

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**.



Readiness Packet



Application Readiness

Development / System Test

Deploy Re	Deploy Release 23.07July 24, 2023Project							roject	
Deploy Release 23.07 Test Execution Results*									
Test Execution Results	Total Scripts	Not Executed	In Progress	Pass	Fail	Blocked	Completed	Remaining	Progress
7/20/2023	988	0% (0)	0.0% (0)	100% (988)	0% (0)	0% (0)	998	0	100%

* Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

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



User Acceptance Test

CalSAWS UAT Plan Approved	Completed	Project
Select and Confirm CalSAWS UAT Participants for UAT	Completed	Both
UAT Users Loaded to ForgeRock/UAT Environments & Applications	Completed	Project
Complete UAT Test Script Development	Completed	Project
Complete UAT Environment setup	Completed	Project
Complete UAT Application Training	May 2 – June 21, 2022 – Group 1 June 13 – July 21, 2022– Group 2	County
Conduct UAT Execution Kick-Off	June 21 and 22, 2022 – Group 1 July 20 and 21, 2022– Group 2	Both
Complete UAT Test Execution	June 27- July 22, 2022 – Group 1 July 25 – August 19, 2022– Group 2	Both
Complete UAT Retest	August 22 – Sept 2,2022	Both
Evaluate and confirm Exit criteria	Metric/Completion to Plan September 8, 2022	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 o	r 2 defects reported	Project
Performance Testing				
Hyland Platform Performance Test	Complete	Metric/Cor	mpletion to Plan	Project
Additional Hyland Platform Performance Test	Complete	- All and a second s	eted. Configuration ddress findings for 58+ d.	Project
Integrated Imaging Performance Test (Informational)	Complete	58+ county on 6/16.	load testing completed	Project
Images Migration				
County Export of Legacy Images	In Progress			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 #0110-2 2022	22 distributed on April 19,	Project
Imaging UAT				
7/11/22-7/22/22 (retest 8/8/22-8/12/22, 9/8	3/2022)	Completed	61 of 61 scripts comple passed.	eted and
Not Started On Schedule	<14 Day	/s 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*	3 of 3 approved	County
Regression Test of entire Contact Center solution	75%	Project
Model Office Testing – tentative start 8/07/2023	0%	Both

*Contact Center SCRs: CA-240168 – Alameda CA-240169 – Sonoma CA-240170 – Fresno

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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Application Readiness: Central Print

Kickoff

Kickoff Meeting	Completed		Both
Configuration/Validation			
Configuration Meetings	Completed	3 Completed of 3 Planned	Both
Validation Meetings	In Progress	1 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	Completed	1 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 05/04/2023	Project
Extract CBO User information from MyBCW for Wave 5 counties to perform mock run 1	Complete	Target 05/01/2023	Project
Extract CBO User information from MyBCW Prod for Wave 5 counties	Not Started	Target 08/08/2023	Project
Converted Data Test			
Validate CBO user load into ForgeRock – Mock Run 1	Complete	06/16/2023	Project

Training Delivery

Deliver training for CSC and Help Desk staff	Complete	07/18/2023, 07/20/2023, 07/25/2023	Project
Deliver training for CBOs - Community Based Organizations	Complete	07/27/2023	Project
Communications			
Confirm Communications Plan for BenefitsCal	Complete	07/11/2023.	Project
Begin Execution of BenefitsCal Communications Plan	Not Started	Execution will begin 08/02/2023.	Both

		Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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BenefitsCal Implementation Readiness



System Operations

Confirm Post Implementation Support schedule and extended support	Not Started	08/07/2023 - 08/11/2023	Project
Provide Contingency Planning efforts to Consortium (Roll Back Plan)	Not Started	08/07/2023 -08/11/2023	Project
Prod Deployment Plans			
Develop Production Cutover Checklist	Not Started	Target – 08/04/2023	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started	Target – 08/11/2023	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision)	Not Started	08/14/2023 - 08/18/2023	Project
Confirm Wave Cutover to BenefitsCal	Not Started	08/14/2023 - 08/18/2023	Project

