



# CalSAWS DD&I Weekly Status Report

**Reporting Period: September 25, 2023, to October 1,  
2023**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

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## 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 | October 6, 2023 | <ul style="list-style-type: none"> <li>Continued planning facility capacity and equipment needs for requested on-site meetings</li> </ul> |

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- ▶ 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
  - Begin preparations for Monthly Risks and Issues Management Group (RMG) meeting to be held on October 4, 2023
- ▶ Continue activities to support Project staff working remotely
  - Begin preparations for next Month's CalSAWS Connect to be distributed on October 12, 2023
  - Continued developing Project communications, as needed
- ▶ 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 21, 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)
  - 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
        - Week 3 – Indoor Plants Week
        - Week 4 – Chimney Safety
  - Continued to prepare for upcoming activities and events
    - Summer Photo/Best vacation
    - SAWS memorabilia
    - Annual Art Tour
    - Movember
  - 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
    - Prepare for redesigning the pulse survey to measure inclusive leadership
  - CalSAWS Table Talks
    - Continued planning logistics of next Table Talk

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- o Buddy Program
  - Continued supporting buddy pairs
  - Continued planning for closing of Buddy Program round 4 and the opening of round 5
- o Employee Resource Groups (ERGs)
  - Continued to manage and support Employee Resource Groups (ERGs) council
  - Planned ERG Showcase meeting to encourage recruitment amongst ERG membership
- ▶ General
  - 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 October 1, 2023

**Table 1.3-1 – CITs**

| CIT ID  | SUBJECT  | CATEGORY      | DISTRIBUTION DATE  | PRIMARY CalSAWS CONTACT | BACKUP CalSAWS CONTACT |
|---------|--|---------------|--------------------|-------------------------|------------------------|
| 0339-23 | Wave 5 Counties T+6 Weeks Change Readiness Survey                            | Informational | September 25, 2023 | Helen Cruz              | Araceli Gallardo       |
| 0340-23 | Wave 6 CalSAWS Infographics #11  | Informational | September 25, 2023 | Helen Cruz              | Araceli Gallardo       |
| 0341-23 | CalSAWS Training Environments for Wave 6 Counties – Access, URL and Accounts | Informational | September 25, 2023 | Ashley Arnold           | Cristina Garcia        |
| 0342-23 | Wave 6 – The CalSAWS Scoop Newsletter #4                                     | Informational | September 25, 2023 | Helen Cruz              | Araceli Gallardo       |

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending October 1, 2023

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**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 |
| 23-104  | Access to CalWIN Read-Only Portal over CalSAWS Extranet  | August 4, 2023     | Open   | September 30, 2023 | Melanie Gines, and Lloyd Rankine |
| 23-113  | EBT Account Activity File  | September 6, 2023  | Open   | September 26, 2023 | Sheryl Eppler                    |
| 23-115  | CalWIN Wave 6 Counties - Identify Participants for CalWIN Go-Live: 1) County Click-Through, 2) CalHEERS and GA/GR Correspondence Smoke Testing | September 19, 2023 | Open   | October 2, 2023    | Cristy Sharma                    |

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending October 1, 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  |                             |  |          |
| 23-104  | Access to CalWIN Read-Only Portal over CalSAWS Extranet | San Mateo County     |  |                 |                             | Ventura County   |          |
| 23-113  | EBT Account Activity File                               | San Francisco County | El Dorado, Mono, Sacramento, Sierra, and Yuba Counties | Siskiyou County | Inyo, and Mariposa Counties | San Bernadino, Santa Barbara, Riverside and Ventura Counties |          |

**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

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- ▶ 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
  - Complete preparations for Monthly Risks and Issues Management Group (RMG) meeting to be held on October 4, 2023
  - Continue preparations for next Month's CalSAWS Connect to be distributed on October 12, 2023
- ▶ Continue activities to support Project staff working remotely
  - Continue developing Project communications, as needed
- ▶ 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

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- ▶ 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 November 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

