

CalSAWS CalWIN Implementation Support Services (ISS) Weekly Status Report

Reporting Period: July 10, 2023 to July 16, 2023

Table of Contents

1.0	Project Management	3
1.1	Executive Summary	3
1.2	Highlights of the Reporting Period	5
1.3	Activities for the Next Reporting Period	5
2.0	Business Process Reengineering (BPR)	6
2.1	Highlights of the Reporting Period	6
2.2	Activities for the Next Reporting Period	6
3.0	Organizational Change Management (OCM)	6
3.1	Highlights of the Reporting Period	6
3.2	Activities for the Next Reporting Period	7
4.0	Training	7
4.1	Highlights of the Reporting Period	7
4.2	Activities for the Next Reporting Period	11
5.0	Implementation	11
5.1	Highlights of the Reporting Period	11
5.2	Activities for the Next Reporting Period	12
6.0	Appendices	13
6.1	Appendix A – Deliverable Summary	13
6.2	Appendix B – Risks and Issues Summary	13
6.3	Appendix C – Project Work Plan Reports	19

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 Go-Live activities. ▶ Wave 5 <ul style="list-style-type: none"> ○ Provided Configuration support for County Prep activities. ○ Completed Process Simulation execution for Alameda County on 07/14/23. ○ Facilitated Fresno County access working session on 07/14/23. ○ Completed preparation activities for Sonoma and Fresno County on 07/13/23. ▶ Wave 6 <ul style="list-style-type: none"> ○ Facilitated Configuration Working sessions with Sacramento County 07/10/23 through 07/14/23. ○ Kicked off wave 6 preparation activities for Sacramento, San Francisco, and San Luis Obispo county on 07/11/23.
Organizational Change Management (OCM)	<ul style="list-style-type: none"> ▶ Wave 6 Change Discussion Guides <ul style="list-style-type: none"> ○ 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 San Francisco County and send the results to both counties PPOCs. ▶ Facilitated the July Change Network Champions (CNC) session for Waves 5 and 6 on 7/11/23. ▶ Sent the Wave 4 T+6 Readiness Survey CIT to the Consortium for review on the week of 07/10/23 and sent for CIT/CRFI Review Group review on 07/13/23. ▶ Reviewed the Wave 5 T-3 Readiness Survey Results with the Consortium on 07/11/23 and 07/13/23. ▶ Presented the Wave 3 T+6 Readiness Survey Results from 07/10/23 through 07/14/23. ▶ Continued to develop the Wave 4 Post Go-Live Special Edition Newsletter. ▶ Sent the July infographic packets for Waves 5 and 6 to the CIT/CRFI Review Group.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Training	<ul style="list-style-type: none"> ▶ Completed classroom deinstallation in San Mateo County. ▶ Started classroom deinstallation in San Diego, Santa Cruz, and Solano Counties. ▶ Continued the Wave 5 Counties' Web Based Training for all staff. ▶ Started Instructor-Led Training (ILTs) for all staff in the Wave 5 Counties. ▶ Continued the Wave 6 Counties' Web Based Training for all staff. ▶ Started connectivity testing for Early Training and Train-the-Trainer ILTs in the Wave 6 Counties. ▶ Completed LMS enrollment for Early Training and Train-the-Trainer ILTs in the Wave 6 Counties. ▶ Hosted Webinars for the Wave 6 Counties. ▶ Hosted Training Touchpoints with Fresno, San Francisco, Alameda, Sonoma, and Sacramento Counties.
Implementation	<ul style="list-style-type: none"> ▶ Wave 4 <ul style="list-style-type: none"> ○ Completed second week of Wave 4 post-Implementation support. ○ Tracked daily interactions and ServiceNow ticket reporting and led standing Implementation Team calls. ○ Observed and documented post-Implementation metric trends and issue resolutions. ○ Monitored virtual support usage and adjusted resources in real-time to minimize or eliminate waiting times and enhance customer experience. ○ Proposed virtual consolidation plan and justification for Santa Cruz and Solano Counties. ○ Conducted Fact Sheet Working Group and distributed two new Fact Sheets. ▶ Go-Live Packet (GLP) <ul style="list-style-type: none"> ○ Updated GLP Strike Team membership by updating list of Regional Managers. ○ Defined cadence for Wave 5 GLP meetings and sent out invites for 07/18/23, 07/20/23, 07/25/23, 07/27/23, and 07/31/23. ○ Cataloged items to be removed or updated. ▶ Future Waves <ul style="list-style-type: none"> ○ Met with Consortium and Accenture to review workload planning estimates for each county. ○ Met each of the Wave 5 Counties for the workload planning discussion on 07/11/23 (Alameda and Fresno), and 07/12/23 (Sonoma). ○ Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. ○ Conducted Sonoma office site visits for post-Imp support on 07/13/23. ○ Prepared materials for Wave 5 County Prep Office hours and Daily Debriefs. ○ Continued updates to the Readiness Dashboards and Packets for Wave 5 and Wave 6 Counties.

