CalSAWS CalWIN Implementation Support Services (ISS) Weekly Status Report

Reporting Period: August 7, 2023 to August 13, 2023

08/16/23

Table of Contents

1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

Business Process Reengineering (BPR)	► **Wave 4**
	   o Provided Configuration support for Go-Live activities.
	► **Wave 5**
	   o Provided Configuration support for County Prep activities.
	► **Wave 6**
	   o Facilitated Configuration Working session with San Francisco County 08/07/23 through 08/11/23.
	   o Continued documentation of Configurations required for Process Simulation for Sacramento and San Luis Obispo Counties 08/07/23 – 08/11/23.
	   o Completed Process Simulation preparation in person session for Sacramento County on 08/10/23.
	   o Finalized process sim execution plan for Sacramento County on 8/10/23.
	   o Continued Wave 6 preparations for Sacramento and San Francisco County.

Organizational Change Management (OCM)	► Conducted the Wave 5 and 6 CNC session on 08/08/23. ► Sent the Wave 5 and 6 CNC session materials to the Counties on 08/11/23. ► Prepared for the Wave 4 CNC session with the Consortium. ► Opened the Wave 4 T+6 Change Readiness Survey on 08/07/23. ► Conducted the T+6-week check-in with San Diego County on 08/08/23. ► Distributed the Wave 6 T-3 Change Readiness Survey CIT to San Francisco County on 08/07/23. ► Validated stakeholder lists with San Francisco County for Wave 6 T-3 Change Readiness Survey. ► Distributed the Wave 5 Newsletter #4 to the Wave 5 Counties on 08/07/23. ► Sent the August Wave 5 and 6 infographic packets to the CIT/CRFI Review Group for review the week of 08/07/23.
Training	► Continued the Wave 5 Counties' Web Based Training for all staff. ► Continued Instructor-Led Training (ILTs) for all staff in the Wave 5 Counties. ► Continued the Wave 6 Counties' Web Based Training for all staff. ► Continued Instructor-Let Training (ILTs) for Early Training and Train the Trainer in the Wave 6 Counties. ► Hosted Webinars for the Wave 5 Counties. ► Hosted Training Touchpoints with Sacramento, San Francisco, Alameda, Sonoma, and Fresno Counties.

Implementation	► **Wave 4**
	   o Completed sixth week of Wave 4 post-Implementation support (onsite, virtual, and communications).
	   o Conducted Fact Sheet Working Group and developed new Fact Sheets.

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	o Conducted the Wave 4 County Retrospectives for San Diego, Santa Cruz, Solano, and San Mateo.
	o Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center.
	► **Wave 5**
	o Hosted meeting with all Wave-5 counties with CalWIN and CalSAWS SMEs, RMs, and other consortium members on 08/07/23, and 08/09/23 to present Wave-5 counties with options to address Medi-Cal discontinuance issues.
	o Collected Alameda's requirements for loading over 100 external users into CalSAWS after cutover-A and explored automation options with Consortium
	o Joined Alameda County ancillary applications discussion on 08/10/23, discussing next steps regarding three newly identified public-facing ancillary applications.
	o Continued working with the CalSAWS Counties for onsite and virtual support for Wave 5 Counties; continued to update the master tracker and associated documentation.
	o Conducted Wave 5 Post Implementation support activities, including the first of two Post Implementation Support Orientation Sessions on 08/10/23.
	► **Go-Live Packet (GLP)**
	o Reviewed open Conversion, Production, and Contact Center defects to share with Strike Team on 08/15/23, 08/17/23, 08/22/23, and 08/24/23.
	o Presented overview of Wave 5 GLP to CNCs on 08/08/23.
	o Presented overview of Wave 5 GLP to the Post Implementation Support Teams on 08/08/23.
	► **Future Waves**
	o Reviewed additional SFO concerns with TOSS meetings and met with consortium on 08/10/23 to plan for 08/11/23 meeting with SFO.
	o Joined the DHCS stakeholder meeting focusing on PHE unwinding data dashboard on 08/07/23.
	o Continued weekly meetings with SFO Support Services to coordinate activities and resources.
	o Conducted Wave 5 County Prep Office hours and Daily Debriefs.
	o Submitted Wave 6 OCAT and ICT Conversion plan CITs for review.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

- ► **Staff Onboarding**
  - o Continued planning for and onboarding staff resources.
- ► **Information Coordination for CalWIN Counties**
  - o Continued to collaborate with other teams to coordinate information for the CalWIN Counties.
- ► **County Work Plans**
  - o Critical Path Reporting Waves 5 through Wave 6 – developed weekly summary report and made available for review during the week of 08/07/23.
  - o 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:**
  - o FDEL 01.31: Work Plan Monthly Updates – July 2023 on 08/07/23.
  - o FDEL 01.31: 02.31: Monthly Status Report – July 2023 on 08/07/23.

1.3 Activities for the Next Reporting Period

- ► **Staff Onboarding**
  - o Continue planning for and onboarding staff resources.
- ► **Information Coordination for CalWIN Counties**
  - o Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
- ► **County Work Plans**
  - o Continue updating Waves 4–6 County Work Plans for the Implementation Readiness Checklist.
- ► **Deliverables and Work Products – Submit the following:**
  - o None for the reporting period.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

- ► **Process Simulation**
  - o Submitted Process Simulation execution plan for San Luis Obispo County on 08/10/23.
  - o Facilitated all-day in person sessions for Sacramento County from 08/08/23 to 08/10/23.
  - o Continued working on configuration finalization for finalized Wave 6 scenarios
- ► **Configuration**
  - o Provided Configuration support to Wave 4 Counties for Go-Live activities.
  - o Provided Configuration support to Wave 5 Counties for County Prep activities.
  - o Continued documentation of Configurations required for Process Simulation for Sacramento and San Luis Obispo Counties 08/07/23 through 08/11/23.

o Facilitated Configuration working sessions with San Francisco County 08/07/23 through 08/11/23.

