



# CalSAWS DD&I Weekly Status Report

**Reporting Period: November 6, 2023, to November  
12, 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>Project wide items currently reported under DD&amp;I status such as Communications Management, Cultural Transformation, and IDEA will be moved to the M&amp;O Bi-Weekly status report starting next period.</li> </ul>

#### 1.2.1 Project Management

- ▶ 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
  - Conducted Monthly Risk and Issue Management Group (RMG) meeting held on November 8, 2023
- ▶ Continue activities to support Project staff working remotely
  - Continued developing Project communications, as needed
  - Completed preparations for Monthly CalSAWS Connect and distributed it on November 9, 2023
- ▶ Participated in the monthly CalSAWS IT Report Meeting with Office of Technology and Solutions Integration (OTSI), CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for November 8, 2023
- ▶ Completed materials for and participated in the Project Steering Committee (PSC) Meeting that was held on November 9, 2023
- ▶ Continued developing materials for the Joint Powers Authority (JPA) Meeting that is to be held on November 17, 2023
- ▶ Continued performing contract management activities:
  - Change Notice 30 (November JPA) is in development and does not include DD&I items
  - Continued planning the implementation of requirements from the Department of Health and Human Services (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

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### 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)
  - 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	November 9, 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)
  - Distributed content for No Shave November
    - Team Updates
    - CalSAWS Connect Article including team updates
      - Team and Contest information
  - Wellness Wednesday
    - Distributed content for November Thankful Thursday – “Thankfulness”
    - December Wellness Wednesday “Glimmers”
  - Upcoming activities and events
    - Culture Transformation Meeting/update
    - Best vacation 2023
    - SAWS memorabilia

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- National Poetry Month and CalSAWS Poetry Contest – April 2024
- National Pet Month – May 2024
- Annual Art Tour

### 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 Diversity, Inclusion, Equity (DEI) programs
    - Prepared for redesigning the pulse survey to measure inclusive leadership
  - CalSAWS Table Talks
    - Continued planning logistics of next Table Talk
  - Buddy Program
    - Continued planning for closing of Buddy Program round 4 and the opening of round 5
    - Distributed Round 4 Survey to assess participants interaction
    - Planned Round 5 Kick-off Meeting to introduce new and returning participants to the purpose and expectations of the program
  - Employee Resource Groups (ERGs)
    - Continued to manage and support Employee Resource Groups (ERGs) council
    - Reviewed Menti Survey to analyze results to encourage more ERG participation
    - Planned ERG participation in Holiday Social
  - CalSAWS Joint Powers of Authority (JPA) IDEA Breakout Session
    - Planned presentation of IDEA's impact with panel discussion
    - Planned session to present to Section Directors
    - Created draft of Presentation
- ▶ General
  - Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
  - Continued conversations with volunteer organization to provide volunteer opportunities for CalSAWS members
  - Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  - Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the CalSAWS Project

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**1.3 CRFI/CIT Communications Information**

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending November 12, 2023

**Table 1.3-1 – CITs**

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
None					

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending November 12, 2023

**Table 1.3-2 – CRFIs**

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
23-120	Migrate WDTIP Data and Online Screens to CalSAWS Workgroup Recruitment	Open	October 23, 2023	Gingko Luna	Lien Phan
23-121	Request for Counties to Identify Staff for BenefitsCal UCD Research	Open	October 24, 2023	Carlos Zepeda	Marsale Eramya
23-122	County IA Agency Name on SSP 14	Open	November 3, 2023	Adelaide Mendoza	Caroline Bui
23-123	Annual CalSAWS Security Compliance Memorandum	Open	November 7, 2023	Rosemary Assabil, and Shannon Williams	Shobin Scaria, and Uzair Naveed

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending November 12, 2023

**Table 1.3-3 – Overdue CRFIs**

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

## 1.4 Activities for the Next Reporting Period

### 1.4.1 Project Management

- ▶ Continue CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
- ▶ Continue activities to support Project staff working remotely
  - Continue developing Project communications, as needed
  - Complete developing materials for the Monthly Virtual All-Staff meeting to be held on November 15, 2023
- ▶ Complete developing materials for the Joint Powers Authority (JPA) Meeting that is to be held on November 17, 2023
- ▶ 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 2024
- ▶ Develop calendar of events for the ambassador initiatives the year 2024
- ▶ 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



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### 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 Diversity, Equity, and Inclusion (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
- ▶ Continued planning for JPA presentation and panel discussion
- ▶ Continued drafting of slide presentation

### 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
	<ul style="list-style-type: none"><li>• Completed Cutover 6C on the weekend of November 11, 2023.</li></ul>

- ▶ CA-253637 - DDID 2261 - Imaging CalWIN Retention Phase 2 has completed testing and will be deployed with the 23.11 baseline release.

