



# CalSAWS DD&I Weekly Status Report

**Reporting Period: July 31, 2023, to August 6, 2023**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

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## 1.0 Project Management

### 1.1 Project Deliverables Summary

**Table 1.1-1 – Overall Summary of Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
	None for the reporting period			

[1] Status: **Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

### 1.2 Highlights of the Reporting Period

**Table 1.2-1 – CalSAWS Project Management Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	<ul style="list-style-type: none"> <li>None to note for the reporting period</li> </ul>

#### 1.2.1 Project Management

- ▶ Continued CalSAWS DD&I Facility Management activities, including:
  - Key initiatives related to facilities at the Rancho Cordova Project Office are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) below

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**Table 1.2.1-1 – Key Facility Initiatives/Projects**

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
1	Large Meeting Requests	Rancho Cordova and Norwalk Project Offices	Ongoing	<ul style="list-style-type: none"> <li>• Continued planning facility capacity and equipment needs for requested on-site meetings</li> </ul>

- ▶ Continued to support Return to Office (RTO) requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ▶ Continue CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
  - Conducted Monthly Risks and Issues Management Group (RMG) meeting held on August 2, 2023
- ▶ Continue activities to support Project staff working remotely
  - Continue developing Project communications, as needed
  - Continue preparing materials for Monthly All Staff Meeting to be held on August 16, 2023
  - Continue preparing materials for Monthly CalSAWS Connect to be distributed on August 10, 2023
- ▶ Completed preparing materials for the monthly CalSAWS IT Project Status Report for July 2023 and preparations for the monthly CalSAWS IT Report Meeting with OTSI (Office of Technology and Solutions Integration), CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for August 9, 2023
- ▶ Began developing materials for the Project Steering Committee (PSC) Meeting that is scheduled for August 17, 2023
- ▶ Began developing materials, including quarterly metrics, for the Joint Powers Authority (JPA) Meeting that is scheduled for August 25, 2023
- ▶ Continued performing contract management activities:
  - Change Notice 27 (August JPA) is in development and has no DD&I items included
  - Amendment 31 (August JPA) is undergoing Client approval process and will include:
    - Endpoint Detection Response (EDR) Qualys
    - Data Growth/Cost Avoidance - Archiving Phase 1
    - Data Growth/Cost Avoidance - Archiving Microservices POC (Phase 2)
    - Data Growth/Cost Avoidance - Task Management
    - Data Growth/Cost Avoidance - Test Data Slicer/Scrubber Capability
    - Los Angeles Contact Center Milestone Payment Shift
    - Technical Architecture System Change Requests (SCRs)
    - NIST Rev 5 Uplift
    - Facility - Removal of Suite 130
  - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the Joint Powers Authority (JPA) Board of Directors on April 16, 2021

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- ▶ Continued performing Deliverable Management activities for the CalSAWS DD&I Project

### Deliverable Management

**Table 1.2.1-2 – Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

### 1.2.2 Communications Management

- ▶ CalSAWS Communications Management activities including
  - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy
  - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org)
  - Continued the administration and support of the CalSAWS external website
    - See Table 1.2.2-1 for details on website support activities

**Table 1.2.2-1 – Website Support Activities**

TASK	DATE (\$)	TASK TYPE
Updated Plugin Changes	July 27, 2023	Maintenance

**Table 1.2.2-2 – CalSAWS.org Usage Statistics**

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	76	4,805
Total Number of Unique Users	4,261	2,027,176
Total Number of New Users	2,738	2,021,226
Total Number of Sessions (Individual site visits)	5,299	2,978,883
Average Number of Sessions per User	1.24	1.47
Average Number of Page Views per Session	1.48	1.36
Average Session Duration	1:24	0:58
AskCalSAWS Inquiries – Received/Resolved	28/8	1,446/1,437

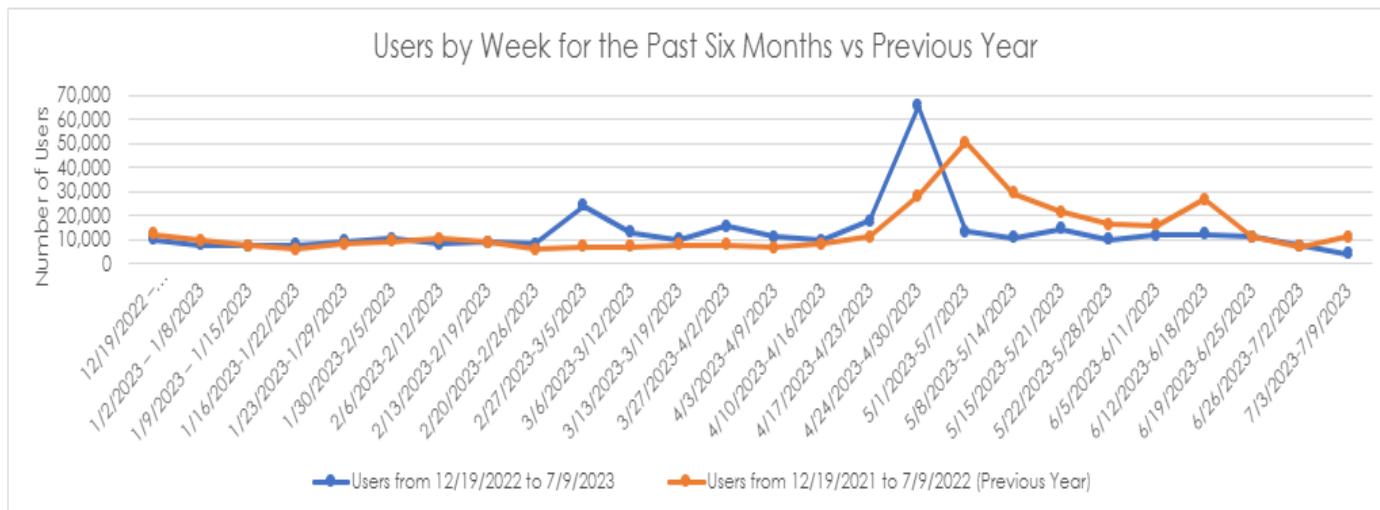
**Note:** Due to system unavailability, the data above is reflecting week ending July 9, 2023. The Team has opened a ServiceNow ticket to investigate

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**Figure 1.2.2-1 – Overall CalSAWS.org Usage Trend**