## 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>• Sacramento County:<ul style="list-style-type: none"><li>◦ Sacramento County is working with Hyland to reconcile their manifest.</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      |  |

[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<br>Migration Activities   | DUE DATE           | STATUS    |
|--------|--|--------------------|-----------|
| WAVE 6 | Conduct San Luis Obispo County Document Migration Discovery Session Check-in | September 19, 2023 | Completed |
|        | Conduct Sacramento County Document Migration Discovery Session Check-in      | September 19, 2023 | Completed |

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

| WAVE   | MILESTONES<br>Migration Activities   | DUE DATE        | STATUS    |
|--------|--|-----------------|-----------|
| WAVE 6 | Conduct San Francisco County Document Migration Discovery Session Check-in | October 3, 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>• Began Model Office Wave 6</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)

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

| MILESTONES  | SYSTEM TEST DELIVERY DATE | STATUS        | RELEASE/ MINOR RELEASE |
|---|---------------------------|---------------|------------------------|
| DDID 2292, 2697, 2698, 2723, 2724<br>WFM/QA/QM Reporting (CA-226209)  | December 3, 2021          | In Production | 22.01                  |
| DDID 2700<br>Enhanced CCP (CA-226844)   | March 18, 2022            | In Production | 22.03  <br>22.05.06    |
| DDID 2727<br>Work-from-home Modifications (CA-227064)   | March 18, 2022            | In Production | 22.03  <br>22.05.06    |
| DDID 2216, 2725<br>External Party Access IVR (CA-226839)  | March 25, 2022            | In Production | 22.05                  |
| DDID 2211, 2217, 2218, 2220, 2729,<br>2730, 2731, 2046, 2732<br>Telephonic Signature (CA-226838)                                    | April 1, 2022             | In Production | 22.05                  |
| DDID 2704<br>Post-Call Survey (CA-228023)   | July 8, 2022              | In Production | 22.07  <br>22.09.16    |
| DDID 2687, 2688, 2689, 2690, 2691,<br>2692, 2693, 2694, 2695, 2696, 2222,<br>2702, 2721, 2169, 2284, 2722<br>Admin Page (CA-226672) | October 7, 2022           | In Production | 22.11  <br>22.12.11    |
| DDID 2718<br>Task for Cancelling an Appointment in<br>Outbound IVR (CA-231234)  | November 11,<br>2022      | In Production | 23.01  <br>23.02.17    |
| DDID 2219, 2716, 2717, 2728<br>Outbound IVR - (CA-226207)   | November 11,<br>2022      | In Production | 23.01  <br>23.02.17    |

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| MILESTONES   | SYSTEM TEST DELIVERY DATE | STATUS             | RELEASE/ MINOR RELEASE |
|--|---------------------------|--------------------|------------------------|
| DDID 2701, 2706<br>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<br>Inbound IVR (CA-226837) | January 12, 2023          | System Test        | 23.09   23.10.19       |
| DDID 2284<br>Scheduled Callback (CA-229573)  | July 8, 2022              | In Development     | 23.09   23.10.31       |
| DDID 2268<br>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, and San Joaquin Counties                      | May 12, 2023       | In Production  |
| 2     | Butte, Marin, and Sutter Counties                     | August 16, 2023    | In Production  |
| 3     | Kern, Kings, Riverside, and Stanislaus Counties       | September 28, 2023 | In Production  |
| 4     | Humboldt, Monterey, San Bernardino, and Yuba Counties | December 15, 2023  | In Development |

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### 3.2 Activities for the Next Reporting Period

- ▶ Complete System Testing Wave 6 Contact Centers (CA-240171, CA-240172, and CA-240173)
- ▶ Complete 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  |
|--|--|
| 4.1.1<br>Application Development Summary | <ul style="list-style-type: none"><li>• Continued implementation of the remaining 23.09 DD&amp;I priority release System Change Requests (SCRs).</li></ul> |

