Wave 6 Implementation Readiness Dashboard and Packet

July 14, 2023

The **Implementation Readiness Packet & Dashboard** present a **high-level view of Project Readiness** to CalWIN Counties with information related to CalWIN Migration, BenefitsCal, and Central Print. Status will include key metrics related to the overall "health" of the Implementation effort based on measurable metrics and milestones for Wave 6. Project Milestones are identified by project team leads and CalSAWS Project leadership.

The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **July 14, 2023**

THE POWER OF 58

Readiness Packet

Application Readiness

Development / System Test

Deploy Release 23.09	09/24/2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Application Readiness: Imaging

Functionality

Severity 1 & 2 Defects Resolved from UAT	UAT Complete	No Sev 1 or 2 defects reported	Project

Performance Testing

Hyland Platform Performance Test	Complete	Metric/Completion to Plan	Project
Additional Hyland Platform Performance Test	Complete	Test completed. Configuration tuned to address findings for 58+ county load.	Project
Integrated Imaging Performance Test (Informational)	Complete	58+ county load testing completed on 6/16.	Project

Images Migration

County Export of Legacy Images	In Progress	Sacramento County progress is being closely tracked. Risk# 264	County
Hyland Receive and Upload Images to Production Environment	In Progress		Project
Distribute CIT for Counties to install Webscan Kit and Virtual Printer	Completed	CIT #0110-22 distributed on April 19, 2022	Project

Imaging UAT

7/11/22-7/22/22 (retest 8/8/22-8/12/22, 9/8/2022)	Completed	61 of 61 scripts completed and passed.	

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Application Readiness: Contact Center

Contact Center

Technical Connectivity	0%	
Update IVR Contact Flows for each County	3 of 3 approved	Both
Approval of County Contact Center SCRs*	0 of 3	County
Regression Test of entire Contact Center solution	0%	Project
Model Office Testing – tentative start 10/02/2023	0%	Both

*Contact Center SCRs:
- CA-240171 – Sacramento
- CA-240172 – San Francisco
- CA-240173 – San Luis Obispo

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Application Readiness: Central Print

Kickoff			
Kickoff Meeting	Completed		Both
Configuration/Validation			
Configuration Meetings	In Progress	1 Completed of 3 Planned	Both
Validation Meetings	In Progress	0 Completed of 3 Planned	Both
Configuration Load	Not Started	0 Completed of 3 Planned	Project
Setup and Training			
Portal Users Loaded	Not Started	0 Completed of 3 Planned	Project
Inventory Confirmed	Not Started	0 Completed of 1 Planned	Project
Postage Received	Not Started	0 Completed of 3 Planned	County
Training Materials	Completed		Project
Training Delivery	Not Started	0 Completed of 2 Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Application Readiness: BenefitsCal Conversion

Conversion Readiness

Provide extract of the CBO to the counties	Complete	Target 07/05/2023	Project
Extract CBO User information from MyBCW for Wave 6 counties to perform mock run 1	Complete	Target 07/03/2023	Project
Extract CBO User information from MyBCW Prod for Wave 6 counties	Not Started	Target 10/04/2023	Project
Converted Data Test			
Validate CBO user load into ForgeRock – Mock Run 1	Not Started	Target 08/10/2023	Project

Training Delivery

Deliver training for CSC and Help Desk staff	Not Started	Target – 09/19/23; 09/21/23; 09/26/23	Project
Deliver training for CBOs - Community Based Organizations	Not Started	Target – 09/28/2023	Project
Communications			
Confirm Communications Plan for BenefitsCal	Not Started	Communication plan will be initially drafted by 08/30/2023	Project
Begin Execution of BenefitsCal Communications Plan	Not Started	Execution will begin 09/2023	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

BenefitsCal Implementation Readiness

System Operations

Confirm Command Center schedule and communication schedule	Not Started	10/16/2023 - 10/27/2023	Project
Contingency Planning	Not Started	10/16/2023 - 10/27/2023	Project
Prod Deployment Plans			
Develop Production Cutover Checklist	Not Started	Target – 09/29/2023	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started	Target – 10/14/2023	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision) (Target → MM/DD/YY)	Not Started	10/16/2023 - 10/27/2023	Project
Confirm Wave Cutover to BenefitsCal (Target → MM/DD/YY)	Not Started	10/16/2023 - 10/27/2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Conversion Readiness