**Note:** Due to system unavailability, the data above is reflecting week ending July 9, 2023. The Team has opened a ServiceNow ticket to investigate

**Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics**

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	21%
Latest News – News	16%
Other Updates – System Updates	16%
Other Updates – Careers	15%
CalSAWS Committees – CalWORKs/CalFresh	16%

**1.2.3 Cultural Transformation**

- ▶ Culture Ambassadors Network (CAN)
  - Wellness Wednesday
    - Distributed content for July Wellness Wednesday – Importance of Community
  - Continued to prepare for upcoming activities and events
    - Summer Photo/Best vacation
    - SAWS memorabilia
    - October – National Art Month
  - Collect materials for Roseville Open House gifts

**1.2.4 Inclusion, Diversity, and Equality Advancement (IDEA)**

- ▶ Co-Create Phase
  - CalSAWS “We Are One” SharePoint Site
    - Continued to update the “We Are One” website tab
  - Pulse Survey
    - Continued incorporating Pulse Survey results into strategic plan
    - Continued researching evidence-based psychological constructs predictive of successful DEI programs

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- o CalSAWS Table Talks
  - Continued planning Table Talk for August 2023
- o Buddy Program
  - Continued supporting buddy pairs
  - Initiated planning for closing of Buddy Program round 4 and the opening of round 5
- o Small Team Building
  - Continued to promote Small Team Building initiative opportunities for all CalSAWS teams
- o Employee Resource Groups (ERGs)
  - Continued to manage and support Employee Resource Groups (ERGs) council
  - Facilitated pre-planning meeting with ERG Council to plan for upcoming ERGs x John Boule Q&A Session on Wednesday August 2<sup>nd</sup>.
  - Facilitated ERGs x John Boule Q&A Session
  - Distributed Q&A session recap notes to ERG members and ERG council
- ▶ General
  - o Created new mindfulness initiative, with accompanying communications plan, digital branding, and draft of event series invite
  - o Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
  - o Continued conversations with volunteer organization to provide volunteer opportunities for CalSAWS members
  - o Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  - o Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the Project

### 1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending August 6, 2023



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**Table 1.3-1 – CITs**

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0276-23	The CalSAWS Scoop Newsletter Special Edition – Wave 4 Go Live	Informational	July 31, 2023	Helen Cruz	Araceli Gallardo
0280-23	Wave 6 CalWIN County Prep Phase Kickoff, Activities, and Materials	Informational	August 2, 2023	Jennifer Carpenter	Mara Jennings
0281-23	CalSAWS Prepopulated Medi-Cal Redetermination Forms Claim Form and Instructions SFY 2023-24	Informational	August 2, 2023	Tina Weinmeister	Britt Carlsen
0282-23	CalWIN M&O County Claim Form SFY 2023-24	Informational	August 2, 2023	Stacey Drohan	Tracey Berhel
0283-23	CalSAWS Project County Claim Form and Claiming Instructions for SFY 2023-24	Informational	August 3, 2023	Tina Weinmeister	Britt Carlsen
0284-23	SB 1341 Automation County Claim Form and Instructions, SFY 2023-24	Informational	August 3, 2023	Stacey Drohan	Tracey Berhel
0285-23	Decommissioning of Sandbox Environment	Informational	August 3, 2023	Deepak Srivastav	Raji Reddy

- The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending August 6, 2023

**Table 1.3-2 – CRFIs**

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
23-096	CalWIN Wave 6 Counties - Request to Identify/Review Portal CBO Data	July 13, 2023	Closed	July 27, 2023	Marsale Eramya
23-097	CalSAWS Counties - BenefitsCal Marketing Campaign County Opt-Ins	July 24, 2023	Open	August 4, 2023	Marsale Eramya
23-098	CalWIN Wave 6 Counties - Central Print Portal Users	July 24, 2023	Open	August 31, 2023	Julie Holmes
23-100	CalWIN Wave 5 Counties - Identify Participants for CalWIN Go-Live: 1) County Click-Through, 2) CalHEERS and GA/GR Correspondence Smoke Testing	July 28, 2023	Open	August 11, 2023	Cristy Sharma
23-101	Changes to accessing APEX URL for CalSAWS Ad-Hoc	July 28, 2023	Open	August 11, 2023	Melanie Gines, and Lloyd Rankine
23-102	CalWIN Wave 6 Counties – Verify Number of Imaging Office Queues	August 1, 2023	Open	August 22, 2023	Inez Finnigan

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CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
23-103	Wave 6 Application Security Conversion: Security Roles - Sync-Up	August 3, 2023	Open	August 17, 2023	Mike Tombakian
23-104	Access to CalWIN Read-Only Portal over CalSAWS Extranet	August 4, 2023	Open	September 30, 2023	Melanie Gines, and Lloyd Rankine

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending August 6, 2023

**Table 1.3-3 – Overdue CRFIs**

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-097	CalSAWS Counties - BenefitsCal Marketing Campaign County Opt-Ins	Alameda, San Mateo, San Francisco, Solano, and Sonoma Counties	Alpine, Calaveras, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, and Yuba Counties	Siskiyou County	Fresno, Inyo, Kings, Mariposa, San Luis Obispo, and Tulare Counties	Riverside, and Ventura Counties	

## 1.4 Activities for the Next Reporting Period

### 1.4.1 Project Management

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
  - Continue key initiatives related to facilities at the Rancho Cordova and Norwalk Project Offices, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ▶ Continue CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
- ▶ Continue activities to support Project staff working remotely
  - Continue developing Project communications, as needed
  - Continue preparing materials for Monthly All Staff Meeting to be held on August 16, 2023
  - Complete materials for Monthly CalSAWS Connect to be distributed on August 10, 2023
- ▶ Participate in the monthly CalSAWS IT Report Meeting with OTSI (Office of Technology and Solutions Integration), CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for August 9, 2023
- ▶ Continue developing materials for the Project Steering Committee (PSC) Meeting that is scheduled for August 17, 2023
- ▶ Continue developing materials, including quarterly metrics, for the Joint Powers Authority (JPA) Meeting that is scheduled for August 25, 2023
- ▶ Continue to support Return to Office (RTO) requests for CalSAWS Project staff to visit the

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CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)

- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project

### Deliverable Management

**Table 1.4.1-1 – Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

### 1.4.2 Communications Management

- ▶ Continue to monitor usage and update materials as requested
  - See table 1.4.2-1 for planned website support activities
- ▶ CalSAWS Communications Management activities including:
  - Continue to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
  - Continue oversight and management of Power of 58 roll out

**Table 1.4.2-1 – Website Support Activities**

TASK	DATE(S)	TASK TYPE
None for the reporting period	N/A	N/A

### 1.4.3 Cultural Transformation

- ▶ Develop Wellness Wednesday monthly topics for 2023
- ▶ Develop calendar of events for the ambassador initiatives the year 2023
- ▶ Continue to provide Project management support to Cultural Ambassadors as they continue to develop the plans for the initiatives
- ▶ Continue to coordinate working sessions for each Ambassador group to further their initiatives planning and discuss their individual contributions
- ▶ Continue to develop wellness initiative content to keep the project staff engaged
- ▶ Continue to update resources and a collaboration workspace (Teams Channel) with new relevant materials to support the implementation of the prioritized initiatives
- ▶ Continue to monitor Microsoft Teams channels for any help needed from Ambassadors

### 1.4.4 Inclusion, Diversity & Equality Advancement (IDEA)

- ▶ Continue developing new mindfulness initiative
- ▶ Continue planning for close of buddy program rd. 4 and opening of rd. 5
- ▶ Continue to redesign pulse survey
- ▶ Explore DEI learning curriculum for 2024.
- ▶ Continue creating transition plan for IDEA lead scheduled paternity leave
- ▶ Continue conversations with nonprofit to provide volunteer opportunities to staff in Los Angeles

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- ▶ Continue exploring next Table Talk topic
- ▶ Continue planning Employee Resource Group (ERG) Collaboration Events
- ▶ Continue partnering with CalSAWS members to create an Inspiration Station and present during virtual CalSAWS Project All Staff Meeting
- ▶ Continue to partner with CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
- ▶ Continue to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the Project
- ▶ Continue to promote small team building activities

**1.5 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

**2.0 Imaging**











**2.1 Highlights of the Reporting Period**

**Table 2.1-1 – CalSAWS Imaging Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Appendix E	<ul style="list-style-type: none"> <li>• Sacramento County:                             <ul style="list-style-type: none"> <li>○ The results of the UAT testing for the MyBCW processed without issue.</li> <li>○ Sacramento County will remain on Amber status as they finalize the timing for Delta 2 on September 1, 2023.</li> </ul> </li> </ul>

- ▶ Continued to monitor Imaging migration status by County
  - For future details of status' by County, they are now available in Appendix E - CalSAWS Imaging Document Migration

**Table 2.1-2 – CalSAWS Imaging County Migration Risk Status**

WAVE	COUNTY	STATUS [1]
4	• San Diego County	
	• Santa Cruz County	
	• Solano County	
	• San Mateo County	
5	• Alameda County	
	• Fresno County	
	• Sonoma County	
6	• San Francisco County	
	• San Luis Obispo County	
	• Sacramento County	

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[1] **Status: Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

**Note:**

- Detailed metrics of each County by wave has been included in the Appendix E - CalSAWS Imaging Document Migration

**Table 2.1-3 – CalSAWS Imaging Project Milestones for Current Reporting Period**

WAVE	MILESTONES Migration Activities	DUE DATE	STATUS
WAVE 5	Conduct Alameda County Document Migration Discovery Session Check-in	July 31, 2023	Completed
	Conduct Fresno County Document Migration Discovery Session Check-in	Aug 02, 2023	Completed
WAVE 6	Conduct Sacramento County Document Migration Discovery Session Check-in	Aug 02, 2023	Completed

**Table 2.1-4 – CalSAWS Imaging Project Milestones for Next Reporting Period**

WAVE	MILESTONES Migration Activities	DUE DATE	STATUS
WAVE 5	Conduct Alameda County Document Migration Discovery Session Check-in	Aug 7, 2023	Scheduled
	Conduct Fresno County Document Migration Discovery Session Check-in	Aug 09, 2023	Scheduled

**2.2 Activities for the Next Reporting Period**

- ▶ Continue to manage the milestones for the Image Migrations in the tables in Appendix E

**2.3 Upcoming Performance Tests**

- ▶ None for the reporting period

**2.4 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

**3.0 Customer Service Center (CSC)**

**3.1 Highlights of the Reporting Period**

**Table 3.1-1 – CalSAWS Customer Service Center Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1	<ul style="list-style-type: none"> <li>Began Wave 5 Model Office</li> </ul>

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- ▶ Completed System Testing of Wave 5 Contact Centers (CA-240168, CA-240169, and CA-240170)
- ▶ Continued build of Wave 6 Contact Centers (CA-240171, CA-240172, and CA-240173)
- ▶ Continued build of Scheduled Callback (CA-229573)
- ▶ Continued System Testing of Inbound IVR additional languages SCR (CA-226837)
- ▶ Visited Wave 5 counties for preparation meetings for the Contact Centers

**Table 3.1-2 – Customer Service Center Enhancement Milestones**

MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
DDID 2292, 2697, 2698, 2723, 2724 WFM/QA/QM Reporting (CA-226209)	December 3, 2021	In Production	22.01
DDID 2700 Enhanced CCP (CA-226844)	March 18, 2022	In Production	22.03   22.05.06
DDID 2727 Work-from-home Modifications (CA-227064)	March 18, 2022	In Production	22.03   22.05.06
DDID 2216, 2725 External Party Access IVR (CA-226839)	March 25, 2022	In Production	22.05
DDID 2211, 2217, 2218, 2220, 2729, 2730, 2731, 2046, 2732 Telephonic Signature (CA-226838)	April 1, 2022	In Production	22.05
DDID 2704 Post-Call Survey (CA-228023)	July 8, 2022	In Production	22.07   22.09.16
DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2222, 2702, 2721, 2169, 2284, 2722 Admin Page (CA-226672)	October 7, 2022	In Production	22.11   22.12.11
DDID 2718 Task for Cancelling an Appointment in Outbound IVR (CA-231234)	November 11, 2022	In Production	23.01   23.02.17
DDID 2219, 2716, 2717, 2728 Outbound IVR - (CA-226207)	November 11, 2022	In Production	23.01   23.02.17
DDID 2701, 2706 Voice Authentication Languages (CA-226843)	October 7, 2022	In Production	23.01   23.02.16
DDID 2699, 2210, 2705, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2258 Inbound IVR (CA-226837)	January 12, 2023	System Test	23.07   23.08.24
DDID 2284 Scheduled Callback (CA-229573)	July 8, 2022	In Development	23.09   23.09.28
DDID 2268 Display the CalSAWS Contact Center IVR Caller ID for outbound calls	June 14, 2023	Design in progress	23.09   23.09.28

