

CalSAWS CalWIN
Implementation Support
Services (ISS) Weekly Status
Report

Reporting Period: June 26, 2023 to July 02, 2023

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 6, 2023

Period: June 26, 2023 to July 02, 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. ▶ Wave 5 <ul style="list-style-type: none"> ○ Facilitated Configuration Set-Up for Process Simulation activity in UAT 2 with Fresno County 6/27/23. ○ Provided Configuration support for Sonoma County Process Simulation scenario review. ○ Scheduled Configuration Set-Up for Process Simulation activity with Sonoma County for 07/10/23. ○ Completed Process Simulation execution plan and assignment finalization for Alameda County on 6/28/2023. ○ Alameda process simulation execution zoom sessions scheduled on 6/29/2023. ○ Completed Process Simulation execution plan and assignment finalization for Sonoma County on 6/29/2023. ▶ Wave 6 <ul style="list-style-type: none"> ○ Facilitated Configuration Verification session with San Luis Obispo County 06/28/23 through 06/29/23. ○ Facilitated process simulation kick off for Wave 6 counties on 6/28/2023 ○ Finalized Wave 6 process simulation in-person preparation session plan on 6/26/2023
Organizational Change Management (OCM)	<ul style="list-style-type: none"> ▶ Wave 6 Change Discussion Guides <ul style="list-style-type: none"> ○ Completed the Weekly PPOC Touchpoints with the Wave 6 Counties. ○ Continued to monitor the Feedback Form Responses from San Francisco County and San Luis Obispo County. ○ Continued to send the Feedback Form reminder emails to both counties and send the results to both counties PPOCs. ▶ Reviewed the July CNC Session Deck for Waves 5 & Wave 6 with the Consortium. ▶ Continued to develop the Wave 5 T-3 Readiness Surveys. ▶ Reviewed the Wave 3 T+6 Readiness Surveys results with the Consortium on the week of 06/26/23. ▶ Presented the Wave 6 T-6 Readiness Surveys results to the Wave 6 Counties on the 06/28/23 and 06/30/23. ▶ Sent the June Infographics Packet for Waves 4, Wave 5, and Wave 6 to the Counties on the week of 06/26/23. ▶ Sent the Wave 6 Newsletter #3 to the Counties on the week of 06/26/23.

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STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Training	<ul style="list-style-type: none"> ▶ Completed the Wave 4 Counties' Web Based Training for all staff. ▶ Completed Instructor Led Training in the Wave 4 Counties. ▶ Continued the Wave 5 Counties' Web Based Training for all staff. ▶ Continued Instructor Led Training for Early Training and Train the Trainer participants in the Wave 5 Counties. ▶ Continued the Wave 6 Counties' Web Based Training for all staff. ▶ Completed connectivity testing for end-user Instructor Led Training in Fresno and Sonoma Counties. ▶ Continued tailoring Instructor Led Training materials for the Wave 6 Counties. ▶ Hosted Training touchpoints with San Diego County, San Francisco County, Solano County, Alameda County, San Mateo County, Santa Cruz County, and Sacramento County.
Implementation	<ul style="list-style-type: none"> ▶ Go-Live Packet (GLP) <ul style="list-style-type: none"> ○ The CIT review team completed the review of the Updated GLP, and all edits/suggestions were incorporated. ○ Met with the CalWIN Conversion team and the CalSAWS Conversion and Reporting teams to confirm post go-live report schedule and inventory. ○ Requested the Mock 5B, YB Case report from the CalSAWS team to compute workload numbers for each county. The team suggested we meet on 07/03/2023 to review the numbers with the Consortium. ▶ Future Waves <ul style="list-style-type: none"> ○ Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. ○ Drafted customer/county process flows for Alameda County ancillary systems, distributed and discussed with the Alameda County and Project team on 06/30/23. ○ Conducted the final week of the Wave 4 County Prep Office hours and Daily Debrief, including metrics review on 06/29/23. ○ Conducted the Wave 5 County Prep Phase Kickoff on 06/29/23. ○ Continued updates to the Readiness Dashboards and Packets for Wave 4, Wave 5, and Wave 6 Counties. ○ Distributed CIT for applicable Wave 4 Fact Sheets at Go-Live. ○ Distributed Wave 4 Virtual Support Team's support schedule and invite. ○ Distributed Wave 4 Trip Books to onsite post-implementation county teams. ○ Distributed Wave 4 CalSAWS Books for all onsite teams in Wave 4 counties. ○ Conducted Wave 4 help desk meet and greets with virtual coordinators.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

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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 4 through Wave 6 – developed weekly summary report and made available for review to the Consortium Leadership during the week of 07/02/23.
 - Work Plan Updates – Continued to facilitate the Work Plan updates for Wave 4 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 11.03: County Implementation Completion Report – Wave 3 (Part 2) due on 06/26/23 was submitted on 06/20/23)

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 3–6 County Work Plans for the Implementation Readiness Checklist.
- ▶ **Deliverables and Work Products – Submit the following:**
 - No scheduled deliverables for this reporting period.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

► Process Simulation

- Completed execution plan for Wave 5 Alameda County, Fresno County, and Sonoma County on 6/30/2023
- Completed data review for Alameda and Fresno County on 6/28/2023
- UAT2, Jira access review completed for Alameda County on 06/28/23 and for Sonoma County on 06/30/23
- Supported UAT2 and JIRA access completion for Fresno County on 6/28/2023

► Configuration

- Provided Configuration support to Wave 4 Counties for County Prep activities.
- Facilitated Configuration setup for Process Simulation with Fresno County 06/27/23.
- Provided Configuration support for Sonoma County Process Simulation scenario review.
- Facilitated a Configuration Verification session with San Luis Obispo County from 06/28/23 to 06/29/23.

