CalSAWS DD&I Weekly Status Report

Reporting Period: August 21, 2023, to August 27, 2023

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	• None to note for the reporting period

1.2.1   Project Management

► Continued CalSAWS DD&I Facility Management activities, including:
  o 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	• Continued planning facility capacity and equipment needs for requested on-site meetings

► 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:
  o Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
  o Began preparations for Monthly RMG Meeting scheduled for September 6, 2023
► Continue activities to support Project staff working remotely
  o Continue developing Project communications, as needed
► Participated in and supported the Joint Powers Authority (JPA) Meeting on August 25, 2023
► Continued performing contract management activities:
  o Change Notice 28 (September JPA) is in development and may include DD&I items
  o Change Notice 27 (August JPA) has been submitted and has no DD&I items included
  o Amendment 31 (August JPA) has been completed and approved by State and Federal partners and includes:
    ▪ Endpoint Detection Response (EDR) Qualys
    ▪ Data Growth/Cost Avoidance - Archiving Phase 1
    ▪ Data Growth/Cost Avoidance - Archiving Microservices POC (Phase 2)
    ▪ Data Growth/Cost Avoidance - Task Management
    ▪ Data Growth/Cost Avoidance - Test Data Slicer/Scrubber Capability
    ▪ Los Angeles Contact Center Milestone Payment Shift
    ▪ Technical Architecture System Change Requests (SCRs)
    ▪ NIST Rev 5 Uplift
    ▪ Facility - Removal of Suite 130
  o 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
  - o Continued to gather key communication milestones from the Project teams
- ► CalSAWS Enhanced Communications Strategy
  - o Continued oversight and management of Power of 58 materials
- ► CalSAWS External Website (www.calsaws.org)
  - o 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	August 25, 2023		Website Maintenance

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)
  - o Wellness Wednesday
    - ▪ Distributed content for August Wellness Wednesday – National Wellness Month – Meditation:
      - • Self-care 8/2/23
      - • Physical Exercise 8/9/23
      - • Sound Healing 8/16/23
      - • Meditation 8/23/23
      - • Spirituality 8/30/23
  - o Continued to prepare for upcoming activities and events
    - ▪ Summer Photo/Best vacation
    - ▪ SAWS memorabilia
  - o Planning for future Wellness Wednesday topics through end of 2023
    - ▪ September - Flowing with and Embracing Changes
    - ▪ October - Building Your Resilience
    - ▪ November - Gratefulness
    - ▪ December – Celebrating you

1.2.4   Inclusion, Diversity, and Equality Advancement (IDEA)

► Co-Create Phase
  o CalSAWS "We Are One" SharePoint Site
    ▪ Continued to update the "We Are One" website tab
  o Pulse Survey
    ▪ Continued incorporating Pulse Survey results into strategic plan
    ▪ Continued researching evidence-based psychological constructs predictive of successful DEI programs
  o CalSAWS Table Talks
    ▪ Continued planning logistics of next Table Talk
  o Buddy Program
    ▪ Continued supporting buddy pairs
    ▪ Continued planning for closing of Buddy Program round 4 and the opening of round 5
  o Small Team Building
    ▪ Continued to promote Small Team Building initiative opportunities for all CalSAWS teams
  o Employee Resource Groups (ERGs)
    ▪ Continued to manage and support Employee Resource Groups (ERGs) council
► General
  o Facilitated first two sessions of new mindfulness initiative, Calm, at CalSAWS
  o Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
  o Continued conversations with volunteer organization to provide volunteer opportunities for CalSAWS members
  o Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  o 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 August 27, 2023

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0311-23	CA-xxx-23 Wave 6 ICT Records in Progress	Informational	August 21, 2023	John Pratt	Jennifer Carpenter
0312-23	General Assistance / General Relief Automated Solution Instructions to Connect to CalSAWS Exstream Designer – Wave 5	Informational	August 21, 2023	Frederick Gains	N/A
0313-23	Wave 6: Yellow Banner Case Review Process	Informational	August 22, 2023	Raul Gonzalez	Carrie White
0314-23	Decommissioning of UAT2 Environment	Informational	August 23, 2023	Deepak Srivastav	Raji Reddy