**Table 3.1-3 – Los Angeles County Milestones**

MILESTONES		DUE DATE	OWNER
1	Design completion	March 11, 2022	CalSAWS Project Team
2	Initial performance/load testing	March 18, 2022	CalSAWS Project Team
3	Training development	May 16, 2022	CalSAWS Project Team
4	Build and unit test	May 20, 2022	CalSAWS Project Team
5	Training content review	May 20, 2022	Consortium
6	Training execution	June 29, 2022	CalSAWS Project Team
7	System Test	July 15, 2022	CalSAWS Project Team
8	Conduct model office	January 9, 2023	Los Angeles County
9	Go-live	November 17, 2023	CalSAWS Project Team
10	Post go-live support	November 20, 2023	CalSAWS Project Team

**3.2 Activities for the Next Reporting Period**

- ▶ Continue daily Model Office meetings with Wave 5 counties.
- ▶ Continue build of Wave 6 Contact Centers (CA-240171, CA-240172, and CA-240173)
- ▶ Continue build of Scheduled Callback (CA-229573)
- ▶ Continue System Testing of Inbound IVR additional languages SCR (CA-226837)

**3.3 Upcoming Performance Tests**

- ▶ No upcoming performance tests

**3.4 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

**4.0 Application Development and Test**

**4.1 Highlights of the Reporting Period**

**Table 4.1-1 – CalSAWS Application Development and Test Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.1.3 State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> <li>• Continued execution activities for Wave 6 IPT. 13 of 36 Consortium, State, and County interfaces have successfully passed validation.</li> </ul>

4.1.1 Application Development Summary

Table 4.1.1-1 – CalSAWS Application Development Summary

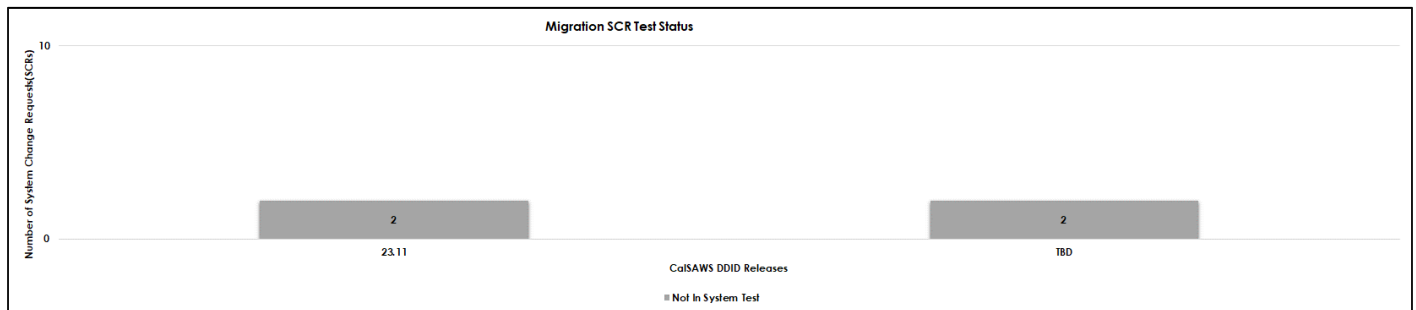
	Status	23.07	23.09
Design	New	0	1
	Design in Progress	1	2
	Ready for Committee	0	1
	Committee review	0	0
	Pending approval	0	0
Build	Approved	4	5
	In Development	8	4
	Development completed	3	4
	In Assembly Test	0	0
Test	System Test	1	2
	Test completed	2	0
	In Production	3	0
	Grand total	22	19

System Change Requests (SCRs) in Production	1,045
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Note:

- This table includes Application Development System Change Requests (SCRs) with migration impact. SCRs in production represents a count of any SCR that have a project phase of migration and have been deployed to production
- Continued drafting designs and development activities. Status is provided in Table 4.1.1-1 (CalSAWS Application Development Summary)

Figure 4.1.1-1 – CalSAWS Test Summary



Note:

- Includes all System Change Requests (SCRs) that have a funding source of 'CalSAWS DD&I' with a Funding Source ID of 'Application Development and Test' that are not in "Rejected" or "Pending Rejection" status and are targeted for a baseline release excluding any Support or Design SCRs. In Production includes In Production statuses; Test Complete includes Test Completed status; System Test includes System Test status; Not in System Test includes all SCR statuses prior to System Test delivery



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**4.1.2 State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)**

**Table 4.1.3-1 – State Partners**

INTERFACE TESTING		
STATE PARTNER	STATUS	TARGET COMPLETION DATE
Case Management Information and Payrolling System (CMIPS) – OTSI (Office of Technology and Solutions Integration)	2/2	July 14, 2023
Electronic Benefits Transfer (EBT) - FIS	1/2	September 15, 2023
Medi-Cal Eligibility Data System (MEDS) - DHCS	1/2	September 15, 2023
Welfare Data Tracking Implementation Project (WDTIP) – OTSI (Office of Technology and Solutions Integration)	2/2	July 19, 2023

**Note:**

- Testing in progress

**Table 4.1.3-2 – CalWIN County Partners**

INTERFACE TESTING		
CalWIN Wave 6 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE
Sacramento County	1/11	September 15, 2023
San Francisco County	3/9	September 15, 2023
San Luis Obispo County	3/8	September 15, 2023

**Notes:**

- Sacramento County
  - Blank File Exchange Completed for all Interfaces
  - All functional files have been provided to county. County pending functional validation
  - 1099 File Writer: Additional files were requested and provided to county
  - Outbound Collection: Additional files were requested and provided to county
- San Francisco County
  - Blank File Exchange Completed for all Interfaces
  - All functional files have been provided to county. County pending functional validation
- San Luis Obispo County
  - Blank File Exchange Completed for all Interfaces
  - All functional files have been provided to county. County pending functional validation

