

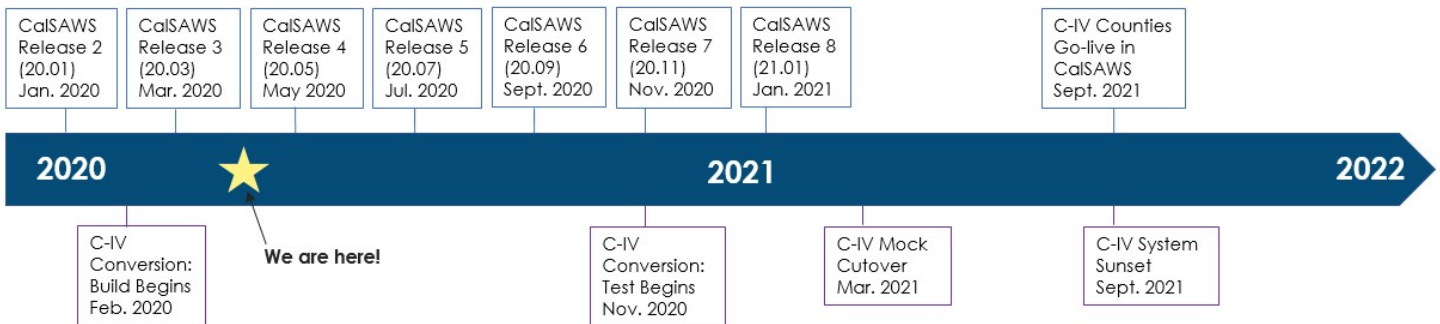


Volume 2 | Issue 2: Buzzing Safely from Home

We are pleased to distribute the fourth issue of the CalSAWS Buzz. Since the first issue, the Project Team has been working on becoming the CalSAWS Consortium. Bringing 58 Counties together in governance, committees, decision-making, and communications is a major workload and an evolving process with the goal of continuous improvement. Now, more than ever, we are dedicated and focused on our mission and continue our efforts to the most vulnerable residents of the great State of California. The CalSAWS project team is working exceptionally hard, during an unprecedented time in history. Over the last few weeks we have established additional practices, as counties have, to manage this new virtual work model. In this edition, see how we are all working together to support Californians. 🌸

Visit our website www.CalSAWS.org for more information on the CalSAWS Project's activities, and provide suggestions and feedback to your Regional Managers or by emailing AskCalSAWS@CalSAWS.org.

CalSAWS Release Roadmap



In This Issue

- CalSAWS Release Roadmap 1
- Upcoming Meetings & Events 1
- CMSP Functionality in Sandbox..... 2
- Customer Engagement at CalSAWS 2
- The CalSAWS Regions 3
- Meet Your R1 Regional Managers 3
- Disaster Preparedness..... 4

Question of the Quarter

What aspects of CalSAWS are you most interested in learning more about? Email your answer to AskCalSAWS.

Upcoming Meetings & Events

Due to the COVID-19 pandemic, we have adjusted our schedule.

5/11/20	Region 4 Management Site Visit canceled
5/11/20	C-IV Implementation Readiness Roadshows (virtual)
5/12/20	C-IV Implementation Readiness Roadshows (virtual)
5/14/20	C-IV Implementation Readiness Roadshows (virtual)
5/18/20	C-IV Implementation Readiness Roadshows (virtual)
6/24/20	Conference canceled
TBA	June Board/Membership meeting
TBA	Targeted Topic Sessions

CMSP functionality in CalSAWS and LRS Sandbox

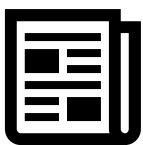
There are 35 California Counties that manage a County Medical Services Program or CMSP. In preparation for the C-IV/CalWIN Counties conversion to the future CalSAWS System, the LRS application is going through a series of updates to align functionality to support data being converted. With the most recent CalSAWS Migration release in March (20.03), the CMSP eligibility rules were successfully implemented in the LRS System to enable CMSP functionality for the C-IV and CalWIN Counties who support it.



During the Testing Phase, CMSP functional experts from Solano, Colusa, Shasta and Sonoma visited the CalSAWS Project Site in Rancho Cordova to perform a full suite of CMSP testing in the LRS application. Working closely with the project testers, the team was able to successfully test through different CMSP scenarios and confirm that the functionality met the system design and County needs. The knowledge of the staff from the C-IV and CalWIN counties combined with the project test team proved to be a valuable enhanced testing experience which helped the project deliver a high-quality product to the future CalSAWS System.