2.2   Activities for the Next Reporting Period

► **Process Simulation**
   o Facilitate in person Process Simulation preparation session for San Francisco County from 08/15/23 to 08/17/23.
   o Complete scenario finalization for Sacramento County by 08/16/23.
   o Complete scenario finalization for San Francisco County by 08/17/23.
   o Complete data request submission for San Francisco County by 08/18/23.
   o Schedule Process Simulation Execution sessions for Sacramento and San Luis Obispo County by 08/19/23.
► **Configuration**
   o Provide Configuration support to Wave 4 Counties for Go-Live activities.
   o Provide Configuration support to Wave 5 Counties for County Prep activities.
   o Complete documentation of Configurations required for Process Simulation for Sacramento and San Luis Obispo Counties 08/14/23.
   o Facilitate Configuration setup for Process Simulation with San Luis Obispo County 08/16/23.
   o Facilitate Configuration setup for Process Simulation with Sacramento County 08/17/23.
   o Begin documentation of Configurations required for Process Simulation for San Francisco County 08/18/23.

3.0 Organizational Change Management (OCM)

3.1   Highlights of the Reporting Period

► **Change Network Champions**
   o Conducted the Wave 5 and 6 CNC session on 08/08/23.
   o Sent the Wave 5 and 6 CNC session materials to the Counties on 08/11/23.
   o Prepared for the Wave 4 CNC session with the Consortium.
► **Change Readiness Surveys**
   o Opened the Wave 4 T+6 Change Readiness Survey on 08/07/23.
   o Conducted the T+6 week check-in with San Diego County on 08/08/23.
   o Distributed the Wave 6 T-3 Change Readiness Survey CIT to San Francisco County on 08/07/23.
   o Validated stakeholder lists with San Francisco County for Wave 6 T-3 Change Readiness Survey.
► **Newsletter/Infographics**
   o Distributed the Wave 5 Newsletter #4 to the Wave 5 Counties on 08/07/23.
   o Sent the August Wave 5 and 6 infographic packets to the CIT/CRFI Review Group for review the week of 08/07/23.

3.2 Activities for the Next Reporting Period

► **Change Network Champions**
  o Conduct the Wave 4 CNC session on 08/17/23.
► **Change Readiness Surveys**
  o Close the Wave 4 T+6 Change Readiness Survey on 08/18/23.
  o Test and finalize the Wave 6 T-3 Change Readiness Survey with San Francisco County the week of 08/14/23.
► **Newsletter/Infographics**
  o Distribute the August Wave 5 and 6 infographic packets to the Wave 5 and 6 Counties on the week of 08/14/23.