**4.1.1 Application Development Summary**

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

|        | Status                | 23.09     |
|--------|-----------------------|-----------|
| Design | New                   | 2         |
|        | Design in Progress    | 1         |
|        | Ready for Committee   | 0         |
|        | Committee review      | 0         |
|        | Pending approval      | 0         |
| Build  | Approved              | 5         |
|        | In Development        | 6         |
|        | Development completed | 3         |
|        | In Assembly Test      | 0         |
| Test   | System Test           | 0         |
|        | Test completed        | 3         |
|        | In Production         | 3         |
|        | Grand total           | <b>23</b> |

|   |       |
|---|-------|
| System Change Requests (SCRs) in Production | 1,080 |
|---|-------|

**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)

**4.1.2 Deliverable Management**

- ▶ There are no remaining DD&I Deliverables

**4.2 Activities for the Next Reporting Period**

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

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### 4.2.1 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      |
|-------------------------------------|--------------------|------------------|-------------|
| Hyland performance testing          | September 15, 2023 | October 25, 2023 | In progress |
| CW6 – 58 County Performance testing | September 25, 2023 | October 20, 2023 | In progress |

### 4.3 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<br>CalWIN<br>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>• Continuing Wave 6B development and fittest activities</li><li>• Conversion ETL and DCR development and testing</li><li>• Received September CalWIN Wave 6 data (with NoHo) for Wave 6 Fittest activities</li></ul> |
| 5.1.3 Gainwell<br>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
- ▶ Received September CalWIN Wave 6 data (with NoHo) for Wave 6 Fittest activities

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 25, 2023, to October 1, 2023

**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>5</b>                       | <b>5</b>                    | <b>0</b>          | <b>0</b>     | <b>21</b> | <b>0</b>            | <b>35</b> | <b>0</b> | <b>0</b> |
| Wave 6B pre-sprint | 11                     | 7/31/2023        | 8/18/2023        | 0                              | 0                           | 0                 | 0            | 2         | 0                   | 9         | 0        | 0        |
| Wave 6B Sprint 1   | 18                     | 8/21/2023        | 9/8/2023         | 0                              | 0                           | 0                 | 0            | 12        | 0                   | 6         | 0        | 0        |
| Wave 6B Sprint 2   | 37                     | 9/11/2023        | 9/22/2023        | 5                              | 5                           | 0                 | 0            | 7         | 0                   | 20        | 0        | 0        |
| Wave 6B Hardening  | TBD                    | 9/25/2023        | 10/13/2023       | 0                              | 0                           | 0                 | 1            | 8         | 0                   | 5         | 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        | 41        | 46        | 2        | 89        |
| <b>Total Open Defects</b>             | <b>0</b> | <b>41</b> | <b>46</b> | <b>2</b> | <b>89</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        | 0                  | 0              | 0            | <b>0</b>    |
| Reopened               | 0        | 0                  | 0              | 0            | <b>0</b>    |
| New                    | 0        | 9                  | 10             | 1            | <b>20</b>   |
| Assigned               | 0        | 24                 | 15             | 2            | <b>41</b>   |
| In Assembly Test       | 0        | 0                  | 3              | 0            | <b>3</b>    |
| In Development         | 0        | 12                 | 10             | 1            | <b>23</b>   |
| Development Complete   | 0        | 1                  | 6              | 1            | <b>8</b>    |
| System Test            | 0        | 0                  | 1              | 0            | <b>1</b>    |
| Test Complete          | 0        | 2                  | 2              | 0            | <b>4</b>    |
| In Production          | 0        | 0                  | 0              | 0            | <b>0</b>    |
| <b>Grand Total</b>     | <b>0</b> | <b>48</b>          | <b>47</b>      | <b>5</b>     | <b>100</b>  |

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: September 25, 2023, to October 1, 2023