► The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending August 27, 2023

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
23-098	CalWIN Wave 6 Counties - Central Print Portal Users	July 24, 2023	Open	August 31, 2023	Julie Holmes
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
23-106	CalWIN Wave 6 – Participants for 6A County Prep Click-through & CalWIN Wave 5 – Optional Participants for 5C Cutover Click-through	August 18, 2023	Open	September 1, 2023	Cristy Sharma
23-108	CalWIN Migration Wave 6 – CalSAWS County On-Site & Virtual Support	August 21, 2023	Open	September 1, 2023	Jeffrey Fuller
23-109	CalWIN Counties BenefitsCal Options – Wave 6	August 21, 2023	Open	September 5, 2023	Marsale Eramya
23-110	Request for CalSAWS Training Staging Environment Access (Wave 6)	August 21, 2023	Open	September 4, 2023	Ashley Arnold

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending August 27, 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		Nevada, and, Tuolumne, Counties	Trinity County			
23-102	CalWIN Wave 6 Counties – Verify Number of Imaging Office Queues		Sacramento County				

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

► Continue CalSAWS DD&I Facility Management activities, including:
  o 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:
  o Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
  o Continue preparations for Monthly RMG Meeting scheduled for September 6, 2023
► Continue activities to support Project staff working remotely
  o Continue developing Project communications, as needed
  o Begin preparations for the Monthly CalSAWS Connect to be distributed on September 14, 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
  o See table 1.4.2-1 for planned website support activities
► CalSAWS Communications Management activities including:
  o Continue to gather key communication milestones from the Project teams
► CalSAWS Enhanced Communications Strategy:
  o 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)

► Host two Calm at CalSAWS sessions (Tuesdays/Thursdays)
► 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
► Continue to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the Project
► Continue to promote small team building activities

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	• Sacramento County:
	    o Sacramento finished reviewing the manifest file. The CalSAWS project team and County will review the results together on August 30, 2023.
	    o Sacramento County will remain on Amber status as they finalize the timing for Delta 2 on September 1, 2023.

► Continued to monitor Imaging migration status by County.
  o 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	🟠

[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 5	Conduct Alameda County Document Migration Discovery Session Check-in	August 21, 2023	Completed
	Conduct Fresno County Document Migration Discovery Session Check-in	August 23, 2023	Completed

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

WAVE	MILESTONES Migration Activities	DUE DATE	STATUS
WAVE 5	Conduct Alameda County Document Migration Discovery Session Check-in	August 28, 2023	Scheduled
	Conduct Fresno County Document Migration Discovery Session Check-in	August 30, 2023	Scheduled
WAVE 6	Conduct Sacramento County Document Migration Discovery Session Check-in	August 30, 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	• Completed Wave 5 Model Office

► Began System Testing of Wave 6 Contact Centers (CA-240171, CA-240172, and CA-240173)
► Continued build of Scheduled Callback (CA-229573)
► Continued System Testing of Inbound IVR additional languages SCR (CA-226837)

► Completed Model Office with Wave 5 Counties

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

3.2   Activities for the Next Reporting Period

► Complete Wave 5 production environment validation.
► Continue System Testing Wave 6 Contact Centers (CA-240171, CA-240172, and CA-240173)
► 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)	• Continued execution activities for Wave 6 IPT. 20 of 36 Consortium, State, and County interfaces have successfully passed validation.

