



# CalSAWS DD&I Weekly Status Report

**Reporting Period: November 20, 2023, to November  
26, 2023**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 20, 2023, to November 26, 2023


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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
96	CalSAWS Migration Final Acceptance Certification	PMO		<ul style="list-style-type: none"> <li>Draft Deliverable Expectation Document (DDED) in progress</li> <li>Submission of the DDED is due on November 30, 2023</li> </ul>

[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

- ▶ Continue CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
- ▶ Continue activities to support Project staff working remotely
  - Continued developing Project communications, as needed
  - Began planning for in-person Holiday Potluck for December 12, 2023 for Los Angeles and December 13, 2023 for Roseville.
- ▶ Continued performing contract management activities:
  - 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

#### Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
96	CalSAWS Migration Final Acceptance Certification	<ul style="list-style-type: none"> <li>Began developing the DDED</li> <li>Submission of the DDED is due on November 30, 2023</li> </ul>

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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 26, 2023

**Table 1.3-1 – CITs**

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0385-23	Wave 6 Counties T+6 Weeks Change Readiness Survey	Informational	November 20, 2023	Helen Cruz	Araceli Gallardo

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending November 26, 2023

**Table 1.3-2 – CRFIs**

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
None					

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending November 26, 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
  - Begin preparations for Monthly Risk and Issues Management Group (RMG) meeting scheduled for December 6, 2023
- ▶ Continue activities to support Project staff working remotely
  - Continue developing Project communications, as needed
  - Continue planning for in-person Holiday Potluck for December 12, 2023 for L.A. and December 13, 2023 for Roseville.
  - Begin planning All-Staff meeting scheduled for December 13, 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
96	CalSAWS Migration Final Acceptance Certification	<ul style="list-style-type: none"> <li>Finalize and submit the DDED to the Consortium for review and feedback on November 30, 2023</li> <li>Comments for the DDED are due on December 7, 2023</li> </ul>

**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>None to note for the reporting period.</li> </ul>

**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>Los Angeles County went live on November 17, 2023</li> </ul>

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- ▶ Continued Los Angeles County Contact Center On-site support
- ▶ Continued build of Scheduled Callback (CA-229573) targeted for minor release in December 2023
- ▶ Continued build of former C-IV phase 4 eCCP Migration effort (CA-258664, CA-258666, CA-258667, CA-258668)

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

MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
DDID 2292, 2697, 2698, 2723, 2724 WFM/QA/QM Reporting (CA-226209)	December 3, 2021	In Production	22.01
DDID 2700 Enhanced CCP (CA-226844)	March 18, 2022	In Production	22.03   22.05.06
DDID 2727 Work-from-home Modifications (CA-227064)	March 18, 2022	In Production	22.03   22.05.06
DDID 2216, 2725 External Party Access IVR (CA-226839)	March 25, 2022	In Production	22.05
DDID 2211, 2217, 2218, 2220, 2729, 2730, 2731, 2046, 2732 Telephonic Signature (CA-226838)	April 1, 2022	In Production	22.05
DDID 2704 Post-Call Survey (CA-228023)	July 8, 2022	In Production	22.07   22.09.16
DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2222, 2702, 2721, 2169, 2284, 2722 Admin Page (CA-226672)	October 7, 2022	In Production	22.11   22.12.11
DDID 2718 Task for Cancelling an Appointment in Outbound IVR (CA-231234)	November 11, 2022	In Production	23.01   23.02.17
DDID 2219, 2716, 2717, 2728 Outbound IVR - (CA-226207)	November 11, 2022	In Production	23.01   23.02.17
DDID 2701, 2706 Voice Authentication Languages (CA-226843)	October 7, 2022	In Production	23.01   23.02.16
DDID 2699, 2210, 2705, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2258 Inbound IVR (CA-226837)	January 12, 2023	In Production	23.09   23.10.19

**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

**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	January 25, 2023	In Development

### 3.2 Activities for the Next Reporting Period

- ▶ Continue onsite support for Los Angeles County
- ▶ Continue build of Scheduled Callback (CA-229573) targeted for minor release in December 2023
- ▶ Continue build and test of System Change Request (SCRs) SCR-265141 targeted for minor release in December 2023

### 3.3 Upcoming Performance Tests

- ▶ No upcoming performance tests.