**4.1.3 Deliverable Management**

**Table 4.1.3-1 – Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

**4.2 Activities for the Next Reporting Period**

- ▶ Continue drafting designs for Migration Impact System Change Requests (SCRs)

**4.2.1 Deliverable Management**

**Table 4.2.1-1 – Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

**4.3 Upcoming Performance Tests**

- ▶ Planned upcoming Performance tests for Batch, CalSAWS Core Batch, and Core Online
  - Batch (batperf2 environment)
    - Execute performance runs to validate changes for CA-260380 - Performance: The Child Support Balancer job stages more records than required – performance validation shows a 90% decrease in the volume or records swept in
    - Environment refreshed with data set from production
    - Execute performance and validation testing for defect CA-265399 - Medi-Cal Auto-Discontinuance job for July RE did not run EDBC for Mixed MAGI and MAGI cases
  - Analytics
    - Continue work on System Change Request (SCR) CA-258929 - Upgrade EMR Clusters to EMR Serverless
  - Core Online

**Table 4.3-1 – Core Online Upcoming Performance Cycle**

Performance Cycle	Start Date	End Date	Status
eCCP Performance Testing	June 26, 2023	July 28, 2023	Completed
Wave 5 Performance Testing	July 24, 2023	August 25, 2023	In progress

**4.4 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

## 5.0 Conversion

### 5.1 Highlights of the Reporting Period

**Table 5.1-1 – CalSAWS Conversion Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> <li>Supported Wave 1, Wave 2, Wave 3, Wave 4, Counties post Go-Live</li> <li>Wave 5 DCR and ETL defects</li> <li>Continued Wave 6 Mock activities                             <ul style="list-style-type: none"> <li>Completed 5C/6A Mock</li> <li>Began 6B Mock</li> </ul> </li> </ul>
5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> <li>County Refactoring Overview</li> <li>Alameda County Refactoring Status</li> </ul>

#### 5.1.1 CalWIN Conversion

- o Supported Wave 1, Wave 2, Wave 3, Wave 4, Counties post Go-Live
- o Conversion DCR development and testing
- o Wave 5 DCR and ETL defects
- o Continued Wave 6 Mock activities
  - Completed 5C/6A Mock
  - Began 6B mock

**Table 5.1.1-1 – CalWIN Conversion Statistics Wave5B Go-live (June 2023 – Aug 2023)**

Wave 4B												
Sprint	Total - Deferred Items	Sprint Duration		Item Status								
				0%	25%	30%	50%	75%	5%	100%	100%	0%
				Not Started	Analysis & Mapping in Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed (Tested)*	CNR	Deferred
<b>Overall</b>	<b>45</b>	<b>6/12/2023</b>	<b>7/14/2023</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>0</b>
Wave 4C/5A Go-Live Sprint	2	6/16/2023	7/6/2023	0	0	0	0	0	0	2	0	0
Wave 5B pre-sprint	4	6/12/2023	6/23/2023	0	0	0	0	0	0	4	0	0
Wave 5B Sprint 1	39	6/26/2023	7/14/2023	0	0	0	0	5	0	34	0	0
Wave 5B Sprint 2 (DM changes)	68	7/24/2023	8/4/2023	3	0	0	2	13	0	50	0	0
Wave 5B Hardening	TBD	8/7/2023	8/18/2023	0	0	0	0	0	0	0	0	0

**5.1.2 CalWIN Conversion Defects**

- ▶ Table 5.1.2-1 – Open CalWIN Production Defects below represents Conversion Defects identified by the Counties Post Go-Live. Defects are triaged, assessed, and resolved as quickly as they via Data Change Requests (DCR)

**Table 5.1.2-1 – Open CalWIN Production Defects to be Resolved by Conversion**

Resolution by Delivery Date	P1	P2	P3	P4	Total
Between May 1 – July 31, 2023	0	60	83	13	156
<b>Total Open Defects</b>	<b>0</b>	<b>60</b>	<b>83</b>	<b>13</b>	<b>156</b>

**Note:** This table now includes the defects pending for Waves 1, 2, 3 and 4

- ▶ Table 5.1.2-2 – Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT), Interface Partner Testing (IPT), System Test, Assembly Testing, and Post Go-Live Defects below represents Conversion Defects identified via testing effort prior to the respective Wave Go-Live. Defects prioritized for a Target Release after each wave Cutover will be assessed for inclusion into the Wave 3 Go Live Packet (GLP)

**Table 5.1.2-2 – Open Defects to be Resolved by Conversion (by Status)**

Open Defects by Status	P1	P2 - Normal/Medium	3 - Normal/Low	4 - Cosmetic	Grand Total
Pending Rejection	0	0	0	0	0
Reopened	0	0	0	0	0
New	0	19	23	2	44
Assigned	0	3	1	0	4
In Assembly Test	0	4	5	0	9
In Development	0	5	0	0	5
Development completed	0	0	0	0	0
System Test	0	3	0	0	3
Test completed	0	22	3	0	25
In Production	0	0	0	0	0
<b>Grand Total</b>	<b>0</b>	<b>56</b>	<b>32</b>	<b>2</b>	<b>90</b>

**Note:** This is the preliminary chart of the Wave 5 defects as of July 31, 2023

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**Table 5.1.2-3 – Open Defects to be Resolved by Conversion (by Target Release)**

Open Defects by Status	P1	P2 - Normal/Medium	3 - Normal/Low	4 - Cosmetic	Grand Total
Cutover 4B	0	0	0	0	0
Post Cutover 4B Day 1 – 10	0	10	0	0	10
Cutover 5A	0	0	0	0	0
Cutover 5B	0	24	1	0	25
Cutover 5B Go-live dependent (Post Cutover) DCRs	0	8	1	0	9
Cutover 5B Day 1-10 (Post Cutover)	0	14	0	0	14
Cutover 6A	0	0	0	0	0
Cutover 6B	0	0	30	2	32
<b>Grand Total</b>	<b>0</b>	<b>56</b>	<b>32</b>	<b>2</b>	<b>90</b>