2.2 Activities for the Next Reporting Period

► Process Simulation

- Complete Process Simulation preparation activities for Sonoma and Fresno County on 07/07/2023.
- Facilitate Alameda County execution sessions on 7/6/2023 & 7/7/2023
- Schedule wave 6 process simulation in person sessions with Sacramento, San Francisco and SLO county.
- Completed data identification and setup for Alameda County process simulation execution by 06/29/23.

► Configuration

- Provide Configuration support to Wave 4 Counties for Go Live activities.
- Provide Configuration support to Wave 5 Counties for County Prep activities.
- Facilitate the Configuration Working session with Sacramento County 07/26/23 through 07/07/23.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

► Wave 6 Change Discussion Guides

- Completed the Weekly PPOC Touchpoints with the Wave 6 Counties.
- Continued to monitor the Feedback Form Responses from San Francisco County and San Luis Obispo County.
- Continued to send the Feedback Form reminder emails to both counties and send the results to both counties PPOCs.

► Change Network Champions

- Reviewed the July CNC Session Deck for Waves 5 & Wave 6 with the Consortium.

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► **Change Readiness Surveys**

- Continued to develop the Wave 5 T-3 Readiness Surveys.
- Reviewed the Wave 3 T+6 Readiness Surveys results with the Consortium on the week of 06/26/23.
- Presented the Wave 6 T-6 Readiness Surveys results to the Wave 6 Counties on the 06/28/23 and 06/30/23.

► **Newsletter/Infographics**

- Sent the June Infographics Packet for Waves 4, Wave 5, and Wave 6 to the Counties on the week of 06/26/23.
- Sent the Wave 6 Newsletter #3 to the Counties on the week of 06/26/23.

3.2 Activities for the Next Reporting Period

► **Wave 6 Change Discussion Guides**

- Continue to monitor the Feedback Form Responses and Change Discussions from San Francisco County and San Luis Obispo County.
- Continue to send the Feedback Form reminder emails to both counties and send the results to both counties PPOCs.

► **Change Network Champions**

- Continue to prepare for the July CNC Session for Waves 5 & Wave 6.

► **Change Readiness Surveys**

- Continue to develop the Wave 5 T-3 Readiness Surveys.
- Begin to develop the Wave 4 T+6 Readiness Survey CIT.

► **Newsletter/Infographics**

- Begin to develop the June Infographics Packet and Newsletter

4.0 Training

4.1 Highlights of the Reporting Period

► **Training Advisory Council**

- Continued planning for Training Advisory Council (TAC) Meeting on 07/19/23.

► **Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training**

- Completed WBTs for all staff.
- Completed ILTs in all Wave 4 Counties.
- Hosted Training Touchpoint with San Diego County on 06/27/23.
- Hosted Training Touchpoint with San Mateo County on 06/29/23.
- Hosted Training Touchpoint with Santa Cruz County on 06/29/23.
- Hosted Training Touchpoint with Solano County on 06/28/23.

► **Wave 5: Alameda, Fresno, and Sonoma County Training**

- Continued WBTs for all staff.
- Continued ILTs for Early Training in Fresno County and Sonoma County.
- Continued ILTs for Train the Trainer in Alameda County.
- Hosted Training Touchpoint with Alameda County on 06/28/23.

► **Wave 6: Sacramento, San Francisco, and San Luis Obispo Planning**

- Continued WBTs for all staff.
- Continued tailoring ILT materials for the Wave 6 Counties.
- Hosted Training Touchpoint with Sacramento County on 06/30/23.

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- o Hosted Training Touchpoint with San Francisco County on 06/27/23.