4.1.1 Application Development Summary

Table 4.1.1-1 – CalSAWS Application Development Summary

	Status	23.07	23.09
Design	New	1	1
	Design in Progress	1	1
	Ready for Committee	0	0
	Committee review	0	0
	Pending approval	0	0
Build	Approved	2	5
	In Development	5	5
	Development completed	1	2
	In Assembly Test	1	1
Test	System Test	2	2
	Test completed	6	3
	In Production	11	0
	Grand total	30	20

System Change Requests (SCRs) in Production	1,052

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)

Figure 4.1.1-1 – CalSAWS Test Summary
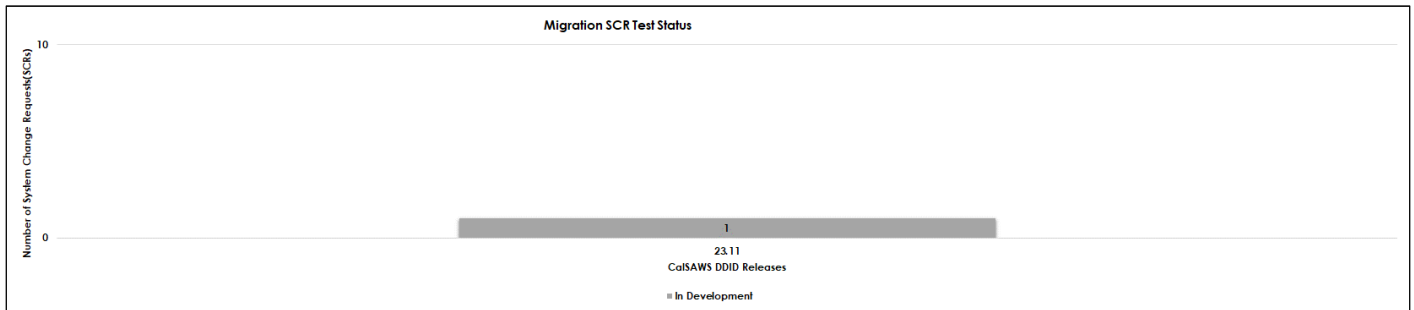
Note:
- Includes all System Change Requests (SCRs) that have a funding source of 'CalSAWS DD&I' with a Funding Source ID of 'Application Development and Test' that are not in "Rejected" or "Pending Rejection" status and are targeted for a baseline release excluding any Support or Design SCRs. In Production includes In Production statuses; Test Complete includes Test Completed status; System Test includes System Test status; Not in System Test includes all SCR statuses prior to System Test delivery

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	4/11	September 15, 2023
San Francisco County	4/9	September 15, 2023
San Luis Obispo County	4/8	September 15, 2023

Notes:
- Sacramento County
  - 1099 File Writer – Meeting scheduled for August 28, 2023, to discuss further clarification on the file.
  - Outbound Collection – County is requesting additional data requests and CalSAWS to generate an updated file to include this data, targeted to send county updated file on August 29, 2023.
  - Inbound Collection, Warrant Print Writer, Auditor Controller – Pending County functional validation, targeted completion is August 30, 2023.
  - Direct Deposit Writer – Pending research from CalSAWS on an issue with a special character in the file.
  - Direct Deposit Reader – Error received when processing file. Prenote from County has incorrect value. County provided new file and it was processed successfully, pending County confirmation.
- San Francisco County
  - Paid Warrant Reader – Pending updated file from County with data, County is awaiting update from County Controller Office, estimated to receive file by August 30, 2023.
  - Warrant Print Reader – Pending processing of Auditor Controller file to regenerate and send to County for functional validation. County is also sending additional files for additional testing.
  - Auditor Controller Writer – Updated file sent to County, pending County functional validation.
  - Direct Deposit Writer – County to work with bank on confirming the standard header information, estimated to receive update by August 30, 2023.
  - Direct Deposit Reader – County continues to work with bank on the processing of the file and generation of an inbound test file for CalSAWS to process.
- San Luis Obispo County
  - Warrant Print Writer – Request from County to include additional information in file, pending processing of new file at CalSAWS.
  - Auditor Controller Writer – Additional scenarios have been requested. Team is continuing to work working with County on request.
  - Direct Deposit Writer – SCR CA-266373 logged to update routing number in file, pending deployment of these changes and regeneration of the file (targeted testing environment deployment September 1, 2023).
  - Direct Deposit Reader – County continues to work with bank on the processing of the file and generation of an inbound test file for CalSAWS to process.