4.0 Training

4.1 Highlights of the Reporting Period

► **Training Advisory Council**
  o Continued preparing for Training Advisory Council (TAC) Meeting on 08/16/23.
► **Wave 5: Alameda, Fresno, and Sonoma County Training**
  o Continued WBTs for all staff.
  o Continued ILTs for all staff.
  o Hosted Long Term Care Webinar for Alameda County on 08/08/23.
  o Hosted Long Term Care Webinar for Fresno County on 08/08/23.
  o Hosted Long Term Care Webinar for Sonoma County on 08/09/23.
  o Hosted Training Touchpoint with Alameda County on 08/09/23.
  o Hosted Training Touchpoint with Sonoma County on 08/09/23.
  o Hosted Training Touchpoint with Fresno County on 08/10/23.
  o Hosted Overpayments/Overissuances Webinar for Alameda County on 08/10/23.
  o Hosted Overpayments/Overissuances Webinar for Fresno County on 08/10/23.
► **Wave 6: Sacramento, San Francisco, and San Luis Obispo Planning**
  o Continued WBTs for all staff.
  o Started ILTs for Train the Trainer in Sacramento and San Luis Obispo Counties.
  o Completed ILTs for Train the Trainer in San Francisco County.
  o Hosted Training Touchpoint with Sacramento on 08/08/23.
  o Hosted Training Touchpoint with San Francisco County on 08/08/23.
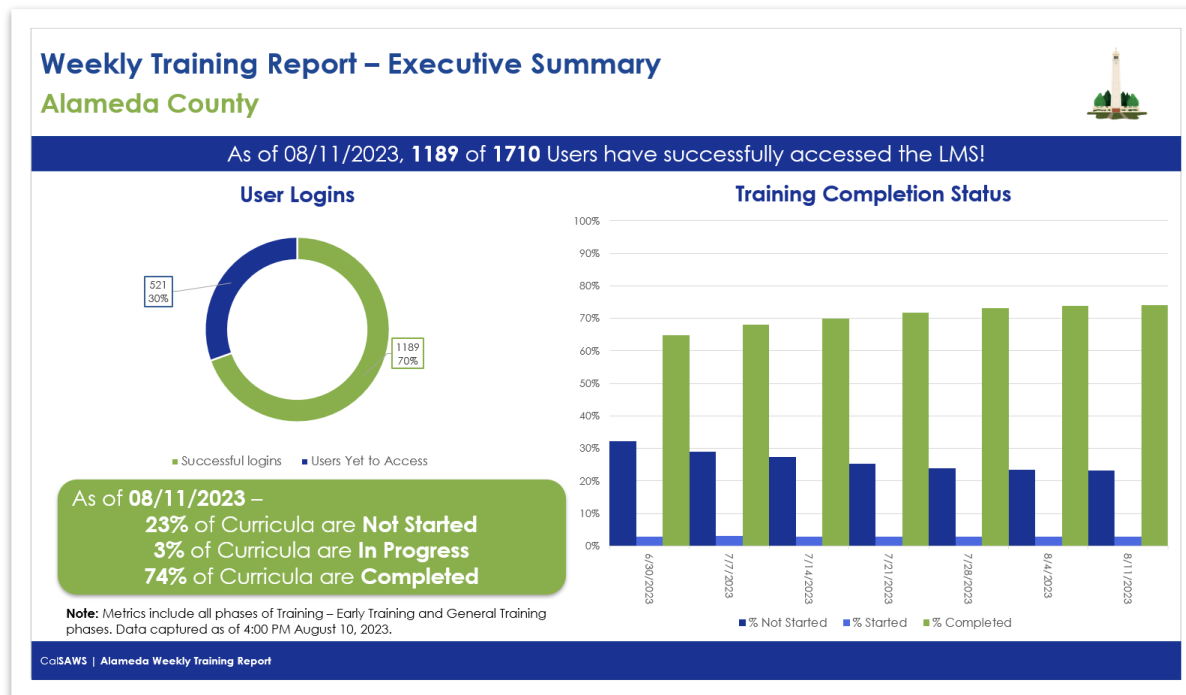
Figure 4.1-1 – Weekly WBT Training Report – Alameda County
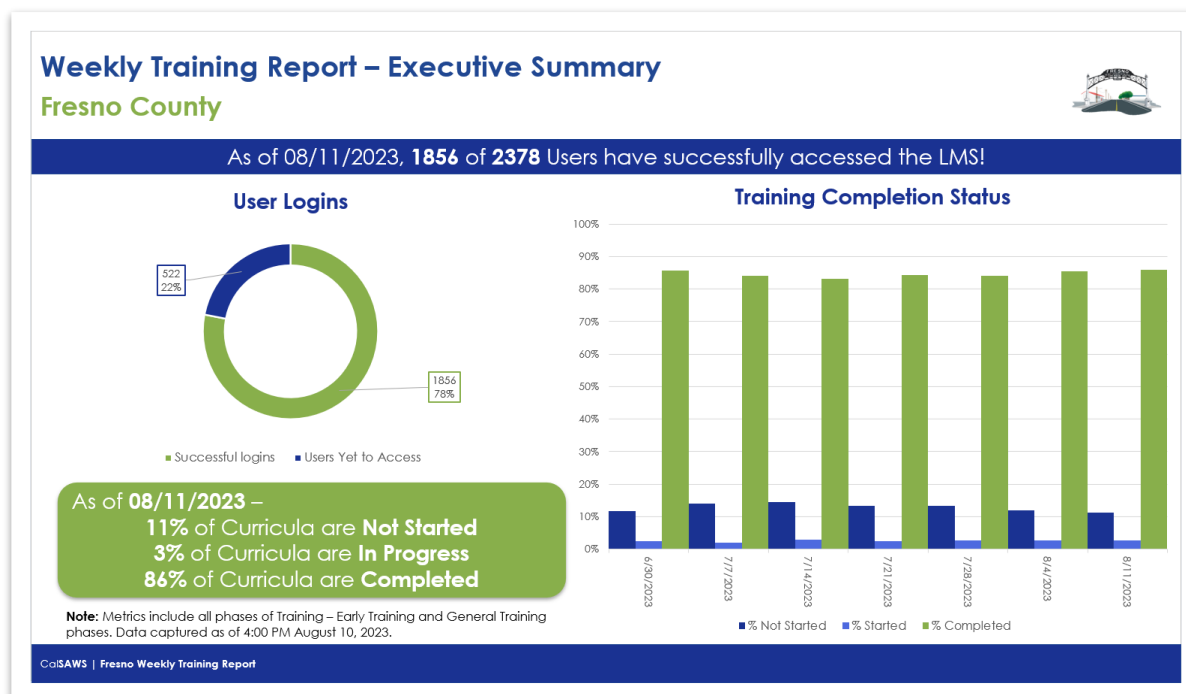
Figure 4.1-2 – Weekly WBT Training Report – Fresno County
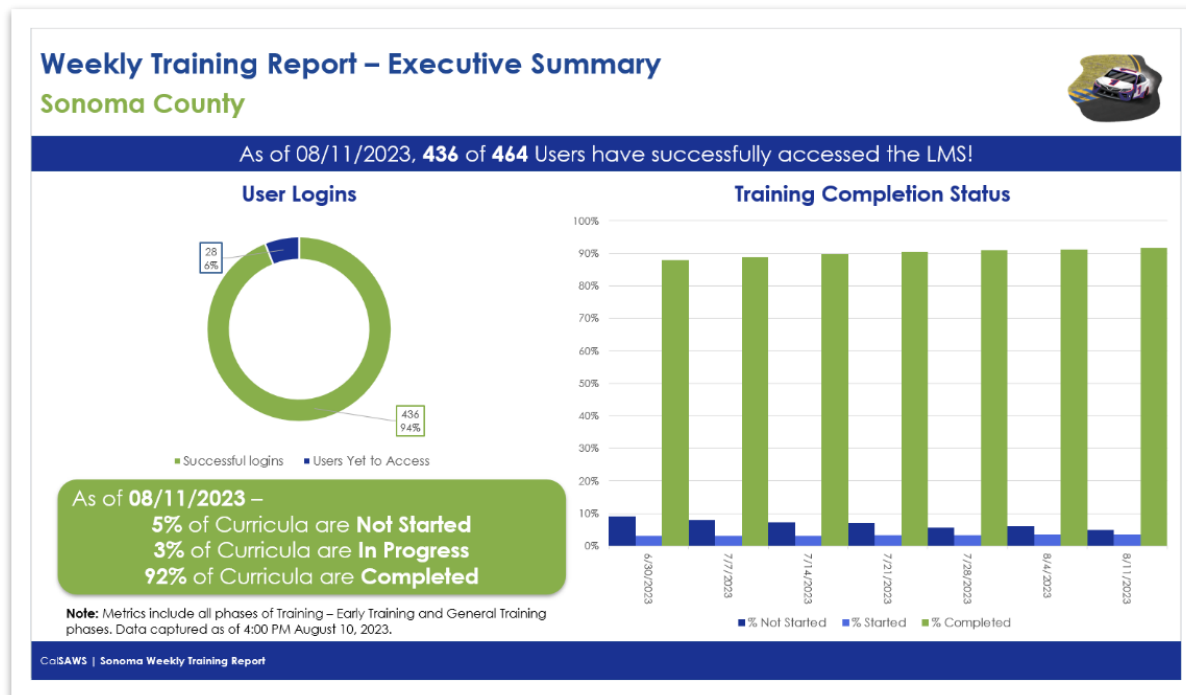
Figure 4.1-3 – Weekly WBT Training Report – Sonoma County