### 2.2 Activities for the Next Reporting Period

- ▶ None for the reporting period

### 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 preparing for Los Angeles County Go Live</li> </ul>

- ▶ Wave 6 Contact Center On-site support completed.
- ▶ Continued build of Scheduled Callback (CA-229573)
- ▶ Continued Los Angeles County Model Office for their Contact Center go-live SCR (CA-240156)

**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	January 12, 2023	In Production	23.09   23.10.19

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MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
Inbound IVR (CA-226837)			

**Table 3.1-3 – CalSAWS Customer Service Center DDID Workstream Summary**

MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
DDID 2284 FDS CSC: Scheduled Callback (CA-229573)	December 3, 2023	In Development	23.12.14
DDID 2268 FDS CSC: Display the CalSAWS Contact Center IVR Caller ID for outbound calls (CA-239498)	December 3, 2023	Design In Progress	23.12.14
DDID 2222 FDS CSC: Supervisor Email Notifications in Admin Page (CA-251878)	December 3, 2023	Design In Progress	23.12.14

**Note:** Delivery date prioritized to accommodate Los Angeles County Enhancements.

**Table 3.1-4 - 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 3.1-5 – 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

### 3.2 Activities for the Next Reporting Period

- ▶ Prepare Los Angeles County for go-live on Amazon Connect on November 17, 2023
- ▶ Continue build of Scheduled Callback (CA-229573)
- ▶ Continue Build of Phase 4 eCCP Migration SCRs (CA-249268, CA-249264, CA-249266, CA-249267)

### 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 Application Development Summary	<ul style="list-style-type: none"> <li>• Implemented the last remaining 23.09 DD&amp;I priority release System Change Requests (SCRs). With the completion of this activity all application development and Testing DD&amp;I activities have now concluded and so section 4.0 of this status report will be removed in future weekly status updates.</li> </ul>

#### 4.1.1 Application Development Summary

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

	Status	23.09
Design	New	0
	Design in Progress	0
	Ready for Committee	0
	Committee review	0
	Pending approval	0
Build	Approved	0
	In Development	0
	Development completed	0
	In Assembly Test	0
Test	System Test	0
	Test completed	0
	In Production	23

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	Grand total	23
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System Change Requests (SCRs) in Production	1,100
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**Note:**

- This table includes Application Development System Change Requests (SCRs) with migration impact. SCRs in production represents a count of any SCR that have a project phase of migration and have been deployed to production.
- ▶ Completed 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)

### 4.3 Upcoming Performance Tests

- ▶ Planned upcoming Performance tests for Core Online

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

Performance Cycle	Start Date	End Date	Status

### 4.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 5.0 Conversion

### 5.1 Highlights of the Reporting Period

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

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> <li>• Supported Wave 1-6 Counties post Go-Live</li> <li>• Continued Conversion DCR development and testing</li> <li>• Completed Wave 6C cutover on schedule</li> </ul>
5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> <li>• Data Retention additional document migration</li> <li>• County Refactoring Overview</li> <li>• Alameda County Refactoring Status</li> <li>• Wave 6 Refactoring Update</li> </ul>

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### 5.1.1 CalWIN Conversion

- ▶ Supported Wave 1-6 Counties post Go-Live
- ▶ Continued conversion DCR development and testing
- ▶ Completed Wave 6C cutover on schedule

### 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 November 1 – December 31, 2023	0	29	69	4	102
<b>Total Open Defects</b>	<b>0</b>	<b>29</b>	<b>69</b>	<b>4</b>	<b>102</b>

