

# Wave 5 Implementation Readiness Dashboard and Packet

## July 28, 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 5. 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 28, 2023**.

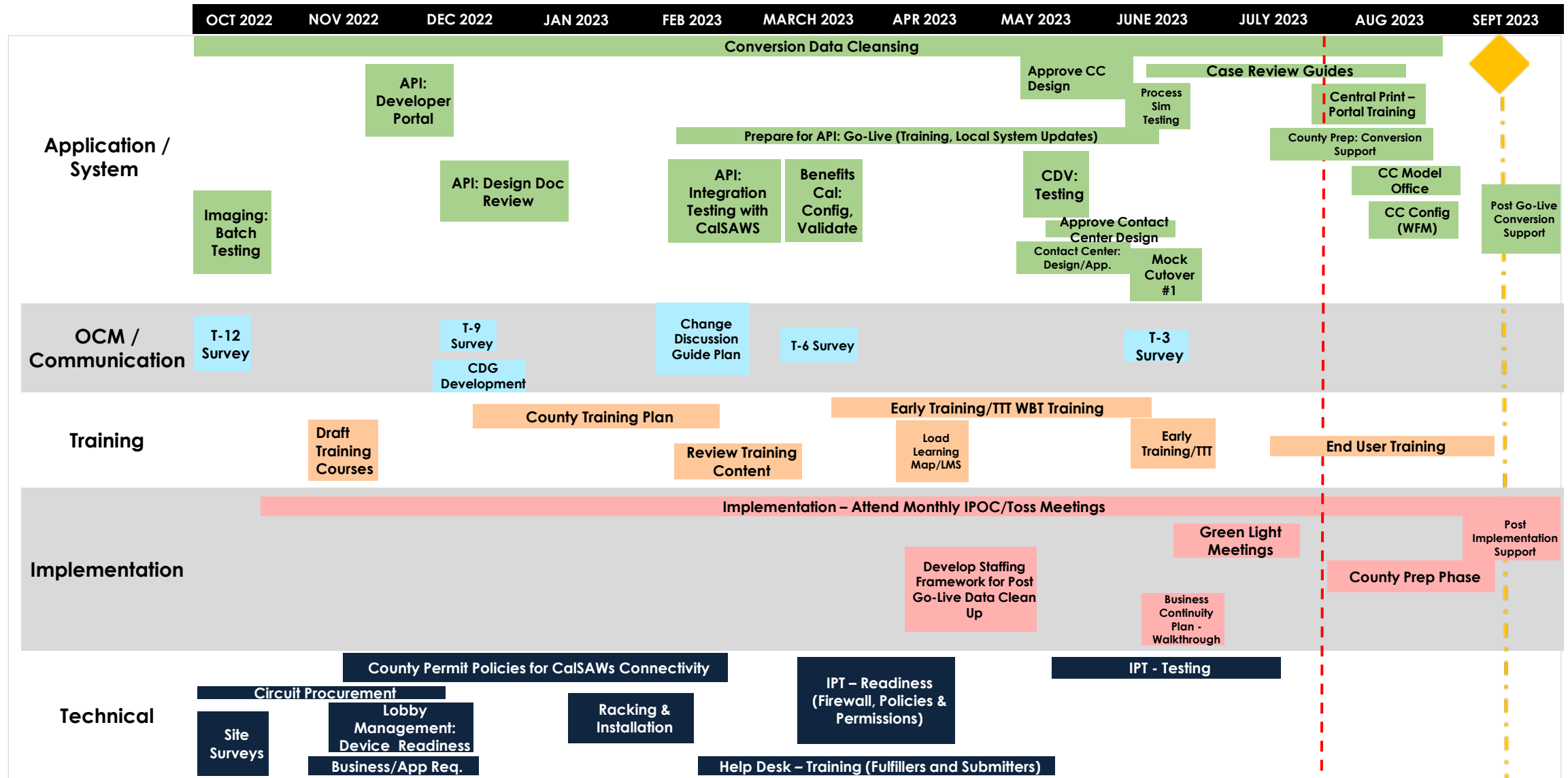


# Wave-5 Migration Timeline



# Wave 5 Critical Path

Alameda, Fresno, and Sonoma



**We are Here**

**Mock Conversion 1 & 2**  
06/14/23 - 06/28/23

**Contact Center**  
Approve CC Design 05/19/23 - 6/2/23  
CC Model Office 08/07/23 - 08/25/23  
CC Config (WFM) 08/07/23 - 08/25/23