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

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

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
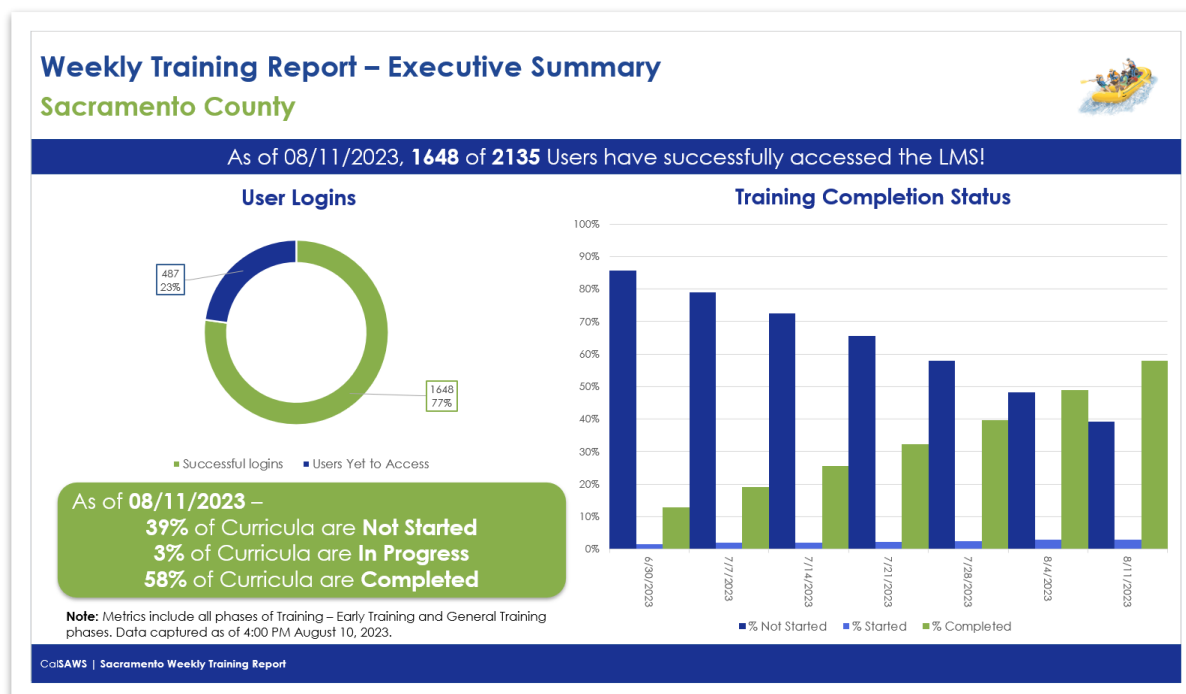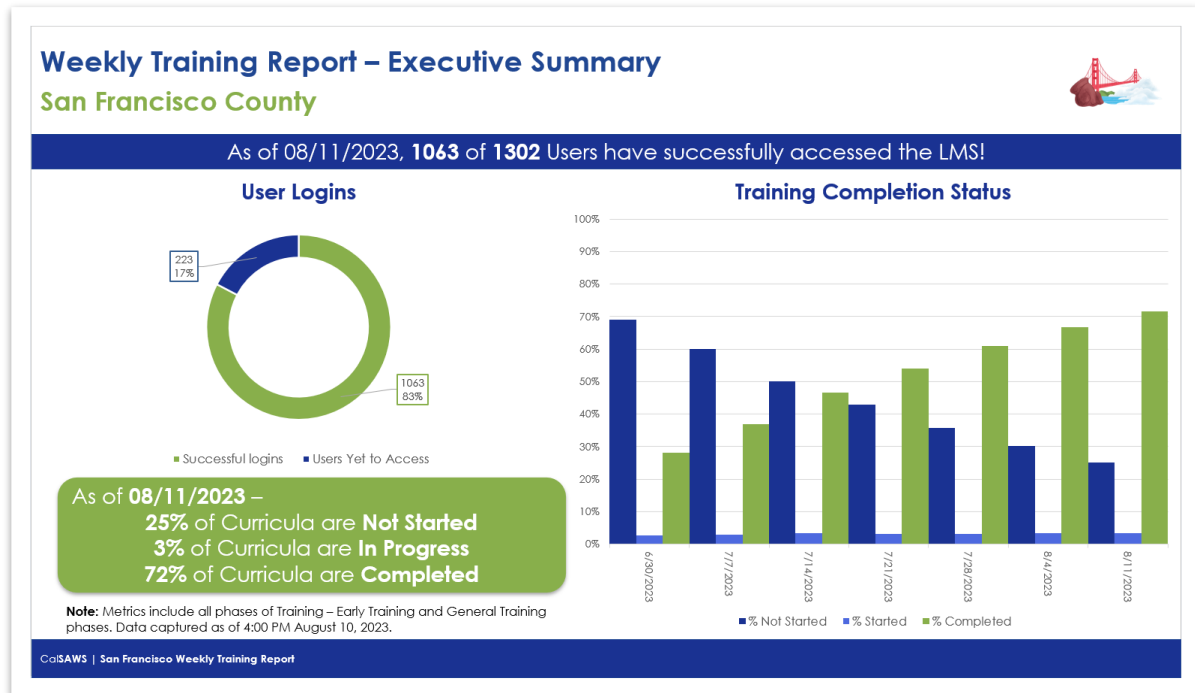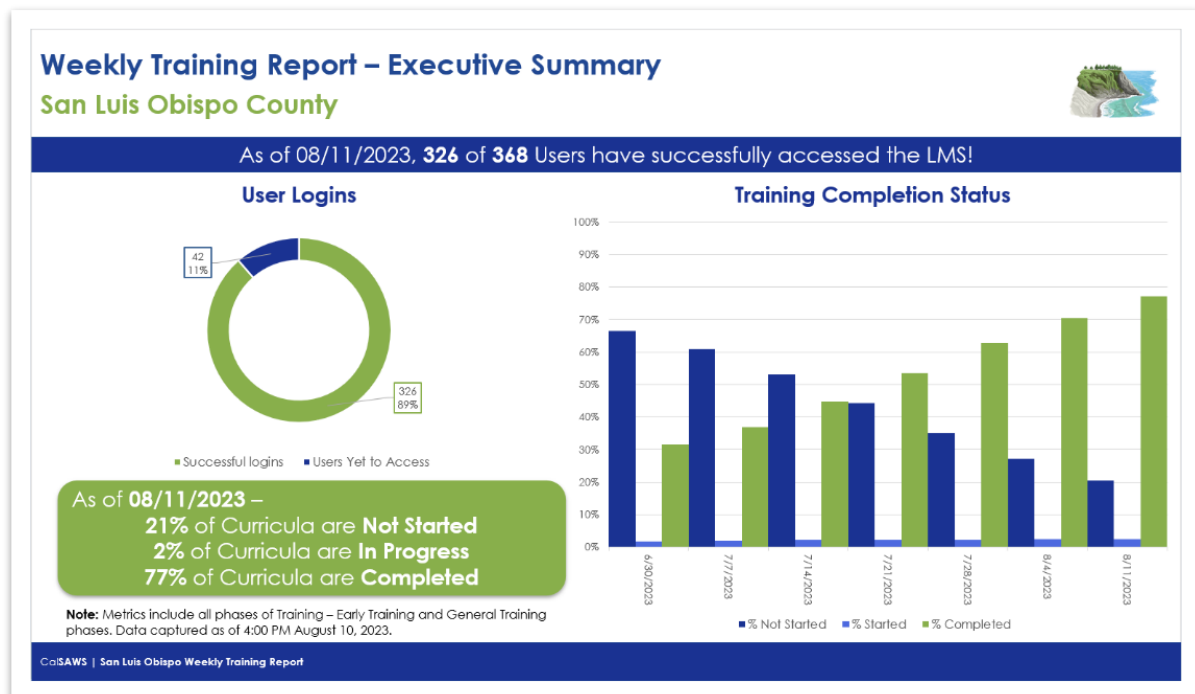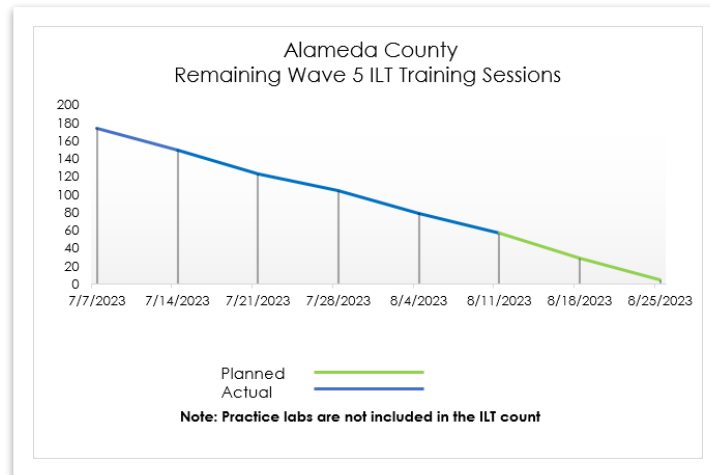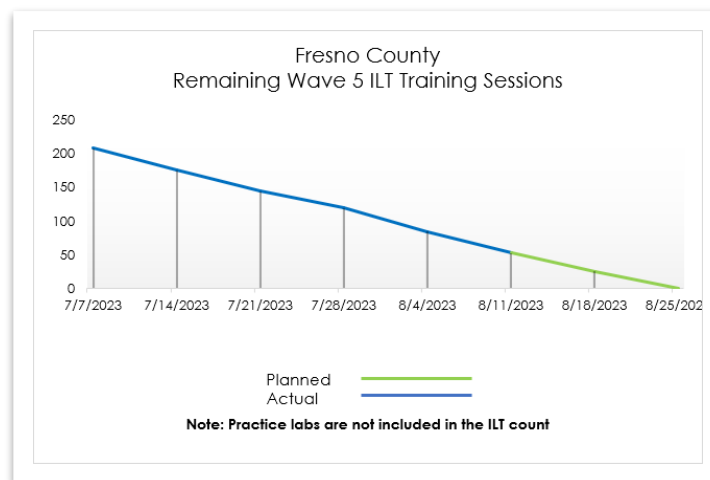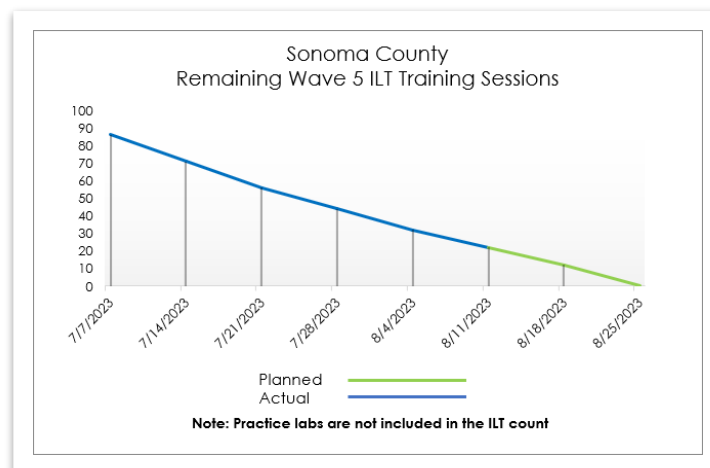
► **Training Advisory Council**
   o   Host Training Advisory Council (TAC) meeting on 08/16/23.
► **Wave 5: Alameda County, Fresno County, and Sonoma County Training**
   o   Continue WBTs all staff.
   o   Continue ILTs for all staff.
   o   Host Overissuances/Overpayments Webinar for Sonoma County on 08/15/23.
   o   Host CMSP Webinar for Sonoma County on 08/15/23.
   o   Host IEVS Abstracts Webinars for all Wave 5 Counties on 08/16/23.
   o   Host Training Touchpoint with Alameda County on 08/16/23.
   o   Host Training Touchpoint with Sonoma County on 08/16/23.
   o   Host Training Touchpoint with Fresno County on 08/17/23.
   o   Host Cal-Learn Webinars for all Wave 5 Counties on 08/17/23.
► **Wave 6: Sacramento, San Francisco, and San Luis Obispo County Planning**
   o   Continue WBTs for all staff.
   o   Continue Train the Trainer ILTs in Sacramento and San Luis Obispo Counties.
   o   Continue Early Training ILTs in San Francisco County.
   o   Host Training Touchpoint with San Luis Obispo County on 08/15/23.