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 5 through Wave 6 – developed weekly summary report and made available for review during the week of 07/09/23.
 - 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:**
 - No scheduled deliverables for this reporting period.

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

- 100% execution completion for Alameda County on 07/14/23.
- Process Simulation execution sessions scheduled for Sonoma and Fresno County on 07/12/23.
- Completed data review for Sonoma County on 07/12/23.
- Facilitated all-day virtual execution sessions for Alameda County from 07/10/23 to 07/14/23.

► Configuration

- Provided Configuration support to Wave 4 Counties for Go-Live activities.
- Provided Configuration support to Wave 5 Counties for County Prep activities.
- Facilitated a Configuration Working session with Sacramento County from 07/10/23 to 07/14/23.

2.2 Activities for the Next Reporting Period

► Process Simulation

- Complete 50% Process Simulation execution for Sonoma and Fresno County on 07/21/23.
- Facilitate execution sessions for Sonoma and Fresno County from 07/17/23 to 07/21/23.
- Schedule the invites for the second week of Process Simulation virtual execution with Fresno and Sonoma Counties by 07/20/23.

► Configuration

- Provide Configuration support to Wave 4 Counties for Go-Live activities.
- Provide Configuration support to Wave 5 Counties for County Prep activities.
- Facilitate Configuration Working sessions with San Luis Obispo County 07/17/23 through 07/21/23.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

► Wave 6 Change Discussion Guides

- 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 San Francisco County and send the results to both counties PPOCs.

► Change Network Champions

- Facilitated the July CNC Session for Wave 5 and 6 on 07/11/23.
- Sent the Wave 5 and 6 CNC session materials to the counties on 07/12/23.

► Change Readiness Surveys

- Sent the Wave 4 T+6 Readiness Survey CIT to the Consortium for review on the week of 07/10/23.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

- Sent the Wave 4 T+6 Readiness Survey CIT to the CIT/CRFI Review Group for review on 07/13/23.
- Reviewed the Wave 5 T-3 Readiness Survey Results with the Consortium on 07/11/23 and 07/13/23.
- Presented the Wave 3 T+6 Readiness Survey Results from 07/10/23 through 07/14/23.

► **Newsletter/Infographics**

- Continued to develop the Wave 4 Post Go-Live Special Edition Newsletter.
- Sent the July infographic packets for Waves 5 and 6 to the CIT/CRFI Review Group.

3.2 Activities for the Next Reporting Period

► **Wave 6 Change Discussion Guides**

- Continue to monitor the Feedback Form Responses and Change Discussions for San Luis Obispo County.
- Continue to send the Feedback Form reminder email to San Luis Obispo County and sent the results to San Luis Obispo County's PPOCs.

► **Change Network Champions**

- Start to develop the August Wave 5 and 6 CNC session deck.