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



Conversion Readiness – Wave 5

Conversion defects not resolved prior to Wave Go-Live (Risk 280)	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. All 29 are evaluated and documented in the W5 Go-Live Packet (where applicable) with Worker Actions.	Project
Auto Case Review Match Rate	Match Rate from Mock 5B was 67.7%	Project
Complete Wave 5 Mock Cutovers		Project
Deliver Wave 5 Golden Data Set (GDS)	Wave 5 GDS#12 Complete as of June 2023.	Project
Cutover Window (Risk 258)	CIT 0252-23 sent on 7/6 set the cutover window to 84 hours	Project
Support Wave 5 County Data Validation - Defect Resolution	Completed as planned 6/19/2023 - 6/30/2023	Project
Complete Wave 5A (County Preparation) Cutover	Completed 7/17/2023	Project
Complete Wave 5B (Go-Live) Cutover	On-Schedule as planned 9/4/2023	Project

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

PIntegration Readiness

Interface Partner Testing: 05/17/2023 - 07/07/2023

Complete Interface Development – CountyCompleteCountyDevelopment Phase (4/14/2023)CountyCounty

Interface Names	Alameda	Ready for IPT?	Fresno	Ready for IPT?	Sonoma	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	YES	N/A	N/A	N/A	N/A
Foster Care Voice Response Unit (VRU) Reader	YES	YES	N/A	N/A	N/A	N/A
Outbound Collections	YES	YES	NO	N/A	NO	N/A
Inbound Collections	YES	YES	NO	N/A	NO	N/A
Warrant Print Writer	YES	YES	YES	YES	YES	YES
Warrant Print Reader	NO	N/A	NO	N/A	NO	N/A
Auditor Controller Writer	YES	YES	YES	YES	YES	YES
Positive Pay File	NO	N/A	YES	YES	NO	N/A
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 - 05/17/2023 - 07/07/2023

Execute Interface Testing with CalWIN County Partners	Complete	100%	Project
Execute Interface Testing with State and Consortium Partners	Complete	100%	Project

CONSORTIUM PARTNERS INTERFACE TEST	ĨNG	
CONSORTIUM PARTNER	STATUS	TARGET COMPLETION DATE
Electronic Inter County Transfer (EICT) - CalWIN	3/3	May 31, 2023

STATE PARTNER INTERFACE TESTING		
STATE PARTNER	STATUS	TARGET COMPLETION DATE
Case Management Information and Payrolling System (CMIPS) - OSI	2/2	May 17, 2023
Electronic Benefits Transfer (EBT) - FIS	2/2	June 14, 2023
Medi-Cal Eligibility Data System (MEDS) - DHCS	2/2	June 22, 2023
Welfare Data Tracking Implementation Project (WDTIP) - OSI	2/2	May 7, 2023

CalWIN WAVE 5 COUNTIES INTERFACE TES	STING	
CalWIN Wave 5 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE
Alameda County	11/11	July 7, 2023
Fresno County	8/8	July 20, 2023
Sonoma County	7/7	June 14, 2023

	Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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Technical Readiness: Networking

Networking

County Networking Connectivity

Both

CalWIN WAVE 5 COUNTIES				
NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
Overall Network Interconnectivity	Complete	100.0%	98.2%	1.8%
Critical Path	Complete	100.0%	100.0%	0.0%

NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
Alameda	Complete			
		100.0%	68.0%	32.0%
Fresno	Complete			
		100.0%	68.0%	20.0%
Sonoma	Complete			
		100.0%	68.0%	32.0%

Milestone	Stat	US
Wave 5 County Networking Connectivity Readiness		All tasks Completed

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

Technical Readiness: Operations

Contingency Restoration Planning

Migration Rollback Planning	In Progress	90%	Project	
Disaster Recovery Exercise				
Disaster Recovery Test	Completed	100%	Project	
Batch Operations				
CalWIN Batch Schedules	In Progress	95%	Project	

Not StartedOn Schedule<14 Days Late

Technical Readiness: Performance Testing

Performance Testing – Wave 3-6

CalSAWS Batch Performance (58 County) Complete 100% Project	CalSAWS Batch Performance (58 County)	Complete	100%	Project
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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***	<mark>May 29, 2023</mark>	<mark>June 2, 2023</mark>	(Run 1) 8 hours 44 minutes
High Volume Forms***	<mark>June 5, 2023</mark>	<mark>June 9, 2023</mark>	(Run 1) 8 hours 56 minutes
10-day cutoff re- test***	<mark>June 19, 2023</mark>	<mark>June 23, 2023</mark>	(Run 1) 7 hours 34 minutes
Contingency for re- execution *Represents the highest tro	June 26, 2023	<mark>June 30, 2023</mark>	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 55 County Online Performance Test – Schedule

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	07/24/2023	08/11/2023	In Progress
#2 - CalSAWS Online + APIs	08/14/2023	08/25/2023	Not Started

