



CalSAWS DD&I Weekly Status Report

Reporting Period: July 24, 2023, to July 30, 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"> None to note for the reporting period

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"> Continued planning facility capacity and equipment needs for requested on-site meetings

- ▶ Continued CalSAWS Risks and Issues Management activities, including:
 - Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues.
 - Started preparations for Monthly Risks and Issues Management Group (RMG) meeting to be held on August 2, 2023
- ▶ Continued activities to support Project staff working remotely.
 - Continued developing Project communications, as needed.
 - Began preparations for Monthly All Staff Meeting materials and CalSAWS Connect
- ▶ 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)
- ▶ 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
- ▶ 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	

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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

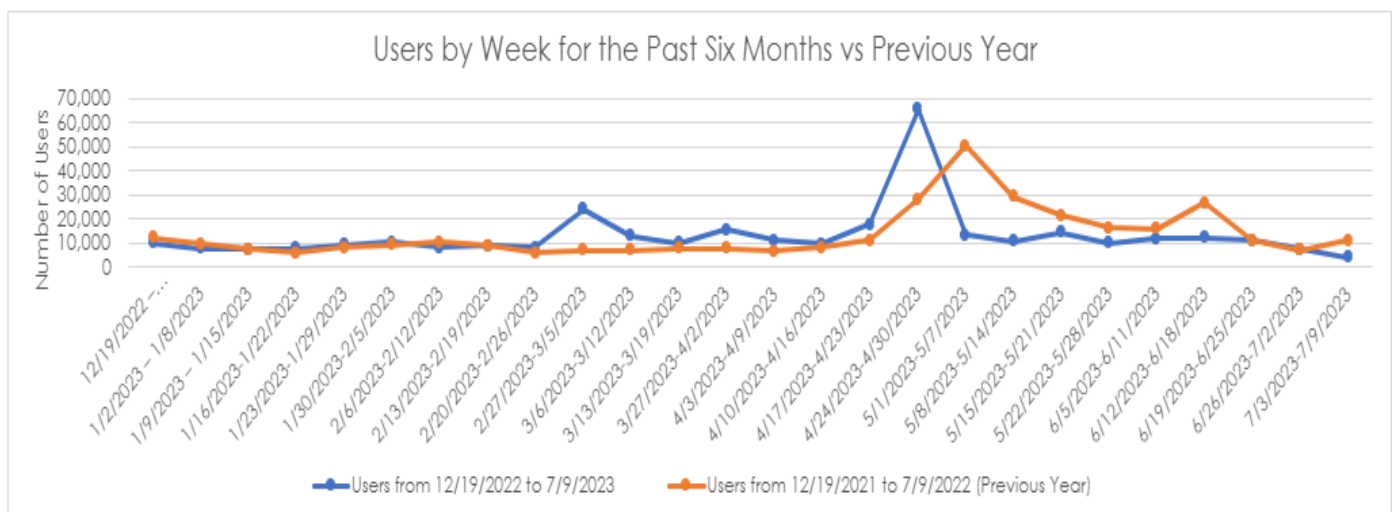
TASK	DATE (S)	TASK TYPE
Updated Plugin Changes	July 19, 2023	Maintenance

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

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
 - Collecting 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
 - CalSAWS Table Talks
 - Continued planning Table Talk for August 2023
 - Buddy Program
 - Continued supporting buddy pairs
 - Small Team Building
 - Continued to promote Small Team Building initiative opportunities for all CalSAWS teams
 - Employee Resource Groups (ERGs)
 - Continued to manage and support Employee Resource Groups (ERGs) council
 - Scheduled pre-planning meeting with ERG Council to plan for upcoming ERGs x John Boule Q&A Session on Wednesday August 2nd.
 - Distributed ERG Book Club book club tracker to ERG Council as a reminder for AAPI to nominate their book of the month in August
- ▶ General
 - Continued research phase to identify evidence-based psychological constructs predictive of successful DEI programs
 - Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
 - Continued conversations with volunteer organization to provide volunteer opportunities for CalSAWS members

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- 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 July 30, 2023