Conversion Readiness – Wave 6

Conversion defects not resolved prior to Wave Go-Live (Risk 280)	The Conversion and Release Management teams maintain a schedule deploying and resolving the X defects planned during the first 10 days of county being live. All X are evaluated and documented in the W6 Go-Live Packet (where applicable) with Worker Actions.	Project
Auto Case Review Match Rate	Match Rate will come as a result of Wave 6 Mock Cutover.	Project
Complete Wave 6 Mock Cutovers	Mock Cutover – On-Schedule to begin in August 2023.	Project
Deliver Wave 6 Golden Data Set (GDS)	Wave 6 GDS#13 unmasked scheduled to go into IPT 7/7 weekend.	Project
Cutover Window (Risk 258)	The Wave 6 Cutover Plan is dependent on the Wave 6 Mock Cutover actuals (assessed) and (any) implementation decisions the project makes to achieve or minimize the impact to the 84 hours cutover window.	Project
Support Wave 6 County Data Validation - Defect Resolution	On-Schedule	Project
Complete Wave 6A (County Preparation) Cutover	On-Schedule as planned 09/18/2023	Project
Complete Wave 6B (Go-Live) Cutover	On-Schedule as planned 10/30/2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Integration Readiness

Interface Partner Testing – 07/13/2023 - 09/05/2023

Complete Interface Development – County Development Phase (6/14/2023) | Behind Schedule | County

Interface Names	Sacramento	Ready for IPT?	San Francisco	Ready for IPT?	San Luis Obispo	Ready for IPT?
1099 File Writer job	YES	YES	YES	YES	YES	YES
Paid Warrant Reader job	YES	YES	YES	YES	YES	YES
Foster Care Voice Response Unit (VRU) Writer	YES	NO	N/A	N/A	N/A	N/A
Foster Care Voice Response Unit (VRU) Reader	YES	NO	N/A	N/A	N/A	N/A
Outbound Collections	YES	NO	YES	YES	NO	N/A
Inbound Collections	YES	NO	NO	N/A	NO	N/A
Warrant Print Writer	YES	YES	YES	YES	YES	YES
Warrant Print Reader	NO	N/A	YES	YES	NO	N/A
Auditor Controller Writer	YES	YES	YES	YES	YES	YES
Positive Pay File	NO	N/A	NO	N/A	YES	YES
Direct Deposit Writer	YES	YES	YES	YES	YES	YES
Direct Deposit Reader	YES	YES	YES	YES	YES	YES
School Lunch	YES	YES	YES	YES	YES	YES

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Integration Readiness

Interface Partner Testing – 07/13/2023 - 09/05/2023

Execute Interface Testing with CalWIN County Partners	In Progress	0%	Project
Execute Interface Testing with State	In Progress	0%	Project

STATE PARTNER INTERFACE TESTING		
STATE PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Case Management Information and Payrolling System (CMIPS) - OSI	0/2	
Electronic Benefits Transfer (EBT) - FIS	0/2	
Medi-Cal Eligibility Data System (MEDS) - DHCS	0/2	
Welfare Data Tracking Implementation Project (WDTIP) - OSI	0/2	

CalWIN Wave 6 COUNTIES INTERFACE TESTING		
CalWIN Wave 6 COUNTY PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Sacramento County	0/11	
San Francisco County	0/9	
San Luis Obispo County	0/8	

Note: The successful validation of State and County Interfaces is not expected to begin until 08/04/2023

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Technical Readiness: Networking

Networking

County Networking Connectivity

CalWIN Wave 6 COUNTIES				
NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**	**Δ**
Overall Network Interconnectivity	On Track	96.0%	59.4%	36.6%
Critical Path	On Track	98.2%	70.2%	28.1%

NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**	**Δ**
16 Sacramento	On Track	94.5%	61.8%	32.7%
17 San Francisco	On Track	92.7%	58.2%	34.5%
18 San Luis Obispo	On Track	92.7%	58.2%	34.5%

Milestone	**Status**	
Wave 6 County Networking Connectivity Readiness		• CRFI for Regression testing and Compliance Validation transmitted to all Wave 6 Counties. • Additional time granted to Counties to respond to CRFI for IPT enablement • Continue to track circuit delivery for San Francisco • Risk 288 created to track circuit delivery delays with San Francisco

