

# Wave 6 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 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 **June 9, 2023**

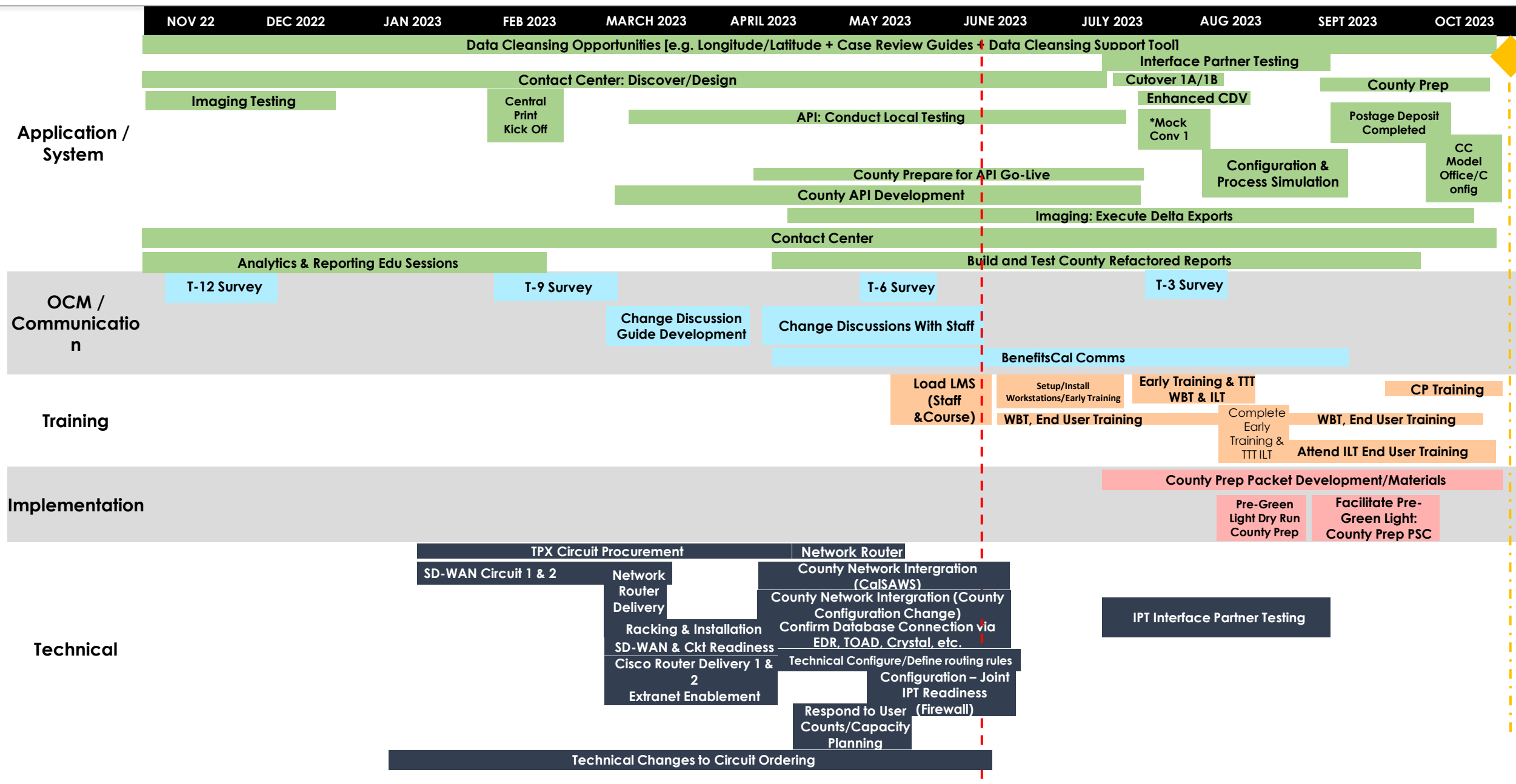


# Wave-6 Migration Timeline



# Wave 6 – Critical Path

Sacramento, San Francisco, San Luis Obispo



**We are Here**

**Mock Conversion 1 & 2**  
7/28/23-8/23/2023

**Contact Center**  
Approve CC Design 9/12/2022 – 7/21/2023  
CC Model Office 10/2/2023 – 10/20/2023  
CC Config WFM 10/2/2023 – 10/6/2023