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0268-23	CalWIN Wave 5 Readiness Dashboard and Packet – Monthly July 2023	Informational	July 24, 2023	Jennifer Carpenter	Mara Jennings
0271-23	CalSAWS Reception Receipt Printer Setup	Informational	July 26, 2023	Lobby Support	Lincoln Davis
0275-23	CalSAWS Training Environments for Wave 5 Counties – Access, URL and Accounts	Informational	July 28, 2023	Ashley Arnold	Cristina Garcia

- The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending July 30, 2023

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
23-090	CalWIN Migration Wave 5 – CalSAWS County On-Site & Virtual Support	June 26, 2023	Closed	July 28, 2023	Jeffrey Fuller
23-096	CalWIN Wave 6 Counties - Request to Identify/Review Portal CBO Data	July 13, 2023	Open	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

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- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending July 30, 2023

Table 1.3-3 – Overdue CRFIs

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-096	CalWIN Wave 6 Counties - Request to Identify/Review Portal CBO Data		Sacramento County				

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
 - Conduct Monthly Risks and Issues Management Group (RMG) meeting to be 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
- ▶ Begin 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
- ▶ Begin developing materials for the Project Steering Committee (PSC) Meeting that is scheduled for August 17, 2023
- ▶ Begin 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 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)

- ▶ Facilitate ERGs x John Boule Q&A Session on Wednesday 8/2
- ▶ Facilitate pre-planning meeting for Q&A Session on Monday 7/31 at 1PM
- ▶ Create and distribute August ERG Book Club communications
- ▶ Continue creating transition plan for IDEA lead scheduled paternity leave
- ▶ Continue conversations with nonprofit to provide volunteer opportunities to staff in Los Angeles
- ▶ Continue exploring Table Talk topic of Bronfenbrenner Model and how it can be applied and relevant to CalSAWS
- ▶ 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

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- ▶ 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"> • Sacramento County : <ul style="list-style-type: none"> ○ County is on track to provide the UAT custom import of MyBCW by August 2, 2023. ○ Sacramento County will remain on Amber status as they finalize the timing for Delta 2 on September 1, 2023.

- ▶ 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	●

[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 4	Conduct San Diego County Document Migration Discovery Session Check-in	July 25, 2023	Completed
WAVE 5	Conduct Alameda County Document Migration Discovery Session Check-in	July 24, 2023	Completed
	Conduct Fresno County Document Migration Discovery Session Check-in	July 26, 2023	Completed
	Conduct San Luis Obispo County Document Migration Discovery Session Check-in	July 25, 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	July 31, 2023	Scheduled
	Conduct Fresno County Document Migration Discovery Session Check-in	Aug 02, 2023	Scheduled
WAVE 6	Conduct Sacramento County Document Migration Discovery Session Check-in	Aug 02, 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"> Wave 5 Model Office scheduled to begin next week

- ▶ Continued 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

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MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
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 System Testing of Wave 5 Contact Centers (CA-240168, CA-240169, and CA-240170)
- ▶ 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)
- ▶ Begin daily Model Office meetings with Wave 5 counties.

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
4.1.1-2 CalSAWS System Change Request (SCR) Test Status - 23.07	<ul style="list-style-type: none"> Deployed the 23.07 baseline release to production. Continued 23.09 test script preparation. Note there are no functional DD&I changes in the 23.09 release.
4.1.3 State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> Continued execution activities for Wave 6 IPT. 5 of 36 Consortium, State, and County interfaces have successfully passed validation.

4.1.1 Application Development Summary

Table 4.1.1-1 – CalSAWS Application Development Summary

	Status	23.07	23.09
Design	New	0	2
	Design in Progress	1	1
	Ready for Committee	0	1
	Committee review	0	0
	Pending approval	0	0
Build	Approved	5	4
	In Development	6	5
	Development completed	3	4
	In Assembly Test	0	0
Test	System Test	3	1
	Test completed	3	0
	In Production	2	0
	Grand total	23	18

System Change Requests (SCRs) in Production	1,042
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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