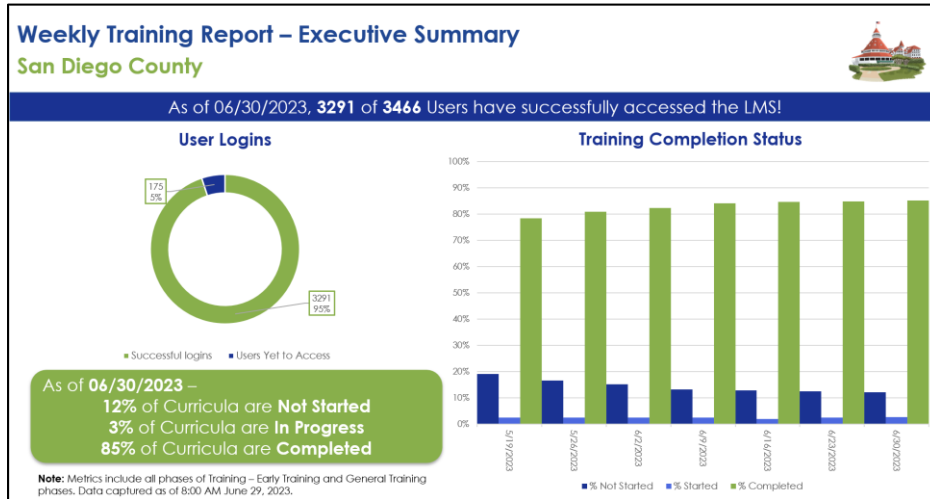


Figure 4.1-1 – Weekly WBT Training Report – San Diego County

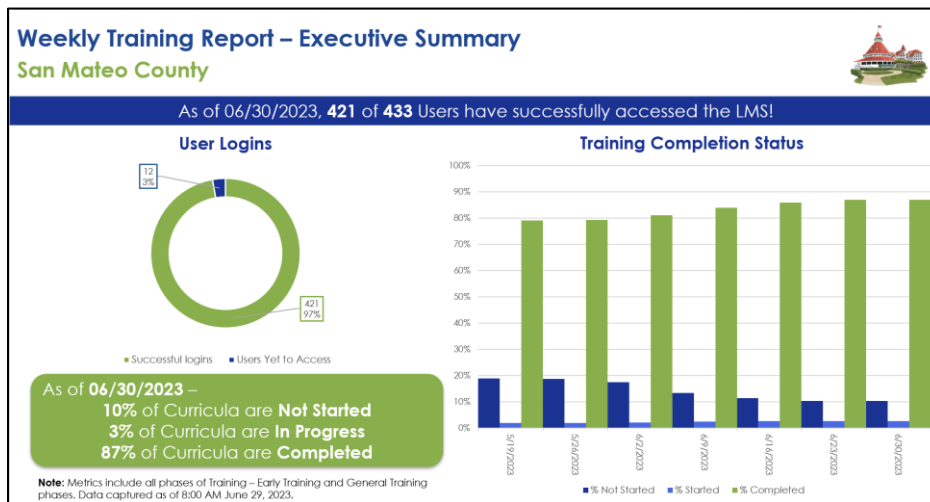


Figure 4.1-2 – Weekly WBT Training Report – San Mateo County

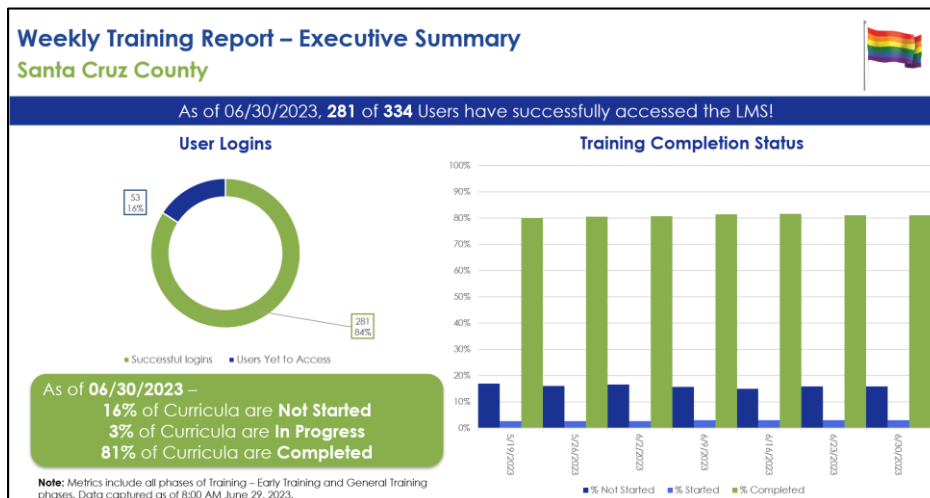


Figure 4.1-3 – Weekly WBT Training Report – Santa Cruz County

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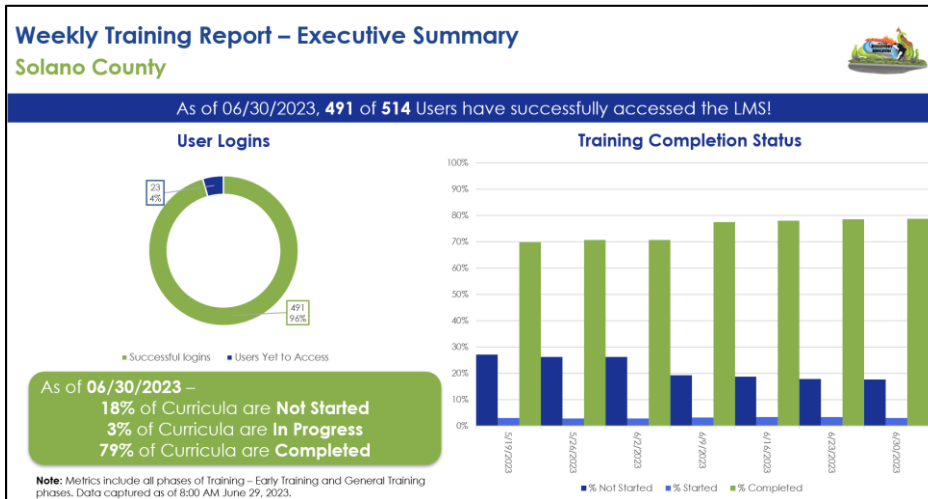