**Process Simulation**  
8/28/23 – 9/22/23  
**Interface Partner Testing (IPT)**  
7/12/2023 – 9/1/2023

**Training**  
WBT End User Training 6/5/2023 – 10/27/2023  
Early Training & TTT WBT 7/24/23 – 8/18/2023  
Early Training TTT ILT 7/25/23 – 8/25/23  
Training Delivery End Users 8/28/23 -10/27/23

# 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 have completed drafting and building of their IVR Call Flows. 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).
	Y	Imaging Readiness	County Export of Legacy Images in progress: <ul style="list-style-type: none"> <li>Sacramento – Initial Export complete, Initial Import started 5/31.</li> <li>San Francisco Initial Export complete, Initial Import started 6/6.</li> <li>San Luis Obispo – Monthly Export/Import Deltas are in progress.</li> </ul>
	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	<ul style="list-style-type: none"> <li>Not tracking yet</li> </ul>
	NS	EDBC Match – Auto Review Rates	<ul style="list-style-type: none"> <li>Match Rate will be provided after Wave 6 Mock Cutover</li> </ul>
	NS	Mock Cutover	<ul style="list-style-type: none"> <li>Wave 6 Mock scheduled for August 2023</li> </ul>
	NS	Cutover Window	<ul style="list-style-type: none"> <li>Cutover window will be determined after Mock Cutover results are published</li> </ul>
Technical	G	County Network Connectivity	<ul style="list-style-type: none"> <li>CRFI for Regression testing and Compliance Validation transmitted to all Wave 6 Counties.</li> <li>Additional time granted to Counties to respond to CRFI for IPT enablement</li> <li>Continue to track circuit delivery for San Francisco</li> <li>Risk 288 created to track circuit delivery delays with San Francisco</li> </ul>
	G	Performance Testing	<ul style="list-style-type: none"> <li>Online Performance Testing Activities In Progress.</li> <li>58 County Batch Performance – 25% complete</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-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	<ul style="list-style-type: none"> <li>Master Training Plan approved</li> <li>Monthly updates are ongoing</li> <li>County Training Plans submitted for County review</li> </ul>
	G	ILT Training Curriculum Complete	<ul style="list-style-type: none"> <li>Core curriculum complete</li> <li>County-specific tailoring in progress – complete for Sacramento</li> <li>County-specific ILT curriculum walkthroughs complete for Sacramento; start 6/12/2023 for San Francisco and 6/19/2023 for San Luis Obispo</li> </ul>
	NS	Wave 6 County Classroom Set-Up	<ul style="list-style-type: none"> <li>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</li> </ul>
	G	WBT Training Delivery	<ul style="list-style-type: none"> <li>WBTs started 5/15/2023 for Early Training &amp; TTT participants</li> <li>WBTs started 6/5/2023 for all staff – 5% complete</li> </ul>
	NS	ILT Training Delivery	<ul style="list-style-type: none"> <li>ILTs start 7/25/2023 for Early Training &amp; TTT participants</li> <li>ILTs start 9/6/2023 for all staff</li> </ul>
Organization	G	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> <li>CDG Office Hours Support 06/05/23 - 06/16/23</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>Working sessions targeted for</li> <li>07/06/23 for Sacramento</li> <li>06/28/23 for San Luis Obispo</li> <li>08/02/23 for San Francisco</li> </ul>
	NS	Process Simulation	<ul style="list-style-type: none"> <li>Process Sim execution targeted for</li> <li>08/28/23 for Sacramento</li> <li>09/11/23 for San Luis Obispo</li> <li>08/28/23 for San Francisco</li> </ul>