**Process Simulation**  
07/03/23 - 7/26/23  
**Interface Partner Testing (IPT)**  
05/17/23 - 07/07/23

**Training**  
Early Training & TTT WBT 03/20/23 - 06/16/23  
Early Training 06/05/23 - 06/16/23 TTT Grp 1&2 5/15/23 - 6/23/23  
Training Delivery End Users 7/11/23 - 9/1/23

# Wave-5 Readiness: Executive Summary

## Readiness Areas and Categories

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*	Readiness Category		Comments
<b>Application</b>	<b>C</b>	Deploy CalSAWS Releases 07.23	<ul style="list-style-type: none"> <li>Complete (100% complete); Release completed 07/24/23.</li> </ul>
	<b>G</b>	Contact Center Readiness	<ul style="list-style-type: none"> <li>IVR Contact Flows have been approved by all Wave 5 counties.</li> <li>Wave 5 counties have reviewed and approved their Contact Center Design Documents</li> <li>Contact Center Model Office targeted to start 08/07/23. Wave 5 counties are preparing for Model Office simulation efforts.</li> </ul>
	<b>G</b>	Imaging Readiness	<ul style="list-style-type: none"> <li>County Export of Legacy Images In progress.</li> </ul>
	<b>G</b>	BenefitsCal Readiness	<ul style="list-style-type: none"> <li>CBO Training delivered 07/27/23.</li> </ul>
	<b>G</b>	Central Print Readiness	<ul style="list-style-type: none"> <li>Validation meetings in progress for Alameda and Fresno Counties</li> <li>Validation meetings complete for Sonoma County.</li> </ul>
<b>Integration</b>	<b>C</b>	County Interface Partner Test (IPT) Execution	Target Pass Rate: 100% Current Pass Rate: 100% <ul style="list-style-type: none"> <li>Alameda –100% passed. 11 of 11 interfaces have passed.</li> <li>Fresno – 75% passed. 8 of 8 interfaces have passed.</li> <li>Sonoma – 100% passed. 7 of 7 interfaces have passed.</li> </ul>
	<b>C</b>	State Interface Partner Test (IPT) Execution	Current Pass Rate: 100% <ul style="list-style-type: none"> <li>11 of 11 Interfaces have passed.</li> </ul>
<b>Conversion &amp; Migration Planning</b>	<b>G</b>	Defects Resolution	<ul style="list-style-type: none"> <li>The Conversion and Release Management teams maintain a schedule deploying and resolving some of the 29 defects (as of 7/17/23) that can be resolved without “C” data or if they can be resolved during a week-day, Conversion team will try to resolve these during the first 10 days of county being live.</li> <li>All 29 are evaluated and documented in the W5 Go-Live Packet (where applicable) with Worker Actions.</li> </ul>
	<b>C</b>	EDBC Match – Auto Review Rates	<ul style="list-style-type: none"> <li>Match Rate 69%</li> </ul>
	<b>C</b>	Mock Cutover	<ul style="list-style-type: none"> <li>Wave 5 Mock Completed June 2023.</li> </ul>
	<b>C</b>	Cutover Window	<ul style="list-style-type: none"> <li>Cutover window set to 84 hours</li> </ul>
<b>Technical</b>	<b>C</b>	County Network Connectivity	<ul style="list-style-type: none"> <li>Network Connectivity Tasks Complete</li> </ul>
	<b>G</b>	Performance Testing	<ul style="list-style-type: none"> <li>Batch Performance Testing: 100% Complete.</li> <li>Online performance testing started 7/24/23.</li> </ul>

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

\*The status should be reflective of the readiness category trending at the time of reporting period.