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Technical Readiness: Operations

Contingency Restoration Planning

Migration Rollback Planning Completed	In Progress	90%	Project

Disaster Recovery Exercise

Disaster Recovery Test Completed	Complete	100%	Project

Batch Operations

CalWIN Batch Schedules	In Progress	90%	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Technical Readiness: Performance Testing

Performance Testing – Wave 3-6

CalSAWS Batch Performance (58 County)	Complete	100%	Project

CalWIN Wave 3-6 Batch Performance Schedule and Results

Performance Cycle	Start Date	End Date	Run Time
10-day cutoff*	February 27, 2023	March 10, 2023	(Run 1) 11 hours 17 minutes (Run 2) 9 hours 36 minutes
Main Payroll	March 20, 2023	March 24, 2023	(Run 1) 9 hours 24 minutes (Run 2) 9 hours 36 minutes
Batch server upgrade	May 1, 2023	May 5, 2023	(Run 1) 9 hours 15 minutes
Database memory upgrade	May 8, 2023	May 12, 2023	(Run 1) 8 hours 46 minutes
10-day cutoff***	May 29, 2023	June 2, 2023	(Run 1) 8 hours 44 minutes
High Volume Forms***	June 5, 2023	June 9, 2023	(Run 1) 8 hours 56 minutes
10-day cutoff re-test***	June 19, 2023	June 23, 2023	(Run 1) 7 hours 34 minutes
Contingency for re-execution	June 26, 2023	June 30, 2023	N/A

*Represents the highest transaction volume day
***Validation of io2 Storage option

Note: Successful completion of the 3 cycles within the batch window will indicate that all cycles can complete within the batch window

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Technical Readiness: Performance Testing

CalSAWS 58 County Online Performance Test – Schedule

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	05/22/2023	06/30/2023	Complete
#2 - CalSAWS Online + APIs	09/20/2023	10/20/2023	Not Started

CalSAWS 58 County Online Performance Test

Category	SLA	SLA Met % & Avg. Server Response Time
Screen to Screen	**Peak - 98% [<=2s]**	98.77% [0.27s]
	Prime - 99.9% [<= 10s]	99.99% [0.27s]
EDBC	**Peak - 95% [<= 3s]**	98.98% [0.52s]
	Prime - 99.9% [<= 20s]	100% [0.52s]
Search	**Peak - 95% [<=6s]**	98.79% [0.58s]

Online Performance Test Findings –

Exit Criteria -

- Simulate Online transaction load of CalSAWS volume at peak hours meets SLA requirements
- Performance results are successful and meet contractual SLAs – Online (Load and Endurance tests)

Training Readiness

Training Plan

Wave 6 County-Specific Training Plans	Complete	100%	Both
Training Environment/Build Training Data	Complete	100%	Project
Create Training Accounts in Training Environment	Complete	100%	Project

Training Materials

Wave 6 County-specific ILT training materials finalized and reviewed; County-specific tailoring complete.	Complete	100%	Both
Web-based Trainings updated (Accenture/Consortium)	Complete	100%	Project

Training Delivery

Wave 6 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%	Project
Wave 6 staff course assignments / registration for Early Training & TTT	Complete	100%	Project
Wave 6 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)	In Progress	50%	Project
Wave 6 Early Training & TTT Started (WBT) – start 05/15/2023	In Progress	80%	Both
Wave 6 End-User Training Started (WBT) – start 06/05/2023	In Progress	39%	Both
Wave 6 Early Training & TTT Started (ILT) – start 07/25/2023	Not Started	# Completed of # Planned	Both
Wave 6 End User Training (EUT) - start 09/06/2023	Not Started	# Completed of # Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

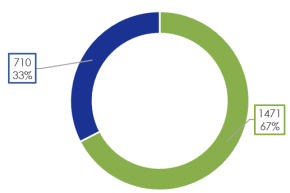
Training Readiness

WBT Progress by County

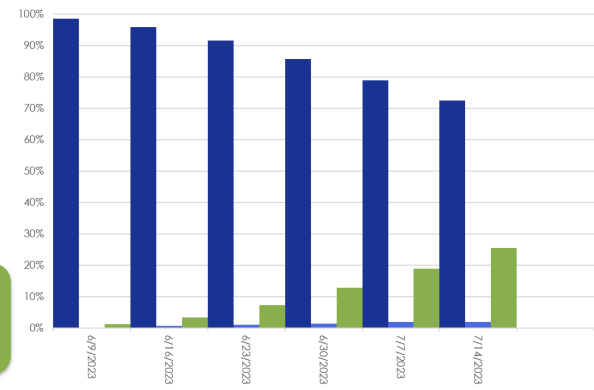
Weekly Training Report – Executive Summary
Sacramento County

As of 07/14/2023, **1471** of **2181** Users have successfully accessed the LMS!

