Wave 6 Implementation Readiness Dashboard and Packet

September 15, 2023

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

The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **September 15, 2023**

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Wave-6 **Migration Timeline**

Wave-6 Readiness: Executive Summary
Readiness Areas and Categories

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

Readiness Area*		Readiness Category	Comments
Application	G	Deploy CalSAWS Releases 23.09	• In Progress (testing 100% complete); Release targeted for 09/24/2023
	G	Contact Center Readiness	• Wave 6 Counties have completed reviewing and approving their Contact Center Design Documents (SCRs). • Counties are now preparing for Model Office, scheduled to begin October 2, 2023.
	Y	Imaging Readiness	• County Export of Legacy Images in progress: • Sacramento – Monthly Export/Import Deltas are in progress. • San Francisco -- Monthly Export/Import Deltas are in progress. • San Luis Obispo – Monthly Export/Import Deltas are in progress.
	G	BenefitsCal Readiness	• Communications Plan Confirmed 09/11/23.
	G	Central Print Readiness	• Configuration meetings underway for Sacramento County. • Validation meetings underway for San Luis Obispo and San Francisco Counties.
Integration	Y	County Interface Partner Test (IPT) Execution	• Target Pass Rate: 100% Current Pass Rate: 96% • Sacramento – 100% passed. 11 of 11 interfaces have passed. • San Francisco – 100% passed. 9 of 9 interfaces have passed. • San Luis Obispo – 87% passed. 7 of 8 interfaces have passed. County is working with their Bank to validate the last remaining interface. ETA is 9/22.
	C	State Interface Partner Test (IPT) Execution	• Target Pass Rate: 44% Current Pass Rate: 100% • 8 of 8 Interfaces have passed.
Conversion & Migration Planning	G	Defects Resolution	• Review in progress
	C	EDBC Match – Auto Review Rates	• Match Rate 69.8 % as of 8/8/2023
	C	Mock Cutover	• Wave 6 Mock completed
	C	Cutover Window	• Cutover window CIT distributed.
Technical	C	County Network Connectivity	• Response received from Sacramento, San Luis Obispo, and San Francisco for "CRFI for Regression testing and Compliance Validation" • Retired Risk 288 to track delivery of 2nd circuit for San Francisco
	G	Performance Testing	• Online Performance Testing Activities kick off on 09/20/23. • 58 County Batch Performance – 100% complete

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

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

Wave-6 Readiness: Executive Summary
Readiness Areas and Categories

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Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	• Master Training Plan approved • Monthly updates are ongoing • County Training Plans approved
	C	ILT Training Curriculum Complete	• Core curriculum complete • County-specific ILT curriculum walkthroughs complete • County tailoring complete and materials distributed
	C	Wave 6 County Classroom Set-Up	• Classroom set-up and connectivity testing complete ET/TTT • Classroom set-up and connectivity testing complete for End-User Training
	G	WBT Training Delivery	• WBTs started 5/15/2023 for Early Training & TTT participants • WBTs started 6/5/2023 for all staff – 89% complete
	G	ILT Training Delivery	• ILTs complete for Early Training & TTT participants • ILTs started 9/6/2023 for all staff
Organization	C	Change Discussion Guides (CDGs)	• Change Discussion Guides Complete
	G	Communications	• Infographics for September – on schedule • T-3 Readiness Survey Completed.
	C	Business Process Reengineering	• BPR Complete
	C	Configuration	• Working sessions complete for all Wave 6 Counties.
	G	Process Simulation	• Process Sim execution • Complete for Sacramento • Complete for San Luis Obispo • In Progress for San Francisco

