



# CalSAWS DD&I Weekly Status Report

**Reporting Period: September 11, 2023, to September  
17, 2023**

# CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

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<b>1.0</b>	<b>Project Management</b>	<b>3</b>
1.1	Project Deliverables Summary	3
1.2	Highlights of the Reporting Period	3
1.2.1	Project Management	3
1.2.2	Communications Management	4
1.2.3	Cultural Transformation	5
1.2.4	Inclusion, Diversity, and Equality Advancement (IDEA)	5
1.3	CRFI/CIT Communications Information	6
1.4	Activities for the Next Reporting Period	7
1.4.1	Project Management	7
1.4.2	Communications Management	8
1.4.3	Cultural Transformation	8
1.4.4	Inclusion, Diversity & Equality Advancement (IDEA)	8
1.5	Deviations from Plan/Adjustments	9
<b>2.0</b>	<b>Imaging</b>	<b>9</b>
2.1	Highlights of the Reporting Period	9
2.2	Activities for the Next Reporting Period	10
2.3	Upcoming Performance Tests	10
2.4	Deviations from Plan/Adjustments	10
<b>3.0</b>	<b>Customer Service Center (CSC)</b>	<b>10</b>
3.1	Highlights of the Reporting Period	10
3.2	Activities for the Next Reporting Period	12
3.3	Upcoming Performance Tests	12
3.4	Deviations from Plan/Adjustments	12
<b>4.0</b>	<b>Application Development and Test</b>	<b>13</b>
4.1	Highlights of the Reporting Period	13
4.1.1	Application Development Summary	13
4.1.2	State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)	14
4.2	Activities for the Next Reporting Period	14
4.3	Upcoming Performance Tests	15
4.4	Deviations from Plan/Adjustments	15
<b>5.0</b>	<b>Conversion</b>	<b>15</b>
5.1	Highlights of the Reporting Period	15

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

---

5.1.1	CalWIN Conversion .....	15
5.1.2	CalWIN Conversion Defects .....	16
5.1.3	Gainwell Technologies .....	18
5.1.4	Ancillary Systems Conversion .....	22
5.1.5	CalWIN Migration Planning .....	23
5.1.6	Deliverable Management.....	23
5.2	Activities for the Next Reporting Period.....	24
5.2.1	CalWIN Conversion .....	24
5.2.2	CalWIN Migration Planning .....	24
5.2.3	Gainwell Technologies .....	24
5.2.4	Ancillary Systems Conversion .....	24
5.2.5	Deliverable Management.....	24
5.3	Deviations from Plan/Adjustments.....	24
<b>6.0</b>	<b>CalWIN Functional Support .....</b>	<b>25</b>
6.1	Highlights of the Reporting Period .....	25
6.2	Activities for the Next Reporting Period.....	25
6.3	Deviations from Plan/Adjustments.....	26
<b>7.0</b>	<b>Appendices.....</b>	<b>27</b>

## 1.0 Project Management

### 1.1 Project Deliverables Summary

**Table 1.1-1 – Overall Summary of Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
	None for the reporting period			

[1] Status: **Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

### 1.2 Highlights of the Reporting Period

**Table 1.2-1 – CalSAWS Project Management Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	<ul style="list-style-type: none"> <li>None to note for the reporting period</li> </ul>

#### 1.2.1 Project Management

- ▶ Continued CalSAWS DD&I Facility Management activities, including:
  - Key initiatives related to facilities at the Rancho Cordova Project Office are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) below

**Table 1.2.1-1 – Key Facility Initiatives/Projects**

ITEM #	INITIATIVES/PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
1	Large Meeting Requests	Rancho Cordova and Norwalk Project Offices	Ongoing	<ul style="list-style-type: none"> <li>Continued planning facility capacity and equipment needs for requested on-site meetings</li> </ul>

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

- ▶ Continued to support requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ▶ Continue CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
- ▶ Continue activities to support Project staff working remotely
  - Continued developing Project communications, as needed
  - Completed and distributed the Monthly CalSAWS Connect on September 14, 2023
- ▶ Participated in the monthly CalSAWS IT Report Meeting with OTSI (Office of Technology and Solutions Integration), CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that was held September 13, 2023
- ▶ Completed materials for the Project Steering Committee (PSC) Meeting that is scheduled for September 21, 2023
- ▶ Completed materials and participated in the Joint Powers Authority (JPA) Meeting that was held September 15, 2023
- ▶ Continued performing contract management activities:
  - Change Notice 29 (October JPA) is in development and does not include DD&I items
  - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the Joint Powers Authority (JPA) Board of Directors on April 16, 2021
- ▶ Continued performing Deliverable Management activities for the CalSAWS DD&I Project

### Deliverable Management

**Table 1.2.1-2 – Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

### 1.2.2 Communications Management

- ▶ CalSAWS Communications Management activities including
  - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy
  - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website ([www.calsaws.org](http://www.calsaws.org))
  - Continued the administration and support of the CalSAWS external website
    - See Table 1.2.2-1 for details on website support activities

**Table 1.2.2-1 – Website Support Activities**

TASK	DATE (S)	TASK TYPE
Updated WordPress Plugins	September 14, 2023	Website Maintenance

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

**Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics**

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	20%
Latest News – News	16%
Other Updates – System Updates	16%
Other Updates – Careers	14%
CalSAWS Committees – CalWORKs/CalFresh	15%

**Note:** Due to the unavailability of Google Analytics, the 'CalSAWS.org Usage Statistics' table and the 'Overall CalSAWS.org Usage Trend' graph have been removed.