# Wave-5 Readiness: Executive Summary

## Readiness Areas and Categories

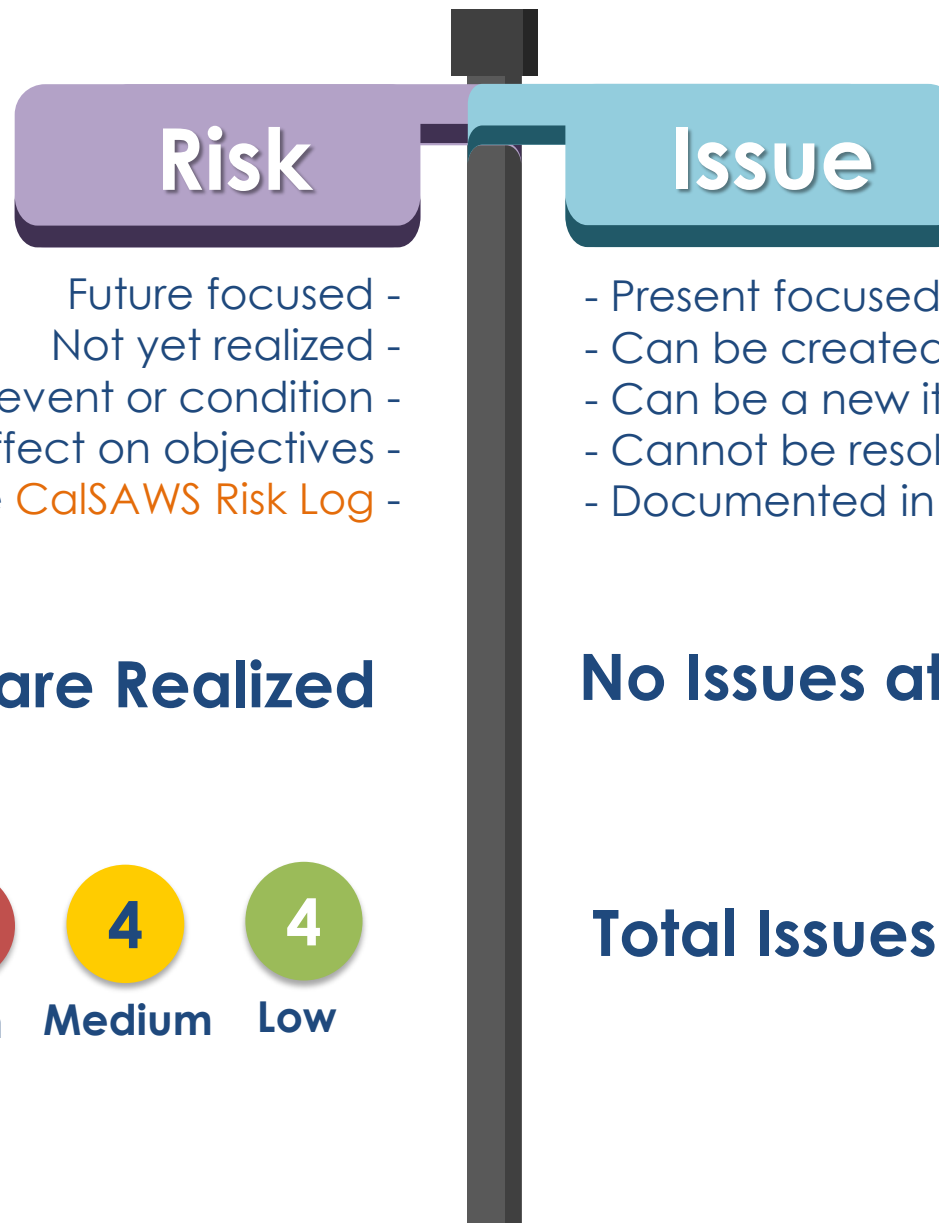
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	<ul style="list-style-type: none"> <li>Monthly update complete and submitted</li> <li>County Training Plans approved by all Wave 5 counties..</li> </ul>
	C	ILT Training Curriculum Complete	<ul style="list-style-type: none"> <li>Core curriculum complete. County-specific ILT curriculum walkthroughs complete. Final County-specific updates complete.</li> </ul>
	C	Wave 5 County Classroom Set-Up	<ul style="list-style-type: none"> <li>Classroom set-up and connectivity testing completed for ET/TTT.</li> <li>Completed for End-User Training.</li> </ul>
	G	WBT Training Delivery	<ul style="list-style-type: none"> <li>WBTs in progress for all staff. 83% complete.</li> </ul>
	G	ILT Training Delivery	<ul style="list-style-type: none"> <li>ILTs for Wave 5 Early Training &amp; TTT participants Complete.</li> <li>ILTs started 7/10/23 for all staff.</li> </ul>
Organization	C	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> <li>Change Discussion Guides Complete.</li> </ul>
	G	Communications	<ul style="list-style-type: none"> <li>Infographics for August (Wraparound Payments, Special Investigations, Add vs. Edit Income, and Packing for Go-Live) on schedule.</li> </ul>
	C	Business Process Reengineering	<ul style="list-style-type: none"> <li>BPR Complete</li> </ul>
	C	Configuration	<ul style="list-style-type: none"> <li>Configuration Working sessions complete for all Wave 5 counties.</li> </ul>
	C	Process Simulation	<ul style="list-style-type: none"> <li>Process Simulation execution complete for all Wave 5 counties.</li> </ul>
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> <li>Workplans and Readiness Packets ongoing.</li> </ul>
	G	County Prep	<ul style="list-style-type: none"> <li>County Prep kickoff conducted on 06/29/23.</li> <li>County Prep Phase began 07/17/23.</li> </ul>
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> <li>County Profile drafts complete, gap analysis ongoing.</li> </ul>
	C	Help Desk	<ul style="list-style-type: none"> <li>Helpdesk Kickoff hosted on 1/24; Delegated Admin Training hosted on 2/15</li> <li>Tier 1 Fulfiller Trainings hosted week of 3/27</li> <li>Refresher Training for Fulfillers and Delegated Admin hosted on 6/20</li> <li>Q&amp;A Session hosted 7/13</li> <li>ServiceNow Support Line hosted 7/17-7/21</li> </ul>
	Y	County Ad Hoc Reports	<ul style="list-style-type: none"> <li>Alameda has identified 95 reports that need to be refactored. 33 are needed by Go Live, and Alameda is working with Gainwell for assistance.</li> <li>Fresno has an estimated 0 reports that need to be refactored.</li> <li>Sonoma has identified 10 reports that need to be refactored, and none are needed by Go Live.</li> </ul>