User Logins



Training Completion Status



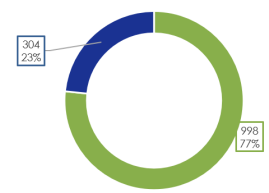
As of **07/14/2023** –
72% of Curricula are **Not Started**
3% of Curricula are **In Progress**
25% of Curricula are **Completed**

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM July 13, 2023.

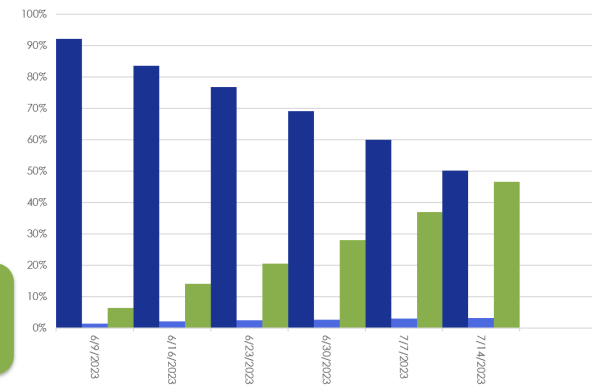
Weekly Training Report – Executive Summary
San Francisco County

As of 07/14/2023, **998** of **1302** Users have successfully accessed the LMS!

User Logins



Training Completion Status



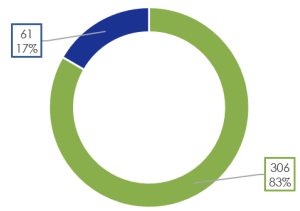
As of **07/14/2023** –
50% of Curricula are **Not Started**
3% of Curricula are **In Progress**
47% of Curricula are **Completed**

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM July 13, 2023.

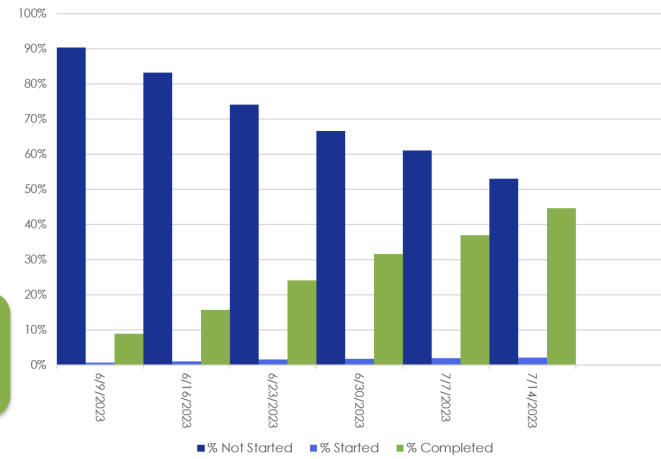
Weekly Training Report – Executive Summary
San Luis Obispo County

As of 07/14/2023, **306** of **367** Users have successfully accessed the LMS!