**Note:** This table now includes the defects pending for Waves 1, 2, 3, 4, 5 and 6.

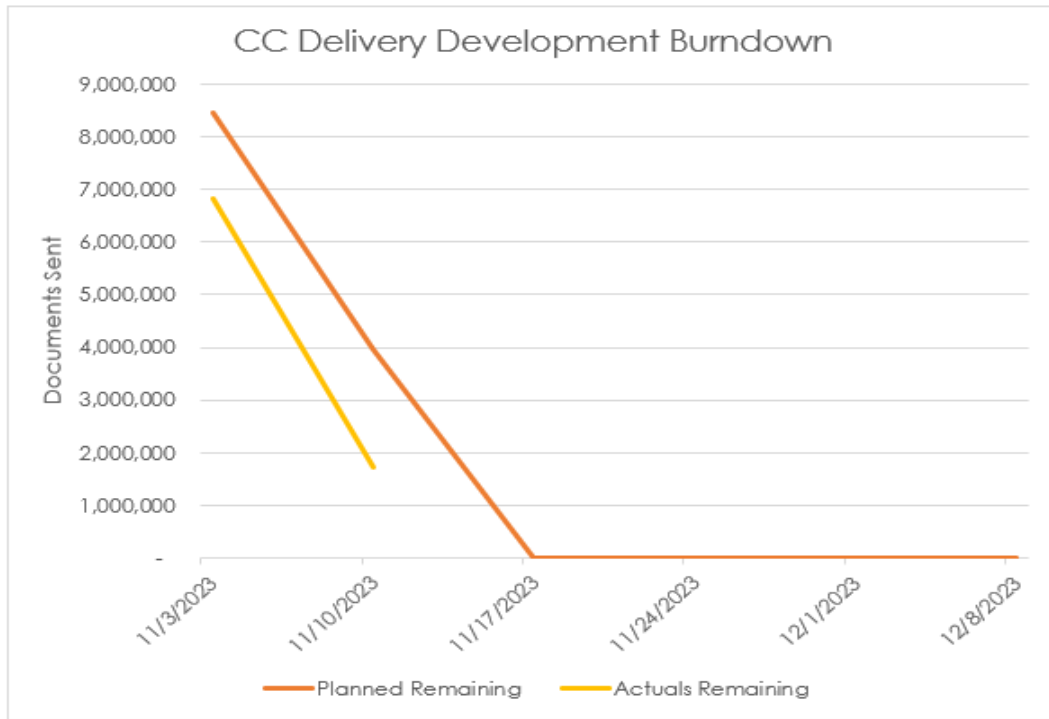
### 5.1.3 Gainwell Technologies

- ▶ CalWIN Document Migration
  - Document migration has begun and is progressing.

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

Date	Planned Sent	Planned Remaining	Actuals Sent	Actuals Remaining
November 3, 2023	0	8,441,961	1,606,474	6,835,487
November 10, 2023	4,500,000	3,941,961	6,717,780	1,724,181
November 17, 2023	8,441,961	0	0	0
November 24, 2023	0	0	0	0
December 1, 2023	0	0	0	0
December 8, 2023	0	0	0	0

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



Accenture System Change Request (SCR) CA-268083 targeted for 24.01 priority release will make these documents available in CalSAWS system.

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**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	Y	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	Y	63688	Day 1 - 66	64076
Santa Barbara (SBR)	3	Y	Y	63730	Day 1 - 2 Total - 34	64224
Ventura (VEN)	3	Y	Y	64186	0	64398
San Diego (SDG)	4	Y	Y	63914	Day 1 – 43 Total - 151	64451
San Mateo (SMT)	4	Y	Y	63099	Day 1- 4 Total - 74	TBD
Santa Cruz (SCZ)	4	Y	Y	64077	Day 1 - 1 Total - 33	TBD
Solano (SOL)	4	Y	Y	63871	Day 1- 18 Total - 62	64413
Alameda (ALA)	5	Y	Y	63568	Day 1- 33 Total - 85	64651
Fresno (FRS)	5	N	Y	N/A	13	65115
Sonoma (SON)	5	N	Y	64698	Day 1- 0 Total - 10	64698
Sacramento (SAC)	6	N	Y	64371	Day 1- 33 Total - 47	65003
San Francisco (SFO)	6	N	Y	64187	Day 1- 12 Total - 40	64970
San Luis Obispo (SLO)	6	N	Y	64283	Day 1 – 6 Total - 26	64971