### 1.2.3 Cultural Transformation

- ▶ Culture Ambassadors Network (CAN)
  - Wellness Wednesday
    - Distributed content for September Wellness Wednesday – “The week of...”
      - Each week a new topic will be introduced based on the National Celebration of the week calendar.
        - Week 1 – Childhood Injury Prevention Week
        - Week 2 – Compassionate Leadership Week
  - Continued to prepare for upcoming activities and events
    - Summer Photo/Best vacation
    - SAWS memorabilia
    - Annual Art Tour
  - Planning for future Wellness Wednesday topics through end of 2023
    - October - Building Your Resilience
    - November - Gratefulness
    - December – Celebrating You

### 1.2.4 Inclusion, Diversity, and Equality Advancement (IDEA)

- ▶ Co-Create Phase
  - CalSAWS “We Are One” SharePoint Site
    - Continued to update the “We Are One” website tab
  - Pulse Survey
    - Continued researching evidence-based psychological constructs predictive of successful DEI programs
  - CalSAWS Table Talks
    - Continued planning logistics of next Table Talk
  - Buddy Program
    - Continued supporting buddy pairs
    - Continued planning for closing of Buddy Program round 4 and the opening of round 5
  - Employee Resource Groups (ERGs)
    - Continued to manage and support Employee Resource Groups (ERGs) council
    - Planned ERG Showcase to encourage recruitment amongst ERG membership

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

- ▶ General
  - Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
  - Continued conversations with volunteer organization to provide volunteer opportunities for CalSAWS members
  - Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  - Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the Project

### 1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending September 17, 2023

**Table 1.3-1 – CITs**

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0330-23	CalSAWS Reports, Enhanced Data Reporting (EDR) and Dashboards Availability Post Wave 5C/6A Cutover Go-Live	Informational	September 12, 2023	Claudia Pinto	Cathryn Van Namen
0331-23	CalWIN M&O County Allocations SFY 2022-23 v4	Informational	September 12, 2023	Tracy Berhel	Girish Uppal

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending September 17, 2023

**Table 1.3-2 – CRFIs**

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
23-101	Changes to accessing APEX URL for CalSAWS Ad-Hoc	July 28, 2023	Open	August 11, 2023	Melanie Gines, and Lloyd Rankine
23-102	CalWIN Wave 6 Counties – Verify Number of Imaging Office Queues	August 1, 2023	Open	August 22, 2023	Inez Finnigan
23-104	Access to CalWIN Read-Only Portal over CalSAWS Extranet	August 4, 2023	Open	September 30, 2023	Melanie Gines, and Lloyd Rankine
23-108	CalWIN Migration Wave 6 – CalSAWS County On-Site & Virtual Support	August 21, 2023	Open	September 22, 2023	Jeffrey Fuller
23-111	Recovery Account Auto-Activation Batch update	August 25, 2023	Open	September 13, 2023	Sheryl Eppler
23-113	EBT Account Activity File	September 6, 2023	Open	September 26, 2023	Sheryl Eppler

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending September 17, 2023

**Table 1.3-3 – Overdue CRFIs**

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-101	Changes to accessing APEX URL for CalSAWS Ad-Hoc			Trinity County			
23-102	CalWIN Wave 6 Counties – Verify Number of Imaging Office Queues		Sacramento County				
23-111	Recovery Account Auto-Activation Batch update	Alpine, Mono, Sacramento, Sierra, Tuolumne, and Yuba Counties		Trinity County	Inyo County		

**1.4 Activities for the Next Reporting Period**

**1.4.1 Project Management**

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
  - Continue key initiatives related to facilities at the Rancho Cordova and Norwalk Project Offices, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ▶ Continue CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
- ▶ Continue activities to support Project staff working remotely
  - Continue developing Project communications, as needed
  - Continue preparations for the Monthly All Staff Meeting to be conducted on September 20, 2023
- ▶ Participate in the Project Steering Committee (PSC) Meeting that is scheduled for September 21, 2023
- ▶ Continue to support Return to Office (RTO) requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project



**Deliverable Management**

**Table 1.4.1-1 – Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

**1.4.2 Communications Management**

- ▶ Continue to monitor usage and update materials as requested
  - See table 1.4.2-1 for planned website support activities
- ▶ CalSAWS Communications Management activities including:
  - Continue to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
  - Continue oversight and management of Power of 58 roll out

**Table 1.4.2-1 – Website Support Activities**

TASK	DATE(S)	TASK TYPE
None to note for the reporting period	N/A	N/A

**1.4.3 Cultural Transformation**

- ▶ Develop Wellness Wednesday monthly topics for 2023
- ▶ Develop calendar of events for the ambassador initiatives the year 2023
- ▶ Continue to provide Project management support to Cultural Ambassadors as they continue to develop the plans for the initiatives
- ▶ Continue to coordinate working sessions for each Ambassador group to further their initiatives planning and discuss their individual contributions
- ▶ Continue to develop wellness initiative content to keep the project staff engaged
- ▶ Continue to update resources and a collaboration workspace (Teams Channel) with new relevant materials to support the implementation of the prioritized initiatives
- ▶ Continue to monitor Microsoft Teams channels for any help needed from Ambassadors

**1.4.4 Inclusion, Diversity & Equality Advancement (IDEA)**

- ▶ Continue planning for close of buddy program round 4 and opening of round 5
- ▶ Continue to redesign pulse survey
- ▶ Explore DEI learning curriculum for 2024
- ▶ Continue creating transition plan for IDEA lead scheduled paternity leave
- ▶ Continue conversations with nonprofit to provide volunteer opportunities to staff in Los Angeles
- ▶ Continue exploring next Table Talk topic
- ▶ Continue planning Employee Resource Group (ERG) Collaboration Events
- ▶ Continue partnering with CalSAWS members to create an Inspiration Station and present during virtual CalSAWS Project All Staff Meeting
- ▶ Continue to partner with CalSAWS Connect team to provide content for the CalSAWS monthly newsletter

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

- ▶ Continue to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the Project

**1.5 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

**2.0 Imaging**











**2.1 Highlights of the Reporting Period**

**Table 2.1-1 – CalSAWS Imaging Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Appendix E	<ul style="list-style-type: none"> <li>• Fresno County:                             <ul style="list-style-type: none"> <li>○ Fresno County identified a defect in their FileNet Export tool that resulted in the export of "multi-Page TIFs" only exporting the first page. Fresno County and Hyland are working on resolving the issue by September 25, 2023</li> </ul> </li> <li>• Sacramento County:                             <ul style="list-style-type: none"> <li>○ Hyland is going to correct the metadata and regenerate manifest for records from partial ID list (56,231 records).</li> <li>○ Sacramento County has decided to keep duplicates and inform staff/Help Desk about the duplicate issue. No service tickets will be generated after go-live.</li> </ul> </li> </ul>

