



Volume 3 | Issue 1: Changing Together

As we look forward to Spring and new beginnings, we see trees blossoming, green on hills where there were burn scars, and flowers popping from the ground, we are reminded that change is good. Changes from winter to spring bring challenges but also beauty beyond measure. The CalSAWS project is experiencing change and exciting new beginnings as well. These changes may create challenges as well as exciting things to come.

Over the next several months we will ramp up the migration efforts for the go live of the 39 C-IV counties in September 2021. This includes beginning activities for User Acceptance Testing (UAT), early training, training, increased Implementation Support, readiness checklists and more. We will also sunset the use of the C-IV Systems after go live.

Los Angeles County is preparing and working towards welcoming the first group of counties into the CalSAWS System on the journey to one system for California.

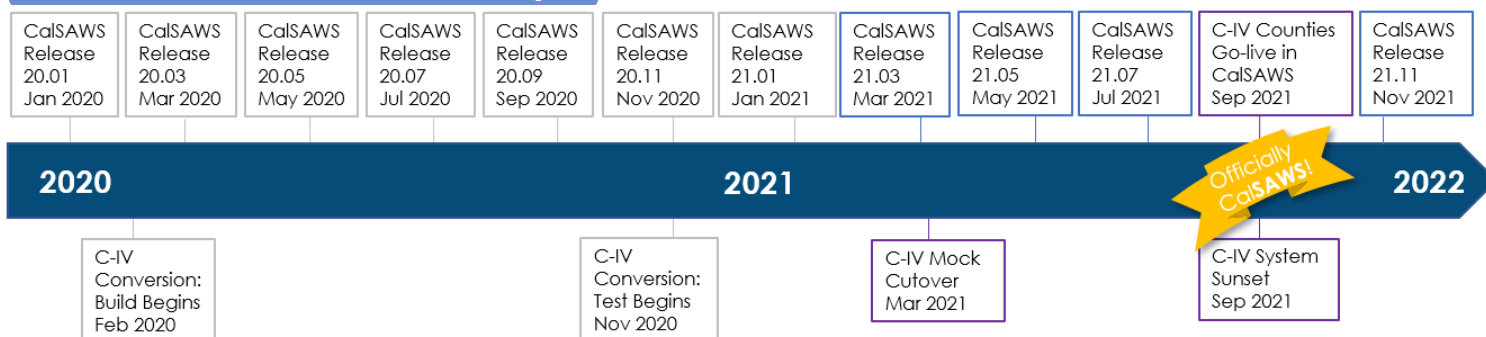
For the CalWIN Counties we are working through the Implementation Support activities including documenting as-is processes as we move towards Wave 1 of the CalWIN County migration in late 2022.

We will implement a new Portal for Customer Self-Service, BenefitsCal, in September 2021. This will sunset the current C4Yourself portal. As the other counties go live on the portal, YourBenefitsNow and MyBenefits CalWIN portal will also sunset.

The September 2021 Go Live will also bring the first rollout of new functionality related to reports, imaging, task management, and contact center. All the changes associated with our CalSAWS journey, just like the seasons, will result in the ending of some things, changes to others, but an exciting new 58 County System.

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



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Question of the Quarter

How can the Project/Regional Managers support you given the lack of county visits and in person meetings? Email your answer to AskCalSAWS.

Upcoming Meetings & Events

2/3/2021	Monthly Implementation Readiness Checkpoint Meeting with IPOCs and TPOCs
2/6/2021	Have Ice Cream for Breakfast Day
2/16/2021	Region 5 Management Site Visit
2/2021	Target Topic Session – Lobby Management
3/2021	Change Readiness Assessment Survey
4/2021	UAT



The Six CalSAWS Regions

Did You Know

Riverside County is home to the Fox Theater, where the first showing of the 1939 film *Gone with the Wind* took place. It has been renovated and restored into a performing arts theater.



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%

November Question of the Quarter Responses

The release of The Buzz Volume 2 Issue 4 (November 2020) introduced the question of the quarter:

How has the Public Health Emergency improved or changed how you work?