### 3.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 4.0 Conversion

### 4.1 Highlights of the Reporting Period

**Table 4.1-1 – CalSAWS Conversion Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.1.1 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> </ul>
4.1.2 Gainwell Technologies	<ul style="list-style-type: none"> <li>County Refactoring Overview</li> <li>Alameda County Refactoring Status</li> <li>Wave 6 Refactoring Update</li> </ul>

#### 4.1.1 CalWIN Conversion Defects

- ▶ Table 4.1.1-1 – 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 4.1.1-1 – 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	18	59	3	80
<b>Total Open Defects</b>	<b>0</b>	<b>18</b>	<b>59</b>	<b>3</b>	<b>80</b>

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

#### 4.1.2 Gainwell Technologies

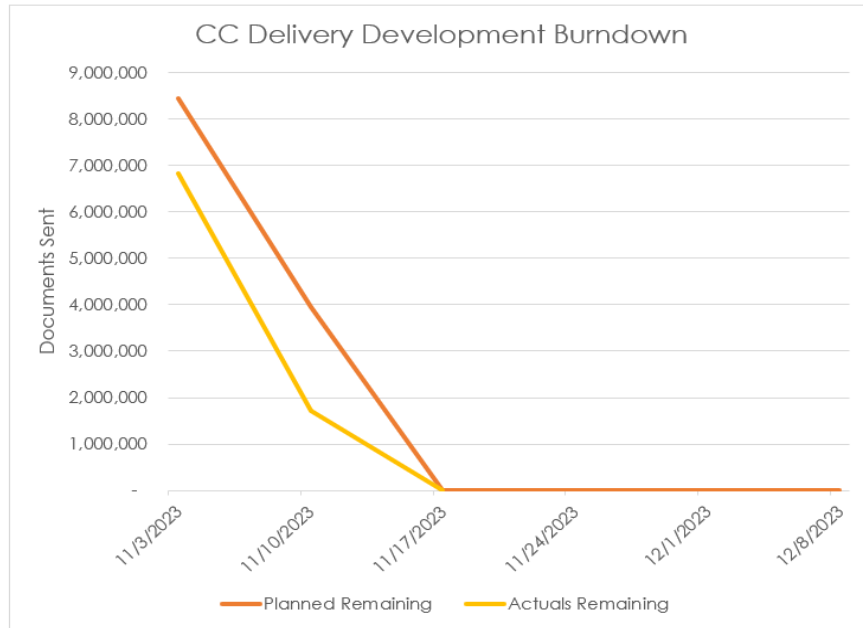
- ▶ CalWIN Document Migration
  - o Began Document migration and is progressing.

**Table 4.1.2-1 – 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	8,441,961	0
November 24, 2023	0	0	0	0
December 1, 2023	0	0	0	0
December 8, 2023	0	0	0	0



**Figure 4.1.2-1 – 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.

**Table 4.1.2-2 – 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 4.1.2-3 – Alameda County Refactoring Status**

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

**Table 4.1.2-4 – 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 4.1.2-5 – 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	0	2
Large	2	0	0	0	0	0	2
X-Large	1	0	0	0	0	0	1
XX-Large	0	0	0	0	0	0	0
XXX-Large	1	0	0	0	0	0	1
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>0</b>	<b>6</b>

**Table 4.1.2-6 – 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>

### 4.1.3 Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
90	CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 6	<ul style="list-style-type: none"> <li>Continued 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>Received approval of the Final Deliverable Expectation Document (FDED) on November 21, 2023</li> </ul>

## 4.2 Activities for the Next Reporting Period

### 4.2.1 CalWIN Conversion

- ▶ Continue to triage, assess, and resolve CalWIN Wave 1 - 6 Post Go-Live Issues
- ▶ Continue conversion DCR development and testing

### 4.2.2 Gainwell Technologies

- Refactoring
  - Continue support of County approvals.

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### 4.2.3 Deliverable Management

**Table 4.2.3-1 – 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>Continue developing the 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>Begin developing the DDEL</li><li>Submission of the DDEL is due on December 15, 2023</li></ul>

### 4.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 5.0 CalWIN Functional Support

### 5.1 Highlights of the Reporting Period

**Table 5.1-1 – 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>

- ▶ Wave 6 Post Implementation Support during November 20 - 26, 2023:
  - Provided virtual and extended post implementation support
  - 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 November 20 - 26, 2023:
  - Support Reports Discovery Session planning to improve County reports experience for all 58 Counties

### 5.2 Activities for the Next Reporting Period

- ▶ Continue CalWIN Functional Support coordination during November 27 - December 3, 2023:
  - Prepare for Implementation Support Services (ISS) Team Leads Meeting on November 28, 2023
  - Prepare for CalSAWS Weekly Status Meeting on November 29, 2023, to highlight key workstream reporting items
- ▶ Wave 6 Post Implementation Support during November 27 - December 3, 2023:
  - Provide virtual and extended post implementation support

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- o Support Project Production and County Operations calls. Maintain Issues tracker and report on status of open issues.
- o Provide daily business metrics
- ▶ Reports Functional Support during November 27 - December 3, 2023:
  - o Continue to support Reports Discovery Session planning to improve County reports experience for all 58 Counties

### 5.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## **6.0 Appendices**

Appendix A – CalSAWS Deliverable Summary

Appendix B – CalSAWS Migration Work Plan Summary

Appendix C – CalSAWS DD&I Project Gantt Chart