Figure 4.1-4 – Weekly WBT Training Report – Solano County

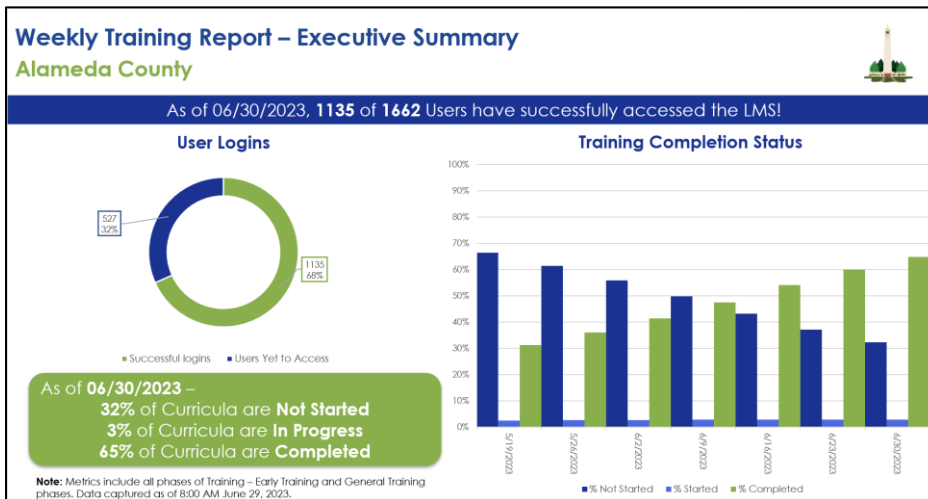


Figure 4.1-5 – Weekly WBT Training Report – Alameda County

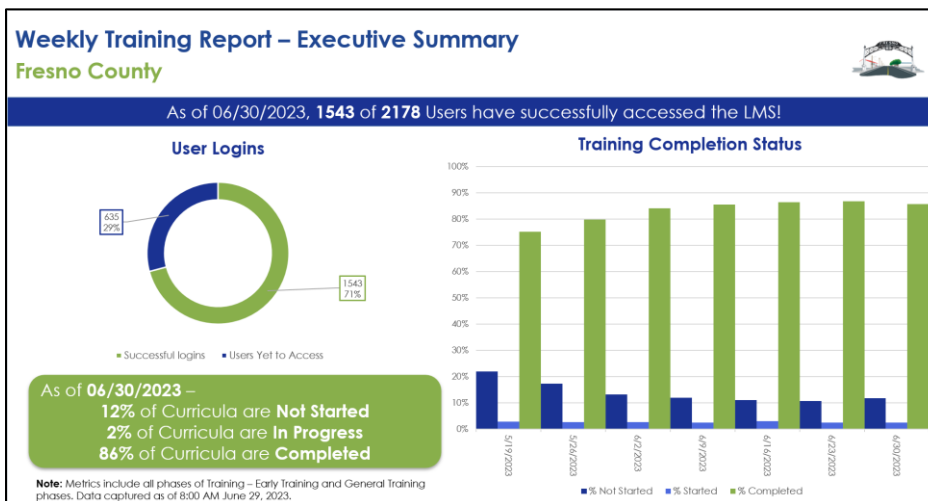


Figure 4.1-6 – Weekly WBT Training Report – Fresno County

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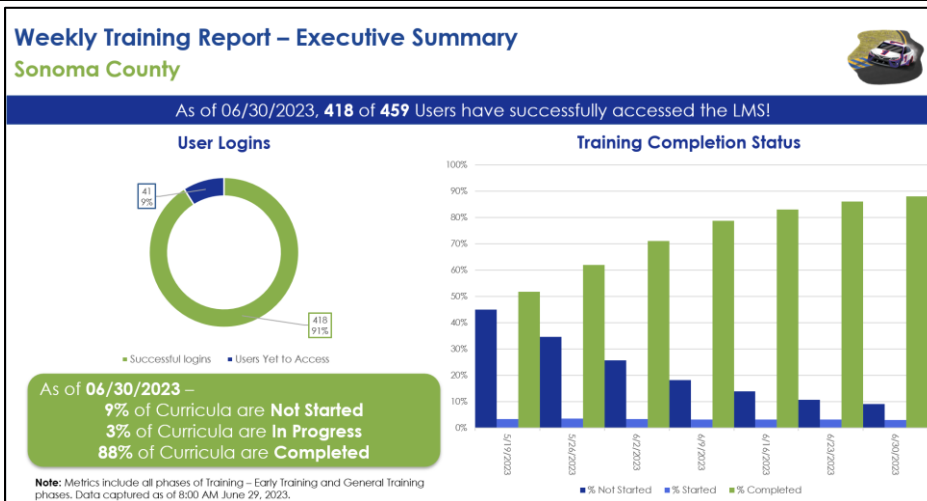