► **Change Readiness Surveys**

- Distribute the Wave 4 T+6 Readiness Survey CIT to the Wave 4 Counties the week of 07/17/23.
- Present the Wave 5 T-3 Readiness Survey Results to the Counties on the week of 07/17/23.

► **Newsletter/Infographics**

- Continue to develop the Wave 4 Post-Go-Live Special Edition Newsletter.
- Distribute the Wave 5 and 6 July Infographics Packets to the Counties on the week of 07/17/23.

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 classroom deinstallation in San Mateo County.
- Started classroom deinstallation in San Diego, Santa Cruz, and Solano Counties.
- Distributed updated ILT materials, data staging, and data preparation instructions.

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

- Continued WBTs for all staff.
- Started ILTs for all staff.
- Distributed updated ILT materials.
- Hosted Training Touchpoint with Fresno County on 07/10/23.
- Hosted Training Touchpoint with Alameda County on 07/12/23.
- Hosted Training Touchpoint with Sonoma County on 07/12/23.

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

- Continued WBTs for all staff.
- Distributed County-tailored ILT materials.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

- Started room setup and connectivity testing for Early Training and Train-the-Trainer ILTs.
- Hosted Orientation Webinars on 07/11/23 and 07/12/23.
- Hosted General Eligibility Webinars on 07/12/23 and 07/13/23.
- Hosted Training Touchpoint with San Francisco County on 07/11/23.
- Hosted Training Touchpoint with Sacramento County on 07/14/23.