Below is a collection of responses from CalSAWS counties and staff. Keep watching the Buzz for articles on topics such as migration, analytics, and implementation. ♥

Thank you for your contribution!



The Public Health Emergency has definitely changed the way I view our departments response to different emergencies. We have had so many fires the last few years, and to have a Public Health Emergency of a different kind and see how we all responded to it so quickly, it really makes me proud to work for our County of Lake. I am thankful that the response team made the transition for workers to telecommute quickly, efficiently, and with little known setbacks. It has improved our work by outlining customers' needs more clearly and being able to serve them even out of office. Kudos to everyone who is helping and making the extra effort to persevere in this desperate and trying time.

- **Eunice Rivera, Lake County**

The work for Overpayment Unit has been stifled in several ways:

- Inability to print NOAs
 - Unable to use "batch" process for OP NOAs
- CF Emergency Allotments (CA) instructions for O/Is have been inconsistent or incomplete

On a positive note:

- We now have the equipment and access to systems needed to work remotely
- Rotating staff into the office allows us to print our NOAs
- We absolutely love using Microsoft Teams and it has become an integral part of our daily work lives

- **Sherri Rosenberg, San Mateo County**

The Public Health Emergency has improved how we work by causing a rapid adoption of more efficient business processes, like online applications, renewals and document submission, more teleworking, and a greater contribution to case processing by call center staff; processes which my department had been promoting for years are now strongly in place and working. Clients have learned that they can manage their benefits online without the necessity to come into the district office. This should add to their autonomy and sense of capability. It is my hope that we continue to use these more expedient processes, and that the public will remain comfortable with the newer ways of doing business with us, as we embrace the new normal.

- **Naomi Burn, Los Angeles County**

Behind the scenes:**BenefitsCal****Together, we benefit!**

The new self-service portal will go-live in September to replace the C4Y Portal, in November to replace the YBN Portal, and through 2022 to replace the MyBCW Portal.

**Branding**

We have a name and a logo!

**Design**

26 Design Sessions
200+ Stakeholders Engaged
3 Rounds of Usability Testing

**Development**

We have started development!

**Testing**

Coming up soon.

**Coming Soon!**

In the coming weeks, we will share demos and sneak peaks into the system.

**Change Management**

Change Management is helping people and organizations effectively transition to new ways of working as seamlessly as possible.

How is the CalSAWS Change Management Team accomplishing this:

The Change Management Team in collaboration with the Counties established the Change Network Champions (CNCs), a group of enthusiastic county representatives that will assist the Change Management Team in delivering targeted communications to counties throughout the CalSAWS migration transition. Currently the 39 C-IV counties are represented by a total of 383 Change Network Champions. The Change Management Team will continue to meet with the CNCs monthly to provide continual project support throughout the CalSAWS migration journey.

The team also continues to host Targeted Topic Sessions monthly to provide the counties a view of targeted areas within the CalSAWS. The Consortium Business Analyst, the Training Team along with the Change Management Team play a key integral role in facilitating these sessions for the counties. It truly takes a village! This year the following topics have been completed Appointment Scheduling and Management, MAGI, Resource Databank, Security Roles/Staff Management, Homeless Assistance, Non-Compliance. Future Targeted Topic Sessions Hearings, AAP Automation, Lobby Management, Task Management. Targeted Topic Session recordings can be found by following this path on the CalSAWS Web Portal: Resources > CalSAWS Migration > Change Management > Targeted Topic Sessions

Infographics is method of Communication provided to the counties that summarizes CalSAWS system functionalities, defined targeted communications around major system changes and information that will encourage User Understanding and acceptance prior to CalSAWS Migration.

Encouraging the Power of 58 campaign. The Change Management Team will leverage images, email signatures etc. from the Power of 58 campaign to encourage the enthusiasm with the 58 counties journey to CalSAWS migration.