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)

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
  o Batch performance testing status has been moved to the M&O Bi-Weekly Status Report
  o Core Online

Table 4.3-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
CalSAWS/CalHEERS Integration Performance Testing (Wave 5 and 6)	August 8, 2023	August 29, 2023	In progress
Wave 5 Performance Testing	July 24, 2023	August 25, 2023	Completed

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	• Supported Wave 1, Wave 2, Wave 3, Wave 4, Counties post Go-Live • Conversion ETL and DCR development and testing • Completed 6 Mock activities
5.1.3 Gainwell Technologies	• County Refactoring Overview • Alameda County Refactoring Status • Wave 6 Refactoring Verbal Update

5.1.1   CalWIN Conversion

- o Supported Wave 1, Wave 2, Wave 3, Wave 4, Counties post Go-Live
- o Continued conversion DCR development and testing
- o Continued conversion ETL development and testing for data model updates
- o Completed final 5B "fittest"
- o Began 5B pre-cutover activities

Table 5.1.1-1 – CalWIN Conversion Statistics Wave 6B Go-live (Aug – Oct 2023)

				Wave 6B								
							Item Status					
				0%	25%	30%	50%	75%	5%	100%	100%	0%
Sprint	Total - Deferred Items	Sprint Duration		Not Started	Analysis & Mapping in Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed (Tested)*	CNR	Deferred
Overall	56	7/31/2023	9/22/2023	5	10	0	0	8	4	4	0	0
Wave 6B pre-sprint	10	7/31/2023	8/18/2023	1	1	0	0	4	4	2	0	0
Wave 6B Sprint 1	19	8/21/2023	9/8/2023	4	9	0	0	4	0	2	0	0
Wave 6B Sprint 2	27	9/11/2023	9/22/2023	0	0	0	0	0	0	0	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 May 1 – July 31, 2023	0	59	74	4	137
Total Open Defects	**0**	**59**	**74**	**4**	**137**

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

► 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. Defects prioritized for a Target Release after each wave Cutover will be assessed for inclusion into the Wave 5 Go Live Packet (GLP)

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	0	0	0	**0**
Reopened	0	0	0	0	**0**
New	0	5	30	1	**36**
Assigned	0	29	5	0	**34**
In Assembly Test	0	0	0	1	**1**
In Development	0	10	1	0	**11**
Development Complete	0	2	0	0	**2**
System Test	0	0	0	0	**0**
Test Complete	0	38	10	0	**48**
In Production	0	0	0	0	**0**
Grand Total	**0**	**84**	**46**	**2**	**132**

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 4B	0	0	0	0	0
Post Cutover 4B Day 1 – 10	0	3	0	0	3
Cutover 5A	0	0	0	0	0
Cutover 5B	0	25	7	0	32
Cutover 5B Go-live dependent (Post Append) DCRs	0	12	3	0	15
Cutover 5B Day 1-10 (Post Cutover)	0	23	0	0	23
Cutover 5B Post Day 1-10 (Post Cutover)	0	21	0	0	21
Cutover 6A	0	0	0	0	0
Cutover 6B	0	0	36 [1]	2	38
Grand Total	**0**	**84**	**46**	**2**	**132**

Note:
1. These are Priority 3 defects for Wave 5 and these will be resolved by between Cutover 5B Day 1 and Cutover 6B

