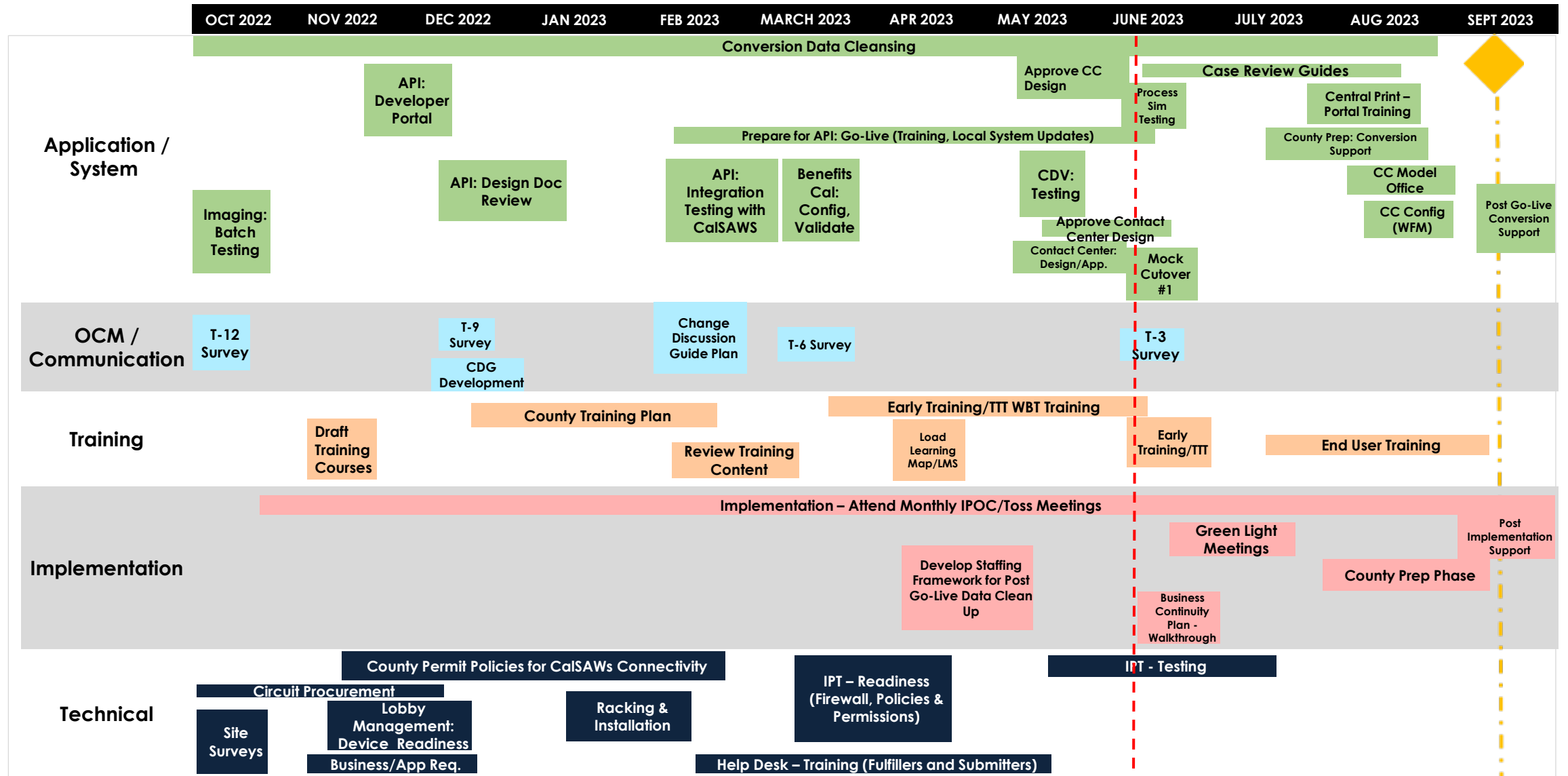


# Wave-5 Migration Timeline



# Wave 5 Critical Path

Alameda, Fresno, and Sonoma



**We are Here**

**Mock Conversion 1 & 2**  
06/14/23 - 06/28/23

**Contact Center**  
**Approve CC Design** 05/19/23 - 6/2/23  
**CC Model Office** 08/07/23 - 08/25/23  
**CC Config (WFM)** 08/07/23 - 08/25/23