# Readiness Dashboard



# Risks and Issues



## Monitoring - No Risks are Realized

### Total Risks



## No Issues at this Time

### Total Issues



# Risk and Issues: Wave 5

## Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk	Risk Name	Status
258	The CalWIN Conversion Cutover Window is at risk of completing past the 84-hour cutover window	Low
279	CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they migrate to CalSAWS	Medium
280	Unresolved high priority conversion defects not resolved prior to Go Live could impact County Case Worker business post go live	Medium
285	Preparing CalWIN Counties to operationalize CalSAWS after go-live	Low

## CalWIN Counties Cutover Readiness Needs Risks

Risk	Risk Name	Status
262	The CalWIN Counties may not be fully prepared for go-live if they do not have sufficient or timely information	Medium
264	CalWIN County waves may not complete their imaging migration readiness activities by their designated wave go-live dates	Low
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-Hoc Reports and Ancillary System before go-live	Medium
289	Transition from CalWIN Lite to CalSAWS/BenefitsCal/Child Care Portal for external partners	Low
293	Delay in benefits to customers due to the lack of final numbers that prevents executing the 2023 CF COLA, CW MAP Increase, CW IRT Levels batch processes prior to Wave 5 cutover	High



# Wave-5: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – Install LMS, Load Courses, Test Reports	Complete	11/14/22	12/16/22	100%
Wave 5 County Data Validation	Complete	06/19/23	06/30/23	100%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
User Acceptance Test (UAT): Group 2	Complete	07/25/22	08/19/22	100%
Process Simulation Execution with Counties	Complete	07/07/23	07/28/23	100%
State Interface Testing	Complete	05/17/23	07/07/23	100%
CalWIN County Interface Testing	Complete	05/17/23	07/07/23	100%
T-12 Readiness Survey Distribution	Complete	09/19/22	10/01/22	100%
T-9 Readiness Survey Distribution	Complete	01/09/23	01/23/23	100%
T-6 Readiness Survey Distribution	Complete	03/20/23	03/31/23	100%
T-3 Readiness Survey Distribution	Complete	06/05/23	06/16/23	100%
Application Development and System Test 23.07	Complete	05/29/23	07/24/23	100%
County Preparation Phase Kick Off	Complete	06/29/23	06/29/23	100%
County Preparation Phase	In Progress	07/17/23	08/31/23	29%
County Networking Connectivity	Complete	01/30/23	04/24/23	100%
Contact Center Model Office Simulation	Not Started	08/07/23	08/25/23	0%
End-User Training	In Progress	07/10/23	09/01/23	41%
Pre and Post Deployment Support	In Progress	07/17/23	11/03/23	13%
Wave 5 CalSAWS Go-Live	Not Started	09/04/23	09/04/23	0%