Wave-6 Readiness: Executive Summary
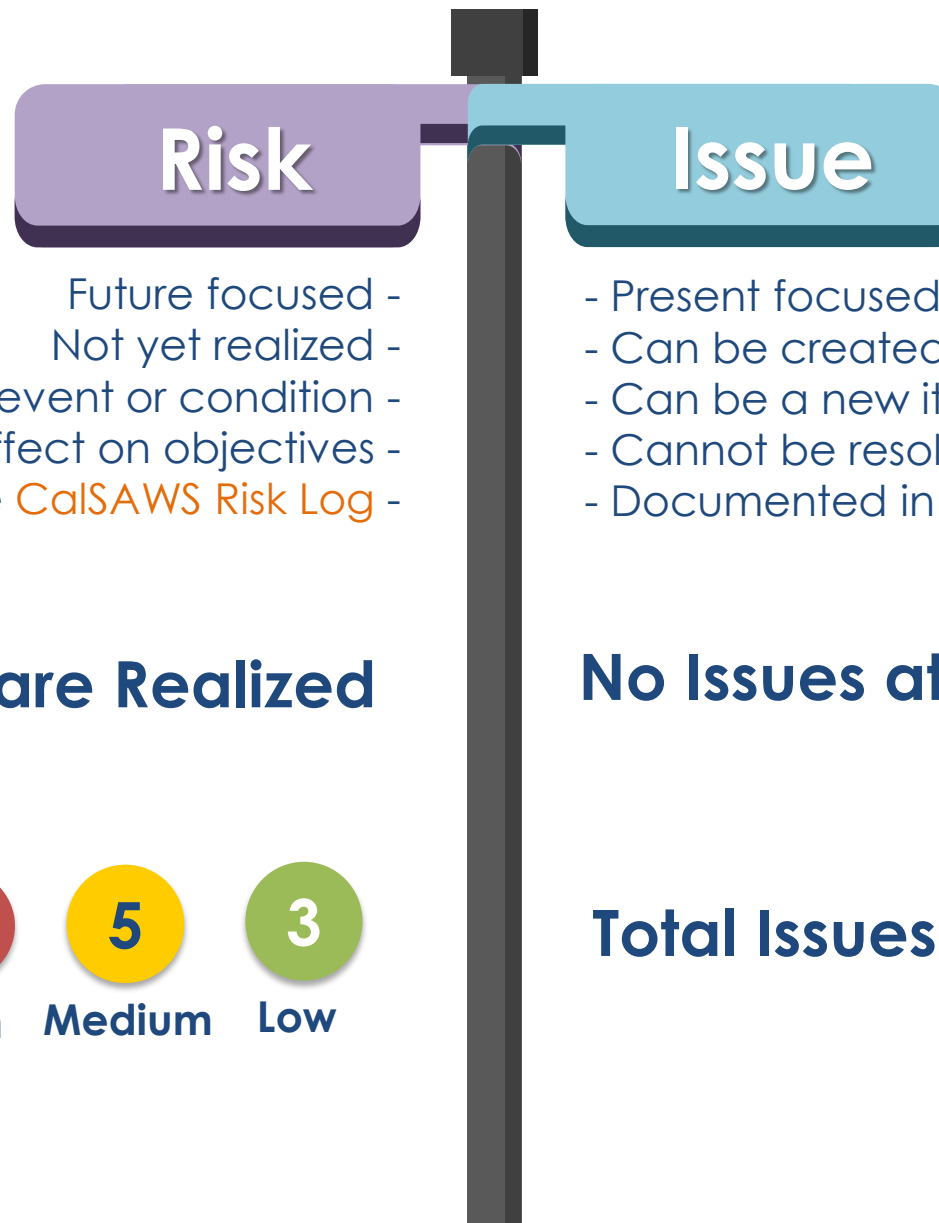## Readiness Areas and Categories

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

Readiness Area*		Readiness Category	Comments
Implementation	G	Implementation Planning	• TOSS meetings ongoing
	G	County Prep	• County Prep Phase begins 09/18/23.
	G	Pre and Post Implementation Support	• County Profile drafts complete, initial escalation model planned.
	G	Help Desk	• Hosted Helpdesk Kickoff on 3/14 • Delegated Admin training hosted on 4/18 • Tier 1 Fulfiller Training sessions hosted week of 6/5 • Refresher Training hosted on 8/24/23 • Q&A Session hosted on 9/14/23
	Y	County Ad Hoc Reports	• Sacramento has identified 64 reports that need to be refactored and 16 reports are needed by go live. • San Francisco has identified 49 reports that need to be refactored and 22 are needed by go live. • San Luis Obispo has identified 33 reports that need to be refactored and 6 are needed by go live.

Readiness Dashboard

Risks and Issues

Risk

Future focused -
Not yet realized -
Uncertain, probable event or condition -
Has negative effect on objectives -
Documented in the CalSAWS Risk Log -

Issue

- Present focused
- Can be created as a result of a risk being realized
- Can be a new item not identified as a risk
- Cannot be resolved by the identifier
- Documented in the CalSAWS Issue Log

Monitoring - No Risks are Realized

No Issues at this Time

Total Risks **0** High **5** Medium **3** Low

Total Issues **0** High **0** Medium **0** Low

Risk and Issues: Wave 6

Project Readiness for CalWIN Cutover to CalSAWS Risks

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

CalWIN Counties Cutover Readiness Needs Risks

Risk	Risk Name	Status
262	The CalWIN Counties may not be fully prepared for go-live if they do not have sufficient or timely information	Low
264	CalWIN County waves may not complete their imaging migration readiness activities by their designated wave go-live dates	Medium
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-Hoc Reports and Ancillary System before go-live	Medium
89	Transition from CalWIN Lite to CalSAWS/BenefitsCal/Child Care Portal for external partners	Low