**Process Simulation**  
 07/03/23 - 7/26/23  
**Interface Partner Testing (IPT)**  
 05/17/23 - 07/07/23

**Training**  
**Early Training & TTT WBT** 03/20/23 - 06/16/23  
**Early Training** 06/05/23 - 06/16/23  
**TTT Grp 1&2** 5/15/23 - 6/23/23  
**Training Delivery End Users** 7/11/23 - 9/1/23

# Wave-5 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	G	Deploy CalSAWS Releases 07.23	<ul style="list-style-type: none"> <li>System Test execution 57% complete.</li> <li>Release targeted for 07/24/23.</li> </ul>
	G	Contact Center Readiness	<ul style="list-style-type: none"> <li>IVR Contact Flows have been approved by all Wave 5 counties.</li> <li>County review of their Contact Center Design Documents in progress, approvals due by 6/9/23: <ul style="list-style-type: none"> <li>Alameda: SCR CA-240168</li> <li>Fresno: SCR CA-240170</li> <li>Sonoma: CA-240169</li> </ul> </li> <li>Model Office Testing targeted for 08/07/2023</li> </ul>
	G	Imaging Readiness	<ul style="list-style-type: none"> <li>County Export of Legacy Images In progress.</li> <li>58+ county load testing completed on 6/7. Additional testing scheduled for week of 6/12.</li> </ul>
	G	BenefitsCal Readiness	<ul style="list-style-type: none"> <li>CBO Extract provided to counties by 05/04/2023.</li> <li>Mock Run 1 targeted for 06/16/2023.</li> </ul>
	G	Central Print Readiness	<ul style="list-style-type: none"> <li>Validation meetings in progress for Alameda and Fresno.</li> <li>Validation meetings complete for Sonoma.</li> </ul>
Integration	Y	County Interface Partner Test (IPT) Execution	Target Pass Rate: 32% Current Pass Rate: 23% <ul style="list-style-type: none"> <li>Alameda – 9% passed. 1 of 11 interfaces have passed.</li> <li>Fresno – 12% passed. 1 of 8 interfaces have passed.</li> <li>Sonoma – 57% passed. 4 of 7 interfaces have passed.</li> </ul>
	G	State Interface Partner Test (IPT) Execution	Target Pass Rate: 42% Current Pass Rate: 82% <ul style="list-style-type: none"> <li>9 of 11 Interfaces have passed.</li> </ul>
Conversion & Migration Planning	NS	Defects Resolution	<ul style="list-style-type: none"> <li>Applicable open defects will be tracked closer to Wave 5 go live.</li> </ul>
	G	EDBC Match – Auto Review Rates	<ul style="list-style-type: none"> <li>Match Rate will be provided after Wave 5 Mock Cutover</li> </ul>
	G	Mock Cutover	<ul style="list-style-type: none"> <li>Wave 5 Mock scheduled 6/17/23-6/22/23 ( 1 week delay)</li> </ul>
	G	Cutover Window	<ul style="list-style-type: none"> <li>Cutover window will be determined after Mock Cutover results are published</li> </ul>
Technical	C	County Network Connectivity	<ul style="list-style-type: none"> <li>Fresno 2nd Circuit delivered and activated.</li> <li>Handover to Network Operations in progress</li> </ul>
	G	Performance Testing	<ul style="list-style-type: none"> <li>Batch Performance Testing: 25% Complete.</li> <li>Online performance testing targeted for 7/24/23 - 8/25/23</li> </ul>