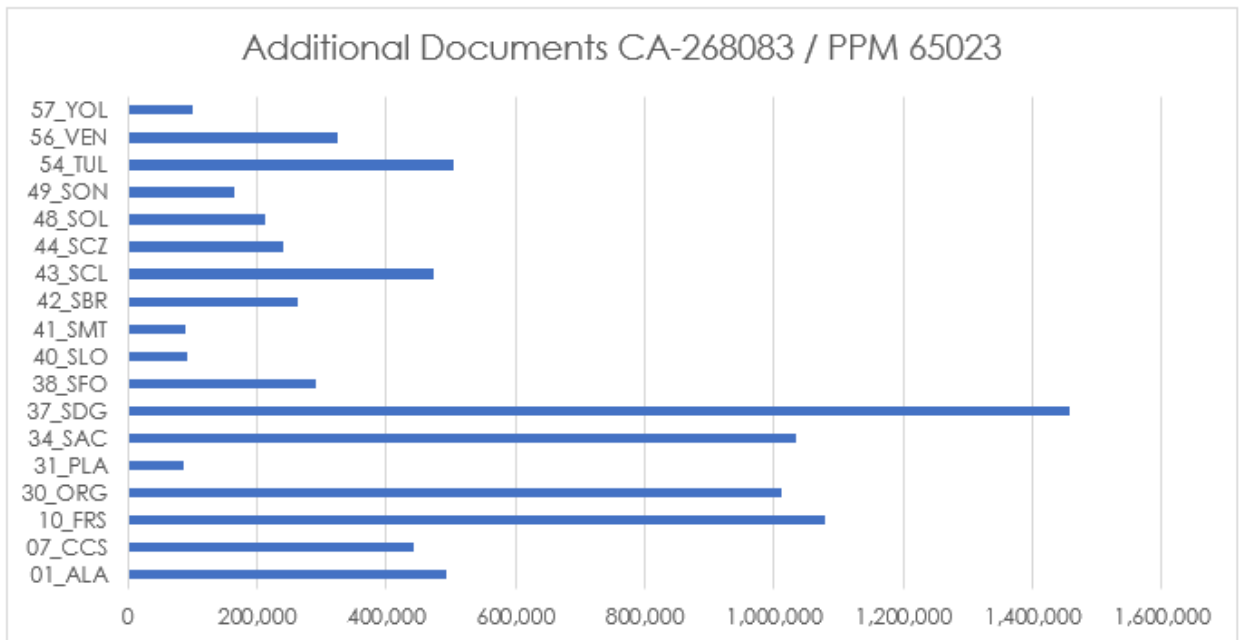
**Table 5.1.2-3 – Open Defects to be Resolved by Conversion (by Target Release)**

| Open Defects by Status                          | P1 High  | P2 - Normal/Medium | P3 - Normal/Low | P4 - Cosmetic | Grand Total |
|---|----------|--------------------|-----------------|---------------|-------------|
| Cutover 6A                                      | 0        | 0                  | 0               | 0             | <b>0</b>    |
| Cutover 6B                                      | 0        | 4                  | 6               | 0             | <b>10</b>   |
| Cutover 6B Go-live dependent (Post Append) DCRs | 0        | 7                  | 10              | 0             | 17          |
| Cutover 6B Post Cutover (Days 1-10)             | 0        | 20                 | 0               | 0             | 20          |
| Cutover 6B Post Cutover (Post Days 1-10)        |          | 17                 | 31              | 5             | 53          |
| <b>Grand Total</b>                              | <b>0</b> | <b>48</b>          | <b>47</b>       | <b>5</b>      | <b>100</b>  |

**5.1.3 Gainwell Technologies**

- ▶ CalWIN Document Migration
  - Additional documents identified based on County request approximately 8,357,116 documents will be converted to PDF and transferred to CalSAWS under PPM 65023 and CA-268083. Projects continued to meet and create burndowns for this effort

**Figure 5.1.3-1 – Additional Documents CA-268083 and PPM65023**



- ▶ Sacramento County NoHo
  - Delivered updated NoHo data for “Fit Test” October 1, 2023
- ▶ County Collections
  - Engaged with Sacramento County for planning