Wave-6: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – Install LMS, Load Courses, Test Reports	Complete	11/14/22	12/16/22	100%
Wave 6 County Data Validation	Complete	08/14/23	08/25/23	100%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
User Acceptance Test (UAT): Group 2	Complete	07/25/22	08/19/22	100%
Process Simulation Execution with Counties	In Progress	08/28/23	09/28/23	83%
State Interface Testing	Complete	07/13/23	09/15/23	100%
CalWIN County Interface Testing	In Progress	07/13/23	09/15/23	96%
T-12 Readiness Survey Distribution	Complete	11/28/22	12/09/22	100%
T-9 Readiness Survey Distribution	Complete	02/13/23	02/28/23	100%
T-6 Readiness Survey Distribution	Complete	05/15/23	05/26/23	100%
T-3 Readiness Survey Distribution	Complete	08/21/23	09/01/23	100%
Application Development and System Test 23.09	Complete	07/31/23	09/20/23	100%
County Preparation Phase Kick Off	Complete	08/17/23	08/18/23	100%
County Preparation Phase	Not Started	09/18/23	10/26/23	0%
County Networking Connectivity	Complete	03/01/23	08/18/23	100%
Contact Center Model Office Simulation	Not Started	10/02/23	10/20/23	0%
End-User Training	In Progress	09/06/23	10/27/23	16%
Pre and Post Deployment Support	Not Started	09/18/23	12/29/23	0%
Wave 6 CalSAWS Go-Live	Not Started	10/30/23	10/30/23	0%

Wave 6 – County Readiness Summary

<div style="writing-mode: vertical">County Readiness – Wave 6</div>

Readiness Area	Status	Sacramento	Status	San Francisco	Status	San Luis Obispo
Application	G	County has completed review and approved their Contact Center Design Document (SCR CA-240171). County is now preparing for Model Office activities.	G	County has completed review and approved their Contact Center Design Document (SCR CA-240172). County is now preparing for Model Office activities.	G	County has completed review and approved their Contact Center Design Document (SCR CA-240173). County is now preparing for Model Office activities.
Integration	G	IPT Execution for Sacramento County has completed. Interface development is complete.	G	IPT Execution for San Francisco County has completed. Interface development is complete.	Y	IPT Execution for San Luis Obispo is in progress, with one (1) interface still outstanding. Interface development is complete.
Conversion	G	Ongoing data cleansing activities.	G	Ongoing data cleansing activities.	G	Ongoing data cleansing activities.
Technical	C	Networking connectivity complete	C	Networking connectivity complete	C	Networking connectivity complete
Training	G	WBTs ongoing. ILTs began 09/06/23.	G	WBTs ongoing. ILTs began 09/06/23.	G	WBTs ongoing. ILTs began 09/06/23.
Implementation	G	TOSS meetings are ongoing. County Prep Phase starts 9/18/23.	G	TOSS meetings are ongoing. County Prep Phase starts 9/18/23.	G	TOSS meetings are ongoing. County Prep Phase starts 9/18/23.
Organizational	C	Readiness Surveys complete.	C	Readiness Surveys complete.	C	Readiness Surveys complete.

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late

County Readiness – Task Breakdown

Sacramento County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	2	4	41	47
BenefitsCal	1	10	0	11
Change Readiness	0	6	43	49
Conversion Readiness	16	1	2	19
Implementation Readiness	24	15	65	104
Technical Readiness	1	1	42	44
Training Readiness	1	2	38	41
Total Unique Issues:	**45**	**39**	**231**	**315**

San Francisco County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	6	9	34	49
BenefitsCal	1	13	0	14
Change Readiness	0	7	42	49
Conversion Readiness	8	2	9	19
Implementation Readiness	19	20	64	103
Technical Readiness	2	1	37	40
Training Readiness	2	2	41	45
Total Unique Issues:	**38**	**54**	**227**	**319**

San Luis Obispo County

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	8	7	34	49
BenefitsCal	1	13	0	14
Change Readiness	0	6	40	46
Conversion Readiness	17	1	0	18
Implementation Readiness	18	18	67	103
Technical Readiness	4	1	36	41
Training Readiness	2	2	41	45
Total Unique Issues:	**50**	**48**	**218**	**316**

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of September 15, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

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