



CalSAWS DD&I Weekly Status Report

**Reporting Period: November 13, 2023, to November
19, 2023**

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 13, 2023, to November 19, 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 |
|-------|-------------------------------|------|------------|--------|
| | 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"> 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
- ▶ Continue activities to support Project staff working remotely
 - Continued developing Project communications, as needed
 - Supported in-person Diwali Celebrations
 - Completed developing materials and conducted the Monthly Virtual All-Staff meeting on November 15, 2023
- ▶ Completed materials and participated in the Joint Powers Authority (JPA) Meeting that was held on November 17, 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

Deliverable Management

Table 1.2.1-2 – Deliverable Status for Current Reporting Period

| DEL # | DELIVERABLE NAME | STATUS |
|-------|-------------------------------|--------|
| | None for the reporting period | |

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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 19, 2023

Table 1.3-1 – CITs

| CIT ID | SUBJECT | CATEGORY | DISTRIBUTION DATE | PRIMARY CalSAWS CONTACT | BACKUP CalSAWS CONTACT |
|---------|---|---------------|-------------------|-------------------------|------------------------|
| 0378-23 | CalSAWS American Recovery Plan Act (ARPA) County Technology Enhancements County Reallocations SFY 2022-23/FFY 2023 v3 | Informational | November 13, 2023 | Melissa Gates | Fue Kue |
| 0379-23 | CalSAWS American Recovery Plan Act (ARPA) County Technology Enhancements County Reallocations SFY 2023-24/FFY 2023 v2 | Informational | November 13, 2023 | Melissa Gates | Fue Kue |

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending November 19, 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 19, 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
 - Begin planning for in-person Holiday Potluck
- ▶ 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 | |

1.5 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. |

- ▶ CA-253637 - DDID 2261 - Imaging CalWIN Retention Phase 2 was 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"> Los Angeles County went live on November 17, 2023 |

- ▶ Continued Los Angeles County Contact Center On-site support
- ▶ Continued build of Scheduled Callback (CA-229573) targeted for minor release in December 2023

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 |

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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 | 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"> • Supported Wave 1-6 Counties post Go-Live • Continued Conversion DCR development and testing |
| 4.1.3 Gainwell Technologies | <ul style="list-style-type: none"> • Data Retention additional document migration • County Refactoring Overview • Alameda County Refactoring Status • Wave 6 Refactoring Update |

4.1.1 CalWIN Conversion

- ▶ Supported Wave 1-6 Counties post Go-Live
- ▶ Continued conversion Data Change Requests (DCR) development and testing

4.1.2 CalWIN Conversion Defects

- ▶ Table 4.1.2-1 – 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 4.1.2-1 – 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 | 21 | 62 | 4 | 87 |
| Total Open Defects | 0 | 21 | 61 | 4 | 87 |