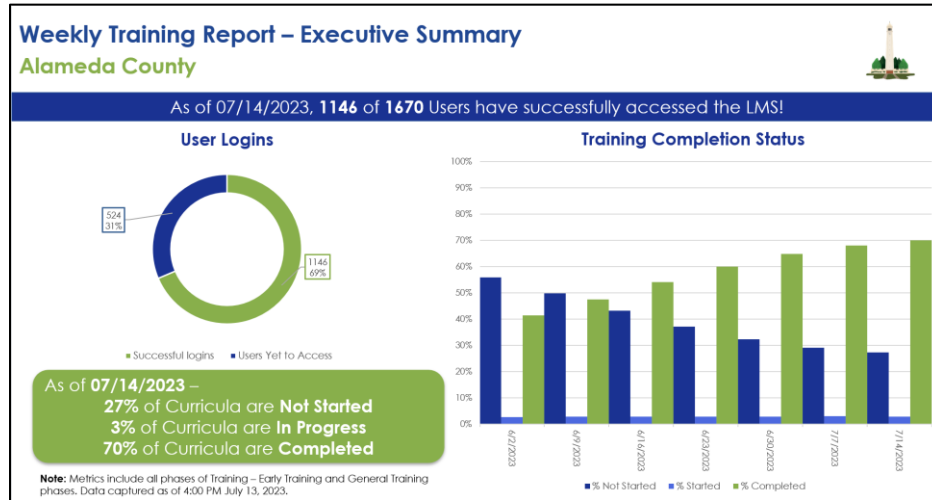


Figure 4.1-1 – Weekly WBT Training Report – Alameda County

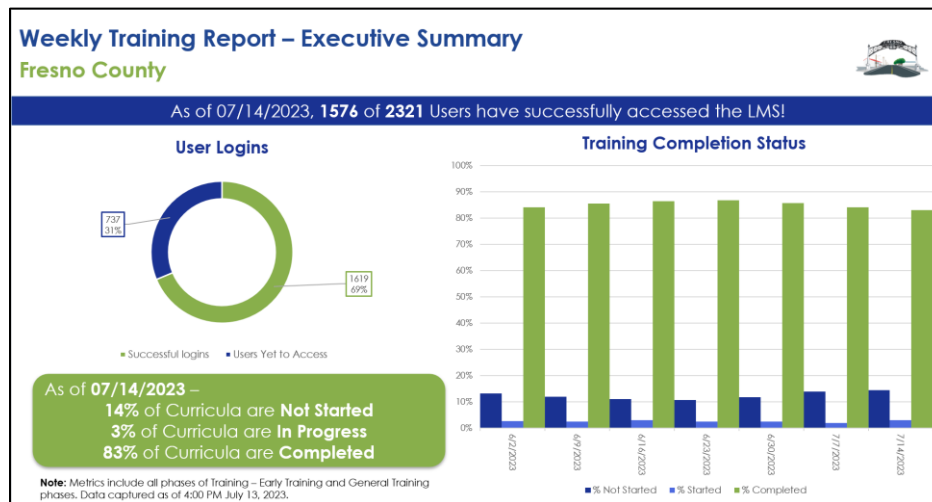


Figure 4.1-2 – Weekly WBT Training Report – Fresno County

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

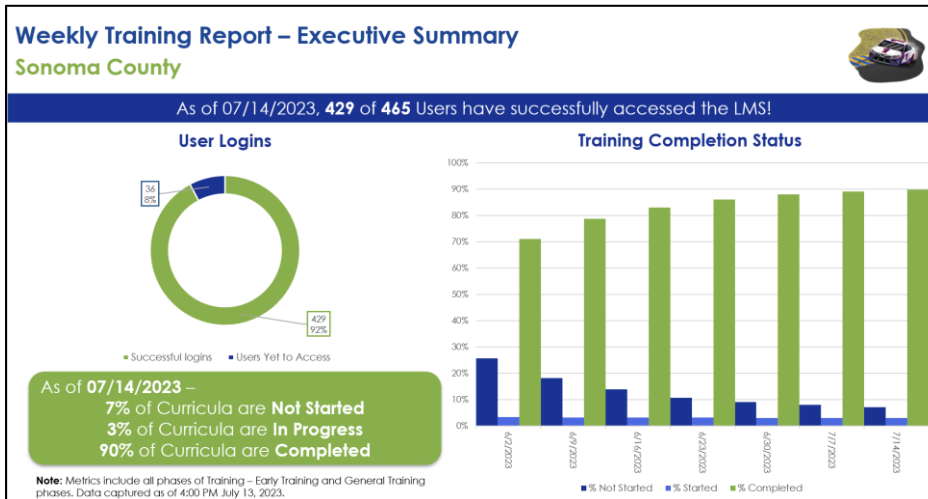


Figure 4.1-3 – Weekly WBT Training Report – Sonoma County

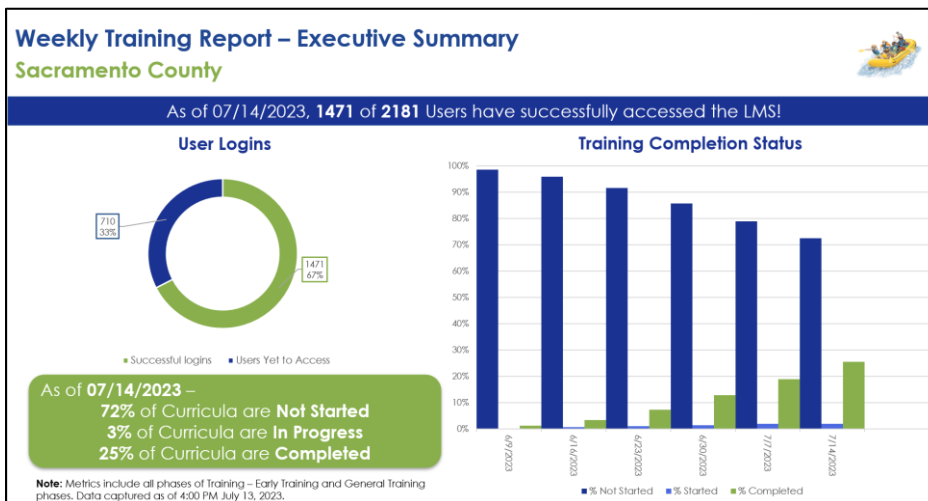


Figure 4.1-4 – Weekly WBT Training Report – Sacramento County

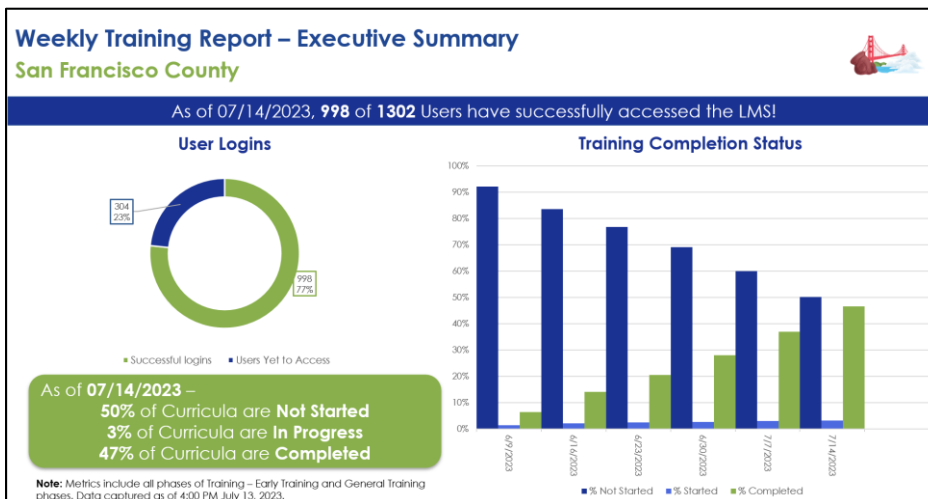


Figure 4.1-5 – Weekly WBT Training Report – San Francisco County