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

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**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<br>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<br>Total - 34       | 64224         |
| Ventura (VEN)         | 3              | Y                                 | N                                   | 64186          | 0                             | 64398         |
| San Diego (SDG)       | 4              | Y                                 |                                     | 63914          | Day 1 – 43<br>Total - 151     | 64451         |
| San Mateo (SMT)       | 4              | Y                                 | N                                   | 63099          | Day 1 - 4<br>Total - 74       | TBD           |
| Santa Cruz (SCZ)      | 4              | Y                                 | N                                   | 64077          | Day 1 - 1<br>Total - 33       | TBD           |
| Solano (SOL)          | 4              | Y                                 | N                                   | 63871          | Day 1- 18<br>Total - 62       | 64413         |
| Alameda (ALA)         | 5              | Y                                 | N                                   | 63568          | Day 1- 33<br>Total - 84       | 64651         |
| Fresno (FRS)          | 5              | N                                 | N                                   | 65059          | Day 1 – 0<br>Total -13        | N/A           |
| Sonoma (SON)          | 5              | N                                 | N                                   | 64698          | Day 1- 0<br>10                | 64783         |
| Sacramento (SAC)      | 6              | N                                 | N                                   | 64731          | Day 1 - 33<br>47              | 65003         |
| San Francisco (SFO)   | 6              | N                                 | N                                   | 64187          | Day 1- 12<br>Total - 39       | 64970         |
| San Luis Obsipo (SLO) | 6              | N                                 | N                                   | 64283          | Day 1 – 6<br>Total - 26       | 64971         |

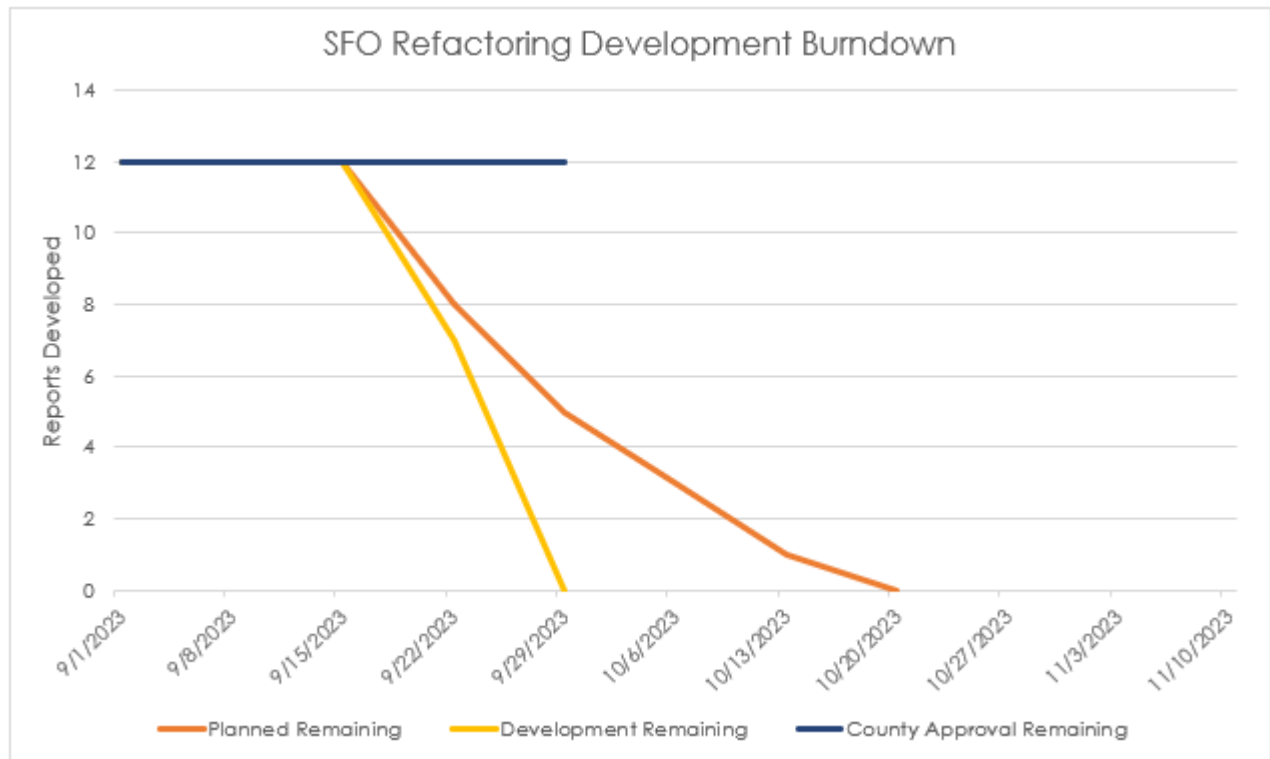
**Table 5.1.3-2 – Alameda County Refactoring Status**