- ▶ CA-253637 - DDID 2261 - Imaging CalWIN Retention Phase 2 on track in assembly test with no blockers.
- ▶ Continued to monitor Imaging migration status by County.
  - For future details of status' by County, they are now available in Appendix E - CalSAWS Imaging Document Migration

**Table 2.1-2 – CalSAWS Imaging County Migration Risk Status**

WAVE	COUNTY	STATUS [1]
4	• San Diego County	
	• Santa Cruz County	
	• Solano County	
	• San Mateo County	
5	• Alameda County	
	• Fresno County	
	• Sonoma County	
6	• San Francisco County	
	• San Luis Obispo County	
	• Sacramento County	

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

[1] **Status:** **Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

**Note:**

- Detailed metrics of each County by wave has been included in the Appendix E - CalSAWS Imaging Document Migration

**Table 2.1-3 – CalSAWS Imaging Project Milestones for Current Reporting Period**

WAVE	MILESTONES Migration Activities	DUE DATE	STATUS
WAVE 6	Conduct Sacramento County Document Migration Discovery Session Check-in	September 13, 2023	Completed

**Table 2.1-4 – CalSAWS Imaging Project Milestones for Next Reporting Period**

WAVE	MILESTONES Migration Activities	DUE DATE	STATUS
WAVE 6	Conduct San Francisco County Document Migration Discovery Session Check-in	September 19, 2023	Scheduled

## 2.2 Activities for the Next Reporting Period

- ▶ Continue to manage the milestones for the Image Migrations in the tables in Appendix E

## 2.3 Upcoming Performance Tests

- ▶ None for the reporting period

## 2.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 3.0 Customer Service Center (CSC)

### 3.1 Highlights of the Reporting Period

**Table 3.1-1 – CalSAWS Customer Service Center Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1	<ul style="list-style-type: none"><li>Completed second week of onsite support</li></ul>

- ▶ Continued System Testing of Wave 6 Contact Centers (CA-240171, CA-240172, and CA-240173)
- ▶ Continued System Testing of Phase 3 eCCP Migration SCRs (CA-258660, CA-258662, CA-258647, and CA-258663)
- ▶ Continued build of Scheduled Callback (CA-229573)
- ▶ Continued System Testing of Inbound IVR additional languages SCR (CA-226837)
- ▶ Successful Wave 5 week 2

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

**Table 3.1-2 – Customer Service Center Enhancement Milestones**

MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
DDID 2292, 2697, 2698, 2723, 2724 WFM/QA/QM Reporting (CA-226209)	December 3, 2021	In Production	22.01
DDID 2700 Enhanced CCP (CA-226844)	March 18, 2022	In Production	22.03   22.05.06
DDID 2727 Work-from-home Modifications (CA-227064)	March 18, 2022	In Production	22.03   22.05.06
DDID 2216, 2725 External Party Access IVR (CA-226839)	March 25, 2022	In Production	22.05
DDID 2211, 2217, 2218, 2220, 2729, 2730, 2731, 2046, 2732 Telephonic Signature (CA-226838)	April 1, 2022	In Production	22.05
DDID 2704 Post-Call Survey (CA-228023)	July 8, 2022	In Production	22.07   22.09.16
DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2222, 2702, 2721, 2169, 2284, 2722 Admin Page (CA-226672)	October 7, 2022	In Production	22.11   22.12.11
DDID 2718 Task for Cancelling an Appointment in Outbound IVR (CA-231234)	November 11, 2022	In Production	23.01   23.02.17
DDID 2219, 2716, 2717, 2728 Outbound IVR - (CA-226207)	November 11, 2022	In Production	23.01   23.02.17
DDID 2701, 2706 Voice Authentication Languages (CA-226843)	October 7, 2022	In Production	23.01   23.02.16
DDID 2699, 2210, 2705, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2258 Inbound IVR (CA-226837)	January 12, 2023	System Test	23.09   23.10.04
DDID 2284 Scheduled Callback (CA-229573)	July 8, 2022	In Development	23.09   23.10.31
DDID 2268 Display the CalSAWS Contact Center IVR Caller ID for outbound calls	June 14, 2023	Design in progress	23.09   23.10.31

**Table 3.1-3 – Los Angeles County Milestones**

MILESTONES		DUE DATE	OWNER
1	Design completion	March 11, 2022	CalSAWS Project Team
2	Initial performance/load testing	March 18, 2022	CalSAWS Project Team
3	Training development	May 16, 2022	CalSAWS Project Team
4	Build and unit test	May 20, 2022	CalSAWS Project Team
5	Training content review	May 20, 2022	Consortium
6	Training execution	June 29, 2022	CalSAWS Project Team
7	System Test	July 15, 2022	CalSAWS Project Team
8	Conduct model office	January 9, 2023	Los Angeles County
9	Go-live	November 17, 2023	CalSAWS Project Team
10	Post go-live support	November 20, 2023	CalSAWS Project Team

**Table 3.1-3 – Former C-IV County eCCP Migration**

PHASE	COUNTIES	GO-LIVE	STATUS
1	Merced, San Joaquin Counties	May 12, 2023	In Production
2	Butte, Marin, Sutter Counties	August 16, 2023	In Production
3	Kern, Kings, Riverside, Stanislaus Counties	September 28, 2023	System Test
4	Humboldt, Monterey, San Bernardino, Yuba Counties	December 15, 2023	In Development

### 3.2 Activities for the Next Reporting Period

- ▶ Continue System Testing Wave 6 Contact Centers (CA-240171, CA-240172, and CA-240173)
- ▶ Continue System Testing of Phase 3 eCCP Migration SCRs (CA-258660, CA-258662, CA-258647, and CA-258663)
- ▶ Continue build of Scheduled Callback (CA-229573)
- ▶ Continue System Testing of Inbound IVR additional languages SCR (CA-226837)

### 3.3 Upcoming Performance Tests

- ▶ No upcoming performance tests.