CalSAWS 55 County Online Performance Test

Category	SLA	SLA Met % & Avg. Server Response Time
	Peak - 98% [<=2s]	
Screen to Screen	Prime - 99.9% [<= 10s]	
	Peak - 95% [<= 3s]	
EDBC	Prime - 99.9% [<= 20s]	
Search	Peak - 95% [<=6s]	

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 Plan

Wave 5 County-Specific Training Plans	Complete	Both
Training Environment/Build Training Data	Complete	Project
Create Training Accounts in Training Environment	Complete	Project

Training Materials

Wave 5 County-specific ILT training materials finalized.	Complete	Both
Web-based Trainings updated	Complete	Project
(Accenture/Consortium)	·	

Training Delivery

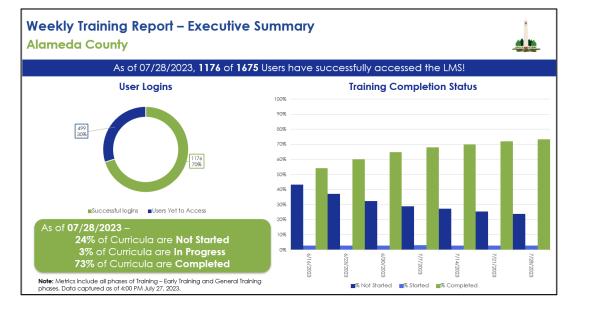
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Wave 5 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%	Project
Wave 5 staff course assignments / registration for Early Training & TTT	Complete	100%	Project
Wave 5 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)	Complete	100%	Project
Wave 5 Early Training & TTT Started (WBT) – start 03/13/2023	Complete	100%	Both
Wave 5 End-User Training Started (WBT) – start 04/03/2023	In Progress	83%	Both
Wave 5 Early Training & TTT Started (ILT) – start 05/30/2023	Complete	72 Completed of 72 Planned	Both
Wave 5 End User Training (EUT) - start 07/10/2023	In Progress	190 Completed of 467 Planned	Both

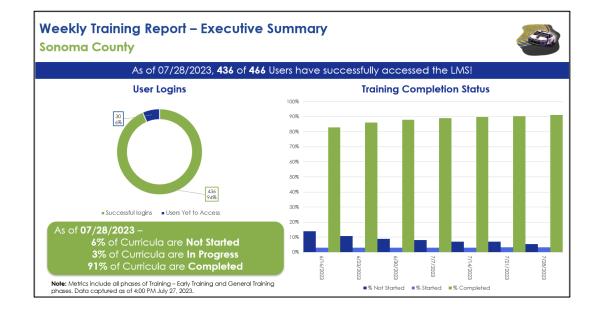
	Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete		
SAWS July 28, 2023 Wave-5 Implementation Readiness Packet & Dashboard							



WBT Progress by County

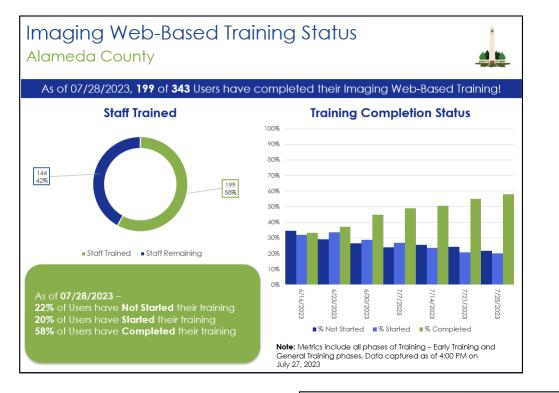


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Imaging WBT Progress by County

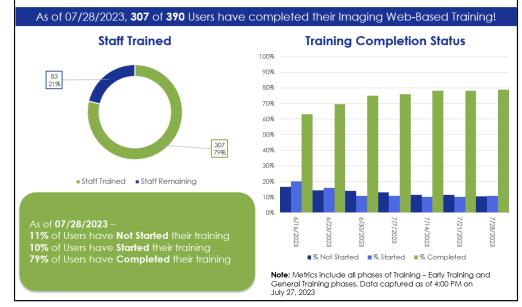


Imaging Web-Based Training Status Fresno County As of 07/28/2023, 646 of 884 Users have completed their Imaging Web-Based Training! **Staff Trained Training Completion Status** 1009 909 80% 709 609 646 73% Staff Trained Staff Remaining As of 07/28/2023 22% of Users have Not Started their training 5% of Users have Started their training73% of Users have Completed their training ■% Not Started ■% Started ■% Completed