5.1.3 Gainwell Technologies

► CalWIN Document Migration
  o Continued delivery of Client Correspondence (CC) from CalWIN
    ▪ Completed CC for all waves, delivery of daily generated CC ongoing
► Sacramento County NoHo
  o Delivered updated NoHo data for Mock conversion on August 5, 2023
    ▪ Currently working to resolve issue with County Rates for County Data Validation (CDV) and Mock data sets, OTS scheduled for this week
► County Collections
  o Engaged with Sacramento County for planning
  o Alameda County file planned for delivery September 1, 2023; sample file sent for review
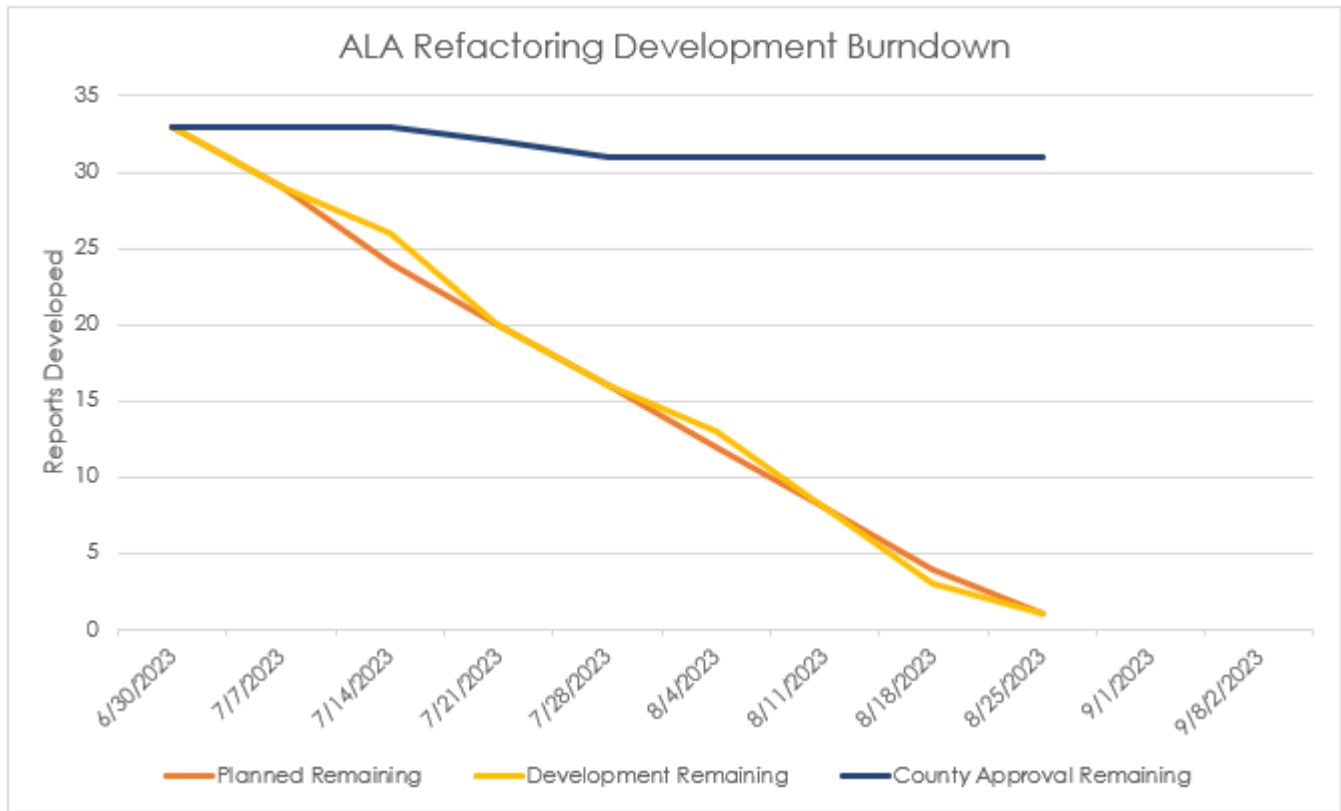
Table 5.1.3-2 – County Refactoring Overview

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	TBD
Sacramento (SAC)	6	N	N	64371	**TBD**	TBD
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

