CalSAWS DD&I Bi-Weekly Status Report

Reporting Period: December 18, 2023, to December 31, 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		• Received approval of the Final Deliverable Expectation Document (FDED)on December 20, 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	• None to note for the reporting period

1.2.1 Project Management

- ► Continued performing contract management activities:
  - o 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

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	• Worked with Deliverable reviewers to address comments/concerns on the FDED • Received approval of the FDED on December 20, 2023

1.3 CRFI/CIT Communications Information

- The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending December 31, 2023

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0409-23	Decommissioning of Implementation Email & Migration FAQ	Informational	December 28, 2023	Mara Jennings	Raul Gonzalez

- The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending December 31, 2023

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
23-130	Access to CalWIN MR Extracts and Audit Logs over CalSAWS Extranet	December 13, 2023	Open	January 3, 2024	Llyod Rankine

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending December 31, 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 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	• Begin developing the Draft Deliverable (DDEL) • Submission of the DDEL is due on March 5 ,2024

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
	• None to note for the reporting period

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
	• None to note for the reporting period

► Continued build of Scheduled Callback (CA-229573)
► 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)	January 15, 2024	In Development	24.1.25
DDID 2268 FDS CSC: Display the CalSAWS Contact Center IVR Caller ID for outbound calls (CA-239498)	January 15, 2024	Design In Progress	24.1.25
DDID 2222 FDS CSC: Supervisor Email Notifications in Admin Page (CA-251878)	January 15, 2024	Design In Progress	24.1.25

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 County Yuba County Monterey County San Bernardino County	23.01.05 23.01.05 TBD 23.02.01	Test completed System Test System Test In Development

3.2 Activities for the Next Reporting Period

- Continue build of Scheduled Callback (CA-229573) targeted for minor release in January 2024

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	• Supported Wave 1-6 Counties post Go-Live • Continued Conversion Data Change Requests (DCRs) development and testing
4.1.2 Gainwell Technologies	• County Refactoring Overview • 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	4	21	1	26
Total Open Defects	**0**	**4**	**21**	**1**	**26**

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
  - 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
  - Content Revision added to SCR CA-268083 to handle the additional 88,000 case purge documents

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	0	8
X-Large	4	0	0	0	0	0	4
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**	**0**	**12**

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	• Finalized and submitted the Final Deliverable (FDEL) to the Consortium for review and approval on December 22, 2023 • Approval of the FDEL is due on January 3, 2024

DEL #	DELIVERABLE NAME	STATUS
91	CalSAWS Deployment Complete Report – CalWIN Wave 1-6	• Facilitated a touchpoint meeting with Deliverable reviewers on December 19, 2023, to address questions and comments for the DDEL, as needed • Received comments for the DDEL on December 27, 2023 • Began developing the FDEL • Submission of the FDEL is due on January 5, 2024

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

- o 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	• Work with Deliverable reviewers to address questions, or comments for the FDEL, as needed • Approval of the FDEL is due on January 3, 2024
91	CalSAWS Deployment Complete Report – CalWIN Wave 1-6	• Continue developing the FDEL • Submission of the FDEL is due on January 5, 2024

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
	• None to note for this reporting period

- ► Provide CalWIN Functional Support coordination during December 18 - 31, 2023:
  - o Supported CalSAWS Weekly Status Meeting on December 20, 2023, to highlight key workstream reporting items
- ► Wave 6 Post Implementation Support during December 18 - 31, 2023:
  - o Provided virtual and extended post implementation support
  - o Supported Project Production and County Operations calls. Maintained Issues tracker and reported on status of open issues
  - o Provided daily business metrics
- ► Reports Functional Support during December 18 - 31, 2023:
  - o Tracking CalSAWS Reports Survey responses, which are due January 5, 2024
  - o Supported Reports Discovery Session planning to improve County reports experience for all 58 Counties

5.2 Activities for the Next Reporting Period

- ► CalWIN Functional Support ends December 31, 2023

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