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on July 27, 2023

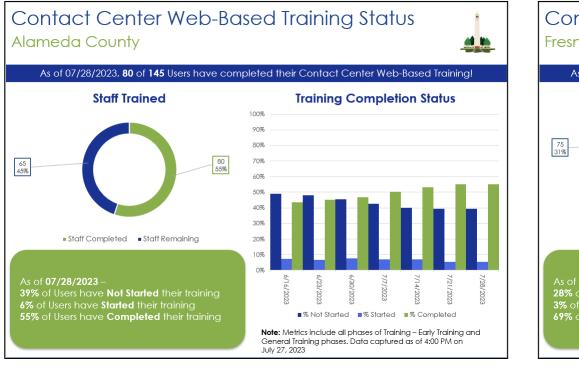
Imaging Web-Based Training Status Sonoma County

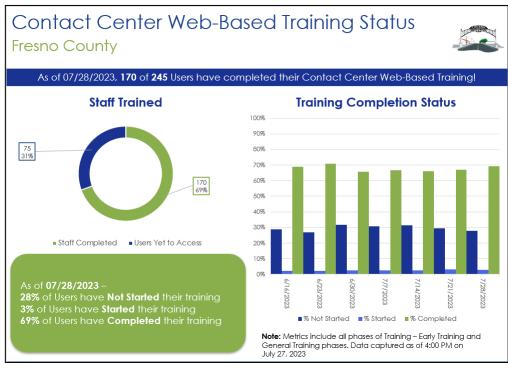




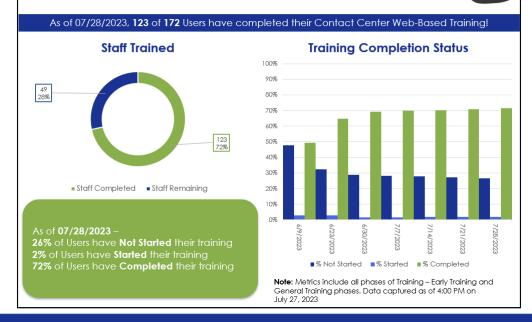


Contact Center WBT Progress by County





Contact Center Web-Based Training Status Sonoma County



← Organizational Readiness: OCM

Communications & Change Discussion Guides

Wave 5 Counties DWP Signoff by 03/13/23	Complete	1 Completed of 1 Planned	Project
Wave 5 Counties FWP Signoff by 03/20/23- 03/22/23	Complete	1 Completed of 1 Planned	Project
Alameda County CDG county and Consortium comments to get to FDEL signoff by 04/27	Complete	1 Completed of 1 Planned	Both
Fresno County and Consortium comments addressed to get to county FDEL signoff by 04/27	Complete	1 Completed of 1 Planned	Both
Wave 5 Counties DDEL signoff by 04/18	Complete	1 Completed of 1 Planned	County
Sonoma County and Consortium comments addressed to get to county FDEL signoff by 04/27	Complete	1 Completed of 1 Planned	Both
Prep Sessions for Supervisors, Managers, and CNCs on CDG discussion	Complete	3 Completed of 3 Planned	Both

Readiness Surveys

Wave 5 Readiness Surveys T-12 (9/26 to 10/7)	Complete	3 Completed of 3 Planned	Both
Wave 5 Readiness Surveys T-9 (1/9 to 1/23)	Complete	3 Completed of 3 Planned	Both
Wave 5 Readiness Surveys T-6 (3/20 to 4/3)	Complete	3 Completed of 3 Planned	Both
Wave 5 Readiness Surveys T-3 (6/5 to 6/16)	Complete	3 Completed of 3 Planned	Both
Wave 5 Readiness Surveys T+6 (10/9 to 10/20)	Not Started	0 Completed of 3 Planned	Both

	Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete			
CalSAV	CalSAWS July 28, 2023 Wave-5 Implementation Readiness Packet & Dashboard							

← Organizational Readiness: OCM (continued)