Table 5.1.3-8 – Alameda County Refactoring Status

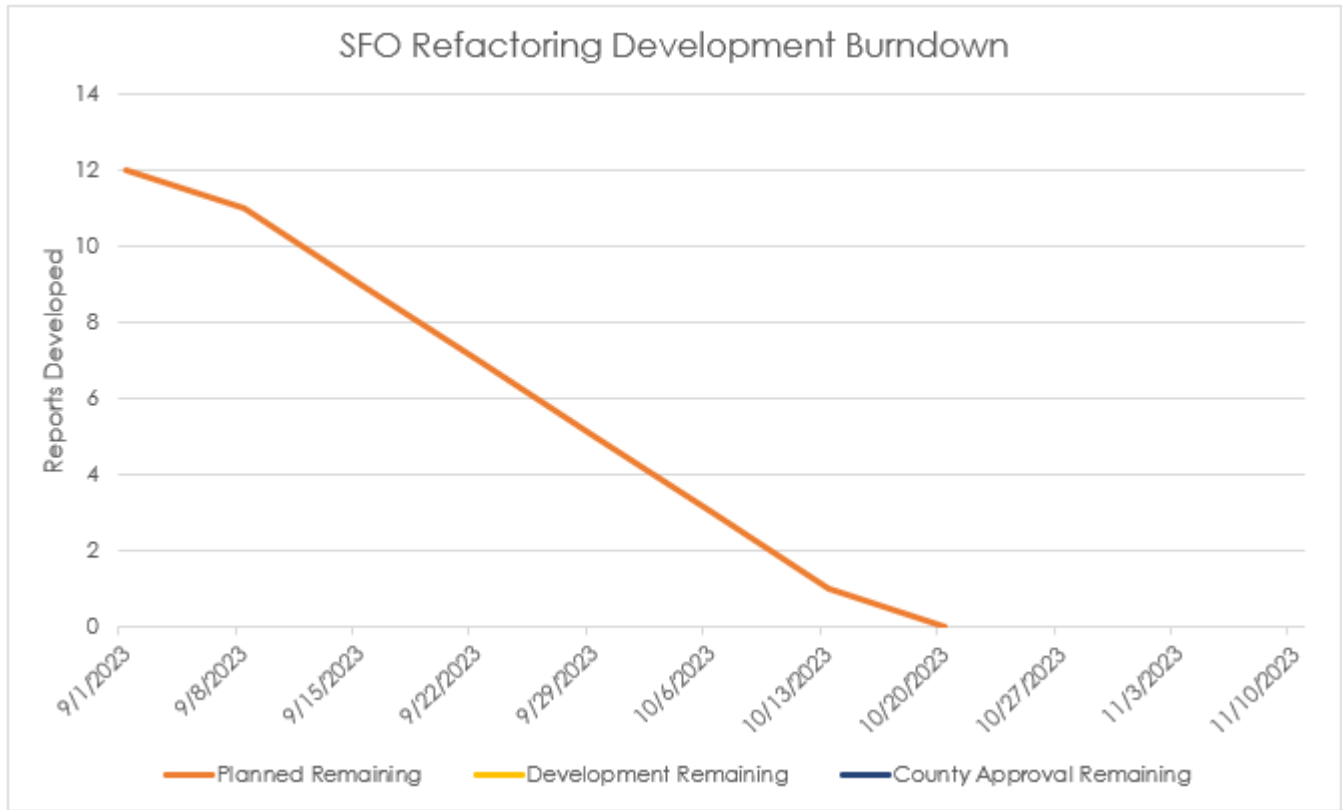| Alameda County Refactoring Status							
	Number	Not Required	Not Started	Gainwell Development	Development Completed	County Validation	Completed
Small	2	0	0	0	0	1	1
Medium	3	0	0	0	0	2	1
Large	14	0	0	1	1	14	0
X-Large	10	0	0	0	0	9	0
XX-Large	4	0	0	0	0	4	0
XXX-Large	0	0	0	0	0	0	0
TBD	0	0	0	0	0	0	0
Total	**33**	**0**	**0**	**1**	**0**	**30**	**2**

Figure 5.1.3-2 – Alameda (ALA) County Refactoring Status

Table 5.1.3-8 – 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	8	0	0	0	0
X-Large	4	0	4	0	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
Total	**12**	**0**	**12**	**0**	**0**	**0**	**0**

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

Table 5.1.3-8 – 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	1	1	0	0	0
Large	2	0	2	0	0	0	0
X-Large	1	0	0	1	0	0	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
Total	**6**	**0**	**4**	**2**	**0**	**0**	**0**