User Logins



Training Completion Status

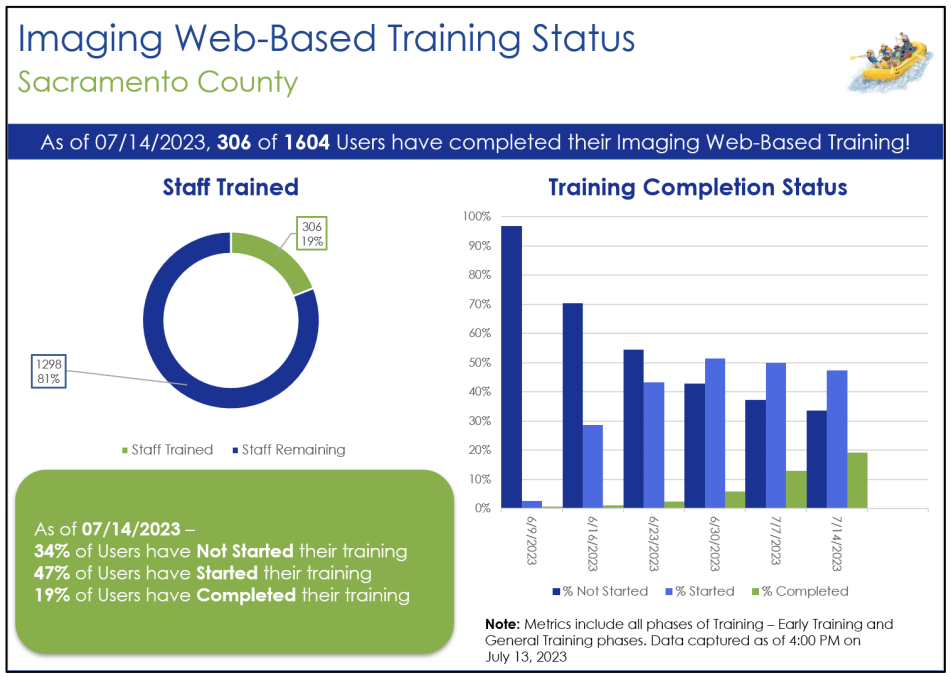


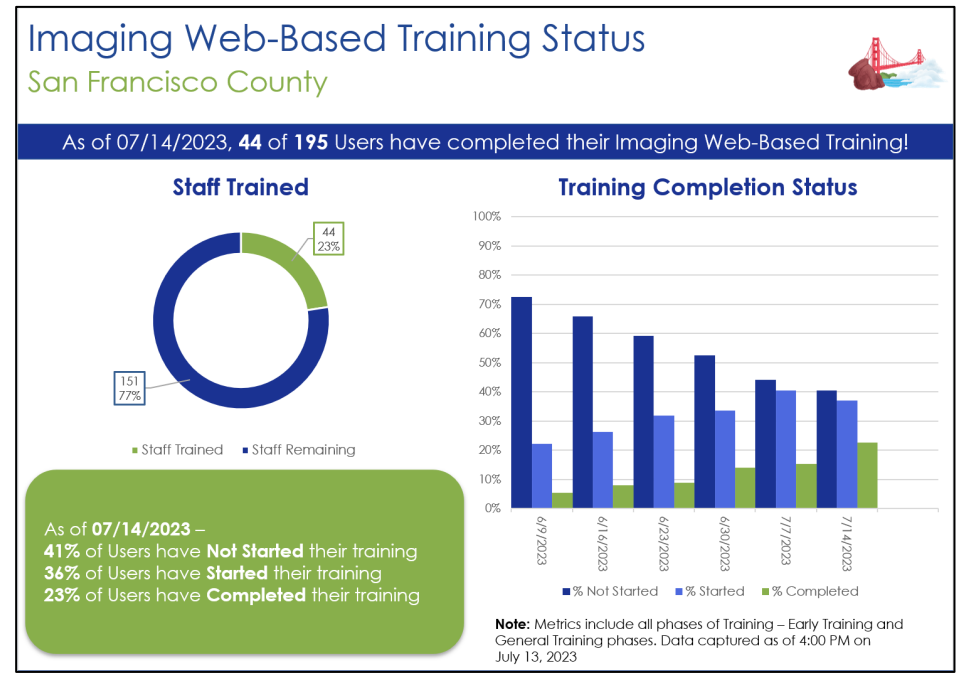
As of **07/14/2023** –
53% of Curricula are **Not Started**
2% of Curricula are **In Progress**
45% of Curricula are **Completed**