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

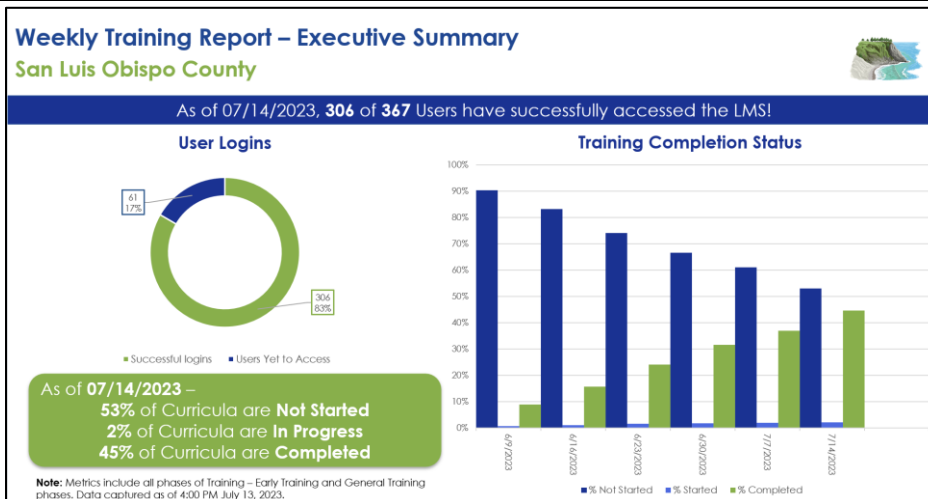


Figure 4.1-6 – Weekly WBT Training Report – San Luis Obispo County

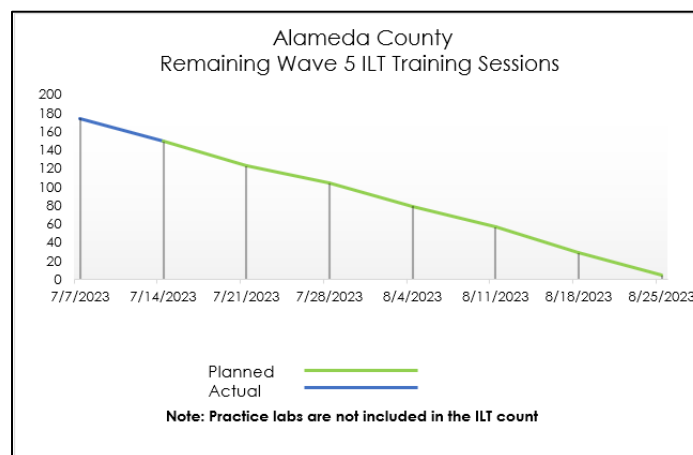


Figure 4.1-7 – Weekly ILT Training Report – Alameda County

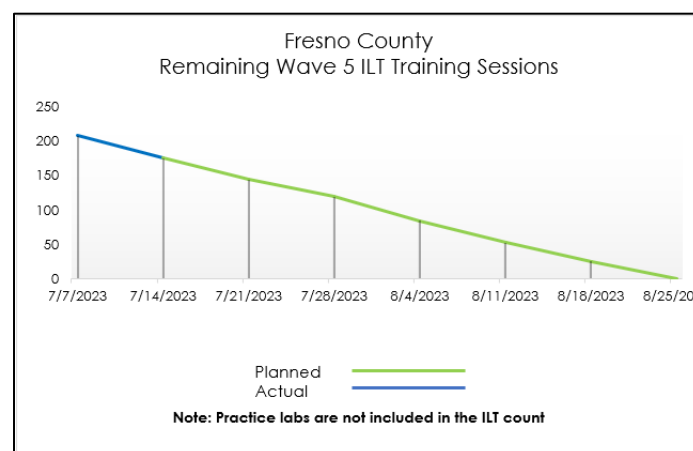


Figure 4.1-8 – Weekly ILT Training Report – Fresno County

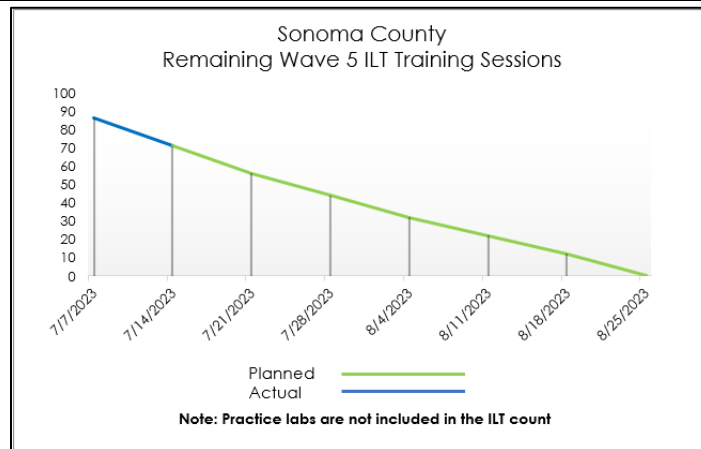


Figure 4.1-9 – Weekly ILT Training Report – Sonoma County

4.2 Activities for the Next Reporting Period

- ▶ **Training Advisory Council**
 - Host 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 all staff.
 - Host Training Touchpoint with Fresno County on 07/17/23.
 - Host Training Touchpoint with Alameda County on 07/19/23.
 - Host Training Touchpoint with Sonoma County on 07/19/23.
- ▶ **Wave 6: Sacramento, San Francisco, and San Luis Obispo County Planning**
 - Continue WBTs for all staff.
 - Continue room setup and connectivity testing for Early Training and Train the Trainer ILTs.
 - Host Training Touchpoint with San Luis Obispo County on 07/18/23.