Figure 5.1.3-2 – San Luis Obispo (SLO) County Refactoring Status
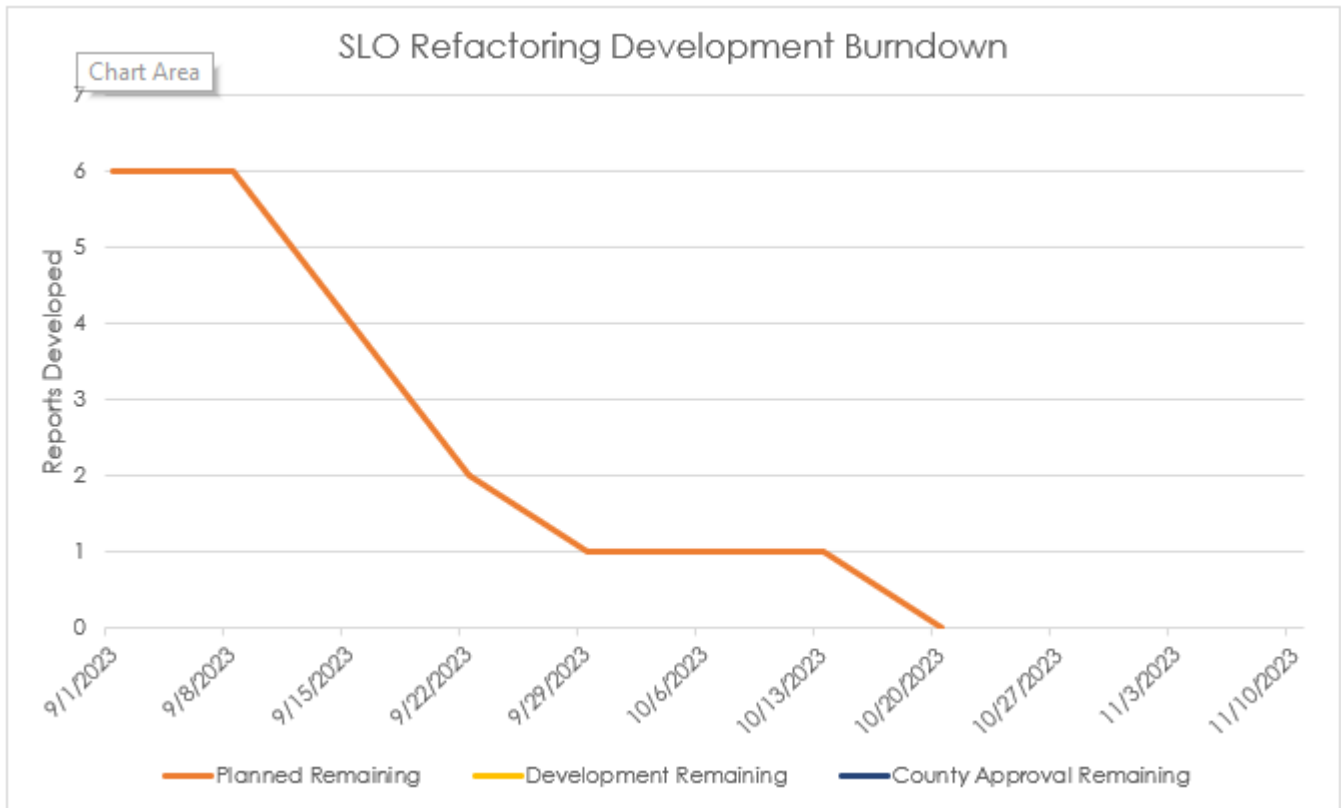
5.1.4 Ancillary Systems Conversion

► Continued to address issues found in production dataset size files. These files are necessary for CalWIN Core Conversion orchestration and integrations
► Facilitated exception reports review sessions with the Ancillary Counties to address questions and concerns
► Work with Wave 6 Counties to Address Data Extract issues found in County Data Validation (CDV)
► Prepare for 5B 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)	In progress