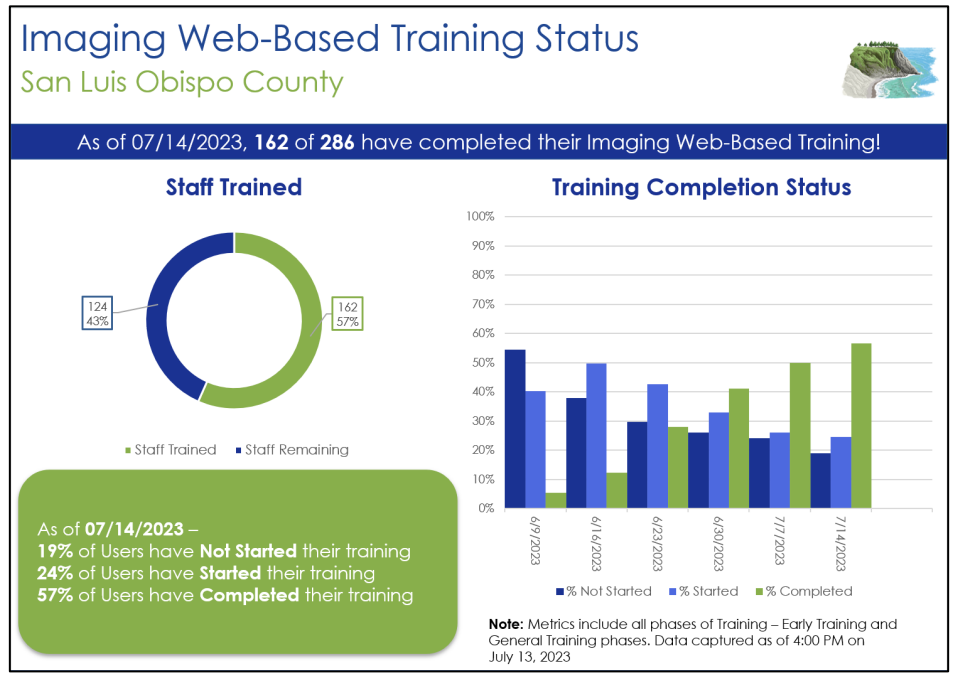
Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM July 13, 2023.

Training Readiness

Imaging WBT Progress by County







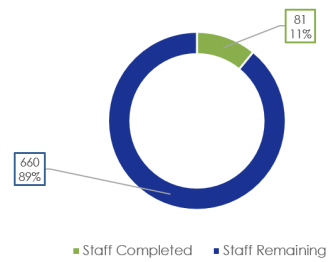
Training Readiness

Contact Center WBT Progress by County

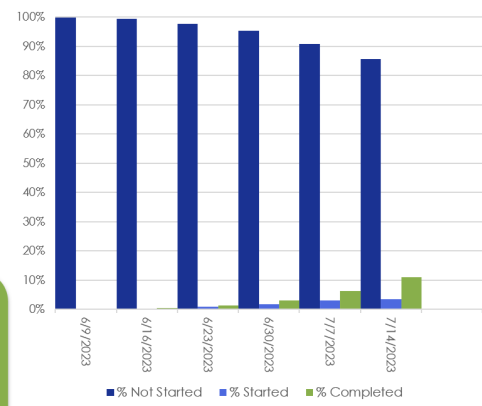
Contact Center Web-Based Training Status
Sacramento County

As of 07/14/2023, **81** of **741** Users have completed their Contact Center Web-Based Training!

Staff Trained



Training Completion Status



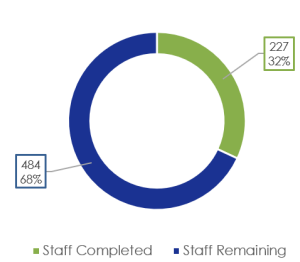
As of **07/14/2023** –
86% of Users have **Not Started** their training
3% of Users have **Started** their training
11% of Users have **Completed** their training

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on July 13, 2023

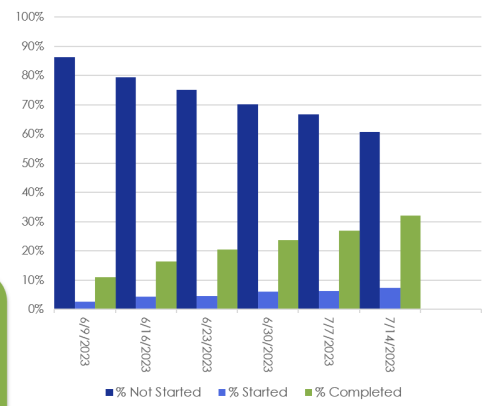
Contact Center Web-Based Training Status
San Francisco County

As of 07/14/2023, **227** of **711** Users have completed their Contact Center Web-Based Training!