Figure 4.1-7 – Weekly WBT Training Report – Sonoma County

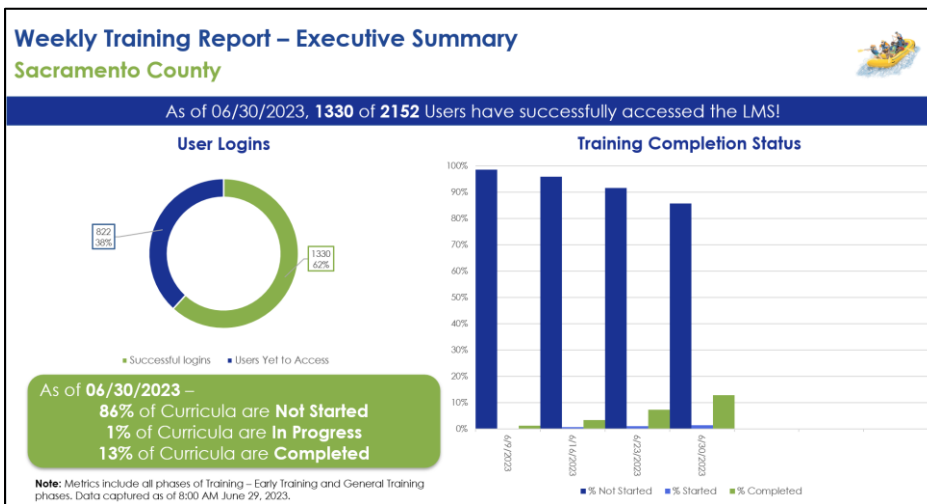


Figure 4.1-8 – Weekly WBT Training Report – Sacramento County

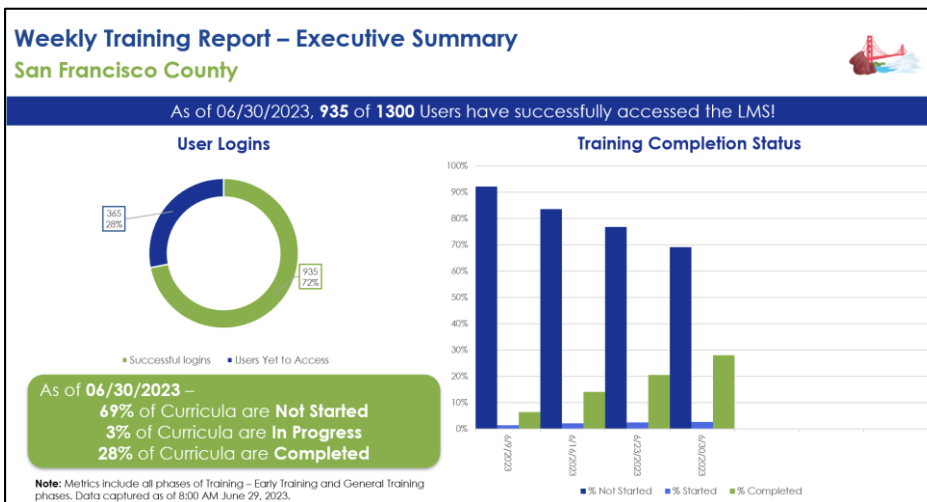


Figure 4.1-9 – Weekly WBT Training Report – San Francisco County

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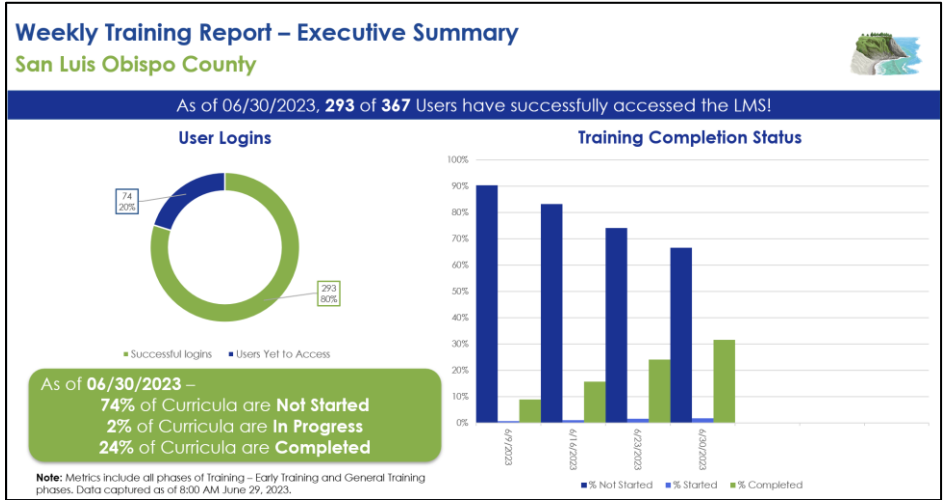


Figure 4.1-10 – Weekly WBT Training Report – San Luis Obispo County

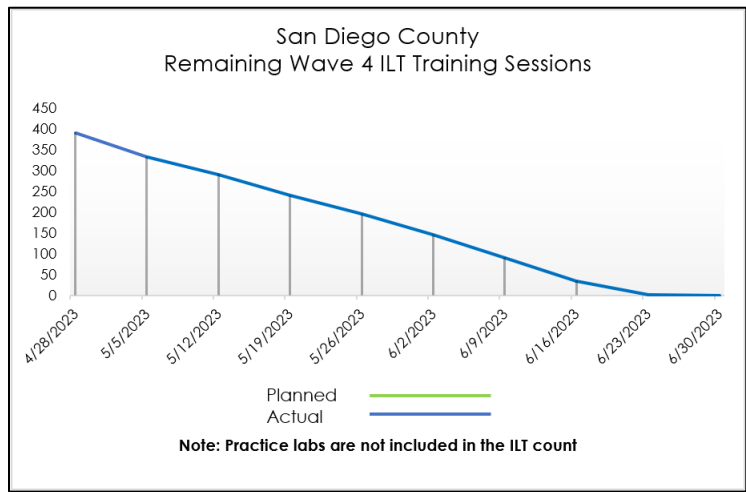


Figure 4.1-11 – Weekly ILT Training Report – San Diego County

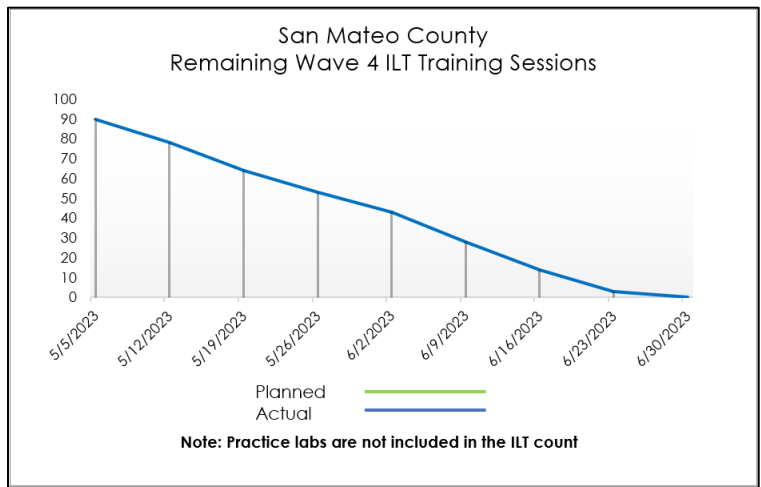


Figure 4.1-12 – Weekly ILT Training Report – San Mateo County

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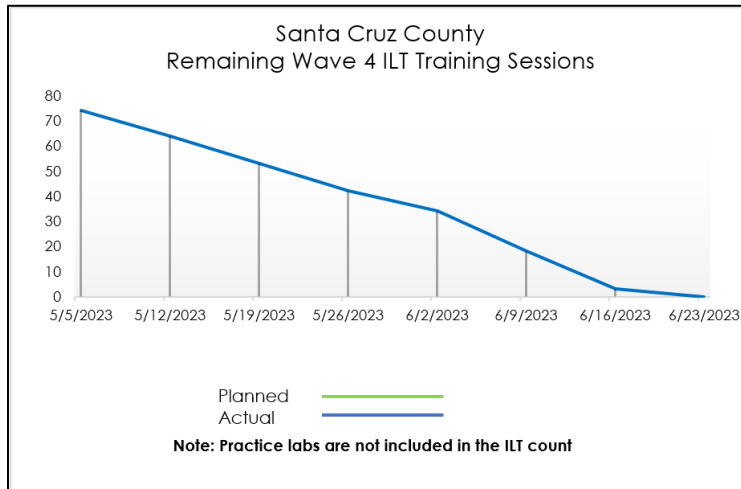


