CalSAWS | Buzz

Volume 4 | Issue 1: Transitions…**3, 2, 1**

Happy New Year! 2022 continues our transition to CalSAWS. In 2021 we successfully reduced the number of eligibility systems in California from **three** to **two**. This was a historic event which resulted in 40 Counties using CalSAWS, the implementation of BenefitsCal in 39 Counties and the retirement of the C-IV and C4Yourself systems. While we are still supporting the 39 Counties in their transition to CalSAWS, we are looking toward the future and moving to **one** Eligibility System in California.

The various teams are transitioning to fully supporting the migration efforts for the CalWIN Counties and planning for Implementation Support, Change Management and Training for the Wave 1 Counties whose go live is less than 10 months away. The teams are also supporting the implementation of Imaging and BenefitsCal in Los Angeles County in March.

The Power of 58 is more important than ever as the CalSAWS team and the counties work together to get us to **ONE**!

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

CalSAWS Release 22.01 Jan 2022	CalSAWS Release 22.03 Mar 2022	CalSAWS Release 22.05 May 2022	CalSAWS Release 22.07 Jul 2022	CalSAWS Release 22.09 Sep 2022	CalSAWS Release 22.11 Nov 2022

2022 ➤ **2023**

CalWIN to CalSAWS Wave 1 Cutover Oct 2022 *(Tentative)*

In This Issue

Question of the Quarter

What is your favorite part of CalSAWS? If you are not using CalSAWS yet, what functionality are you looking forward to? Email your answer to AskCalSAWS.

Upcoming Meetings & Events

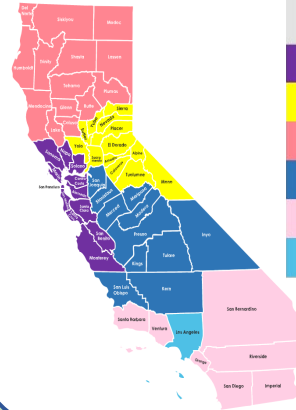| January 27, 2022 | JPA General Membership Meeting |
| February 10, 2022 | Region 6 Management Site Visit |
| March 16, 2022 | Region 5 Management Site Visit |

CalSAWS Conversion – CalWIN Wave 1

The last time CalSAWS Conversion was featured in the Buzz, we had just kicked off the CalSAWS Project. Since then, the C-IV Conversion Team mapped and migrated the counties' data into CalSAWS (👏) and C-IV has been retired (🙁).
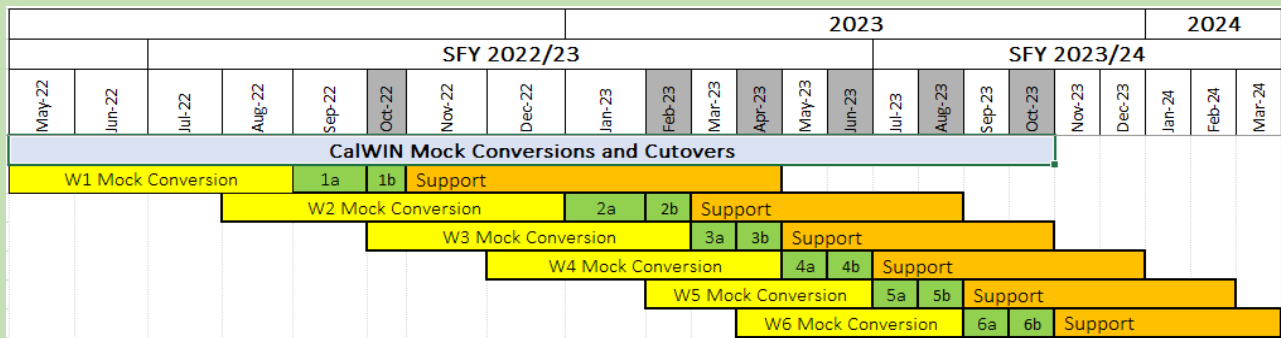
At the same time, in a parallel workstream, the CalWIN Conversion Team has mapped the CalWIN counties' data to CalSAWS. Presently, the CalSAWS Converted Data Test team is testing the CalWIN converted data to ensure the converted data can be used to perform day-to-day county business activities in the CalSAWS application.