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-5 Readiness: Executive Summary

## Readiness Areas and Categories

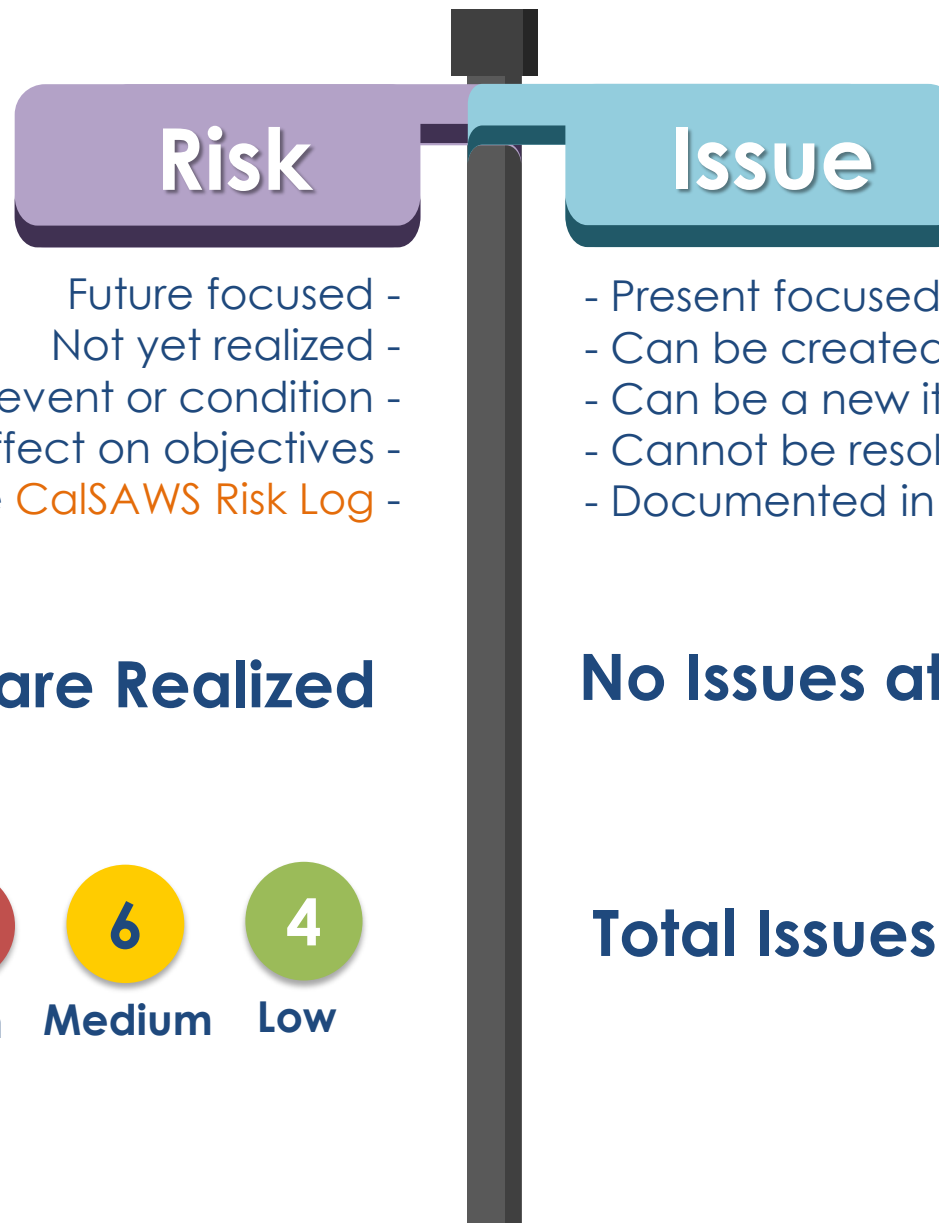
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	<ul style="list-style-type: none"> <li>Monthly update complete and submitted</li> <li>County Training Plans approved by all Wave 5 counties..</li> </ul>
	C	ILT Training Curriculum Complete	<ul style="list-style-type: none"> <li>Core curriculum complete. County-specific ILT curriculum walkthroughs complete. Final County-specific updates complete.</li> </ul>
	G	Wave 5 County Classroom Set-Up	<ul style="list-style-type: none"> <li>Classroom set-up and connectivity testing completed for ET/TTT.</li> <li>Planned for 6/26 – 7/7/2023 for End-User Training.</li> </ul>
	G	WBT Training Delivery	<ul style="list-style-type: none"> <li>WBTs in progress for all staff. 71% complete.</li> </ul>
	G	ILT Training Delivery	<ul style="list-style-type: none"> <li>ILTs start 5/30/23 for Wave 5 Early Training &amp; TTT participants.</li> <li>ILTs start 7/3/23 for all staff.</li> </ul>
Organization	C	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> <li>Change Discussion Guides Complete</li> </ul>
	G	Communications	<ul style="list-style-type: none"> <li>Infographics for June on schedule.</li> </ul>
	C	Business Process Reengineering	<ul style="list-style-type: none"> <li>BPR Complete</li> </ul>
	G	Configuration	<ul style="list-style-type: none"> <li>Guide and Worksheet documentation complete. Working sessions In Progress.</li> </ul>
	NS	Process Simulation	<ul style="list-style-type: none"> <li>Process Simulation execution scheduled for</li> <li>07/06/2023 - 07/17/2023 for Alameda and</li> <li>07/17/2023 - 07/28/2023 for Fresno and Sonoma</li> </ul>
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> <li>Workplans and Readiness Packets ongoing.</li> </ul>
	NS	County Prep	<ul style="list-style-type: none"> <li>County Prep kickoff targeted for 06/21/23.</li> </ul>
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> <li>County Profile drafts complete.</li> </ul>
	G	Help Desk	<ul style="list-style-type: none"> <li>Helpdesk Kickoff hosted on 1/24; Delegated Admin Training hosted on 2/15</li> <li>Tier 1 Fulfiller Trainings hosted week of 3/27</li> <li>Refresher Training for Fulfillers and Delegated Admin scheduled for 6/20</li> </ul>
	Y	County Ad Hoc Reports	<ul style="list-style-type: none"> <li>Alameda has 95 reports that need to be refactored. 33 are needed by Go Live. Alameda is working with Gainwell for assistance.</li> <li>Fresno has an estimated 0 reports that need to be refactored.</li> <li>Sonoma has identified 10 reports that need to be refactored and 0 are needed by Go Live.</li> </ul>