5.0 Implementation

5.1   Highlights of the Reporting Period

► **Readiness Dashboard and Packet**
   o   Continued collecting updates for the Wave 5 and Wave 6 Readiness Packets.
► **Lead TOSS/IPOC Meetings**
   o   Conducted TOSS/IPOC checklist review for Alameda (08/08/23), Sonoma (08/08/23), San Luis Obispo (08/08/23), and Fresno County (08/09/23).
   o   Lead Wave 6 IPOC meeting on 08/10/23.
► **County Prep Phase**
   o   Conducted Wave 5 County Prep Phase Office Hours and Debriefs.
► **Go-Live Packet (GLP)**
   o   Reviewed open Conversion, Production, and Contact Center defects to share with Strike Team on 08/15/23, 08/17/23, 08/22/23, and 08/24/23.
   o   Presented overview of Wave-5 GLP to CNCs on 08/08/23.
   o   Presented overview of Wave-5 GLP to Post Implementation Support teams on 08/08/23.
► **Other Implementation Activities**
   o   Hosted meeting with all Wave-5 counties with CalWIN and CalSAWS SMEs, RMs, and other consortium members on 08/07/23, and 08/09/23 to present Wave-5 counties with options to address Medi-Cal discontinuance issues.
   o   Collected Alameda's requirements for loading over 100 external users into CalSAWS after cutover-A and explored automation options with Consortium
   o   Joined Alameda County ancillary applications discussion on 08/10/23, discussing next steps regarding three newly identified public-facing ancillary applications.

- o Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center.
- o Reviewed additional SFO concerns with TOSS meetings and met with consortium on 8/10/23 to plan for 08/11/23 meeting with SFO
- o Joined DHCS stakeholder meeting on PHE unwind data dashboard on 8/7
- o Submitted Wave 6 OCAT and ICT Conversion plan CITs for review.

► **Post-Implementation Support**
- o Completed sixth week of Wave 4 post-Implementation support (onsite, virtual, and communications).
- o Conducted Fact Sheet Working Group and developed new Fact Sheets.
- o Conducted the Wave 4 County Retrospectives for San Diego, Santa Cruz, Solano, and San Mateo.
- o Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center.
- o Continued working with the CalSAWS Counties for onsite and virtual support for Wave 5 counties; continued to update the master tracker and associated documentation.
- o Conducted 1of 2 Orientation Sessions on 08/10/23.