**Table 5.1.3-3 – 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	0	3
<b>Large</b>	14	0	0	0	0	1	13
<b>X-Large</b>	10	0	0	0	0	2	8
<b>XX-Large</b>	4	0	0	0	0	2	2
<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>5</b>	<b>28</b>



**Table 5.1.3-4 – 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	0	8	0
X-Large	4	0	0	0	0	4	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>0</b>	<b>12</b>	<b>0</b>

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

**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	0	0	0	5	0
Large	12	0	0	0	0	12	0
X-Large	12	0	0	0	0	12	0
XX-Large	2	0	0	0	0	2	0
XXX-Large	2	0	0	0	0	2	0
TBD	0	0	0	0	0	0	0
<b>Total</b>	<b>33</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>33</b>	<b>0</b>

**5.1.4 Ancillary Systems Conversion**

- ▶ Facilitated exception reports review sessions with the Ancillary Counties to address questions and concerns
- ▶ Generate Wave 6C Cutover Exception Report

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

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
All Mock Cutovers have been completed			

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

WAVE	MOCK B	MOCK C	CUTOVER B	CUTOVER C
Wave 6	August 5, 2023	August 14, 2023	October 26, 2023	November 13, 2023
	Completed	Completed	Completed	Completed

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

**5.1.5 CalWIN Migration Planning**

- ▶ Completed execution of the Wave 6C Cutover activities
- ▶ Began execution of the Wave 6C Post Cutover activities

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

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

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

WAVE	CUTOVER WINDOW	GO-LIVE
Wave 6C	November 10, 2023 - November 13, 2023	November 13, 2023

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 6, 2023, to November 12, 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>Received approval of the Final Deliverable (FDEL) on November 6, 2023</li></ul>
91	CalSAWS Deployment Complete Report – CalWIN Wave 1-6	<ul style="list-style-type: none"><li>Facilitated a touchpoint meeting with Deliverable reviewers on November 8, 2023, to address questions and comments for the Draft Deliverable Expectation Document (DDED), as needed</li><li>Received comments for the DDED on November 9, 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, Wave 5 and Wave 6 Post Go-Live Issues
- ▶ Continue conversion DCR development and testing

### 5.2.2 Gainwell Technologies

- ▶ CalWIN Data Migration
  - o Complete document migration for additional documents

### 5.2.3 Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
90	CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 6	<ul style="list-style-type: none"><li>Begin developing the Draft Deliverable (DDEL)</li><li>Submission of the DDEL is due on December 6, 2023</li></ul>
91	CalSAWS Deployment Complete Report – CalWIN Wave 1-6	<ul style="list-style-type: none"><li>Finalize and submit the FDED to the Consortium for review and approval on November 15, 2023</li><li>Approval of the FDED is due on November 21, 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 November 6 - 12, 2023:
  - Supported CalSAWS Weekly Status Meeting on November 8, 2023, to highlight key workstream reporting items
- ▶ Wave 6 Post Implementation Support during November 6 - 12, 2023:
  - Provided virtual and extended post implementation support
  - Provided onsite support for Cash Assistance Program for Immigrants (CAPI) program
  - Supported Project Production and County Operations calls. Maintained Issues tracker and reported on status of open issues
  - Provided daily business metrics
- ▶ Reports Functional Support during October 30 - November 5, 2023:
  - Supported Reports Discovery Session planning on November 8, 2023, to improve County reports experience for all 58 Counties.

### 6.2 Activities for the Next Reporting Period

- ▶ Continue CalWIN Functional Support coordination during November 13 - 19, 2023:
  - Prepare for Implementation Support Services (ISS) Team Lead Meeting on November 14, 2023
  - Prepare for CalSAWS Weekly Status Meeting on November 15, 2023, to highlight key workstream reporting items
- ▶ Wave 6 Post Implementation Support during November 13 - 19, 2023:
  - Provide virtual and extended post implementation support
  - Support Project Production, County Operations, and Executive Status calls. Maintain Issues tracker and report on status of open issues.
  - Provide daily business metrics
- ▶ Reports Functional Support during October 30 - November 5, 2023:
  - Continued to support Reports Discovery Session planning to improve County reports experience for all 58 Counties

### 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