# Wave-6 Readiness: Executive Summary

## Readiness Areas and Categories

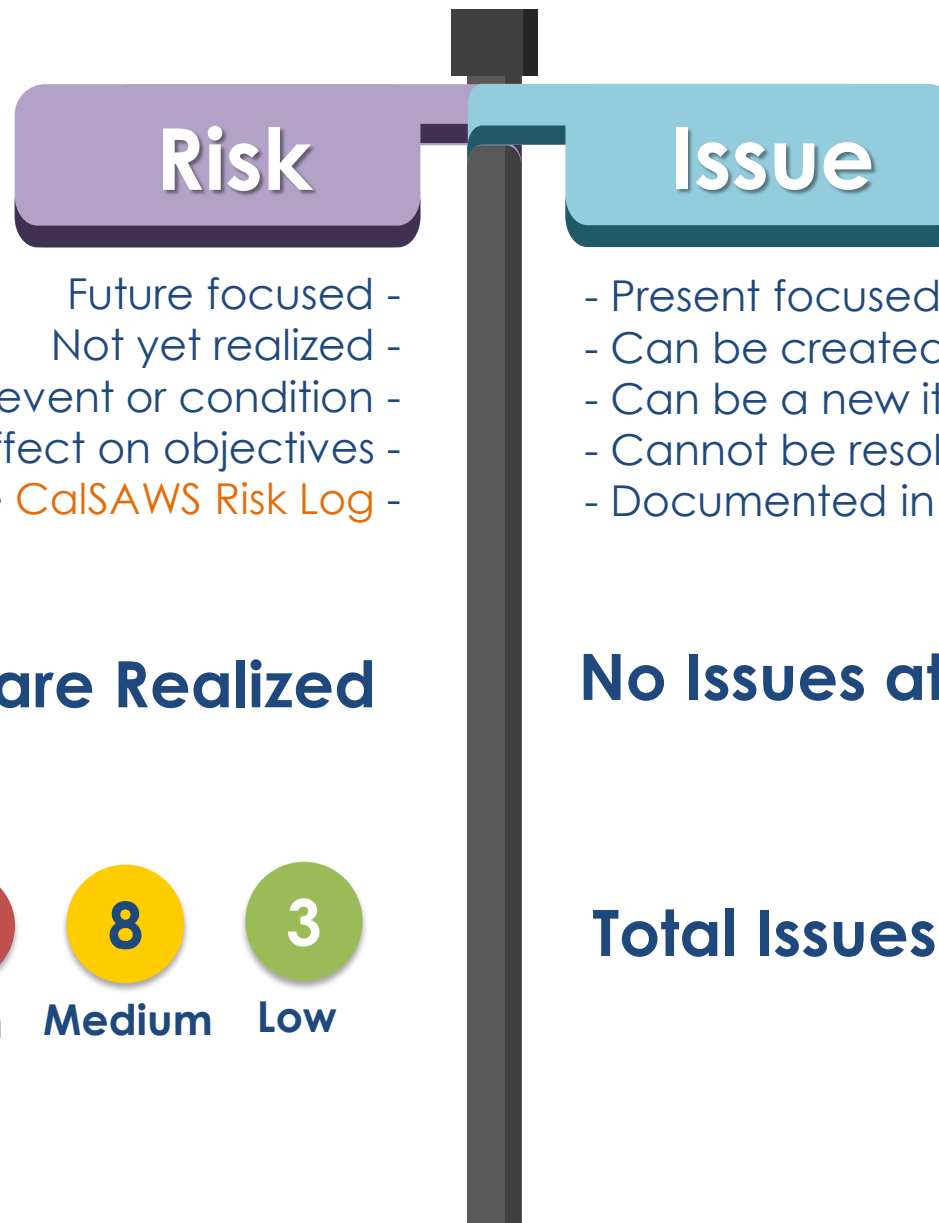
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*	Readiness Category		Comments
Implementation	G	Implementation Planning	<ul style="list-style-type: none"><li>TOSS meetings ongoing</li></ul>
	NS	County Prep	<ul style="list-style-type: none"><li>Kickoff targeted for 08/16/23</li></ul>
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"><li>County Profile drafts complete, initial escalation model planned.</li></ul>
	G	Help Desk	<ul style="list-style-type: none"><li>Hosted Helpdesk Kickoff on 3/14</li><li>Delegated Admin training hosted on 4/18</li><li>Tier 1 Fulfiller Training sessions hosted week of 6/5</li></ul>
	Y	County Ad Hoc Reports	<ul style="list-style-type: none"><li>Sacramento has identified fewer than 50 reports that need to be refactored and are continuing to review.</li><li>San Francisco has identified 56 reports that need to be refactored. 22 are needed by go live.</li><li>San Luis Obispo has identified 33 reports that need to be refactored and continue to review priority.</li></ul>