### 3.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 4.0 Application Development and Test

### 4.1 Highlights of the Reporting Period

**Table 4.1-1 – CalSAWS Application Development and Test Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.1.3 State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> <li>Continued execution activities for Wave 6 IPT. 35 of 36 Consortium, State, and County interfaces have successfully passed validation.</li> <li>Outstanding interface file is pending San Luis Obispo's bank processing and has an ETA of September 21, 2023</li> </ul>

#### 4.1.1 Application Development Summary

**Table 4.1.1-1 – CalSAWS Application Development Summary**

	Status	23.07	23.09
Design	New	0	1
	Design in Progress	0	2
	Ready for Committee	0	0
	Committee review	0	0
	Pending approval	0	0
Build	Approved	0	6
	In Development	2	5
	Development completed	0	2
	In Assembly Test	0	0
Test	System Test	0	1
	Test completed	0	3
	In Production	30	1
	Grand total	<b>32</b>	<b>21</b>

System Change Requests (SCRs) in Production	1,072
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**Note:**

- This table includes Application Development System Change Requests (SCRs) with migration impact. SCRs in production represents a count of any SCR that have a project phase of migration and have been deployed to production
- Continued drafting designs and development activities. Status is provided in Table 4.1.1-1 (CalSAWS Application Development Summary)

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

**4.1.2 State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)**

**Table 4.1.3-1 – State Partners**

INTERFACE TESTING		
STATE PARTNER	STATUS	TARGET COMPLETION DATE
Case Management Information and Payrolling System (CMIPS) – OTSI (Office of Technology and Solutions Integration)	2/2	July 14, 2023
Electronic Benefits Transfer (EBT) - FIS	2/2	August 10, 2023
Medi-Cal Eligibility Data System (MEDS) - DHCS	2/2	August 9, 2023
Welfare Data Tracking Implementation Project (WDTIP) – OTSI (Office of Technology and Solutions Integration)	2/2	July 19, 2023

**Note:**

- Completed testing

**Table 4.1.3-2 – CalWIN County Partners**

INTERFACE TESTING		
CalWIN Wave 6 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE
Sacramento County	11/11	September 13, 2023
San Francisco County	9/9	September 13, 2023
San Luis Obispo County	7/8	September 15, 2023

**Notes:**

- Sacramento County
  - Completed testing
- San Francisco County
  - Completed testing
- San Luis Obispo County
  - Direct Deposit Writer – Updated file with revised Bank Routing Number changes (SCR CA-266737) was provided to the county on 8/31/2023 and is pending Bank processing. County has received commitment from their bank that the file will be validated by 9/21/2023.

**4.1.3 Deliverable Management**

**Table 4.1.3-1 – Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

**4.2 Activities for the Next Reporting Period**

- ▶ Continue drafting designs for Migration Impact System Change Requests (SCRs)

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

### 4.2.1 Deliverable Management

**Table 4.2.1-1 – Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

### 4.3 Upcoming Performance Tests

- ▶ Planned upcoming Performance tests for Core Online
  - Core Online

**Table 4.3-1 – Core Online Upcoming Performance Cycle**

Performance Cycle	Start Date	End Date	Status
23.09 Performance testing	August 30, 2023	September 15, 2023	Complete
Hyland performance testing	September 15, 2023	September 25, 2023	In progress
CW6 – 58 County Performance testing	September 19, 2023	October 20, 2023	Upcoming

### 4.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 5.0 Conversion

### 5.1 Highlights of the Reporting Period

**Table 5.1-1 – CalSAWS Conversion Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
5.1.1 CalWIN Conversion	<ul style="list-style-type: none"><li>• Supported Wave 1, Wave 2, Wave 3, Wave 4, and Wave 5 Counties post Go-Live</li><li>• Completed Wave 5C/6A Cutover activities</li><li>• Conversion ETL and DCR development and testing</li></ul>
5.1.3 Gainwell Technologies	<ul style="list-style-type: none"><li>• County Refactoring Overview</li><li>• Alameda County Refactoring Status</li><li>• Wave 6 Refactoring Update</li></ul>

#### 5.1.1 CalWIN Conversion

- ▶ Supported Wave 1, Wave 2, Wave 3, Wave 4, and Wave 5 Counties post Go-Live
- ▶ Continued conversion DCR development and testing
- ▶ Continued conversion ETL development and testing for data model updates
- ▶ Completed Wave 5C/6A Cutover activities



**Table 5.1.1-1 – CalWIN Conversion Statistics Wave 6B Go-live (August – October 2023)**

Sprint	Total - Deferred Items	Sprint Duration		Wave 6B								
				Item Status								
				0%	25%	30%	50%	75%	5%	100%	100%	0%
				Not Started	Analysis & Mapping In Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed (Tested)*	CNR	Deferred
<b>Overall</b>	<b>66</b>	<b>7/31/2023</b>	<b>9/22/2023</b>	<b>26</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>0</b>
Wave 6B pre-sprint	11	7/31/2023	8/18/2023	0	0	0	0	3	0	8	0	0
Wave 6B Sprint 1	19	8/21/2023	9/8/2023	0	0	0	0	13	0	6	0	0
Wave 6B Sprint 2	36	9/11/2023	9/22/2023	26	2	0	0	1	0	7	0	0
Wave 6B Hardening	TBD	9/25/2023	10/13/2023	0	0	0	0	2	0	0	0	0

**5.1.2 CalWIN Conversion Defects**

- ▶ Table 5.1.2-1 – Open CalWIN Production Defects below represents Conversion Defects identified by the Counties Post Go-Live. Defects are triaged, assessed, and resolved as quickly as they via Data Change Requests (DCR)