# Readiness Dashboard



# Risks and Issues



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

- 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

### Total Risks



## No Issues at this Time

### Total Issues



# Risk and Issues: Wave 5

## 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	High
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
287	Fresno County Bank Transition during their CalSAWS Cutover Weekend	Low
291	Enhance Conversion Change Management Quality	Medium
292	Alameda County - Daily Foster Care Voucher Interface	Low

## 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	Low
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-Hoc Reports and Ancillary System before go-live	Medium
289	Transition from CalWIN Lite to CalSAWS/BenefitsCal/Child Care Portal for external partners	Low



# Wave-5: 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 5 County Data Validation	Not Started	06/19/23	06/30/23	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	07/03/23	07/28/23	0%
State Interface Testing	In Progress	05/17/23	07/07/23	82%
CalWIN County Interface Testing	In Progress	05/17/23	07/07/23	23%
T-12 Readiness Survey Distribution	Complete	09/19/22	10/01/22	100%
T-9 Readiness Survey Distribution	Complete	01/09/23	01/23/23	100%
T-6 Readiness Survey Distribution	Complete	03/20/23	03/31/23	100%
T-3 Readiness Survey Distribution	In Progress	06/05/23	06/16/23	50%
Application Development and System Test 23.07	In Progress	05/29/23	07/24/23	57%
County Preparation Phase Kick Off	Not Started	06/29/23	06/29/23	0%
County Preparation Phase	Not Started	07/24/23	08/31/23	0%
County Networking Connectivity	Complete	01/30/23	04/24/23	100%
Contact Center Model Office Simulation	Not Started	08/07/23	08/25/23	0%
End-User Training	Not Started	07/03/23	09/01/23	0%
Pre and Post Deployment Support	Not Started	07/24/23	11/03/23	0%
Wave 5 CalSAWS Go-Live	Not Started	09/04/23	09/04/23	0%