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

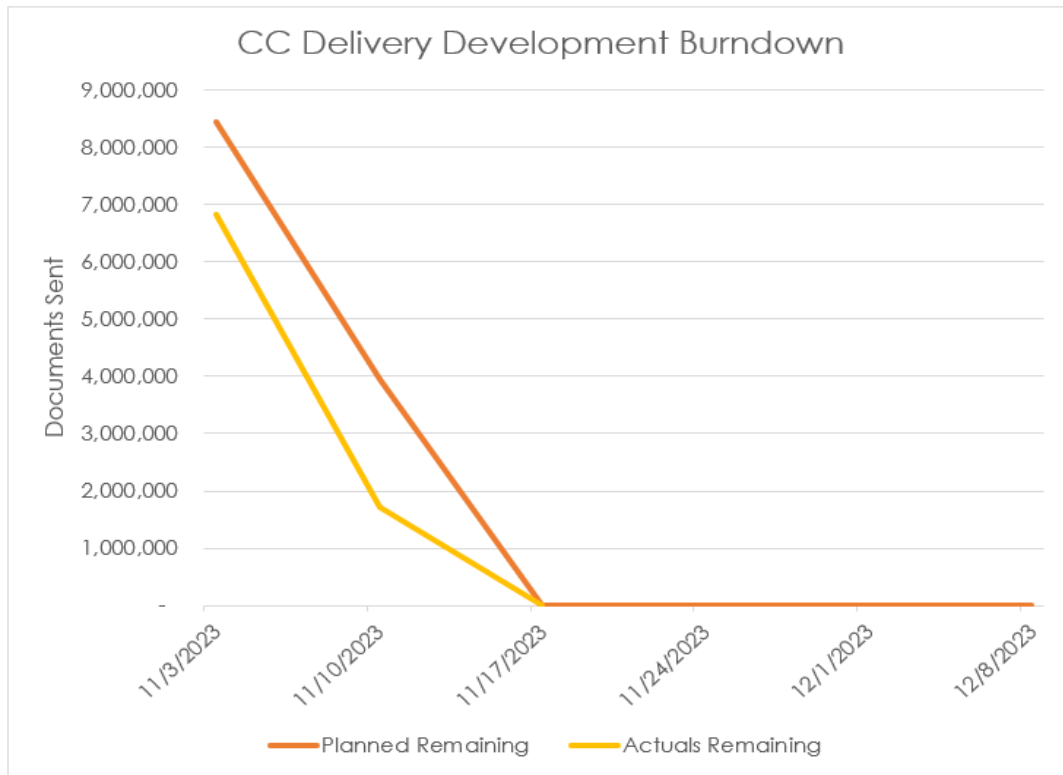
4.1.3 Gainwell Technologies

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

Table 4.1.3-1 – 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 | 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 4.1.3-1 – 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 4.1.3-2 – 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 4.1.3-3 – 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 | 1 | 13 |
| X-Large | 10 | 0 | 0 | 0 | 0 | 2 | 8 |
| 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 |
| Total | 33 | 0 | 0 | 0 | 0 | 5 | 28 |

Table 4.1.3-4 – 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 |
| Total | 12 | 0 | 0 | 0 | 0 | 12 | 0 |

Table 4.1.3-5 – 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 |
| Total | 6 | 0 | 0 | 0 | 0 | 6 | 0 |

Table 4.1.3-6 – 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 |
| Total | 33 | 0 | 0 | 0 | 0 | 33 | 0 |

4.1.4 Ancillary Systems Conversion

- ▶ Move Amazon Web Services (AWS) File for MOCK/CUTOVER (csv, Exception Reports, Validations Reports Facilitated) to CalSAWS SharePoint

Table 4.1.4-1 – Ancillary Systems Conversion Milestones

| FINISH | MILESTONE | MILESTONE DESCRIPTION | STATUS |
|---------------------------------------|-----------|-----------------------|--------|
| All Mock Cutovers have been completed | | | |

Table 4.1.4-2 – 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

4.1.5 CalWIN Migration Planning

- ▶ Continued execution of the Wave 6C Post Cutover activities

4.1.6 Deliverable Management

Table 4.1.6-1 – 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"> Continued developing the Draft Deliverable (DDEL) Submission of the DDEL is due on December 6, 2023 |
| 91 | CalSAWS Deployment Complete Report – CalWIN Wave 1-6 | <ul style="list-style-type: none"> Began developing the Final Draft Deliverable Expectation Document (FDED) based on feedback received on the DDED Finalized and submitted the FDED to the Consortium for review and approval on November 15, 2023 Approval of the FDED is due on November 21, 2023 |

4.2 Activities for the Next Reporting Period

4.2.1 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

4.2.2 Gainwell Technologies

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

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"> • Continue developing the DDEL • Submission of the DDEL is due on December 6, 2023 |
| 91 | CalSAWS Deployment Complete Report – CalWIN Wave 1-6 | <ul style="list-style-type: none"> • Partner with Deliverable reviewers to address comments or concerns for the FDED, as needed • Approval of the FDED is due on November 21, 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 |

- ▶ Provided CalWIN Functional Support coordination during November 13 - 19, 2023:
 - Supported CalSAWS Weekly Status Meeting on November 15, 2023, to highlight key workstream reporting items
- ▶ Wave 6 Post Implementation Support during November 13 - 19, 2023:
 - Provided virtual and extended post implementation support
 - Supported Project Production, County Operations, and Executive Status calls. Maintained Issues tracker and reported on status of open issues.
 - Provided 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

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5.2 Activities for the Next Reporting Period

- ▶ Continue CalWIN Functional Support coordination during November 20 - 26, 2023:
 - Prepare for CalSAWS Weekly Status Meeting on November 22, 2023, to highlight key workstream reporting items
- ▶ Wave 6 Post Implementation Support during November 20 - 26, 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 November 20 - 26, 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