5.2   Activities for the Next Reporting Period

► **Post-Implementation Support**
- o Complete the seventh week of Wave 4 Onsite/Virtual post-Implementation support.
- o Track Wave 4 interactions and ServiceNow ticket reporting for daily meetings.
- o Observe and document post-Implementation metric trends and issue resolutions.
- o Present Wave 5 County Onsite Resource decks to Wave 5 county leadership by 08/18/23.
- o Conduct Wave 5 Orientation Session on 08/16/23.

► **Readiness Dashboard and Packet**
- o Continue collecting updates for the Wave 5 and Wave 6 Readiness Packets.
- o Finalize and distribute Readiness Dashboard for Waves 5 and 6.

► **Wave 5 Go-Live Packet**
- o Regroup the GLP Strike team to review defects for the second edition of the GLP to be released on 09/04/23.
- o Facilitate Wave 5 GLP Orientation meetings on 08/14/23, 08/15/23, and 08/16/23.

► **Other Implementation Support**
- o Continue working with SFO on their TOSS concerns.
- o Begin coordinating plans for Wave 6 Counties on Medi-Cal discontinuance with CalWIN and CalSAWS.
- o Begin coordinating plans for all counties on Medi-Cal discontinuance with CalWIN and CalSAWS for data already migrated to CalSAWS.
- o Continue supporting multiple Contact Center Model Office and Lobby Hardware deployment planning sessions.
- o Distribute Wave 5 OCAT and ICT Conversion plan CITs to Wave 6 Counties.

► **County Prep Phase**
- o Conduct the Wave 5 County Prep Office hours and Daily Debrief.

o Conduct Wave 6 County Prep Kickoff session on 08/17/23 and backup kickoff session on 08/18/23.
► **TOSS/IPOC Meetings**
o Conduct TOSS/IPOC checklist review for Alameda (08/15/23), Sonoma (08/15/23) and Sacramento County (08/17/23).

6.0 Appendices

6.1 Appendix A – Deliverable Summary

Deliverable Status by Submission

		Complete	Coming Soon	WAC Approval Pending			
DEL ID	**Deliverable Name**	**DDED**	**FDED**	**DDEL**	**FDEL**	**Final Approval**
01	Work Plan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21
01.30	Work Plan Monthly Updates – June 2023	N/A	N/A	N/A	07/10/23	07/24/23
01.31	Work Plan Monthly Updates – July 2023	N/A	N/A	N/A	08/07/23	08/21/23
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	05/13/22
02.30	Monthly Status Report – June 2023	N/A	N/A	N/A	07/10/23	07/19/23
02.31	Monthly Status Report - July 2023	N/A	N/A	N/A	08/07/23	08/16/23
03	Requirements Traceability Matrix Initial	12/22/20	01/07/21	02/01/21	02/16/21	02/23/21
11	County Implementation Completion Report	09/15/22	09/27/22	N/A	N/A	N/A
11.04	County Implementation Completion Report - Wave 4	N/A	N/A	08/22/23	09/06/23	09/15/23

Figure 6.1-1 – Deliverable Status by Submission

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
01.31	Work Plan Monthly Updates – July 2023	On Track	FDEL Submission 08/07/23 FDEL Approval 08/21/23
02.31	Monthly Status Report – July 2023	On Track	FDEL Submission 08/04/23 FDEL Approval 08/16/23

Table 6.1-2 – Upcoming Deliverable Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
	There are no more scheduled submissions for County Work Products.		

Table 6.1-3 – Upcoming Work Product Deadlines

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Risk Level	Date Logged
240	The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without considering the multi-County and multi-vendor CalSAWS ecosystem may impact business operations	As we expand to 58 Counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&O batch schedule magnifies the potential impact to business operations and benefits to the participants.	Wave 1–4: Closed Wave 5–6: Open	4	Medium	03/03/21
258	The CalWIN Conversion Cutover Window is at-risk of Completing past the 84-hour cutover window.	The CalWIN Conversion Cutover Window is at-risk of Completing past the 84-hour cutover window.	Wave 1–4: Closed Wave 5–6: Open	5	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 1–4: Closed Wave 5–6: Open	2	Medium	12/13/21
269	CalWIN Counties may not have enough development and	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live,	Wave 1–4: Closed	3	Medium	01/12/22

ID	Title	Details	Status	Impact	Risk Level	Date Logged
	testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the Counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN Counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk.	Wave 5–6: Open			
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	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	Wave 3–4: Closed Wave 6: Open	3	Low	02/08/23

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		on a collective effort of staff from Deloitte, the Consortium, Accenture, Gainwell, ClearBest, and Counties who can commit to providing a hybrid of virtual and onsite support during the first 60 days after each Wave's Go-Live. CalSAWS Production Counties have knowledge, experience, and use of CalSAWS. However, it is unknown how many support volunteers will be received for each Wave. Migrating CalWIN counties must have internal 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

ID	Title	Details	Status	Impact	Risk Level	Date Logged
290	Recently released ROI policy lacks clarity which may create privacy and liability exposure for counties and customers	Recently issued Release of Information (ROI) policy is not detailed enough, nor is it consistent between the two state Departments (CDSS and DHCS). The policy as written may create customer information privacy/security, safeguard and county operations concerns, and liabilities. As the policy was released after the completion of ROI design, development, and testing of the functionality in BenefitsCal and CalSAWS, counties have not had sufficient time to assess the ROI functionality with the high-level policy and to be able to determine impacts to their county operations and the associated alignment with the existing BenefitsCal/CalSAWS design. The policy as written does not give clear direction on County responsibilities associated with the establishment of CBO agreements, provisions of those agreements and monitoring of CBO compliance with the agreements. Counties also have not had sufficient time to be able to determine if their current CBO agreement language is adequate and includes provisions and protections to further protect customer information when being accessed by CBOs via BenefitsCal. BenefitsCal/CalSAWS initial design and implementation has	Open	5	Medium	05/19/23