## Wave 5 – County Readiness Summary

Readiness Area	Status*	Alameda	Status*	Fresno	Status*	Sonoma
<b>Application</b>	G	Contact Center Design SCR CA-240168 approved.	G	Contact Center Design SCR CA-240170 approved.	G	Contact Center Design SCR CA-240169 approved.
<b>Integration</b>	Y	IPT Execution ongoing. 9% passed. 1 of 11 interfaces have passed. Interface development in progress, behind schedule with 2 interfaces outstanding.	Y	IPT Execution ongoing. 12% passed. 1 of 8 interfaces have passed. Interface development is complete.	G	IPT Execution ongoing. 57% passed. 4 of 7 interfaces have passed. Interface development is complete.
<b>Conversion</b>	G	Ongoing data cleansing activities. CDV targeted start 06/19/23.	G	Ongoing data cleansing activities. CDV targeted start 06/19/23.	G	Ongoing data cleansing activities. CDV targeted start 06/19/23.
<b>Technical</b>	C	Networking Connectivity Complete.	C	Networking Connectivity Complete.	C	Networking Connectivity Complete.
<b>Training</b>	G	WBTs are 47% complete.	G	WBTs are 86% complete.	G	WBTs are 79% complete.
<b>Implementation</b>	G	TOSS meetings ongoing. County Prep Kickoff scheduled for 06/29/23.	G	TOSS meetings ongoing. County Prep Kickoff scheduled for 06/29/23.	G	TOSS meetings ongoing. County Prep Kickoff scheduled for 06/29/23.
<b>Organizational</b>	G	T-3 Readiness Survey closes 06/16/23.	G	T-3 Readiness Survey closes 06/16/23.	G	T-3 Readiness Survey closes 06/16/23.

NS

Not Started

G

On Schedule

Y

&lt;14 Days Late

R

&gt;=14 Days Late

# County Readiness Summary – Tasks by Category and Status as of 06/09/23

## Alameda County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	3	13	30	46
BenefitsCal	0	12	0	12
Change Readiness	3	9	38	50
Conversion Readiness	16	2	0	18
Implementation Readiness	16	31	56	103
Technical Readiness	4	4	34	42
Training Readiness	2	5	35	42
<b>Total Unique Issues:</b>	<b>44</b>	<b>76</b>	<b>193</b>	<b>313</b>

## Fresno County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	1	17	31	49
BenefitsCal	0	12	0	12
Change Readiness	3	9	38	50
Conversion Readiness	17	2	1	20
Implementation Readiness	17	31	54	102
Technical Readiness	1	10	31	42
Training Readiness	2	5	35	42
<b>Total Unique Issues:</b>	<b>41</b>	<b>86</b>	<b>190</b>	<b>317</b>

## Sonoma County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	1	17	30	48
BenefitsCal	0	12	0	12
Change Readiness	3	9	39	51
Conversion Readiness	16	2	0	18
Implementation Readiness	14	34	55	103
Technical Readiness	0	2	31	33
Training Readiness	2	5	36	43
<b>Total Unique Issues:</b>	<b>36</b>	<b>81</b>	<b>191</b>	<b>308</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of June 9, 2023) from the CalWIN Implementation Support Services (CISS) Jira. The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

# Contact Information

THE  
POWER  
OF 58

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

THE RESULTS  
ARE POWERFUL.

CalSAWS

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