5.0 Implementation

5.1 Highlights of the Reporting Period

- ▶ **Readiness Dashboard and Packet**
 - Continued collecting updates for the Wave 5 and Wave 6 Readiness Packets.
- ▶ **Lead TOSS/IPOC Meetings**
 - Conducted TOSS/IPOC checklist review for Sonoma County (07/11/23) and Fresno County (07/12/23).
 - Conducted the Wave 6 IPOC meeting on 07/13/23.
- ▶ **County Prep Phase**
 - Prepared materials for Wave 5 County Prep Phase Office Hours and Debriefs.
 - Conducted the Wave 5 County Prep Green light meeting on 07/12/23.
- ▶ **Go-Live Packet (GLP)**
 - Updated GLP Strike Team membership by updating list of Regional Managers.
 - Defined cadence for Wave-5 GLP meetings and sent out invites for 07/18/23, 07/20/23, 07/25/23, 07/27/23, and 07/31/23.

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

- Cataloged items to be removed or updated.
- ▶ **Future Waves**
 - Met with Consortium and Accenture to review workload planning estimates for each county.
 - Met each of the Wave 5 Counties for the workload planning discussion on 07/11/23 (Alameda and Fresno), and 07/12/23 (Sonoma).
 - Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center.
- ▶ **Post-Implementation Support**
 - Completed second week of Wave 4 post-Implementation support to counties.
 - Tracked daily business metrics and led standing Implementation Team calls.
 - Observed and documented post-Implementation metric trends and outcomes.
 - Monitored virtual support usage and adjusted resources to minimize wait times.
 - Conducted a Fact Sheet Working Group and distributed two (2) new Fact Sheets.
 - Proposed virtual consolidation plan and justification for Santa Cruz and Solano Counties.
 - Conducted Sonoma office site visits for post-Implementation support on 07/13/23.

5.2 Activities for the Next Reporting Period

- ▶ **Post-Implementation Support**
 - Complete the third week of Wave 4 Onsite/Virtual post-Implementation support.
 - Track Wave 4 interactions and ServiceNow ticket reporting for daily meetings.
 - Observe and document post-Implementation metric trends and issue resolutions.
 - Conduct the Fresno office site visits for post-Implementation support on 07/20/23.
 - Review initial Wave 5 onsite and virtual support resource allocation for post-imp.
 - Conduct Wave 5 Leadership Touchpoint meetings with county leadership teams.
- ▶ **Readiness Dashboard and Packet**
 - Finalize and distribute Dashboards and Packets for Wave 5 and 6 counties.
 - Continue collecting updates for the Wave 5 and Wave 6 Readiness Packets.
- ▶ **Wave 5 Go-Live Packet**
 - Reconstituted Strike team will start to review conversion defects and recommend changes for Wave-5 GLP
 - Add recommendation for counties to review skipped issues on day-1 after Go-Live.
- ▶ **Other Implementation Support**
 - Continue activities in support of Wave 5 and Wave 6 Counties' requests.
- ▶ **County Prep Phase**
 - Conduct the Wave 5 County Prep Office hours and Daily Debrief
- ▶ **TOSS/IPOC Meetings**
 - Conduct TOSS/IPOC checklist review for Alameda County (07/18/23) and Sacramento County (07/20/23).

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

ID	Title	Details	Status	Impact	Risk Level	Date Logged
	impact business operations	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 1–4: 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 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

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

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		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 1–3: Closed Wave 4–6: 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 3–4: Closed Wave 4–6: Open	3	Medium	02/08/23

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

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
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	Open	5	High	05/19/23

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		<p>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, 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</p>				

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		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				

Table 6.2-1 – Project Risks and Issues

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
	None					

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
23-090	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
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
23-095	PPOCs (R1, R2, R3, R4, R5); Regional Managers; Section Directors; Committee	Technical Point of Contact (TPOC) Identification	07/07/23	Open	07/21/23	Melanie Gines Shannon Williams	Uzair Syed Naveed

