



# CalSAWS DD&I Bi-Weekly Status Report

**Reporting Period: January 29, 2024, to February 11,  
2024**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Bi-Weekly Status Report Period: January 29, 2024, to February 11, 2024


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- 1.0 Project Management .....2**
  - 1.1 Project Deliverables Summary ..... 2
  - 1.2 Highlights of the Reporting Period ..... 2
    - 1.2.1 Project Management .....2
    - 1.2.2 Deliverable Management.....2
  - 1.3 CRFI/CIT Communications Information ..... 2
  - 1.4 Activities for the Next Reporting Period..... 3
    - 1.4.1 Project Management .....3
    - 1.4.2 Deliverable Management.....3
  - 1.5 Deviations from Plan/Adjustments ..... 4
- 2.0 Imaging .....4**
  - 2.1 Highlights of the Reporting Period ..... 4
  - 2.2 Activities for the Next Reporting Period..... 4
  - 2.3 Upcoming Performance Tests ..... 4
  - 2.4 Deviations from Plan/Adjustments..... 4
- 3.0 Customer Service Center (CSC).....4**
  - 3.1 Highlights of the Reporting Period ..... 4
  - 3.2 Activities for the Next Reporting Period..... 6
  - 3.3 Upcoming Performance Tests ..... 6
  - 3.4 Deviations from Plan/Adjustments..... 6
- 4.0 Conversion .....7**
  - 4.1 Highlights of the Reporting Period ..... 7
    - 4.1.1 CalWIN Conversion Defects.....7
    - 4.1.2 Gainwell Technologies .....7
    - 4.1.3 Deliverable Management.....7
  - 4.2 Activities for the Next Reporting Period..... 8
    - 4.2.1 CalWIN Conversion .....8
    - 4.2.2 Gainwell Technologies .....8
    - 4.2.3 Deliverable Management.....8
  - 4.3 Deviations from Plan/Adjustments..... 8
- 5.0 Appendices.....9**

## 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 (DDEL) in progress</li> <li>Submission of the DDEL is due on March 5, 2024</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

- ▶ Continued supporting Final Acceptance activities
- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ 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	<ul style="list-style-type: none"> <li>Continued developing the DDEL</li> <li>Submission of the DDEL is due on March 5, 2024</li> </ul>

### 1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending February 11, 2024

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Bi-Weekly Status Report Period: January 29, 2024, to February 11, 2024

**Table 1.3-1 – CITs**

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0019-24	CA-272290 and CA-272757 Posted Lists of impacted RAs due to Overpayment Adjustments	Informational	February 8, 2024	Eric Haymes	Sarbjeet Chana

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending February 11, 2024

**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	Closed	January 31, 2024	Llyod Rankine
23-007	SFY 2023-24 CalWIN M&O Line-Item Shifts Requests/Return of Allocation/Request for Additional Allocation v3.1	February 8, 2024	Open	February 22, 2024	Tracy Berhel

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending February 11, 2024

**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 supporting Final Acceptance activities
- ▶ 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"> <li>• Continue developing the DDEL</li> <li>• Submission of the DDEL is due on March 5, 2024</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
	<ul style="list-style-type: none"><li>• None to note for the reporting period</li></ul>

- ▶ Continued build of Scheduled Callback (CA-229573), and Supervisor e-mail notification (CA-251878).
- ▶ Continued build of former C-IV phase 4 eCCP Migration effort (CA-258667)

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Bi-Weekly Status Report Period: January 29, 2024, to February 11, 2024

**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)	February 12, 2024	In Development	24.02.15
DDID 2268 FDS CSC: Display the CalSAWS Contact Center IVR Caller ID for outbound calls (CA-239498)	February 12, 2024	In Development	Obselete
DDID 2222 FDS CSC: Supervisor Email Notifications in Admin Page (CA-251878)	February 12, 2024	In Development	24.02.29

**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	24.01.10	In Production
	Yuba County	24.01.15	In Production
	Monterey County	24.01.11	In Production
	San Bernardino County	24.02.15	In Development

**3.2 Activities for the Next Reporting Period**

- ▶ Continue build of Scheduled Callback (CA-229573), and Supervisor e-mail notification (CA-251878).
- ▶ Continue build of C-IV phase 4 eCCP Migration effort for San Bernardino (CA-258667)

**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 Data Change Requests (DCRs) development and testing</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 (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	0	1	0	1
<b>Total Open Defects</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>

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

#### 4.1.2 Gainwell Technologies

- ▶ CalWIN Refactoring
  - Refactoring reporting has completed. Counties have been instructed to open ServiceNow tickets if any further support is required
- ▶ 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

#### 4.1.3 Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
		<ul style="list-style-type: none"> <li>None for the reporting period</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 Data Change Requests (DCRs) development and testing

### 4.2.2 Gainwell Technologies

- ▶ Respond to any tickets opened by Counties for refactored reports by Gainwell

### 4.2.3 Deliverable Management

Table 4.2.3-1 – Conversion Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
		<ul style="list-style-type: none"><li>• None for next reporting period</li></ul>

## 4.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## **5.0 Appendices**

Appendix A – CalSAWS Deliverable Summary

Appendix B – CalSAWS Migration Work Plan Summary

Appendix C – CalSAWS DD&I Project Gantt Chart