Staff Trained



Training Completion Status



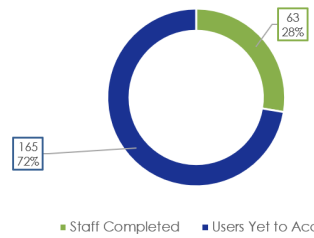
As of **07/14/2023** –
61% of Users have **Not Started** their training
7% of Users have **Started** their training
32% of Users have **Completed** their training

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on July 13, 2023

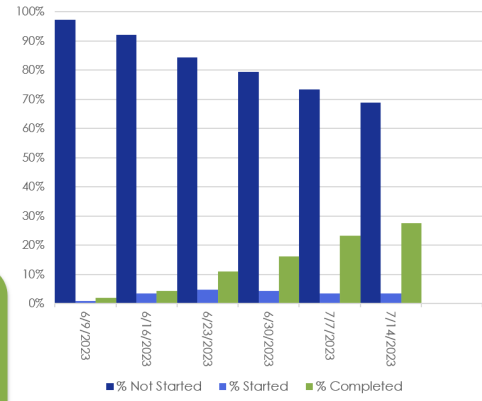
Contact Center Web-Based Training Status
San Luis Obispo County

As of 07/14/2023, **63** of **228** Users have completed their Contact Center Web-Based Training!

Staff Trained



Training Completion Status



As of **07/14/2023** –
69% of Users have **Not Started** their training
3% of Users have **Started** their training
28% of Users have **Completed** their training

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on July 13, 2023

⇆ Organizational Readiness: OCM

Communications & Change Discussion Guides

Wave 6 Counties and Consortium comments addressed to get to county DWP by 05/08	Complete	0 Completed of 1 Planned	Both
Wave 6 Counties and Consortium comments addressed to get to county FWP signoff by 05/12	Complete	0 Completed of 1 Planned	Both
Wave 6 DWP signoff by 05/08	Complete	0 Completed of 1 Planned	County
Wave 6 FWP signoff by 05/15	Complete	0 Completed of 1 Planned	County
CDG Prep Session 5/14 to 5/31	Complete	9 Completed of 9 Planned	Both
Wave 6 Counties CDG county and Consortium comments to get to DDEL signoff by 06/06	Complete	1 Completed of 1 Planned	Both
CDG Office Hour Support 06/5 to – 06/16	Complete	1 Completed of 1 Planned	Both
Wave 6 Counties CDG county and Consortium comments to get to FDEL signoff by 06/22	Complete	1 Completed of 1 Planned	Both

Readiness Surveys

Wave 6 Readiness Surveys T-12 (11/28 to 12/9)	Completed	3 Completed of 3 Planned	Both
Wave 6 Readiness Surveys T-9 (2/13 to 2/27)	Completed	3 Completed of 3 Planned	Both
Wave 6 Readiness Surveys T-6 (5/22 to 6/5)	Completed	2 Completed of 2 Planned	Both
Wave 6 Readiness Surveys T-3 (8/21 to 9/1)	Not Started	0 Completed of 2 Planned	Both
Wave 6 Readiness Surveys T+6 (12/4 to 12/15)	No Started	0 Completed of 2 Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

⇆ Organizational Readiness: OCM (continued)

Infographics/Newsletters

Infographics for April (Skip Issuance and WTW Assistance Unit Page) (CIT 0154-23)	Complete	2 Completed of 2 Planned	Project
Infographics for May (Caseloads and Notices of Action) (CIT 0189-23)	Complete	2 Completed of 2 Planned	Project
Infographics for June (Money Management, Rush Warrants, Supervisor Authorization) (CIT 0235-23)	Complete	3 Completed of 3 Planned	Project
Newsletter for June (CIT 0233-23)	Complete	1 Completed of 1 Planned	Project
Infographics for July (Foster Care in CalSAWS, Periodic Reporting & Reevaluation, and Building Blocks of CalSAWS)	On Schedule	0 Completed of 3 Planned	Project
Infographics for August (Wraparound Payments and Special Investigations)	Not Started	0 Completed of 2 Planned	Project
Infographics for September (Rescind vs. Reapply, Denial/Discontinuance, 1 Month to Go-Live Poster)	Not Started	0 Completed of 3 Planned	Project
Newsletter for September	Not Started	0 Completed of 1 Planned	Project
Infographics for October (Add vs. Edit Income and Packing for Go-Live)	Not Started	0 Completed of 2 Planned	Project