**Table 5.1.2-1 – Open CalWIN Production Defects to be Resolved by Conversion**

Resolution by Delivery Date	P1	P2	P3	P4	Total
Between August 1 – September 30, 2023	0	59	93	6	158
<b>Total Open Defects</b>	<b>0</b>	<b>59</b>	<b>93</b>	<b>6</b>	<b>158</b>

**Note:** This table now includes the defects pending for Waves 1, 2, 3, 4 and 5.

- ▶ Table 5.1.2-2 – Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT), Interface Partner Testing (IPT), System Test, Assembly Testing, and Post Go-Live Defects below represents Conversion Defects identified via testing effort prior to the respective Wave Go-Live. *Note: The below defects are Wave 6 defects and Days1-10, Post-Days1-10 plan is being worked on.*

**Table 5.1.2-2 – Open Defects to be Resolved by Conversion (by Status)**

Open Defects by Status	P1	P2 - Normal/Medium	3 - Normal/Low	4 - Cosmetic	Grand Total
Pending Rejection	0	1	1	0	2
Reopened	0	0	0	0	0
New	0	33	20	1	54
Assigned	0	11	3	1	15
In Assembly Test	0	0	4	0	4
In Development	0	3	8	0	11
Development Complete	0	2	3	0	5
System Test	0	0	0	0	0
Test Complete	0	1	1	0	2
In Production	0	0	0	0	0
<b>Grand Total</b>	<b>0</b>	<b>51</b>	<b>40</b>	<b>2</b>	<b>93</b>

**Table 5.1.2-3 – Open Defects to be Resolved by Conversion (by Target Release)**

Open Defects by Status	P1 High	P2 - Normal/Medium	P3 - Normal/Low	P4 - Cosmetic	Grand Total
Cutover 6A	0	0	0	0	0
Cutover 6B	0	5	6	0	11
Cutover 6B Go-live dependent (Post Append) DCRs	0	7	4	0	11
Cutover 6B Post Cutover (Days 1-10)	0	21	0	0	21
Cutover 6B Post Cutover (Post Days 1-10)		18	30	2	50
<b>Grand Total</b>	<b>0</b>	<b>51</b>	<b>40</b>	<b>2</b>	<b>93</b>

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

### 5.1.3 Gainwell Technologies

- ▶ CalWIN Document Migration
  - Continued delivery of Client Correspondence (CC) from CalWIN
    - Completed CC for all waves, delivery of daily generated CC ongoing
- ▶ Sacramento County NoHo
  - Delivered updated NoHo data for Mock conversion on August 5, 2023
- ▶ County Collections
  - Engaged with Sacramento County for planning

**Table 5.1.3-1 – County Refactoring Overview**

County	Migration Wave	Check-In Email Sent to County Y/N	CalSAWS Report Mapping Complete Y/N	PPM Proposal #	# of Reports to be Refactored	PPM Project #
Placer (PLA)	1	Y	Y	N/A	0	
Yolo (YOL)	1	Y	Y	N/A	46	63049
Contra Costa (CCS)	2	Y	N	63098	Day 1 – 21 Total -26	63580
Santa Clara (SCL)	2	Y	Y	63487	64	63497
Tulare (TUL)	2	Y	Y	N/A	0	
Orange (ORG)	3	Y	N	63688	Day 1 - 66	64076
Santa Barbara (SBR)	3	Y	Y	63730	Day 1 - 2 Total - 34	64224
Ventura (VEN)	3	Y	N	64186	0	64398
San Diego (SDG)	4	Y		63914	Day 1 – 43 Total - 151	64451
San Mateo (SMT)	4	Y	N	63099	Day 1- 4 Total - 74	TBD
Santa Cruz (SCZ)	4	Y	N	64077	Day 1 - 1 Total - 33	TBD
Solano (SOL)	4	Y	N	63871	Day 1- 18 Total - 62	64413
Alameda (ALA)	5	Y	N	63568	Day 1- 33 Total - 84	64651
Fresno (FRS)	5	N	N	N/A	0	N/A
Sonoma (SON)	5	N	N	64698	Day 1- 0 10	64783
Sacramento (SAC)	6	N	N	64731	Day 1 - 36 47	65003
San Francisco (SFO)	6	N	N	64187	Day 1- 12 Total - 39	64970
San Luis Obsipo (SLO)	6	N	N	64283	Day 1 – 6 Total - 26	64971