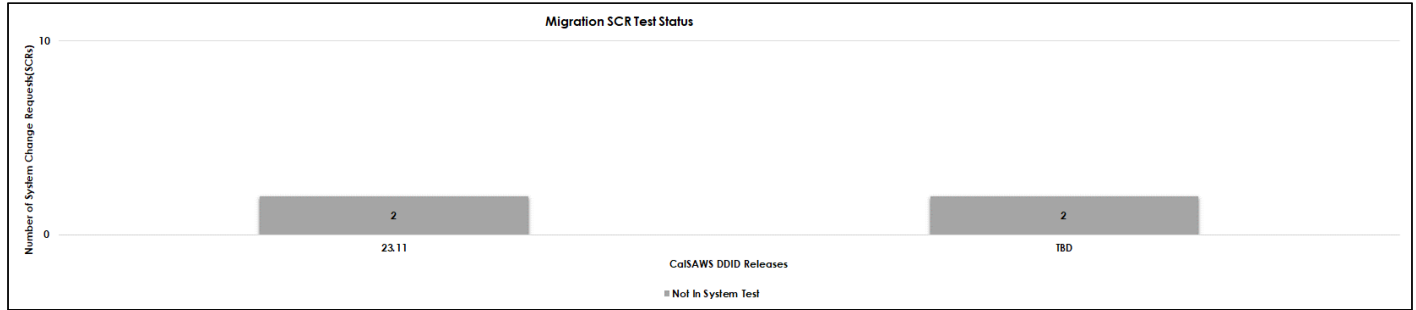
- ▶ Continued drafting designs and development activities. Status is provided in Table 4.1.1-1 (CalSAWS Application Development Summary)

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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

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	0/2	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	0/11	September 15, 2023
San Francisco County	0/9	September 15, 2023
San Luis Obispo County	0/8	September 15, 2023

Notes:

- Testing in progress

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)
 - Environment refreshed with Golden Data Set (GDS) 13 (55 county data)
 - 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
 - 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"> Supported Wave 1, Wave 2, Wave 3, Wave 4, Counties post Go-Live Wave 5 DCR and ETL defects Continued Wave 6 Mock activities <ul style="list-style-type: none"> 5C/6A Mock rescheduled for August 3, 2023
5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> County Refactoring Overview San Diego County Refactoring Status Solano County Refactoring Status San Mateo County Refactoring Status Alameda County Refactoring Status

5.1.1 CalWIN Conversion

- Supported Wave 1, Wave 2, Wave 3, Wave 4, Counties post Go-Live
- Conversion DCR development and testing
- Wave 5 DCR and ETL defects
- Continued Wave 6 Mock activities
 - Rescheduled 5C/6A Mock to August 3, 2023
 - 6B mock unchanged to begin at 2:00 p.m. on August 5, 2023

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
Overall	45	6/12/2023	7/14/2023	0	0	0	0	11	0	34	0	0
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	11	0	28	0	0
Wave 5B Sprint 2 (DM changes)	63	7/24/2023	8/4/2023	5	2	0	5	12	0	39	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)

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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
Total Open Defects	0	60	83	13	156

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	1	2	0	3
Reopened	0	0	0	0	0
New	0	23	20	2	45
Assigned	0	18	3	0	21
In Assembly Test	0	7	3	0	10
In Development	0	4	3	0	7
Development completed	0	0	0	0	0
System Test	0	9	1	0	10
Test completed	0	7	1	0	8
In Production	0	0	0	0	0
Grand Total	0	69	33	2	104

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

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	22	1	0	23
Cutover 5B Go-live dependent (Post Cutover) DCRs	0	9	1	0	10
Cutover 5B Day 1-10 (Post Cutover)	0	28	0	0	28
Cutover 6A	0	0	0	0	0
Cutover 6B	0	0	31	2	33
Grand Total	0	69	33	2	104