| Alameda County Refactoring Status |           |              |             |                      |                       |                   |           |
|-----------------------------------|-----------|--------------|-------------|----------------------|-----------------------|-------------------|-----------|
|                                   | Number    | Not Required | Not Started | Gainwell Development | Development Completed | County Validation | Completed |
| <b>Small</b>                      | 2         | 0            | 0           | 0                    | 0                     | 0                 | 2         |
| <b>Medium</b>                     | 3         | 0            | 0           | 0                    | 0                     | 2                 | 1         |
| <b>Large</b>                      | 14        | 0            | 0           | 0                    | 0                     | 12                | 2         |
| <b>X-Large</b>                    | 10        | 0            | 0           | 0                    | 0                     | 9                 | 1         |
| <b>XX-Large</b>                   | 4         | 0            | 0           | 0                    | 0                     | 4                 | 0         |
| <b>XXX-Large</b>                  | 0         | 0            | 0           | 0                    | 0                     | 0                 | 0         |
| <b>TBD</b>                        | 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>27</b>         | <b>6</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            | 0           | 0                    | 5                     | 4                 | 0         |
| X-Large                                 | 4         | 0            | 0           | 0                    | 2                     | 1                 | 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>0</b>    | <b>0</b>             | <b>7</b>              | <b>5</b>          | <b>0</b>  |

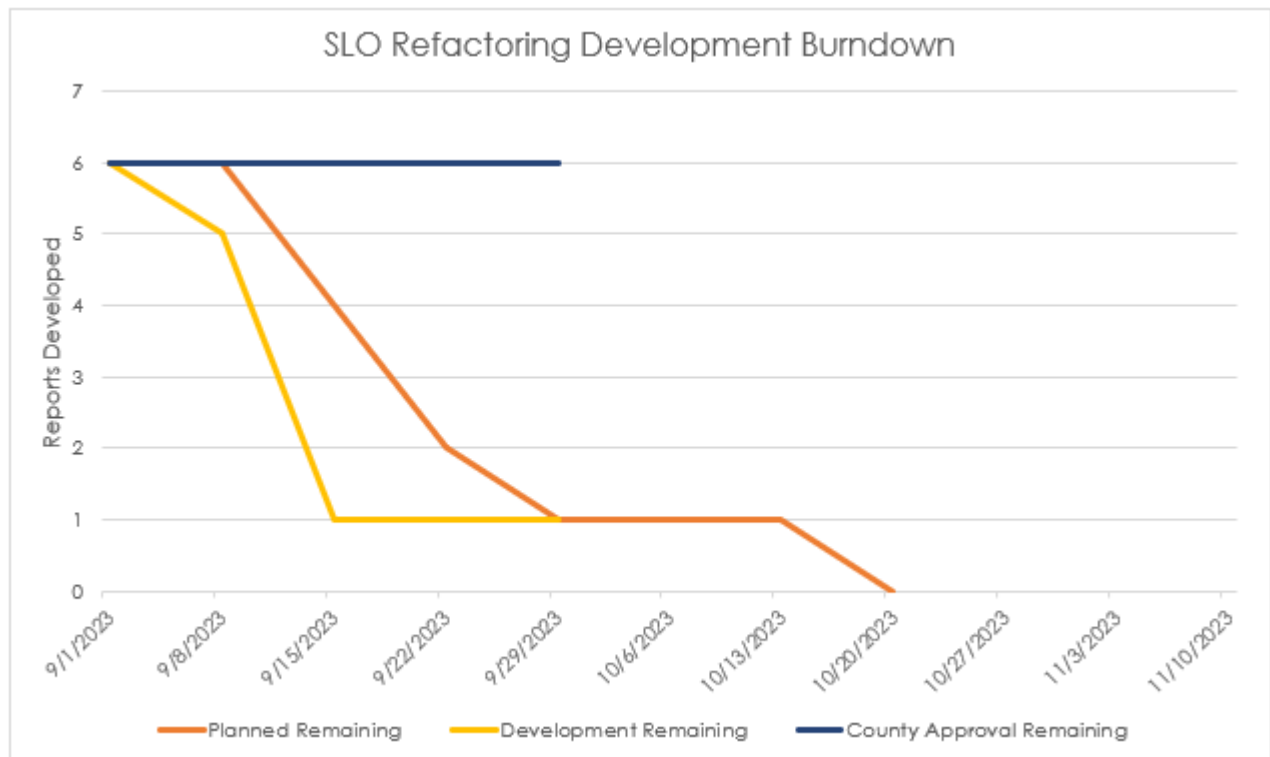
**Figure 5.1.3-2 – San Francisco (SFO) County Refactoring Status**