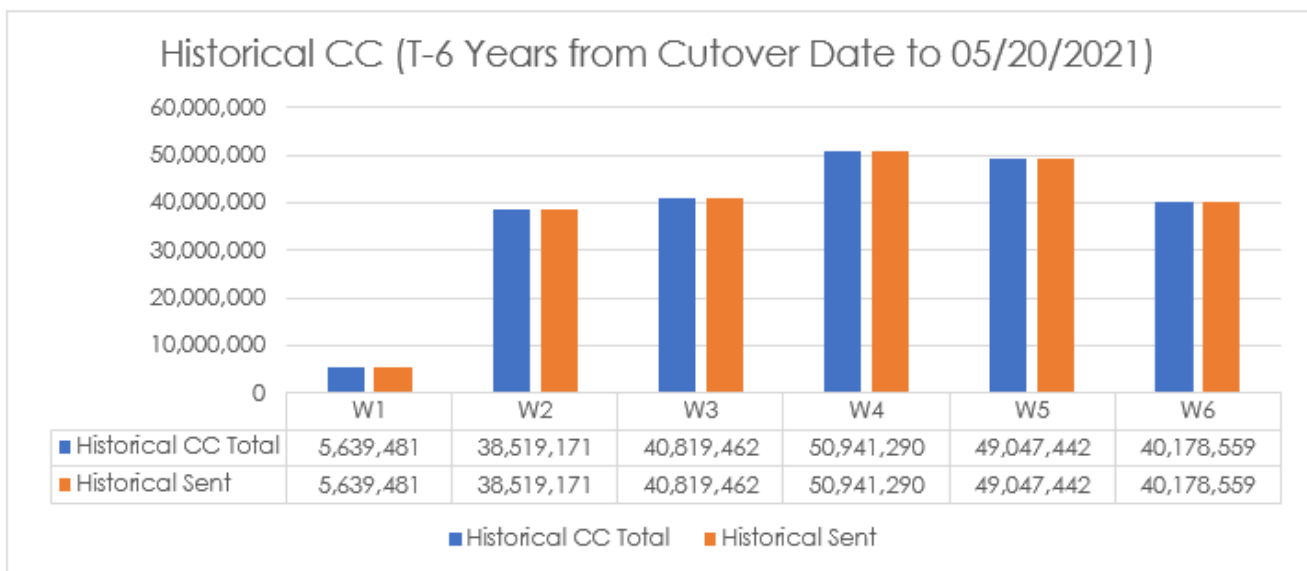
**Note:**

- This is the preliminary chart of the Wave 5 defects as of August 7, 2023
  1. These are Priority 3 defects for Wave 5 and these will be resolved by between Cutover 5B Day 1 and Cutover 6B

**5.1.3 Gainwell Technologies**

- ▶ CalWIN Document Migration
  - Continued delivery of Client Correspondence (CC) from CalWIN
    - Completed CC for all waves

**Figure 5.1.3-1 – Total Client Correspondence Sent**



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- ▶ Sacramento County NoHo
  - Delivered updated NoHo date for Mock conversion on August 05, 2023
- ▶ County Collections
  - Engaged with Sacramento County for planning
  - Alameda County file planned for delivery September 1, 2023; sample file sent for review

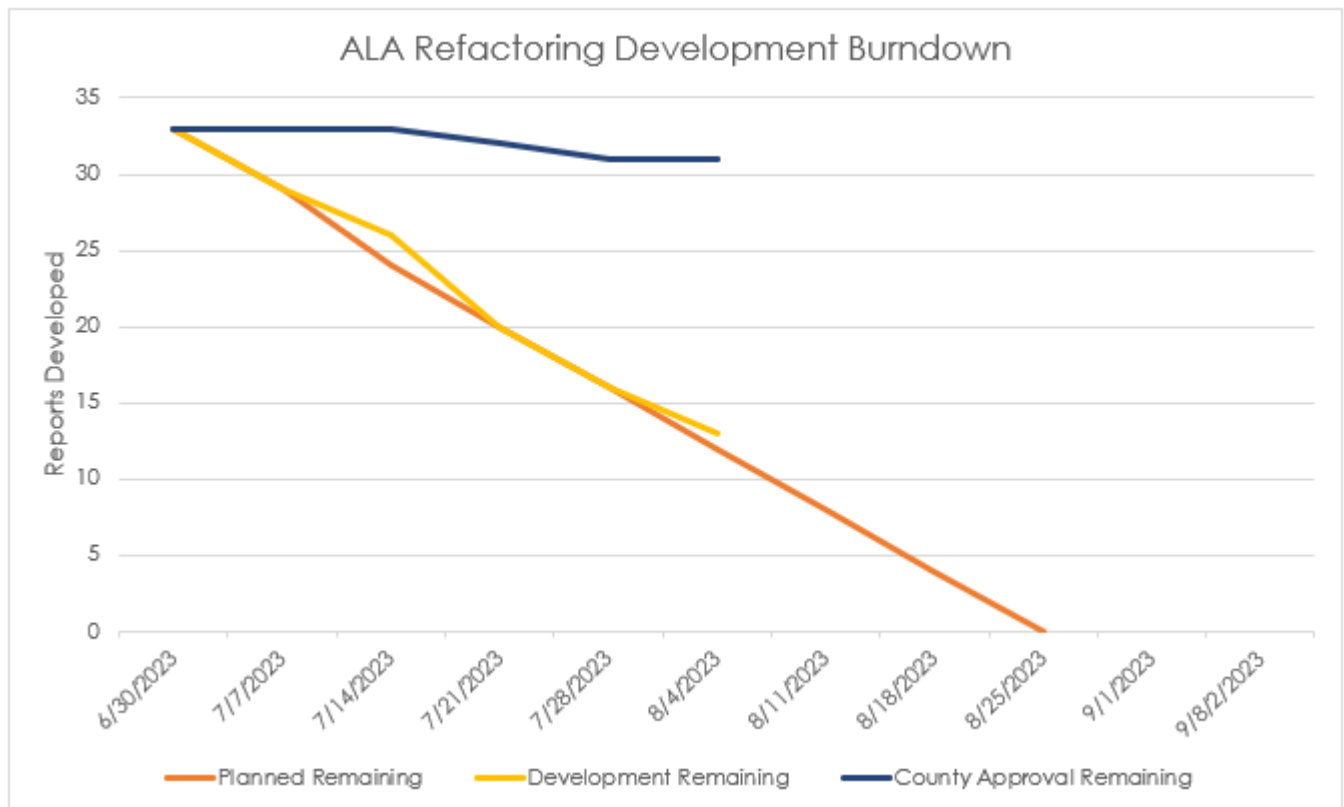
**Table 5.1.3-2 – County Refactoring Overview**