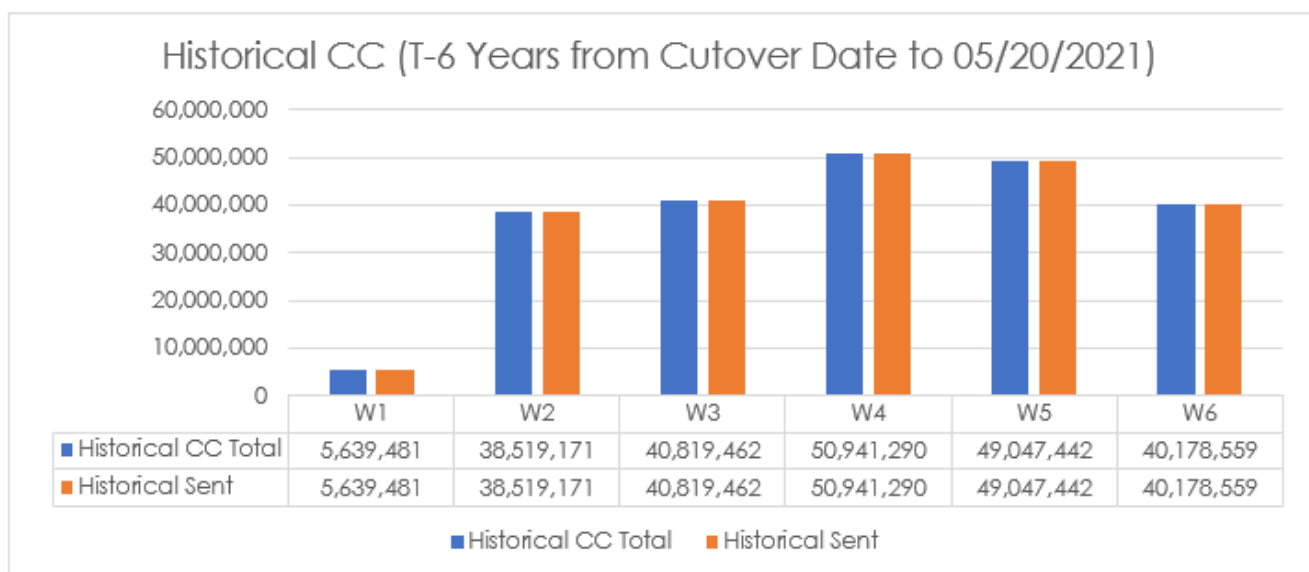
Note:

- This is the preliminary chart of the Wave 5 defects as of July 31, 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
 - Continued working through a small number of errored CC reported by document migration team

Figure 5.1.3-1 – Total Client Correspondence Sent



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Table 5.1.3-1 – CalWIN Notices Remaining Delivery

	June 1, 2023	June 15, 2023	July 1, 2023	July 15, 2023	July 30, 2023
Wave 1 Planned	15,721	0	0	0	0
Wave 1 Remaining	15,721	0	0	0	0
Wave 2 Planned	133,949	0	0	0	0
Wave 2 Remaining	133,949	0	0	0	0
Wave 3 Planned	263,641	263,641	0	0	0
Wave 3 Remaining	263,641	263,641	0	0	0
Wave 4 Planned	1,533,748	1,533,748	0	0	0
Wave 4 Remaining	1,533,748	1,533,748	0	0	0
Wave 5 Planned	1,296,052	1,296,052	1,296,052	0	0
Wave 5 Remaining	1,296,052	1,296,052	1,296,052	1,296,052	0
Wave 6 Planned	932,502	932,502	932,502	0	0
Wave 6 Remaining	932,502	932,502	932,502	932,502	0

- ▶ Sacramento County NoHo
 - Delivered initial data on June 18, 2023, for County Data Validation (CDV) Inclusion
 - CDV to occur Mid-August 2023
 - Partnered with Conversion to include NoHo data for Mock 6
- ▶ 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	TBD	TBD
San Francisco (SFO)	6	N	N	64187	Day 1- 22 Total - 49	TBD
San Luis Obispo (SLO)	6	N	N	64283	Day 1 – 6 Total - 33	TBD

Table 5.1.3-4 – San Diego County Refactoring Status

San Diego County Refactoring Status							
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	5	0	0	0	0	0	5
Medium	16	1	0	0	0	0	15
Large	7	1	0	0	0	0	6
X-Large	11	0	0	0	0	4	7
XX-Large	4	0	0	0	0	2	2
XXX-Large	0	0	0	0	0	0	0
TBD	0	0	0	0	0	0	0
Total	43	2	0	0	0	6	35