For further information on CalSAWS Implementation or to contact the Change Management Team directly we have also created the Implementation@CalSAWS.org email inbox. Feel free to send us any questions/comments and the Team would be more than happy to provide any further details related to the CalSAWS Migration. ♥

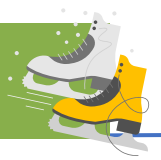
Meet Your CalSAWS Change Management Team

Araceli Gallardo, Change Management Lead

Araceli started her career with Stanislaus County in 2007 as an Eligibility Worker. In 2013, she joined the LRS Project in Norwalk, as a Business Analyst. While on the LRS Project she participated in Requirement Verifications, Design, Testing and Implementation. In 2018, Araceli joined the CalACES Project in Rancho Cordova, as a Business Analyst with the Policy, Design and Governance Team. As a Business Analyst with PD&G she facilitated the Self-Service Portal Committee, Task Management Committee, and the Usability Committee. In August 2020, Araceli joined the Customer Engagement Team as Change Management Lead to assist with the Migration of the 58 Counties to CalSAWS. Araceli received her Bachelor of Arts in Liberal Studies at California State University, Chico. She currently lives in Sacramento and is the proud fur-parent of a 5-year-old French Bulldog named Whiskey.



CalSAWS Crossword Puzzle



I J W B N R N P S P C Y T S G S S I A W
R N N E Z O Q G O S E H E T N M N S N W
C Q T N B X I W I N O C A O L F O D C N
C P O E H P E S R A R T I N O Q I V I L
C N F F G R O U R U P S K G G C P D L L
J R C I Q R O R O E S M R H O E M C L Y
K H D T V J A S T E V A A P M Z A C A L
Z S O S H Z E T S A P N T C A D H H R Q
R C N C O R K D I H L T O F E Y C A Y A
K P N A C Q E P I O M Q A C T P J N B T
I P E L R D C C Y E N M I G R A T I O N
R H G E R I Q J O H Y I J D W J X U S G
J O Z O R E P R E S E N T A T I V E S M
O U C S T N I O P K C E H C A D P K H Q
V E S U P P O R T E F B D W T T C R Z A
R J Q F V N V Y X Q R E D S E J O O N G
C J M E R O C I P O C T W M O O U W U C
F A N U K N R O T S A L B S W E N T U K
C F I W A R K P G G K E P M C F T E F L
W F Q O T E F L M A R N G D E H Y N P K

ANCILLARY	BENEFITS	CAMPAIGN
CHAMPIONS	CHANGE	CHECKPOINTS
CNC	CONVERSION	CORE
COUNTY	INFOGRAPHIC	INTEGRATION
IPOC	JOURNEY	MIGRATION
NETWORK	NEWSBLAST	POWER
RECORDEDSESSIONS	REPRESENTATIVES	RESOURCES
SEPTEMBER	SUPPORT	TEAM
TOSS	TPOC	WEBPORTAL

Helen Cruz, Change Management Lead

Helen has been involved with the project since 2001 when she worked for Merced County as a Change Management Coordinator and assisted in the original four County go live of C-IV. Helen joined the C-IV project in April of 2005 and worked with First Data Quality Assurance Vendor as a Business Consultant. In 2010, Helen transitioned to a Business Analyst Position working with the C-IV Consortium and facilitated and managed various Committees while supporting the Counties. In 2015, Helen began working as Migration Business Analyst as they began gathering and documenting requirements for the CalSAWS Migration. In September 2019, Helen was selected as the Change Management Lead for the Customer Engagement Team and began planning the Migration and Implementation of all 58 California Counties to CalSAWS.

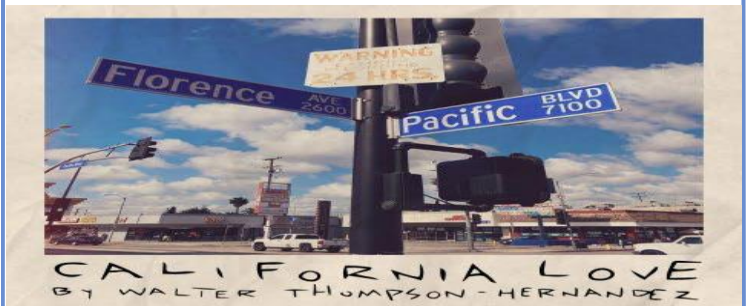


Image taken from [Los Angeles Daily News](#)

"The secret of change is to focus all of your energy not on fighting the old, but on building the new."

- Socrates