Figure 4.1-13 – Weekly ILT Training Report – Santa Cruz County

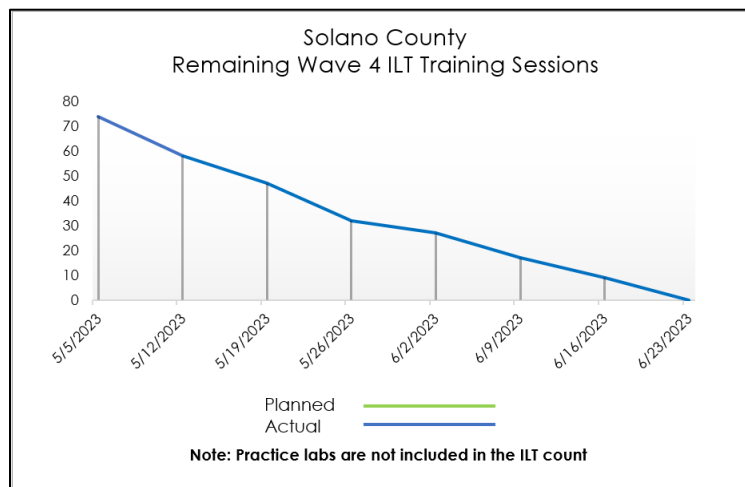


Figure 4.1-14 – Weekly ILT Training Report – Solano County

4.2 Activities for the Next Reporting Period

- ▶ **Training Advisory Council**
 - Continue planning for Training Advisory Council (TAC) meeting on 07/19/23.
- ▶ **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 Sonoma County on 07/05/23.
- ▶ **Wave 6: Sacramento, San Francisco, and San Luis Obispo County Planning**
 - Continue WBTs for all staff.
 - Finalize ILT materials based on input from ILT Walkthroughs.

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 Santa Cruz County (06/27/23), Sonoma County (06/27/23) San Francisco County (06/2/23), San Diego County (06/28/23), Fresno County, (06/28/23), and Solano County (06/30/33).

▶ **Lead Wave IPOC Meetings**

- Conducted the Wave 5 IPOC meeting on 06/28/23.

▶ **County Prep Phase**

- Conducted the final week of Wave 4 County Prep Phase Office Hours and Debriefs including metrics review and individual county progress checkpoint on 06/29/23.
- Conducted the Wave 5 County Prep Phase Kickoff on 06/29/23.

▶ **Go-Live Packet (GLP)**

- The Wave 4 GLP was sent out for CIT review on 6/26 and the feedback received was folded into the CIT.
- Reviewed 22 new conversion defects for inclusion in the GLP.
- Requested YB Case report for Mock 5B run. CalSAWS would like to meet about it and review with Consortium.
- Reached out to Wave 5 counties to schedule meetings for workload planning and YB estimates.

▶ **Future Waves**

- Development and review of BPR related to Alameda's auxiliary systems connecting to CalSAWS and
- Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center.
- Drafted customer/county process flows for Alameda County ancillary systems, and reviewed with cross-functional group and Alameda.

▶ **Post-Implementation Support**

- Conducted Fact Sheet Working Group to develop two (2) new Fact Sheets.
- Distributed CIT for applicable Wave 4 Fact Sheets at Go-Live.
- Distributed Wave 4 Virtual Support Team's support schedule and invite.
- Distributed Wave 4 Trip Books to onsite post-implementation county teams.
- Distributed Wave 4 CalSAWS Books for all onsite teams in Wave 4 counties.
- Conducted Wave 4 help desk meet and greets with virtual coordinators.

5.2 Activities for the Next Reporting Period

▶ **Post-Implementation Support**

- Deploy onsite and virtual support for San Diego, San Mateo, Solano, Santa Cruz.
- Begin the first week of Wave 3 post-Implementation support to Wave 4 counties.
- Initiate tracking daily business metrics and standing Implementation Team calls.

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► Readiness Dashboard and Packet

- Continue collecting updates for the Wave 4 through Wave 6 Readiness Packets.

► Wave 4 Go-Live Packet

- Collect all post go-live reports from CalWIN and CalSAWS team.
- Generate new Go-Live Navigator for wave-4 counties.
- Distribute reports to Wave-4 counties and update links in GLP
- Distribute updated GLP -- CIT# 0200-23
- Review Wave-5 YB case report with CalSAWS team and Consortium
- Prepare workload planning agenda and strategies for Wave-5 counties.

► Other Implementation Support

- Meet with Alameda County for a follow-up meeting by 07/07/23.
- Continue activities in support of Wave 5 and Wave 6 Counties' requests.

► County Prep Phase

- Conduct the Wave 5 County Prep Pre Green light meeting on 07/05/23.

► TOSS/IPOC Meetings

- Conduct TOSS/IPOC checklist review for Sacramento County (07/06/23) and Alameda County (07/07/23).

6.0 Appendices

6.1 Appendix A – Deliverable Summary

Deliverable Status by Submission

		Complete	Coming Soon	WAC Approval Pending		
DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
01	Work Plan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21
01.28	Work Plan Monthly Updates – April 2023	N/A	N/A	N/A	05/05/23	05/19/23
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	05/13/22
02.28	Monthly Status Report – April 2023	N/A	N/A	N/A	05/05/23	05/19/23
03	Requirements Traceability Matrix Initial	12/22/20	01/07/21	02/01/21	02/16/21	02/23/21
03.09	Requirements Traceability Matrix – Q9	N/A	N/A	N/A	06/05/23	06/12/23
04	Business Process Reengineering Plan	N/A	N/A	09/02/22	09/26/22	10/03/22
07	County Change Guide – Wave 6 (Sacramento, San Francisco, San Luis Obispo)	N/A	N/A	05/22/23	06/13/23	06/22/23
08	Master Training Plan	10/27/21	11/08/21	05/13/22	06/06/22	06/13/22
08.10	Master Training Plan Monthly Update – 10	N/A	N/A	N/A	05/05/23	05/12/23
09	County-Specific Training Plan – Wave 6 (Sacramento, San Francisco, San Luis Obispo)	N/A	N/A	05/08/23	05/30/23	06/08/23
10	Implementation Support Plan	01/14/22	01/27/22	07/15/22	08/05/22	08/16/22
11	County Implementation Completion Report	09/15/22	09/27/22	N/A	N/A	N/A
11.03	County Implementation Completion Report – Wave 3 (Part 1)	N/A	N/A	05/24/23	06/05/23	06/09/23
11.03	County Implementation Completion Report – Wave 3 (Part 2)	N/A	N/A	06/12/23	06/26/23	07/05/23