- ▶ Solano County ad hoc report refactoring
 - Continued working with the County on development and approval of reports

Table 5.1.3-5 – Solano County Refactoring Status

Solano County Refactoring Status							
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	1	0	0	0	0	0	1
Medium	4	0	0	0	0	0	4
Large	10	0	0	0	0	0	10
X-Large	3	0	0	0	0	0	3
XX-Large	0	0	0	0	0	0	0
XXX-Large	0	0	0	0	0	0	0
TBD	0	0	0	0	0	0	0
Total	18	0	0	0	0	0	18

- ▶ San Mateo County ad hoc report refactoring
 - Working with the County on development and approval of reports

Table 5.1.3-6 – San Mateo County Refactoring Status

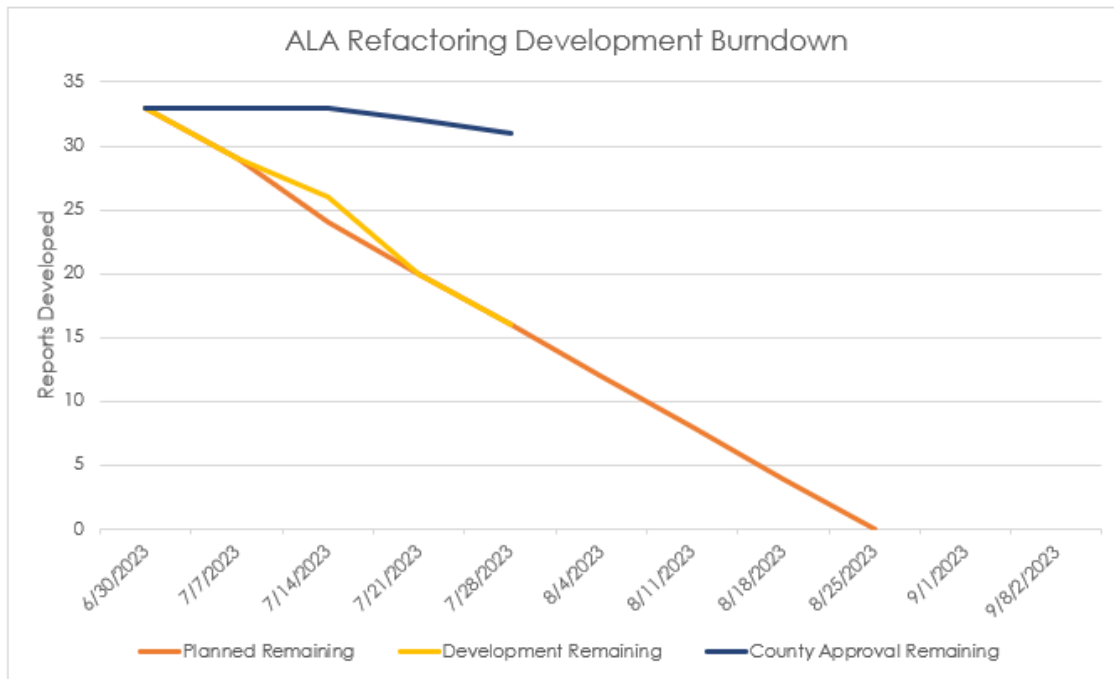
San Mateo Refactoring Status							
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	0	0	0	0	0	0	0
Medium	1	0	0	0	0	0	1
Large	1	0	0	0	0	0	1
X-Large	0	0	0	0	0	0	0
XX-Large	2	0	0	0	0	0	2
XXX-Large	0	0	0	0	0	0	0
TBD	0	0	0	0	0	0	0
Total	4	0	0	0	0	0	4

- ▶ Alameda County ad hoc report refactoring
Working with the County on development and approval of reports.