## Wave 5 – County Readiness Summary

Readiness Area	Status*	Alameda	Status*	Fresno	Status*	Sonoma
<b>Application</b>	<b>G</b>	Contact Center Design SCR CA-240168 Approved. Model Office begins 8/7/23.	<b>G</b>	Contact Center Design SCR CA-240170 Approved. Model Office begins 8/7/23.	<b>G</b>	Contact Center Design SCR CA-240169 Approved. Model Office begins 8/7/23.
<b>Integration</b>	<b>C</b>	Alameda County has completed IPT Execution activities.  Interface development is complete.	<b>C</b>	Fresno County has completed IPT Execution activities.  Interface development is complete.	<b>C</b>	Sonoma County has completed IPT Execution activities.  Interface development is complete.
<b>Conversion</b>	<b>G</b>	Ongoing data cleansing activities. CDV Complete.	<b>G</b>	Ongoing data cleansing activities. CDV Complete.	<b>G</b>	Ongoing data cleansing activities. CDV Complete.
<b>Technical</b>	<b>C</b>	Network Connectivity Complete.	<b>C</b>	Network Connectivity Complete.	<b>C</b>	Network Connectivity Complete.
<b>Training</b>	<b>G</b>	Early Training and TTT ILT Complete. All Staff ILT began 07/10/23.	<b>G</b>	Early Training and TTT ILT Complete. All Staff ILT began 07/10/23.	<b>G</b>	Early Training and TTT ILT Complete. All Staff ILT began 07/10/23.
<b>Implementation</b>	<b>G</b>	Process Sim Execution complete. County Prep Phase ongoing.	<b>G</b>	Process Sim Execution complete. County Prep Phase ongoing.	<b>G</b>	Process Sim Execution complete. County Prep Phase ongoing.
<b>Organizational</b>	<b>G</b>	Change Discussions Guides and Readiness Surveys Complete. CNC Meetings ongoing.	<b>G</b>	Change Discussions Guides and Readiness Surveys Complete. CNC Meetings ongoing.	<b>G</b>	Change Discussions Guides and Readiness Surveys Complete. CNC Meetings ongoing.

NS

Not Started

G

On Schedule

Y

&lt;14 Days Late

R

≥14 Days Late

# County Readiness Summary – Tasks by Category and Status as of 07/28/23

## Alameda County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	2	7	37	46
BenefitsCal	1	11	0	12
Change Readiness	1	6	43	50
Conversion Readiness	18	2	0	20
Implementation Readiness	23	17	64	104
Technical Readiness	4	1	37	42
Training Readiness	2	1	39	42
<b>Total Unique Issues:</b>	<b>51</b>	<b>45</b>	<b>220</b>	<b>316</b>

## Fresno County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	2	13	34	49
BenefitsCal	1	11	0	12
Change Readiness	1	6	43	50
Conversion Readiness	18	2	1	21
Implementation Readiness	27	16	61	104
Technical Readiness	4	1	37	42
Training Readiness	2	1	39	42
<b>Total Unique Issues:</b>	<b>55</b>	<b>50</b>	<b>215</b>	<b>320</b>

## Sonoma County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	6	9	33	48
BenefitsCal	1	11	0	12
Change Readiness	1	6	44	51
Conversion Readiness	17	2	0	19
Implementation Readiness	23	18	63	104
Technical Readiness	0	0	33	33
Training Readiness	2	1	40	43
<b>Total Unique Issues:</b>	<b>50</b>	<b>47</b>	<b>213</b>	<b>310</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of July 28th, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

# Contact Information

THE  
POWER  
OF 58

WHEN SAN FRANCISCO COLLABORATES WITH NAPA.  
WHEN LOS ANGELES TEAMS UP WITH SAN BERNARDINO.  
WHEN WE ALL WORK TOGETHER,

THE RESULTS  
ARE POWERFUL.

CalSAWS

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