County	Migration Wave	Check-In Email Sent to County Y/N	CalSAWS Report Mapping Complete Y/N	PPM Proposal #	# of Reports to be Refactored	PPM Project #
Placer (PLA)	1	Y	Y	N/A	0	
Yolo (YOL)	1	Y	Y	N/A	46	63049
Contra Costa (CCS)	2	Y	N	63098	Day 1 – 21 Total -26	63580
Santa Clara (SCL)	2	Y	Y	63487	64	63497
Tulare (TUL)	2	Y	Y	N/A	0	
Orange (ORG)	3	Y	N	63688	Day 1 - 66	64076
Santa Barbara (SBR)	3	Y	Y	63730	Day 1 - 2 Total - 34	64224
Ventura (VEN)	3	Y	N	64186	0	64398
San Diego (SDG)	4	Y		63914	Day 1 – 43 Total - 151	64451
San Mateo (SMT)	4	Y	N	63099	Day 1- 4 Total - 74	TBD
Santa Cruz (SCZ)	4	Y	N	64077	Day 1 - 1 Total - 33	TBD
Solano (SOL)	4	Y	N	63871	Day 1- 18 Total - 62	64413
Alameda (ALA)	5	Y	N	63568	Day 1- 33 Total - 84	64651
Fresno (FRS)	5	N	N	N/A	0	N/A
Sonoma (SON)	5	N	N	64698	Day 1- 0 10	TBD
Sacramento (SAC)	6	N	N	64371	Day 1 – 16 Total 16	TBD
San Francisco (SFO)	6	N	N	64187	Day 1- 22 Total - 49	TBD
San Luis Obsipo (SLO)	6	N	N	64283	Day 1 – 6 Total - 33	TBD

**Table 5.1.3-8 – Alameda County Refactoring Status**

Alameda County Refactoring Status							
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	2	0	0	0	0	1	1
Medium	3	0	0	0	0	2	1
Large	14	0	2	3	1	9	0
X-Large	10	0	2	2	0	6	0
XX-Large	4	0	0	2	0	2	0
XXX-Large	0	0	0	0	0	0	0
TBD	0	0	0	0	0	0	0
<b>Total</b>	<b>33</b>	<b>0</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>20</b>	<b>2</b>

**Figure 5.1.3-2 – Alameda County Refactoring Status**



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**5.1.4 Ancillary Systems Conversion**

- ▶ Continued to address issues found in production dataset size files. These files are necessary for CalWIN Core Conversion orchestration and integrations
- ▶ Facilitated exception reports review sessions with the Ancillary Counties to address questions and concerns
- ▶ Execute and support Performance 5B, 5C/6A and 6BMock executions

**Table 5.1.4-1 – Ancillary Systems Conversion Milestones**

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
August 2023	Wave 6 Mock Conversion Data Validation	Validation of Data, (from Mock Conversion), are ready to begin (or are completed)	In progress

**Table 5.1.4-2 – Ancillary Conversion Milestones**

WAVE	MOCK B	MOCK C	CUTOVER B	CUTOVER C
Wave 5	June 17, 2023	July 29, 2023	August 31, 2023	September 16, 2023
	Completed	Completed	Not started	Not started
Wave 6	August 5, 2023	August 14, 2023	October 26, 2023	November 13, 2023
	In-progress	Not started	Not started	Not started

**Note:** Ancillary Conversion only participates in B and C activities

**5.1.5 CalWIN Migration Planning**

- ▶ Continued finalizing the Wave 5B Production Cutover plan and schedule
- ▶ Completed the Wave 5B Performance activities
- ▶ Started executing the Wave 6A/5C Mock Cutover activities
- ▶ Completed the 6B Mock Cutover Table Read
- ▶ Continued building the Wave 6C Mock Cutover plan for review

**Table 5.1.5-1 – Cutover Migration Milestones**

MOCK CUTOVER			
WAVE	CUTOVER A <i>(Users and Offices)</i>	CUTOVER B <i>(Active Cases and Closed Case &lt; 2 years)</i>	CUTOVER C <i>(Closed Cases &gt; 2 years)</i>
Wave 5	Completed	Completed	August 3, 2023
Wave 6	August 3, 2023	August 5, 2023	August 14, 2023



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**Table 5.1.5-2 – Cutover Migration Milestones**

WAVE	CUTOVER WINDOW	GO-LIVE
Wave 5B	August 31, 2023 - September 4, 2023	September 4, 2023
Wave 5C/6A	September 15, 2023 - September 18, 2023	September 18, 2023
Wave 6B	October 26, 2023 - October 30, 2023	October 30, 2023
Wave 6C	November 11, 2023 - November 13, 2023	November 13, 2023

### 5.1.6 Deliverable Management

**Table 5.1.6-1 – Conversion Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
84	CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 4	<ul style="list-style-type: none"><li>Continued developing the Draft Deliverable (DDEL)</li><li>Scheduled a touchpoint meeting with Deliverable reviewers for August 16, 2023, to address questions and comments for the DDEL, as needed</li><li>Submission of the DDEL is due on August 9, 2023</li></ul>

## 5.2 Activities for the Next Reporting Period

### 5.2.1 CalWIN Conversion

- ▶ Continue to triage, assess, and resolve CalWIN Wave 1, Wave 2, Wave 3, and Wave 4 Post Go-Live Issues
- ▶ Continue Wave 5 development
- ▶ Continue Wave 6 Mock activities

### 5.2.2 CalWIN Migration Planning

- ▶ Finalize the 6C Mock Cutover plan
- ▶ Complete the 6C Mock Cutover Table Read
- ▶ Complete execution of the Wave 6A/5C Mock activities

### 5.2.3 Gainwell Technologies

- ▶ CalWIN Data Migration
  - Continue planning for future CalWIN extractions
- ▶ CalWIN Data Retention Maintenance & Operations (M&O)
  - Continue planning for future data retention runs

### 5.2.4 Ancillary Systems Conversion

- ▶ Review and address tickets for Cutover 3B, 3C, 4B, 4C
- ▶ Generate and deliver Ancillary Exception Reports for 5C and 6B
- ▶ Complete 6B Mock Conversion activities
- ▶ Prepare Wave 6C Mock Cutovers