Change Network Champion Meetings

CNC Meeting for April	Complete	1 Completed of 1 Planned	Both
CNC Meeting for May	Complete	1 Completed of 1 Planned	Both
CNC Meeting for June	Complete	1 Completed of 1 Planned	Both
CNC Meeting for July	Complete	1 Completed of 1 Planned	Both
CNC Meeting for August	Not Started	0 Completed of 1 Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

⇆ Organizational Readiness: BPR

Business Process Reengineering

BPR Plans reviewed and signed-off	Complete	3 Completed of 3 Planned	Both
To Be BPR Flows reviewed and signed-off	Complete	3 Completed of 3 Planned	Both
Close-out of pending decisions as documented in the Process Change Inventory	Complete	3 Completed of 3 Planned	Project
Automated Actions enablement decisions finalized	Complete	Initial Decisions to be finalized in advance of Process Simulation, loaded for Process Sim in the UAT Environment, validated during Process Sim and updated in advance of County Prep, ready for PROD/Go-Live.	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

⇆ Organizational Readiness: Configuration

Configuration

Document Configuration Guides and Worksheets	Complete	Guide and Worksheets Documented	Project
Distribute Configuration Documentation to Wave-6 Counties	Complete	June 13, 2023	Project
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	On Schedule	August 11, 2023	Both
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	Not Started	August 21, 2023	Both
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	Not Started	September 22, 2023	Both
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	Not Started	September 22, 2023	Both
Load Configuration into PROD environment during County Prep	Not Started	October 26, 2023	Project
Configuration Complete	Not Started	October 30, 2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Organizational Readiness: Process Simulation

Process Simulation

Wave 6 Participants Confirmed	In Progress	Both
Users Loaded to ForgeRock/UAT Environments & Applications	Not Started	Project
Complete W6 Process Simulation Scenario Development	Not Started	Project
Complete data staging and JIRA prep	Not Started	Project
Complete configuration setup	Not Started	Both
Complete Process Simulation Orientation	Not Started	Project
Complete Process Simulation Execution	Not Started	Both
Evaluate and confirm Exit criteria	Not Started	Project
Process Simulation Complete	Not Started	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Implementation Readiness

Planning

Wave 6 Workplans, Readiness Checklists and ongoing TOSS Meetings	In Progress	Ongoing	Both
Path to Greenlight Communicated	Complete	Socialized/completed with PSC, JPA, and OPAC (May 2022)	Project
Go Live Packet Finalized/Updated	Not Started	Will revise, if applicable, August 2023	Project
Distribute Monthly Implementation Packets	In Progress	Ongoing	Project

County Prep

County Prep Materials Finalized	In Progress	Will Revise if Applicable July 2023	Project
County Prep Kick Off	Not Started	Targeted for August 2023	Both

Post-Implementation Support

Pre- and Post- Go Live Support Structure Established	Complete	County Profile drafts complete. Initial escalation model/approach planned.	Project
W6 County Review	In Progress	County Profiles are being reviewed with offices for changes, shifts or adjustments	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Implementation Readiness: Help Desk

Help Desk

Helpdesk Kickoff	Complete	Hosted on 3/14/23	Both
County Delegated Admin Training	Complete	Hosted on 4/18/23	Both
County Tier 1 Fulfiller Training	Complete	Hosted Week of 6/5/23	Both
Refresher Training for County Tier 1 Fulfiller & Delegated Admin	Not Started	Targeted for week of 8/21/23	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Implementation Readiness: System Operations

Systems Operations

CalWIN Counties Access to the Sandbox Environment	Completed	Generic user accounts provided	Both
Engage the Counties on Staff Profile/Security Administration updates	Completed	Pre-UAT exercise	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Implementation Readiness: County Ad Hoc Reporting

Ad-Hoc Reporting Functionality

CalWIN County Education Sessions (i.e., Planned Curriculum)	• **Wave 6:** CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 6 Counties.	Both
CalWIN County Ad Hoc Reports Refactoring	• **Wave 6:** Reviewed 1,062 reports for refactoring. Approximately 131 need to be refactored for Wave 6 Counties	County

County	Gainwell Assisted Refactoring				Total
	In Process	Not Required	Dev-Test Complete	County Approved	
Sacramento	0	0	0	0	TBD – Day 1 TBD - Total
San Francisco	0	0	0	0	22 – Day 1 56 - Total
San Luis Obispo	0	0	0	0	TBD – Day 1 33 - Total

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

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