



CalSAWS DD&I Weekly Status Report

**Reporting Period: December 4, 2023, to December
10, 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
96	CalSAWS Migration Final Acceptance Certification	PMO		<ul style="list-style-type: none"> Final Deliverable Expectation Document (DDED) is in progress Submission of the FDED is due on December 14, 2023

[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"> None to note for the reporting period

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 Issues Management Group (RMG) meeting on December 6, 2023
- ▶ Continue activities to support Project staff working remotely
 - Continued developing Project communications, as needed
 - Continued planning for in-person Holiday Potluck for December 12, 2023 for Los Angeles and December 13, 2023 for Roseville
 - Continued planning All-Staff meeting scheduled for December 13, 2023
 - Continued developing materials for Monthly CalSAWS Connect to be distributed on December 12, 2023
- ▶ Continued developing materials for the Project Steering Committee (PSC) Meeting that is to be held on December 14, 2023
- ▶ 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

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1.2.2 Deliverable Management

Table 1.2.2-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
96	CalSAWS Migration Final Acceptance Certification	<ul style="list-style-type: none"> Received comments for the DDED on December 7, 2023 Began developing the FDED based on feedback received on the DDED Submission of the FDED is due on December 14, 2023

1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending December 10, 2023

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0394-23	CalSAWS County Cost Summary – December 2023 Update	Informational	December 4, 2023	Britt Carlsen	Melissa Gates

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending December 10, 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 December 10, 2023

Table 1.3-3 – Overdue CRFIs

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

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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
 - Host in-person Holiday Potluck for December 12, 2023 for Los Angeles and December 13, 2023 for Roseville
 - Conduct All-Staff meeting scheduled for December 13, 2023
 - Complete materials for Monthly CalSAWS Connect to be distributed on December 12, 2023
- ▶ Complete developing materials for the Project Steering Committee (PSC) Meeting that is to be held on December 14, 2023
- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project

1.4.2 Deliverable Management

Table 1.4.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
96	CalSAWS Migration Final Acceptance Certification	<ul style="list-style-type: none">• Finalize and submit the FDED to the Consortium for review and approval on December 14, 2023• Approval of the FDED is due on December 20, 2023

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">• None to note for the reporting period

2.2 Activities for the Next Reporting Period

- ▶ None for the reporting period

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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
	<ul style="list-style-type: none"> • None to note for the reporting period

- ▶ 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

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MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
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)	January 15, 2024	In Development	24.1.24
DDID 2268 FDS CSC: Display the CalSAWS Contact Center IVR Caller ID for outbound calls (CA-239498)	January 15, 2024	Design In Progress	24.1.24
DDID 2222 FDS CSC: Supervisor Email Notifications in Admin Page (CA-251878)	January 15, 2024	Design In Progress	24.1.24

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, 2024	In Development

3.2 Activities for the Next Reporting Period

- ▶ Los Angeles County requested additional onsite support; this will continue for one more week
- ▶ Continue build of Scheduled Callback (CA-229573) 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"> • Supported Wave 1-6 Counties post Go-Live • Continued Conversion Data Change Requests (DCRs) development and testing
4.1.2 Gainwell Technologies	<ul style="list-style-type: none"> • County Refactoring Overview • Alameda County Refactoring Status • Wave 6 Refactoring Update

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 (DCRs)

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 – January 31, 2024	0	7	36	2	45
Total Open Defects	0	7	36	2	45

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

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4.1.2 Gainwell Technologies

- ▶ CalWIN Document Migration
 - Completed transmission of documents to CalSAWS.
- ▶ Accenture System Change Request (SCR) CA-268083 targeted for 24.01 priority release will make these documents available in CalSAWS system.

Table 4.1.2-1 – 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	0	10
XX-Large	4	0	0	0	0	0	4
XXX-Large	0	0	0	0	0	0	0
TBD	0	0	0	0	0	0	0
Total	33	0	0	0	0	0	33

Table 4.1.2-2 – 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
Total	12	0	0	0	0	12	0

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Table 4.1.2-3 – 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
Total	33	0	0	0	0	33	0

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"> Finalized and submitted the Draft Deliverable (DDEL) to the Consortium for review and feedback on December 6, 2023 Scheduled a touchpoint meeting with Deliverable reviewers on December 12, 2023, to address questions and comments for the DDEL, as needed Comments for the DDEL are due on December 15, 2023
91	CalSAWS Deployment Complete Report – CalWIN Wave 1-6	<ul style="list-style-type: none"> Continued developing the Draft Deliverable (DDEL) Submission of the DDEL is due on December 15, 2023

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 Data Change Requests (DCRs) development and testing

4.2.2 Gainwell Technologies

- Refactoring
 - Continue support of County approvals

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"> Facilitate a touchpoint meeting with Deliverable reviewers on December 12, 2023, to address questions and comments, as needed Receive comments for the DDEL on December 15, 2023 Begin drafting the Final Deliverable (FDEL), based on feedback received on the DDEL
91	CalSAWS Deployment Complete Report – CalWIN Wave 1-6	<ul style="list-style-type: none"> Finalize and submit the DDEL to the Consortium for review and feedback on December 15, 2023 Comments for the DDEL are due on December 27, 2023

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"> None to note for this reporting period

- ▶ Provide CalWIN Functional Support coordination during December 4 - 10, 2023:
 - Supported CalSAWS Weekly Status Meeting on November 29, 2023, to highlight key workstream reporting items
- ▶ Wave 6 Post Implementation Support during December 4 - 10, 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 December 4 - 10, 2023:
 - Supported Reports Discovery Session planning to improve County reports experience for all 58 Counties

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5.2 Activities for the Next Reporting Period

- ▶ Continue CalWIN Functional Support coordination during December 11 - 17, 2023:
 - Prepare for CalSAWS Weekly Status Meeting on December 6, 2023, to highlight key workstream reporting items
- ▶ Wave 6 Post Implementation Support during December 11 - 17, 2023:
 - Provide virtual and extended post implementation support
 - Support Project Production and County Operations calls. Maintain Issues tracker and report on status of open issues.
 - Provide daily business metrics
- ▶ Reports Functional Support during December 11 - 17, 2023:
 - 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

