



CalSAWS DD&I Bi-Weekly Status Report

Reporting Period: March 25, 2024, to April 7, 2024

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 (FDEL) is in progress Submission of the FDEL is due on April 16, 2024

[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

- ▶ 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"> Received comments for the DDEL on April 5, 2024 Began developing the FDEL based on feedback received on the DDEL Submission of the FDEL is due on April 16, 2024

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1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending April 7, 2024

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
None					

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending April 7, 2024

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 April 7, 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">• Received comments for the DDEL on April 5, 2024• Continue developing the Final Deliverable (FDEL), based on feedback received on the DDEL• Submission of the FDEL is due on April 16, 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

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 build of Supervisor e-mail notification (CA-251878)
- ▶ Completed Scheduled Callback (CA-229573) and deployed to Production

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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
DDID 2222 FDS CSC: Supervisor Email Notifications in Admin Page (CA- 251878)	February 12, 2024	In Production	24.01 24.03.14
DDID 2284 FDS CSC: Scheduled Callback (CA-229573)	February 12, 2024	In Production	24.01 24.03.05

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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 Production

3.2 Activities for the Next Reporting Period

- ▶ None for reporting period

3.3 Upcoming Performance Tests

- ▶ No upcoming performance tests

3.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

4.0 Appendices

Appendix A – CalSAWS Deliverable Summary

Appendix B – CalSAWS Migration Work Plan Summary

Appendix C – CalSAWS DD&I Project Gantt Chart