Figure 6.1-1 – Deliverable Status by Submission

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
11.03	County Implementation Completion Report - Wave 3 (Part 2)	On Track	FDEL submitted 06/20/23 FDEL approval 07/05/23

Table 6.1-2 – Upcoming Deliverable Deadlines

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		Complete	Coming Soon	County Sign-Off Pending
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 and benefits to the participants.	Wave 1–3: Closed Wave 4–6: Open	4	Medium	03/03/21
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 1–4: Closed Wave 5–6: 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	The CalWIN Counties and County Directors have voiced concern that they do not have sufficient information	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	12/13/21

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ID	Title	Details	Status	Impact	Risk Level	Date Logged
	sufficient or timely 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 4–6: Medium	
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 Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk.	Wave 1–3: Closed Wave 4–6: Open	3	Wave 1: Low Wave 2–6: Medium	01/12/22
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	Wave 1–3: Closed Wave 4–6: Open	Wave 1: 3 Wave 2–6: 4	Medium	09/14/22

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ID	Title	Details	Status	Impact	Risk Level	Date Logged
		State reports to CDSS on a monthly basis (and timely)				
285	Preparing CalWIN counties to operationalize CalSAWS after their Go-Live	<p>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 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</p>	Wave 3–4: Closed Wave 4–6: Open	3	Medium	02/08/23

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 6, 2023

Period: June 26, 2023 to July 02, 2023

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		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
290	Recently released ROI policy lacks clarity which may create privacy and liability exposure for counties and customers	Recently issued Release of Information (ROI) policy is not detailed enough, nor is it consistent between the two state Departments (CDSS and DHCS). The policy as written may create customer information privacy/security, safeguard and county operations concerns, and liabilities. As the policy was released after the completion of ROI design, development,	Open	5	High	05/19/23

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ID	Title	Details	Status	Impact	Risk Level	Date Logged
		<p>and testing of the functionality in BenefitsCal and CalSAWS, counties have not had sufficient time to assess the ROI functionality with the high-level policy and to be able to determine impacts to their county operations and the associated alignment with the existing BenefitsCal/CalSAWS design. The policy as written does not give clear direction on County responsibilities associated with the establishment of CBO agreements, provisions of those agreements and monitoring of CBO compliance with the agreements. Counties also have not had sufficient time to be able to determine if their current CBO agreement language is adequate and includes provisions and protections to further protect customer information when being accessed by CBOs via BenefitsCal. BenefitsCal/CalSAWS initial design and implementation has been postponed until final/revised policy is issued by both CDSS and DHCS and there is operational clarity agreed to by all parties</p>				

Table 6.2-1 – Project Risks and Issues

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 6, 2023

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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
0231-23	PPOCs (48, San Diego, San Mateo, Santa Cruz, Solano, Alameda, Fresno, Sonoma); Regional Managers	Wave 4C/5A Cutover Weekend Calendar Infographic – System Downtime	CalWIN Migration, CalWIN M&E	06/26/23	Anand Kulkarni	Lesley Pevny
0233-23	PPOCs (Sacramento, San Francisco, San Luis Obispo); Regional Managers (R1, R2, R4); Section Directors	Wave 6 – The CalSAWS Scoop Newsletter #3	CalWIN Migration	06/27/23	Helen Cruz	Araceli Gallardo
0234-23	PPOCs (San Deigo, San Mateo, Santa Cruz, Solano); Regional Managers (R1, R5); Section Directors	Wave 4 CalSAWS Infographics #12	CalWIN Migration	06/27/23	Helen Cruz	Araceli Gallardo
0235-23	PPOCs (Alameda, Sonoma, Fresno, Sacramento, San Francisco, San Luis Obispo); Regional Managers (R1, R2, R4); Section Directors	Wave 5 and 6 CalSAWS Infographics #8	CalWIN Migration	06/27/23	Helen Cruz	Araceli Gallardo
0237-23	PPOCs (48, San Diego, San Mateo, Santa Cruz, Solano, Alameda, Fresno, Sonoma); Regional Managers	BenefitsCal Features Training – Tier 1 Support Staff	CalWIN Migration	06/27/23	Marsale Erayma	Carlos Zepeda
0238-23	PPOCs (48, San Diego, San Mateo, Santa Cruz, Solano, Alameda, Fresno, Sonoma); Regional Managers; Help Desk (All)	CalSAWS Reports, Enhanced Data Reporting (EDR) and Dashboards Availability Post Wave 4C/5A Cutover Go-Live	CalWIN Migration, CalWIN M&E	06/27/23	Claudia Pinto	Cathryn van Namen
0240-23	PPOCs (Alameda, Contra Costa, Marin, Merced, Monterey, San Mateo; Santa Cruz, Solano, Sonoma, Stanislaus); Regional Managers	No Changes to CAPI Processes post San Mateo's Migration to CalSAWS	CalWIN Migration	06/29/23	Gregory Postulka	Yong Vangbliayang
0241-23	PPOCs (San Diego, San Mateo, Santa Cruz, Solano, Santa Clara, Contra Costa, Tulare,	Fact Sheets Available at Wave 4 Go-Live	CalWIN Migration	06/29/23	Monica Gurrola	Jonathan Leathers

CalSAWS – CalWIN ISS Weekly Status Report

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CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Ventura, Yolo, Placer); IPOCs (Wave 1, Wave 2, Wave 3, Wave 4)					