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	Not started	Not started
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

► Finalize the Wave 5B Production Cutover plan approved in TechCab
► CalSAWS Informational Transmittal (CIT) sent for Wave 6A/5C Master Cutover plan window
► CIT drafted for the Wave 6B Master Cutover plan 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 *(Users and Offices)*	CUTOVER B *(Active Cases and Closed Case < 2 years)*	CUTOVER C *(Closed Cases > 2 years)*
All Mock Cutovers have been completed			

Table 5.1.5-2 – Cutover Migration Milestones

WAVE	CUTOVER WINDOW	GO-LIVE
Wave 5B	August 31, 2023 - September 4, 2023	September 4, 2023
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
84	CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 4	• Continued developing the Final Deliverable (FDEL) • Submission of the FDEL is due on August 28, 2023

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, and Wave 4 Post Go-Live Issues
► Complete Cutover 5B pre-cutover activities
► Perform 5B cutover activities
► Begin Wave 6 ETL/Data model updates

5.2.2 CalWIN Migration Planning

► Complete the Wave 5B Table Read
► Continue building the Wave 6C Master Cutover Plan with inputs from the Mock Run

5.2.3 Gainwell Technologies

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

5.2.4 Ancillary Systems Conversion

► Review and address tickets for Cutover 3B, 3C, 4B, 4C
► Work with Wave 6 Counties to Address Data Extract issues found in CDV
► Execute Cutover 5B

5.2.5 Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
84	CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 4	• Finalize and submit the FDEL to the Consortium for review and feedback on August 28, 2023 • Approval of the FDEL is due on September 5, 2023

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
	• None to note for this reporting period

► Continued CalWIN Functional Support coordination during August 21 – 25, 2023 by:
  o Supported ISS Team Lead Meeting on August 22, 2023
  o Supported CalSAWS Weekly Status Meeting on August 23, 2023, to highlight key workstream reporting items
► Wave 4 Post Implementation Support during August 21 – 25, 2023 by:
  o Provided virtual and extended post implementation support
  o Supported Project Production and County Operations calls. Maintained Issues tracker and reported on status of open issues.
  o Provided daily business metrics
► Wave 5 Process Simulation during August 21 – 25, 2023 by:
  o Supported Wave 6 Process Simulation Scenario validation and preparation
  o Supported UAT2 environment for Wave 6 Counties
► Wave 5 County Preparation during August 21 – 25, 2023 by:
  o Provided functional support to Wave 5 Counties and support Daily County Preparation Phase Debrief meetings
  o Provided daily and weekly metrics
► Wave 5 County Implementation Readiness during August 21 – 25, 2023 by:
  o Facilitated Open Defects Strike Team meetings to finalize review of open defects for inclusion in the W5 Go Live Packet
  o Supported Wave 5 Pre-Green Light Go Live meeting on August 23, 2023

6.2   Activities for the Next Reporting Period

► Continue CalWIN Functional Support coordination during August 28 – September 1, 2023 by:
  o Prepare for ISS Team Lead Meeting on August 29, 2023
  o Prepare for CalSAWS Weekly Status Meeting on August 30, 2023, to highlight key workstream reporting items
► Wave 4 Post Implementation Support during August 28 – September 1, 2023 by:
  o Provide virtual and extended post implementation support
  o Support Project Production and County Operations calls. Maintain Issues tracker and report on status of open issues.

- o Provide daily business metrics
- ► Wave 5 Process Simulation during August 28 – September 1, 2023 by:
  - o Support Wave 6 Process Simulation execution for San Luis Obispo County
  - o Support UAT2 environment for Wave 6 Counties
- ► Wave 5 County Preparation during August 28 – September 1, 2023 by:
  - o Provide functional support to Wave 5 Counties and support Daily County Preparation Phase Debrief meetings
  - o Provide daily and weekly metrics
- ► Wave 5 County Implementation Readiness during August 28 – September 1, 2023 by:
  - o Prepare for Wave 5 Green Light Go Live meeting on August 30, 2023

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