**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            | 0           | 1                    | 0                     | 0                 | 0         |
| TBD                                       | 0        | 0            | 0           | 0                    | 0                     | 0                 | 0         |
| <b>Total</b>                              | <b>6</b> | <b>0</b>     | <b>0</b>    | <b>1</b>             | <b>0</b>              | <b>5</b>          | <b>0</b>  |

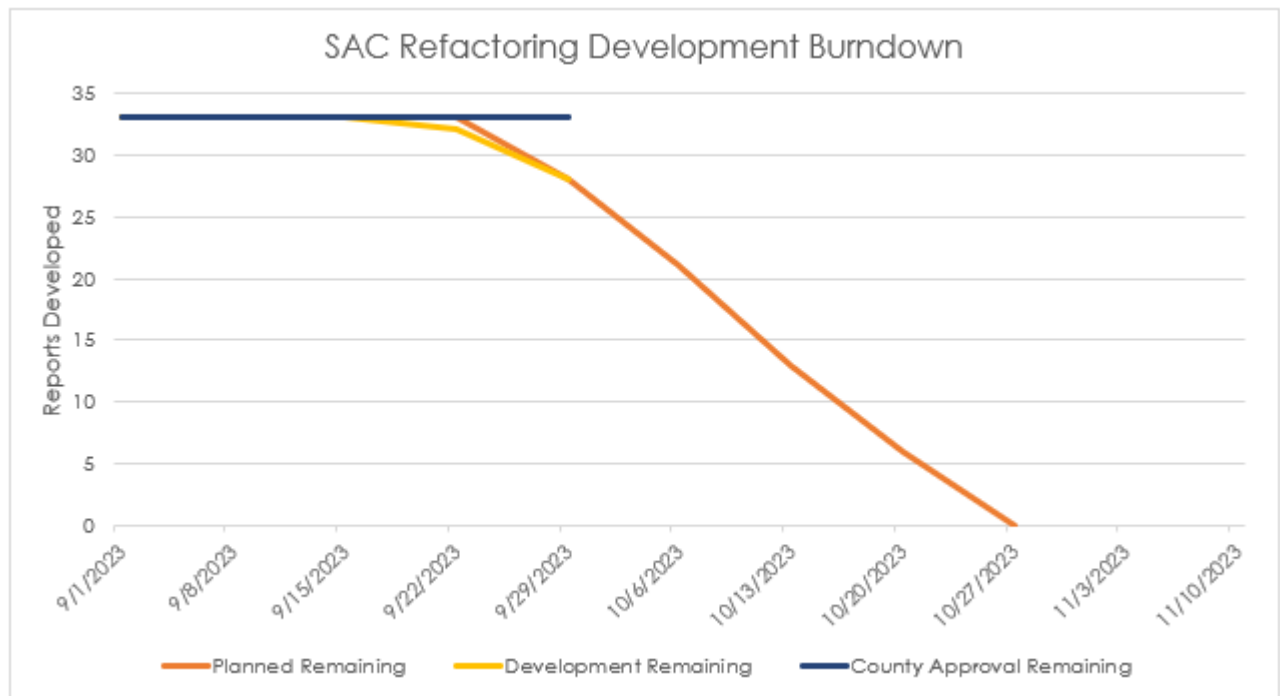
**Figure 5.1.3-3 – San Luis Obispo (SLO) County Refactoring Status**