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

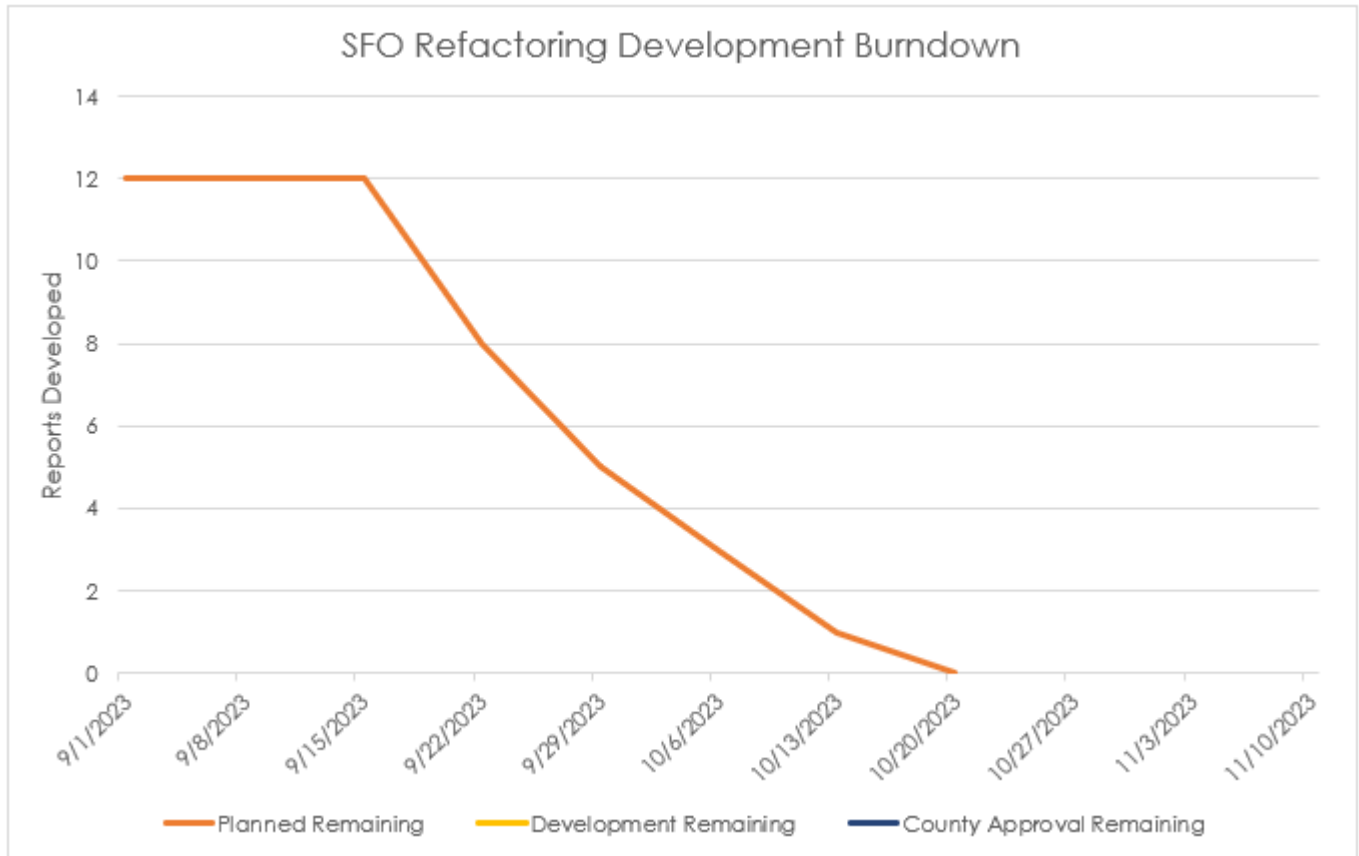
**Table 5.1.3-2 – Alameda County Refactoring Status**

Alameda County Refactoring Status							
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	2	0	0	0	0	1	1
Medium	3	0	0	0	0	2	1
Large	14	0	0	0	0	14	0
X-Large	10	0	0	0	0	10	0
XX-Large	4	0	0	0	0	4	0
XXX-Large	0	0	0	0	0	0	0
TBD	0	0	0	0	0	0	0
<b>Total</b>	<b>33</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>31</b>	<b>2</b>

**Table 5.1.3-3 – San Francisco County Refactoring Status**

San Francisco County Refactoring Status							
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	0	0	0	0	0	0	0
Medium	0	0	0	0	0	0	0
Large	8	0	5	3	0	0	0
X-Large	4	0	3	1	0	0	0
XX-Large	0	0	0	0	0	0	0
XXX-Large	0	0	0	0	0	0	0
TBD	0	0	0	0	0	0	0
<b>Total</b>	<b>12</b>	<b>0</b>	<b>8</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>

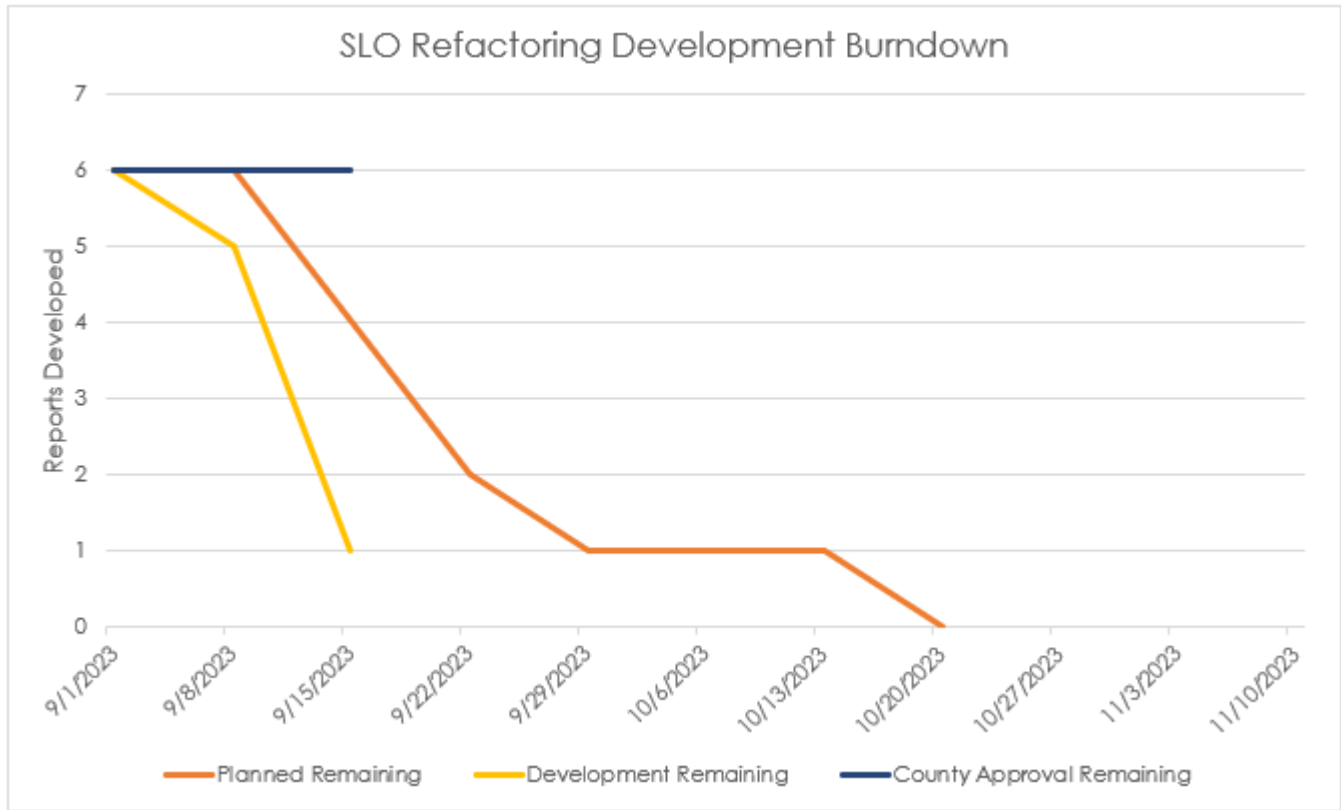
**Figure 5.1.3-2 – San Francisco (SFO) County Refactoring Status**