### 5.2.5 Deliverable Management

**Table 5.2.5-1 – Conversion Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
84	CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 4	<ul style="list-style-type: none"> <li>• Finalize and submit the DDEL to the Consortium for review and feedback on August 9, 2023</li> <li>• Comments for the DDEL are due on August 18, 2023</li> </ul>

### 5.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 6.0 CalWIN Functional Support

### 6.1 Highlights of the Reporting Period

**Table 6.1-1 – CalSAWS CalWIN Functional Support Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> <li>• None to note for this reporting period</li> </ul>

- ▶ Continued CalWIN Functional Support coordination during July 31 – August 4, 2023 by:
  - Supported ISS Team Lead Meeting on August 1, 2023
  - Supported CalSAWS Weekly Status Meeting on August 2, 2023, to highlight key workstream reporting items
- ▶ Wave 4 Post Implementation Support during July 31 – August 4, 2023 by:
  - Provided virtual and extended post implementation support
  - Supported Project Production and County Operations calls. Maintained Issues tracker and reported on status of open issues.
  - Provided daily business metrics
- ▶ Wave 5 Process Simulation during July 31 – August 4, 2023 by:
  - Supported UAT2 environment refresh for Wave 6 Counties

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- ▶ Wave 5 County Preparation during July 31 – August 4, 2023 by:
  - Provided functional support to Wave 5 Counties and support Daily County Prep Phase Debrief meetings
  - Provided daily and weekly metrics
- ▶ Wave 6 County Configuration during July 31 – August 4, 2023 by:
  - Supported Configuration meetings for San Francisco County

### 6.2 Activities for the Next Reporting Period

- ▶ Continue CalWIN Functional Support coordination during August 7 – 11, 2023 by:
  - Prepare for CalSAWS Weekly Status Meeting on August 9, 2023, to highlight key workstream reporting items
  - Prepare for CalSAWS Change Network Champions Meeting on August 8, 2023 by providing functional system support
- ▶ Wave 4 Post Implementation Support during August 7 – 11, 2023 by:
  - Provide virtual and extended post implementation support
  - Support daily Project Production and County Operations calls. Maintain Issues tracker and report on status of open issues.
  - Provide daily business metrics
- ▶ Wave 5 Process Simulation during August 7 – 11, 2023 by:
  - Support UAT2 environment refresh for Wave 6 Counties
- ▶ Wave 5 County Preparation during August 7 – 11, 2023 by:
  - Provide functional support to Wave 5 Counties and support Daily County Prep Phase Debrief meetings
  - Provide daily and weekly metrics
- ▶ Wave 6 County Configuration during August 7 – 11, 2023 by:
  - Prepare for Configuration meetings for San Francisco County

### 6.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 7.0 Technical Infrastructure

### 7.1 Highlights of the Reporting Period

**Table 7.1-1 – CalSAWS Technical Infrastructure Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
7.1 Highlights of the Reporting Period	<ul style="list-style-type: none"><li>• This project is now fully completed</li></ul>

**Table 7.1-2 – County Network Connectivity Readiness Status**

<b>CalWIN WAVE 1 COUNTIES</b>			
<b>NETWORKING READINESS</b>	<b>STATUS</b>	<b>ACTUAL</b>	<b>PLANNED</b>
Overall Network Interconnectivity	Completed	100.0%	100.0%
Critical Path	Completed	100.0%	100.0%

<b>CalWIN WAVE 2 COUNTIES</b>			
<b>NETWORKING READINESS</b>	<b>STATUS</b>	<b>ACTUAL</b>	<b>PLANNED</b>
Overall Network Interconnectivity	Completed	100.0%	100.0%
Critical Path	Completed	100.0%	100.0%

<b>CalWIN WAVE 3 COUNTIES</b>			
<b>NETWORKING READINESS</b>	<b>STATUS</b>	<b>ACTUAL</b>	<b>PLANNED</b>
Overall Network Interconnectivity	Completed	100.0%	100.0%
Critical Path	Completed	100.0%	100.0%

<b>CalWIN WAVE 4 COUNTIES</b>			
<b>NETWORKING READINESS</b>	<b>STATUS</b>	<b>ACTUAL</b>	<b>PLANNED</b>
Project Networking Connectivity	Completed	100.0%	97.2%
County Networking Connectivity	Completed	100.0%	100.0%

<b>CalWIN WAVE 5 COUNTIES</b>			
<b>NETWORKING READINESS</b>	<b>STATUS</b>	<b>ACTUAL</b>	<b>PLANNED</b>
Project Networking Connectivity	Completed	100.0%	100.0%
County Networking Connectivity	Completed	100.0%	100.0%

<b>CalWIN WAVE 6 COUNTIES</b>			
<b>NETWORKING READINESS</b>	<b>STATUS</b>	<b>ACTUAL</b>	<b>PLANNED</b>
Project Networking Connectivity	In Progress	98.5%	98.0%
County Networking Connectivity	Completed	100.0%	100.0%

- ▶ Wave 1
  - Completed County migration.
  - Completed Operational handover of sites to CalSAWS Technical teams
- ▶ Wave 2
  - Completed County migration.
  - Completed Operational handover of sites to CalSAWS Technical teams

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- ▶ Wave 3
  - Completed County migration.
  - Completed Operational handover of sites to CalSAWS Technical teams
- ▶ Wave 4
  - Completed County migration.
  - Completed Operational handover of sites to CalSAWS Technical teams
- ▶ Wave 5
  - Completed all technical readiness activities for Wave 5 Counties
  - Completed Operational handover of sites to CalSAWS Technical teams
- ▶ Wave 6
  - Completed all technical readiness activities for Wave 6 Counties
  - Completed Operational handover of sites to CalSAWS Technical teams

### 7.2 Activities for the Next Reporting Period

- ▶ Continue to track CalSAWS Request for Information (CRFI) response from San Francisco County for Regression Testing and Compliance.

### 7.3 Deviations from Plan/Adjustments

- ▶ None

## **8.0 Appendices**

Appendix A – CalSAWS Deliverable Summary

Appendix B – CalSAWS Migration Work Plan Summary

Appendix C – CalSAWS DD&I Project Gantt Chart

Appendix D – CalSAWS Project Risks and Issues Report

Appendix E – CalSAWS Imaging Document Migration