The CMSP eligibility rules are in the 20.03 code base and the noticing component (NOAs/Forms) will be implemented with the 20.05 release. The LRS Sandbox environment matches the LRS production Release, however since LA County is not a CMSP County and all the Sandbox users are considered LA County users they will not be able to see the CMSP functionality at this time.

The CalSAWS Project would like thank Kelly Campbell, Sonoma County, Jose Landaverde, Sonoma County, Terri Selover, Colusa County, and Veronica Lewis, Shasta County. Your participation in this important testing effort is appreciated. #OneTeam! 🌸



What or Who is Customer Engagement at CalSAWS?

According to the world wide web "Customer Engagement is the connection between... an organization through various channels of correspondence". At CalSAWS, the Customer Engagement team is a group of individuals who believe we are "In This Together".

From Regional Managers (RMs) and Trainers to Change Management and Implementation Coordinators, the Customer Engagement Team (CET), supports and facilitates information between the Project and the Counties, fostering a collaborative environment where the interests of those we serve drive decisions.

The CET provides valuable resources to assist Counties in making good decisions based on relevant information with sound strategies and best practices. Our efforts keep the conversation going. Our CET is involved with educating our counties on potential issues impacting their business processes, major upcoming policy changes, automation changes, migration activities and familiarizing them with the Project's internal business processes. In turn, the Counties educate our team on what they need from the Project, what's working and where improvement may be needed. Through the RMs, CITs, CRFIs, Release Notes, User Acceptance Testing, Regional Meetings, Road Shows and Focus Groups, our goal is to manage customer expectations and empower counties. This partnership allows us to gain understanding of different perspectives which ultimately impacts the direction of the project's efforts as well as the counties. **IN THIS TOGETHER 🌸**

INNOVATION
NETWORKING

TRUST
HONESTY
INFORMATION
SUPPORT

TIMING
OUTREACH
GENERATING INTEREST
ENVIRONMENT
THOROUGHNESS
HELPING
ENGAGEMENT
RELATIONSHIP-BUILDING



The Six CalSAWS Regions

Region	# of Counties	# of Votes	% Person Count
1	12	2	15.12%
2	13	1	6.49%
3	14	1	2.84%
4	11	2	16.35%
5	7	3	30.53%
6	1	3	28.66%



Did You Know
 Region 1 is home to award winning wineries, beautiful beaches and delicious jellybeans! But, it's also a pet lovers paradise. In fact, in San Francisco there are more dogs than children!
It's 150,000 dogs to 115,000 children if you were wondering the numbers.

Meet Your Regional Managers: Region 1

Region 1 – Greg Postulka, Daisy Villasenor, Yolanda Banuelos

Region 2 – Julie Conwell, Jennifer Hobbs

Region 3 – Kimberly Lamb, Nichole Nava

Region 4 – Joe Mendoza, Justin Stephenson, Matt VanderEyck

Region 5 – J.R. Dessai, Ricardo Miranda, Martha Zepeda, Veronica Lara

Region 6 – Ayana Alvarez, Monica Gonzalez, Lorena Montes, Angelo Salazar

Who is Number 1? Greg, Daisy and Yolanda are Number 1, as they represent CalSAWS Region 1. These three Regional Managers (RMs) serve as the primary points of contact for 12 of the 58 CalSAWS counties. As RMs, their main focus is to support Region 1 counties by working closely with project, state and county staff in order to help prepare and provide counties all the information and tools necessary for a successful migration to CalSAWS.

Greg served as the CalFresh and MyBenefits CalWIN Lead, prior to becoming a RM ever since the position was introduced at CalWIN in 2014. He is a proud Yolo County alumnus, where he worked for 5 years before his career at CalWIN. Greg has both B.A. and M.A. in Psychology from the University of Connecticut and the City University of New York, respectively. He has been married to his wife, Sara, for 6 years and together they have a 3 and a 1 year old. He is an avid runner and sports fan who enjoys playing outdoors with his kids.