**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                               | 5         | 0            | 2           | 1                    | 0                     | 2                 | 0         |
| Large                                | 12        | 0            | 4           | 4                    | 0                     | 4                 | 0         |
| X-Large                              | 12        | 0            | 8           | 4                    | 0                     | 0                 | 0         |
| XX-Large                             | 2         | 0            | 1           | 1                    | 0                     | 0                 | 0         |
| XXX-Large                            | 2         | 0            | 2           | 0                    | 0                     | 0                 | 0         |
| TBD                                  | 0         | 0            | 0           | 0                    | 0                     | 0                 | 0         |
| <b>Total</b>                         | <b>33</b> | <b>0</b>     | <b>17</b>   | <b>10</b>            | <b>0</b>              | <b>6</b>          | <b>0</b>  |

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



**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

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**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) or Mock Cutover
- ▶ Meet with Wave 6 Counties for Ancillary Cutover Readiness session
- ▶ Prepare for Wave 6 Optional Data delivery for 6B fit test

**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 |

**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**

- ▶ Began building the Wave 6B Internal Fitness Test workplan
- ▶ Continued building the Wave 6B Master Cutover plan
- ▶ Continued building the Wave 6C Master Cutover plan

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

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

## CalSAWS – California Statewide Automated Welfare System

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

| WAVE    | CUTOVER WINDOW                        | GO-LIVE           |
|---------|---------------------------------------|-------------------|
| 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>Continued developing the Draft Deliverable (DDEL)</li><li>Scheduled a walkthrough meeting with Deliverable reviewers for October 18, 2023, to address questions and comments for the DDEL, as needed</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
- ▶ Begin Wave 6 Fittest activities

### 5.2.2 CalWIN Migration Planning

- ▶ Continue building the Wave 6B Master Cutover Plan
- ▶ Continue building the Wave 6C Master Cutover Plan
- ▶ Begin preparation activities for 6B Fitness Test

### 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, 5C
- ▶ Meet with Wave 6 Counties for Ancillary Cutover Readiness meeting
- ▶ Process for Wave 6 Optional Data delivery for 6B fit test

### 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 25 – 29, 2023 by:
  - Supported Implementation Support Services (ISS) Team Lead Meeting on September 26, 2023
  - Supported CalSAWS Weekly Status Meeting on September 27, 2023, to highlight key workstream reporting items
- ▶ Wave 5 Post Implementation Support during September 25 – 29, 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 County Preparation during September 25 – 29, 2023 by:
  - Supported Wave 6 County Prep Office Hours and Daily Debrief calls

### 6.2 Activities for the Next Reporting Period

- ▶ Continue CalWIN Functional Support coordination during October 2 - 6, 2023 by:
  - Prepare for Implementation Support Services (ISS) Team Lead Meeting on October 3, 2023
  - Prepare for CalSAWS Weekly Status Meeting on October 4, 2023, to highlight key workstream reporting items

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CalSAWS DD&I Project Phase

Weekly Status Report Period: September 25, 2023, to October 1, 2023

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- ▶ Wave 5 Post Implementation Support during October 2 - 6, 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 County Preparation during October 2 - 6, 2023 by:
  - Support Wave 6 County Preparation Office Hours and Daily Debrief calls

### 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