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
23-076	PPOCs (Sacramento, San Francisco, San Luis Obispo); TPOCs (Wave 6); IPOCs (Wave 6); Regional Managers (R1, R2, R4)	CalWIN Tech Enablement and Security Compliance Wave 6	05/23/23	Closed	06/30/23	Lloyd Rankine	Matt Zoir
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	Closed	06/22/23	Inez Finnigan	Rhiannon Chin
23-084	PPOCs (Alameda, Fresno, Sonoma, Alameda); Regional Managers (R1, R2, R3, R4)	Request for CalSAWS Training Staging Environment Access (Wave 5)	06/14/23	Closed	06/28/23	Ashley Arnold	Cristina Garcia
23-088	PPOCs (Tulare, Contra Costa, Santa Clara, Monterey, Marin, Yolo, Yuba, Sutter, Butte, Shasta, Humboldt, Stanislaus, Kern, Kings, San Bernardino, Riverside, Placer, Ventura, Orange, Santa Barbara)	CalSAWS Contact Center/IVR Closure Options for Wave 4 Cutover Weekend	06/22/23	Closed	06/28/23	Danielle Benoit	John Dray
23-090	PPOCs (48, San Diego, San Mateo, Santa Cruz, Solano); Regional Managers	CalWIN Migration Wave 5 – CalSAWS County On-Site & Virtual Support	06/26/23	Open	07/14/23	Jeffery Fuller	Michael Gates

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CRFI ID	To	Subject	Distributi on Date	Status	Response Due Date	Primary Contact	Backup Contact
23-091	PPOCs (Sacramento, San Francisco, San Luis Obispo); Regional Managers	CalWIN Migration Wave 5 –On-Site Support from Wave 6 CalWIN Counties	06/26/23	Open	07/14/23	Jeffery Fuller	Michael Gates
23-092	PPOCs (Sacramento, San Francisco, San Luis Obispo); Regional Managers	CalWIN Migration Wave 5 – Observers From Wave 6 CalWIN Counties	06/28/23	Open	07/14/23	Jeffery Fuller	Michael Gates

Table 6.2-3 – CRFIs

CalSAWS – CalWIN ISS Weekly Status Report

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6.3 Appendix C – Project Work Plan Reports

Project Timeline

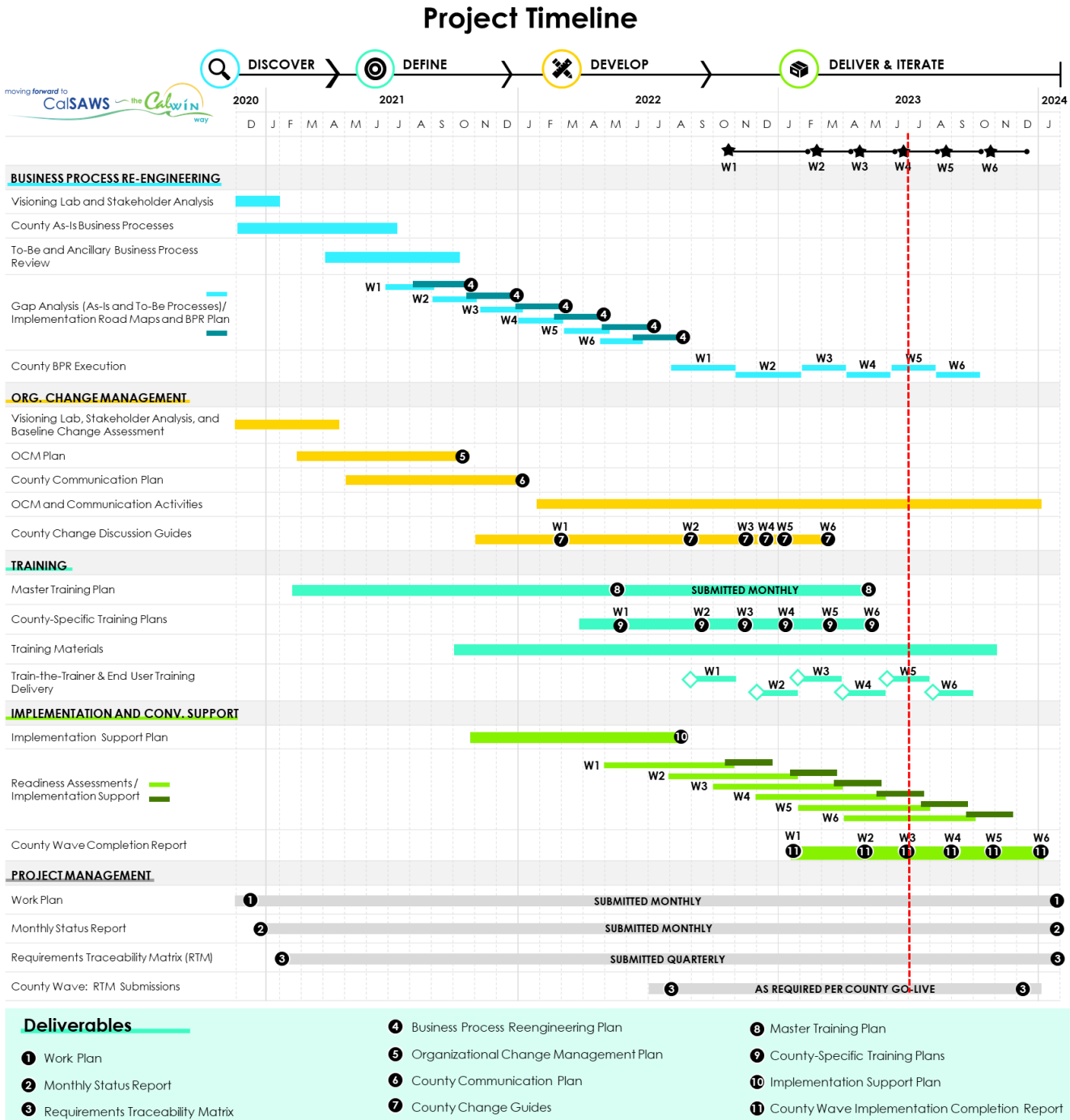


Figure 6.3-1 – Project Timeline

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 6, 2023

Period: June 26, 2023 to July 02, 2023

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