# Readiness Dashboard



# Risks and Issues



## Monitoring - No Risks are Realized

### Total Risks



## No Issues at this Time

### Total Issues





# 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
291	Enhance Conversion Change Management Quality	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	Medium
289	Transition from CalWIN Lite to CalSAWS/BenefitsCal/Child Care Portal for external partners	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	Complete	05/15/23	05/26/23	100%
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

Readiness Area	Status	Sacramento	Status	San Francisco	Status	San Luis Obispo
<b>Application</b>	<b>G</b>	IVR Contact flow review completed and approved by county.	<b>G</b>	IVR Contact flow review completed and approved by county.	<b>G</b>	IVR Contact flow review completed and approved by county.
<b>Integration</b>	<b>G</b>	IPT Execution scheduled to start 7/13/23. Interface development in progress.	<b>G</b>	IPT Execution scheduled to start 7/13/23. Interface development in progress.	<b>G</b>	IPT Execution scheduled to start 7/13/23. Interface development in progress.
<b>Conversion</b>	<b>G</b>	Ongoing data cleansing activities. CDV targeted for August 2023	<b>G</b>	Ongoing data cleansing activities. CDV targeted for August 2023	<b>G</b>	Ongoing data cleansing activities. CDV targeted for August 2023
<b>Technical</b>	<b>G</b>	Networking connectivity on track at 94.5% complete	<b>G</b>	Networking connectivity on track at 92.7% complete	<b>G</b>	Networking connectivity on track at 92.7% complete
<b>Training</b>	<b>G</b>	WBTs started 06/05/23.	<b>G</b>	WBTs started 06/05/23.	<b>G</b>	WBTs started 06/05/23.
<b>Implementation</b>	<b>G</b>	TOSS meetings are ongoing.	<b>G</b>	TOSS meetings are ongoing.	<b>G</b>	TOSS meetings are ongoing.
<b>Organizational</b>	<b>G</b>	T-6 Readiness Survey Complete.	<b>G</b>	T-6 Readiness Survey Complete	<b>G</b>	T-6 Readiness Survey Complete.

NS	Not Started	<b>G</b>	On Schedule	<b>Y</b>	<14 Days Late	<b>R</b>	>=14 Days Late
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# County Readiness Summary – Tasks by Category and Status as of 06/09/23

## Sacramento County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	6	14	27	47
BenefitsCal	0	12	0	12
Change Readiness	0	15	34	49
Conversion Readiness	16	2	0	18
Implementation Readiness	8	43	50	101
Technical Readiness	3	9	32	44
Training Readiness	1	9	31	41
None	0	1	0	1
<b>Total Unique Issues:</b>	<b>34</b>	<b>105</b>	<b>174</b>	<b>313</b>

## San Francisco County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	8	19	22	49
BenefitsCal	0	12	0	12
Change Readiness	0	15	34	49
Conversion Readiness	8	2	8	18
Implementation Readiness	8	42	51	101
Technical Readiness	3	5	32	40
Training Readiness	1	12	32	45
<b>Total Unique Issues:</b>	<b>28</b>	<b>107</b>	<b>179</b>	<b>314</b>

## San Luis Obispo County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	1	18	30	49
BenefitsCal	0	12	0	12
Change Readiness	1	16	34	51
Conversion Readiness	16	2	0	18
Implementation Readiness	10	38	53	101
Technical Readiness	3	6	32	41
Training Readiness	2	10	33	45
<b>Total Unique Issues:</b>	<b>33</b>	<b>102</b>	<b>182</b>	<b>317</b>

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

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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