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ID	Title	Details	Status	Impact	Risk Level	Date Logged
		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
0287-23	PPOCs (Alameda, Fresno, Sonoma); Regional Managers (All); IPOCs (CalWIN Wave5); TPOCs (CalWIN Wave5)	CalWIN Wave 5 Readiness Dashboard and Packet – 1st Biweekly August 2023	CalWIN Migration	08/07/23	Jennifer Carpenter	Mara Jennings
0288-23	PPOCs (San Francisco); Directors (San Francisco); Regional Managers (R1); Section Directors	Wave 6 Counties T-3 Months Change Readiness Survey	CalWIN Migration	08/07/23	Helen Cruz	Araceli Gallardo
0289-23	PPOCs (Alameda, Fresno, Sonoma); Regional Mangers (R1, R4); Section Directors	Wave 5 – The CalSAWS Scoop Newsletter #4	CalWIN Migration	08/07/23	Helen Cruz	Araceli Gallardo
0290-23	Regional Managers (All); PPOCs (Alameda, Fresno, Sonoma); IPOCs (CalWIN Wave5)	Wave 5 CalWIN County Go-Live Packet	CalWIN Migration	08/07/23	Kishan Mallur	Rachel Frey Duncan Gilliam

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
None.							

Table 6.2-3 – CRFIs

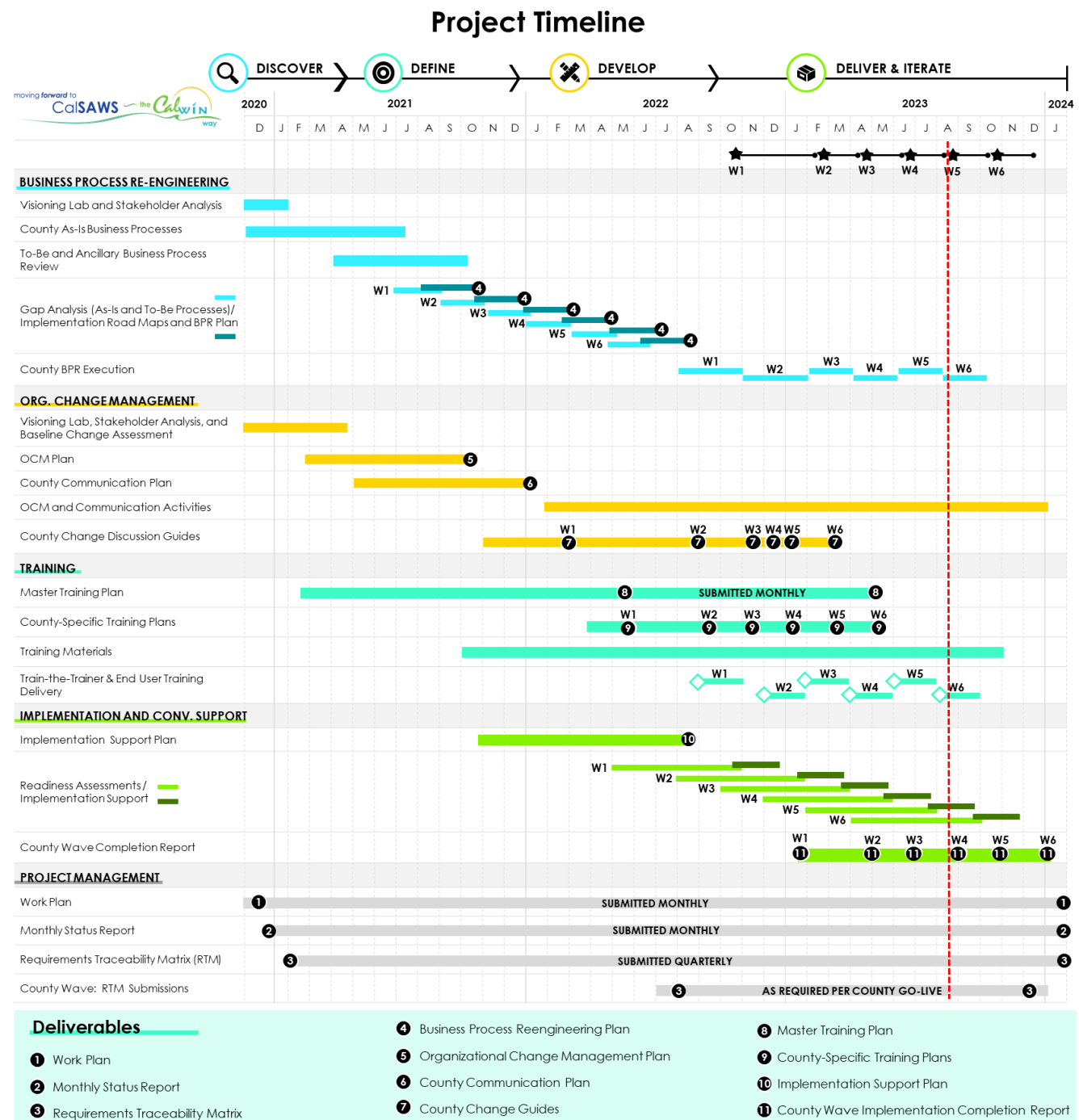## 6.3   Appendix C – Project Work Plan Reports

Project Timeline

Figure 6.3-1 – Project Timeline

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