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	2	0
Medium	3	0	0	0	0	2	0
Large	14	0	5	3	1	4	0
X-Large	10	0	3	2	2	4	0
XX-Large	4	0	1	2	1	1	0
XXX-Large	0	0	0	0	0	0	0
TBD	0	0	0	0	0	0	0
Total	33	0	9	7	4	13	0

Figure 5.1.3-2 – Alameda County Refactoring Status



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 and Mock 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	Not started	Not started	Not started
Wave 6	August 5, 2023	TBD	October 26, 2023	November 13, 2023
	Not started	Not started	Not started	Not started

Note: Ancillary Conversion only participates in B and C activities

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5.1.5 CalWIN Migration Planning

- ▶ Continued finalizing the Wave 5B Production Cutover plan and schedule
- ▶ Completed building the Wave 6A/5C Mock Cutover plan
- ▶ Completed the 6A/5C Mock Cutover Table Read
- ▶ Continued building the Wave 6B Mock Cutover plan for review
- ▶ 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 < 2 years)</i>	CUTOVER C <i>(Closed Cases > 2 years)</i>
Wave 5	Completed	Completed	August 3, 2023
Wave 6	August 3, 2023	August 5, 2023	August 14, 2023

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"> • Continued developing the Draft Deliverable • Submission of the DDEL is due on August 9, 2023

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 5 and 6 Mock activities

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5.2.2 CalWIN Migration Planning

- ▶ Finalize the 6A/5C Mock Cutover plan
- ▶ Continue preparing the 6B Mock Cutover plan for review
- ▶ Continue preparing the 6C Mock Cutover plan for review
- ▶ Complete the 6B Mock Cutover Table Read

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
- ▶ Prepare Wave 5C and 6B 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">• Continue developing the Draft Deliverable• Submission of the DDEL is due on August 9, 2023

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">• None to note for this reporting period

- ▶ Continued CalWIN Functional Support coordination during July 24 – 28, 2023 by:
 - Supported CalSAWS Weekly Status Meeting on July 26, 2023, to highlight key workstream reporting items
- ▶ Wave 4 Post Implementation Support during July 24 – 28, 2023 by:
 - Provided virtual and extended post implementation support

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- Supported daily 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 24 – 28, 2023 by:
 - Provided functional support to Wave 5 Counties during Process Sim
 - Supported batch operations in UAT2 environment
- ▶ Wave 5 County Preparation during July 24 – 28, 2023 by:
 - Provided functional support to Wave 5 Counties and support Daily County Prep Phase Debrief meetings
 - Provided daily and weekly metrics
- ▶ Wave 5 Implementation Support during July 24 – 28, 2023 by:
 - Facilitated Open Defect Strike Team meetings for Wave 5

6.2 Activities for the Next Reporting Period

- ▶ Continue CalWIN Functional Support coordination during July 31 – August 4, 2023 by:
 - Prepare for ISS Team Lead Meeting on August 1, 2023
 - Prepare for 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:
 - Provide virtual and extended post implementation support
 - Support daily Project Production and County Operations calls. Maintain Issues tracker and report out on status of open issues.
 - Provide daily business metrics
- ▶ Wave 5 Process Simulation during July 31 – August 4, 2023 by:
 - Support UAT2 environment refresh for Wave 6 Counties
- ▶ Wave 5 County Preparation during July 31 – August 4, 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 July 31 – August 4, 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
	<ul style="list-style-type: none"> None to note for this reporting period

Table 7.1-2 – County Network Connectivity Readiness Status

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

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

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

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

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

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CalWIN WAVE 6 COUNTIES			
NETWORKING READINESS	STATUS	ACTUAL	PLANNED
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
- ▶ 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

- ▶ Risk 281.4 for San Diego County for Point of Presence (POP) location change
 - New CalSAWS Requests for Information (CRFI) to be submitted outlining changes made to Evoque Data Center
 - Reconfiguration require use of temporary alternate IP Addressing space to accommodate counties Data Center move
 - Risk probability has been lowered and will remain a watchlist item
 - Both circuits delivered, pending activation
 - Risk rating revised due to County notifying CalSAWS of 1-month delays in having the Cage / Rack ready. This results in downstream tech tasks getting compressed.
 - WAN connectivity completed at San Diego Databank on May 30, 2023, for device installation
 - County integration with San Diego Databank completed on June 28, 2023.
 - County Functional and Interface Partner Testing (IPT) Regression (with Blank file) testing to commence and complete by July 31, 2023
 - All IPT regression testing (Connectivity) successfully completed.

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- o County cutover to Databank planned for August 4, 2023.

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