**Table 5.1.3-5 – San Luis Obispo County Refactoring Status**

San Luis Obispo County Refactoring Status							
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	0	0	0	0	0	0	0
Medium	2	0	0	0	0	2	0
Large	2	0	0	0	0	2	0
X-Large	1	0	0	0	0	1	0
XX-Large	0	0	0	0	0	0	0
XXX-Large	1	0	1	0	0	0	0
TBD	0	0	0	0	0	0	0
<b>Total</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>

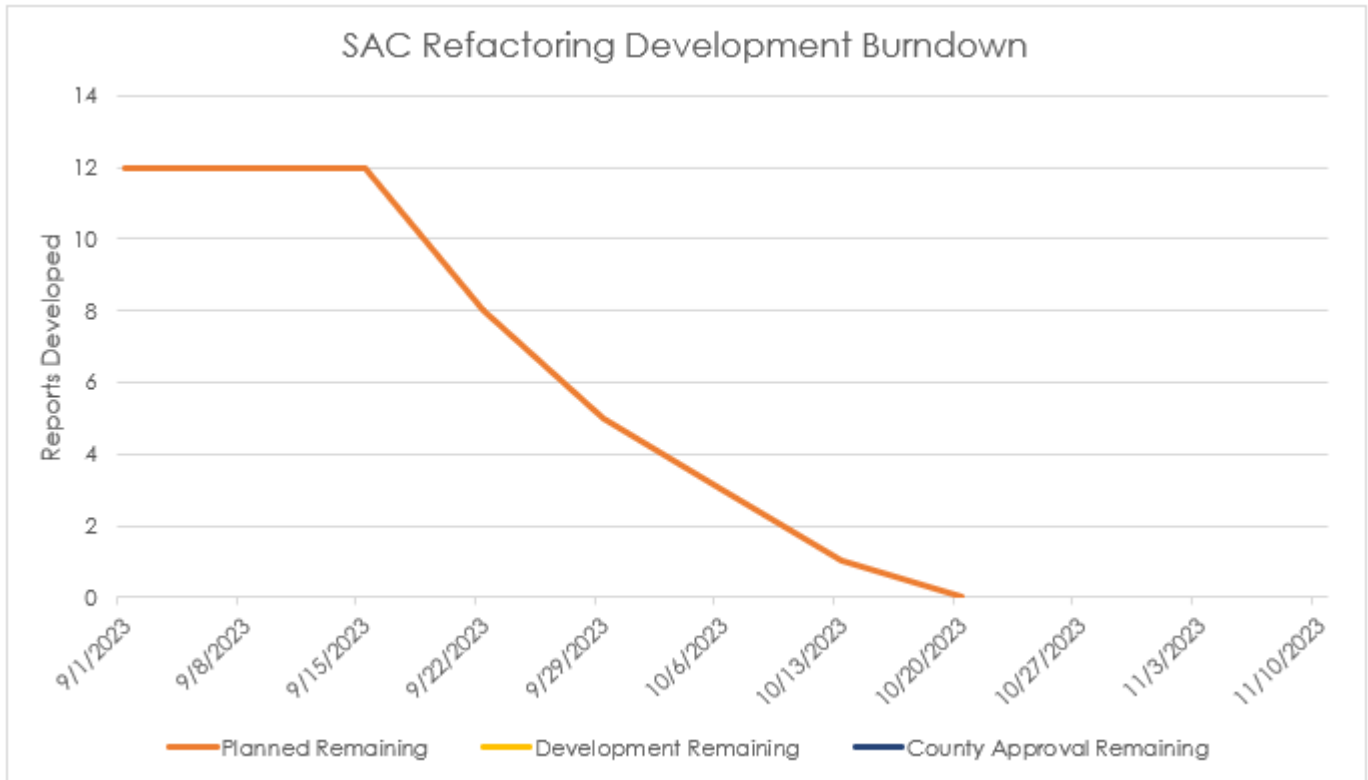
**Figure 5.1.3-3 – San Luis Obispo (SLO) County Refactoring Status**



**Table 5.1.3-6 – Sacramento County Refactoring Status**

Sacramento County Refactoring Status							
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	0	0	0	0	0	0	0
Medium	1	0	1	0	0	0	0
Large	7	0	1	6	0	0	0
X-Large	7	0	4	3	0	0	0
XX-Large	1	0	0	1	0	0	0
XXX-Large	2	0	2	0	0	0	0
TBD	18	0	18	0	0	0	0
<b>Total</b>	<b>36</b>	<b>0</b>	<b>26</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Figure 5.1.3-4 Sacramento (SAC) County Refactoring Status**



**5.1.4 Ancillary Systems Conversion**

- ▶ Facilitated exception reports review sessions with the Ancillary Counties to address questions and concerns
- ▶ Partnered with Wave 6 Counties to Address Data Extract issues found in County Data Validation (CDV)
- ▶ Executed Wave 5C Cutover

**Table 5.1.4-1 – Ancillary Systems Conversion Milestones**

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
August 2023	Wave 6 Mock Conversion Data Validation	Validation of Data, (from Mock Conversion), are ready to begin (or are completed)	Completed

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 11, 2023, to September 17, 2023