Infographics/Newsletters

Infographics for March (Imaging #2 and RDB) (CIT 0124-23)	Complete	2 Completed of 2 Planned	Project
Infographics for April (Skip Issuance and WTW Assistance Unit Page) (CIT 0154-	Complete	2 Completed of 2 Planned	Project
23)			
Infographics for May (Caseloads and Notices of Action) (CIT 0189-23)	Complete	2 Completed of 2 Planned	Project
Newsletter for May (CIT 0199-23)	Complete	1 Completed of 1 Planned	Project
Infographics for June (Building CalSAWS Knowledge, Money Management,	Complete	4 Completed of 4 Planned	Project
Rush Warrants, and Supervisor			
Authorizations) (CIT 0235-23)			
Infographics for July (Foster Care in CalSAWS, Periodic Reporting &	Complete	5 Completed of 5 Planned	Project
Reevaluation, Rescind vs. Reapply,			
Denial/Discontinuance, and 1 Month to			
Go-Live Poster) (CIT 0260-23)			
Infographics for August (Wraparound	On Schedule	0 Completed of 4 Planned	Project
Payments, Special Investigations, Add			
vs. Edit Income, and Packing for Go- Live)			
Newsletter for August	On Schedule	0 Completed of 1 Planned	Project

Change Network Champion Meetings

CNC Meeting for May	Complete	1 Completed o	of 1 Planned	Both
CNC Meeting for June	Complete	1 Completed o	of 1 Planned	Both
CNC Meeting for July	Complete	1 Completed o	of 1 Planned	Both
CNC Meeting for August	On Schedule	0 Completed o	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

Grganizational Readiness: Configuration

Configuration

Document Configuration Guides and Worksheets	Complete	Guide and Worksheets Documented	Project
Distribute Configuration Documentation to Wave-5 Counties	Complete	May 11, 2023	Project
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	Complete	June 23, 2023	Both
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	Complete	July 10, 2023	Both
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	Complete	July 26, 2023	Both
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	Complete	July 26, 2023	Both
Load Configuration into PROD environment during County Prep	In Progress	August 31, 2023	Project
Configuration Complete	Not Started	September 4, 2023	Project

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

Organizational Readiness: Process Simulation

Process Simulation

Wave 5 Participants Confirmed	Complete	Both
Users Loaded to ForgeRock/UAT Environments & Applications	Complete	Project
Complete W5 Process Simulation Scenario Development	Complete	Project
Complete data staging and JIRA prep	Complete	Project
Complete configuration setup	Complete	Both
Complete Process Simulation Orientation	Complete	Project
Complete Process Simulation Execution	Complete	Both
Evaluate and confirm Exit criteria	Complete	Project
Process Simulation Complete	Complete	Project

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

Implementation Readiness

Planning

Wave 5 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	Complete	Distributed with CIT 206-23 on 06/02/23	Project
County Prep Kick Off	Complete	Conducted on 6/29/23	Both
County Prep Phase	In Progress	7/17/23 - 8/31/23	Both
Post-Implementation Support			
Pre- and Post- Go Live Support Structure Established	Complete	County Profile drafts complete. Initial escalation model/approach planned.	Project
County Profile Review	In Progress	Confirming office profile specifics with W5 counties to prepare for gap analysis	Project

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

Implementation Readiness: Help Desk

Help Desk

County Delegated Admin Training	Complete	Hosted on 2/15/23	Both
County Tier 1 Fulfiller Training	Complete	Hosted Week of 3/27/23	Both
Tier 1 Fulfiller and Delegated Admin Refresher Training	Complete	Hosted on 6/20/23	Both
Q&A / Office Hour Session	Complete	Hosted on 7/13/23	Both
ServiceNow Support Line	Complete	Hosted on 7/17/23 – 7/21/23	Both

	Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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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 5: CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 5 Counties.	Both
CalWIN County Ad Hoc Reports Refactoring	•	Wave 5: Reviewed 687 reports for refactoring. Approximately 33 need to be refactored for Wave 5 Counties by go live.	County

	Ga	inwell Assiste	ed Refactori	ng	
County	In Process	Not Required	Dev-Test Complete	County Approved	Total
Alameda	8	0	7	0	33 – Day 1 95 - Total
Fresno	0	0	0	0	0 – Day 1 0 - Total
Sonoma	0	0	0	0	0 – Day 1 10- Total

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

Contact Information

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



CalWIN Migration and BenefitsCal Implementation Contact: Implementation@CalSAWS.org RANCHO CORDOVA OFFICE 11290 Pyrites Way, Suite 150 Gold River, CA 95670 (916) 851-3201 ROSEVILLE OFFICE 620 Roseville Parkway Roseville, CA 95747 (916) 846-7331

CalSAWS

NORWALK OFFICE 12440 Imperial Highway, Suite 300 Norwalk, CA 90650 (562) 484-7914