Daisy enjoys working with all 12 counties and being able to understand and support their individual needs. She has been at the project for over 5 years and has a Bachelor of Science degree from California State University, Sacramento. Prior to CalSAWS, Daisy served as an eligibility worker for Stanislaus County, for Sacramento County, and as a facilitator for Orange County. When she is not at work, Daisy enjoys hiking, reading, working out and cooking. **Yolanda** began her career with Tulare County Health and Human Services in 2005 where she worked in multiple Self-Sufficiency programs across various district offices, the county call center, outstation sites and training services. After 10 years with Tulare County, Yolanda joined Welfare Clients Data Systems-CalWIN in 2015 where she worked as the Track Lead for CalWIN's Self Service Suite which includes the MyBenefits CalWIN Website (MyBCW) and Mobile Application. In her role as a Business Systems Analyst, she represented all 18 CalWIN counties before key stakeholders including Department of Social Services, Department of Health Care Services, Covered CA, California's Health and Human Services Agency and other community organizations. Yolanda holds a Bachelor of Liberal Arts degree from Fresno Pacific University and a Master of Public Administration from Arkansas State University. 🌸

Region 1 (R1) RMs:
 (left to right) Greg, Daisy, Yolanda



CalSAWS “Work from Home” Edition

BLEACH		P	T	U	O	E	K	A	T	K	R	E	M	O	T	E
COMMUNICATION		C	R	E	A	D	I	N	E	S	S	M	A	S	K	S
COWORKER		X	S	A	F	E	T	Y	K	E	P	Y	K	S	D	Y
DISINFECT	REMOTE	T	C	E	F	N	I	S	I	D	W	V	W	Q	L	P
DISTANCE	SAFETY	N	O	I	T	A	C	I	N	U	M	M	O	C	O	K
ESSENTIAL	SANITIZE	E	E	T	U	M	M	O	C	E	L	E	T	P	H	R
GLOVE	SKYPE	S	A	G	L	I	H	C	A	E	L	B	D	R	E	O
HOPE	SOAP	S	E	C	N	A	T	S	I	D	M	L	F	S	S	T
HOUSEHOLD	TAKEOUT	E	P	O	T	P	A	L	S	E	V	O	L	G	U	I
LAPTOP	TELECOMMUTE	N	E	T	F	L	I	X	Z	U	P	X	X	M	O	N
MASKS	USSMERCY	T	X	U	E	L	V	I	R	T	U	A	L	R	H	O
MONITOR	VIRTUAL	I	P	R	E	P	A	R	E	D	N	E	S	S	U	M
NETFLIX	ZOOM	A	I	P	E	Z	I	T	I	N	A	S	M	O	O	Z
PREPAREDNESS		L	O	W	C	O	W	O	R	K	E	R	A	R	N	J
READINESS		H	U	Y	C	R	E	M	S	S	U	P	A	O	S	V

Disaster Preparedness



California is no stranger to disasters and the need for being prepared; however, COVID-19 has us all reassessing our disaster preparedness. In the past we have had to be prepared for fires, floods, earthquakes and mudslides. Quarantine and closures of malls, office buildings and restaurants seem unfathomable and have many of us creating contingency plans.

How do we adjust to the new normal and provide services? Here are a few ideas and thoughts from other counties:

- Drive thru drop off documents and verifications (Orange, San Diego)
- Drive thru BIC/EBT Card pick-ups (Kings, Orange)
- Use Docu-Sign (SCL)
- When seeing customers at offices, ask them to wait in their cars until their appointment time (Lassen)
- Extend Call Center/Work hours (Orange, Yuba)
- Install Ring Audio/Video device to answer questions/screen public before entry (Siskiyou)
- Work Flex, Split or 4/10 Schedules (San Bernardino, Mendocino, Lake Trinity, Imperial)
- Rotate staff one week working at home, one week onsite (Del Norte)
- Develop work-from-home policies. (Found on the CalSAWS Web Portal- County Share Docs!)

Helpful CalSAWS Tips:

- If you need to update your IVR message, then log a C-IV Change Order (CO). IVR updates related to COVID19 are being expedited.
- If any of your call center staff will be taking calls from home, a C-IV Change Order (CO) should be logged.
- For CalWIN counties, please submit a service request in order to update your IVR or call center set-up.

Your Regional Managers and the entire CalSAWS Team are here to assist and support you. While this is new territory, we can reach out to others to gather feedback, ideas, forms/processes. 🌸

“You can’t solve a problem on the same level that it was created. You have to rise above it to the next level.”

- Albert Einstein