**Table 5.1.4-2 – Ancillary Conversion Milestones**

WAVE	MOCK B	MOCK C	CUTOVER B	CUTOVER C
Wave 5	June 17, 2023	July 29, 2023	August 31, 2023	September 16, 2023
	Completed	Completed	Completed	Completed
Wave 6	August 5, 2023	August 14, 2023	October 26, 2023	November 13, 2023
	Completed	Completed	Not started	Not started

**Note:** Ancillary Conversion only participates in B and C activities

**5.1.5 CalWIN Migration Planning**

- ▶ Completed Wave 6A/5C Cutover Table Read
- ▶ Began Wave 6A/5C Production Cutover activities
- ▶ Distributed CalSAWS Informational Transmittal (CIT) for the Wave 6B Cutover Window
- ▶ Continued building the Wave 6C Master Cutover plan with inputs from the Mock Run

**Table 5.1.5-1 – Cutover Migration Milestones**

MOCK CUTOVER			
WAVE	CUTOVER A <i>(Users and Offices)</i>	CUTOVER B <i>(Active Cases and Closed Case &lt; 2 years)</i>	CUTOVER C <i>(Closed Cases &gt; 2 years)</i>
All Mock Cutovers have been completed			

**Table 5.1.5-2 – Cutover Migration Milestones**

WAVE	CUTOVER WINDOW	GO-LIVE
Wave 5C/6A	September 15, 2023 - September 18, 2023	September 18, 2023
Wave 6B	October 26, 2023 - October 30, 2023	October 30, 2023
Wave 6C	November 11, 2023 - November 13, 2023	November 13, 2023

**5.1.6 Deliverable Management**

**Table 5.1.6-1 – Conversion Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
87	CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 5	<ul style="list-style-type: none"> <li>• Began developing the Draft Deliverable (DDEL)</li> <li>• Submission of the DDEL is due on October 11, 2023</li> </ul>



## 5.2 Activities for the Next Reporting Period

### 5.2.1 CalWIN Conversion

- ▶ Continue to triage, assess, and resolve CalWIN Wave 1, Wave 2, Wave 3, Wave 4, and Wave 5 Post Go-Live Issues
- ▶ Continue Wave 6 ETL/Data model updates

### 5.2.2 CalWIN Migration Planning

- ▶ Complete Wave 6A/5C Production Cutover
- ▶ Continue building the Wave 6C Master Cutover Plan with inputs from the Mock Run

### 5.2.3 Gainwell Technologies

- ▶ CalWIN Data Migration
  - Continue planning for future CalWIN extractions
- ▶ CalWIN Data Retention Maintenance & Operations (M&O)
  - Continue planning for future data retention runs

### 5.2.4 Ancillary Systems Conversion

- ▶ Review and address tickets for Cutover 3B, 3C, 4B, 4C, 5B
- ▶ Work with Wave 6 Counties to Address Data Extract issues found in County Data Validation (CDV)
- ▶ Generate and Send Cutover 5C Exception Reports
- ▶ Reach out to Wave 6 Counties to schedule Ancillary Cutover Readiness meeting

### 5.2.5 Deliverable Management

Table 5.2.5-1 – Conversion Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
87	CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 5	<ul style="list-style-type: none"><li>• Continue developing the Draft Deliverable (DDEL)</li><li>• Submission of the DDEL is due on October 11, 2023</li></ul>

## 5.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 6.0 CalWIN Functional Support

### 6.1 Highlights of the Reporting Period

**Table 6.1-1 – CalSAWS CalWIN Functional Support Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> <li>• None to note for this reporting period</li> </ul>

- ▶ Provided CalWIN Functional Support coordination during September 11 – 15, 2023 by:
  - Supported ISS Team Lead Meeting on September 12, 2023
  - Supported CalSAWS Weekly Status Meeting on September 13, 2023, to highlight key workstream reporting items
- ▶ Wave 5 Post Implementation Support during September 11 – 15, 2023 by:
  - Provided virtual and extended post implementation support
  - Supported Project Production and County Operations daily calls. Maintained Issues tracker and reported on status of open issues.
  - Provided daily business metrics
- ▶ Wave 6 Process Simulation during September 11 – 15, 2023 by:
  - Supported Wave 6 Process Simulation execution for San Francisco County
  - Supported User Acceptance Testing (UAT) 2 environment for Wave 6 Counties
- ▶ Wave 6 County Preparation during September 11 – 15, 2023 by:
  - Supported Wave 6 Pre-Green Light County Preparation meeting on September 6, 2023

### 6.2 Activities for the Next Reporting Period

- ▶ Continue CalWIN Functional Support coordination during September 18 – 22, 2023 by:
  - Prepare for ISS Team Lead Meeting on September 19, 2023
  - Prepare for CalSAWS Weekly Status Meeting on September 20, 2023, to highlight key workstream reporting items
- ▶ Wave 5 Post Implementation Support during September 18 – 22, 2023 by:
  - Provide virtual and extended post implementation support
  - Support Project Production and County Operations daily calls. Maintain Issues tracker and report on status of open issues.
  - Provide daily business metrics
- ▶ Wave 6 Process Simulation during September 18 – 22, 2023 by:
  - Support Wave 6 Process Simulation execution for San Francisco County
  - Support User Acceptance Testing (UAT) 2 environment for Wave 6 Counties
- ▶ Wave 6 County Preparation during September 18 – 22, 2023 by:
  - Support Wave 6 County Prep Office Hours and Daily Debrief calls
- ▶ Wave 6 Implementation Support during September 18 – 22, 2023 by:
  - Prepare for Open Defects Strike Team Meetings on September 19, 2023, and September 21, 2023, to review open Conversion defects for inclusion in the Go Live Packet

### 6.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## **7.0 Appendices**

Appendix A – CalSAWS Deliverable Summary

Appendix B – CalSAWS Migration Work Plan Summary

Appendix C – CalSAWS DD&I Project Gantt Chart

Appendix D – CalSAWS Project Risks and Issues Report

Appendix E – CalSAWS Imaging Document Migration