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

Table 6.2-3 – CRFIs

6.3 Appendix C – Project Work Plan Reports

Project Timeline

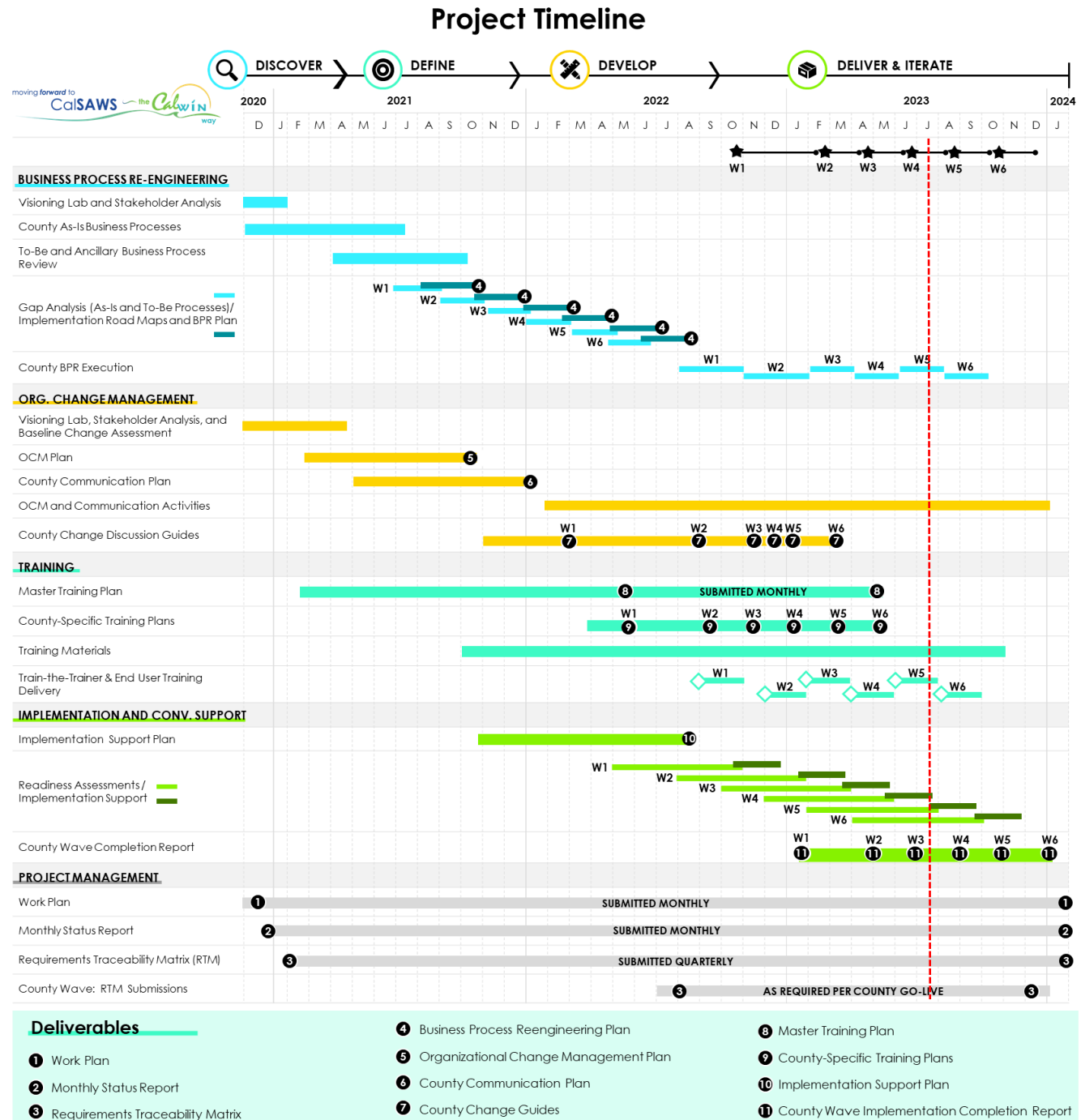


Figure 6.3-1 – Project Timeline

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 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