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%

Following CDT, CalWIN counties will start UAT…and the CalWIN Conversion Team will start performing Mock Conversion (aka Mock Cutover) in preparation for CalWIN Wave 1 (Contra Costa, Placer, and Yolo Counties) Cutover in October. And then the 5 remaining waves commence in February 2023, a wave every 2 months. See the Gantt chart below.

		2023	2024
	SFY 2022/23	SFY 2023/24	

CalWIN Mock Conversions and Cutovers

- W1 Mock Conversion — 1a — 1b — Support
- W2 Mock Conversion — 2a — 2b — Support
- W3 Mock Conversion — 3a — 3b — Support
- W4 Mock Conversion — 4a — 4b — Support
- W5 Mock Conversion — 5a — 5b — Support
- W6 Mock Conversion — 6a — 6b — Support

And let's acknowledge the *bunch* of people on the various teams (Implementation Support Services, Customer Engagement, UAT, and many others) doing a *bunch* of work to prepare not only CalWIN Wave 1, but also the other CalWIN Waves.

And let's not forget the technical teams helping prepare for Wave 1: network connectivity; network, application, and user security; batch and online performance testing with the added counties' load; interface partner testing to make sure communications and data work properly – and on and on. A *bunch* of folks performing a *bunch* of work to help ensure successful go-lives for the project, partners, and, in particular, for our CalWIN counties.

Here we go! 🛣️

CalSAWS Central Print Update 🖨️

The Central Print team had a successful Phase 1 go live and a smooth transition of print and mail services for Los Angeles County. A short month later, Phase 2 go live was also successful, adding 39 counties to Central Print. So far Central Print has printed over 75 million impressions and mailed over 9 million envelopes. The Central Print team is also excited to announce that Contra Costa and Tulare Counties have chosen to join Central Print which will result in **all 58 California Counties on Central Print** at the end of Phase 3.

Center of Excellence

On June 28, 2019, the 58 California Counties came together as one Joint Powers Authority to initiate the CalSAWS Project and Consortium, which will operate under one system by 2023. The Consortium-IV system retired on September 24, 2021, and the 39 Counties migrated to the CalSAWS solution completing a milestone towards the project vision.

Like with any change, adoption can be challenging, and C-IV counties requested dedicated post-implementation support model to enable success after the transition. A Center of Excellence (C.O.E.) comprised of experienced Change Practitioners was created and deployed to engage C-IV counties, understand support needs, and execute interventions tailored by County to address all areas of need. The C.O.E. successfully completed their efforts on December 17, 2021.

C.O.E. Approach

The C.O.E. began its work by implementing a human-centered approach to identify county needs. Working with regional managers, the C.O.E. established a meeting cadence with each C-IV county consisting of 3 meetings:

- 1st to highlight our existing understanding of county needs based on county data (e.g., training completion, # of helpdesk tickets, survey assessments) and iterate following our framework of listening and collaborating to pinpoint hotspot areas
- 2nd to collaborate and agree on a strong plan of action consisting of tailored interventions (e.g., workshops, learnings aids, office hours) to address the hotspot areas such as knowledge gaps and frequent 'how to' questions
- 3rd to gather feedback on how effective our interventions were after we had executed the action plan and to address and close out any open items
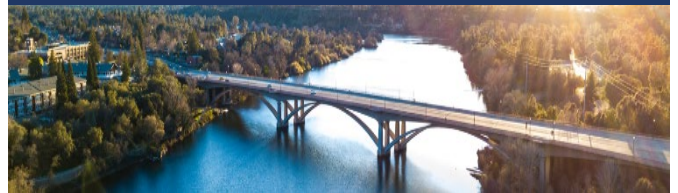
Output Delivered

- Held 110 County Touchpoints, with 162 support areas identified; resulting in 148 areas addressed by the C.O.E. covering 91% of County needs
- 18 interventions planned and executed to address common support needs across multiple Counties:
  - 1 Super User Community deployed (300+ users) to all 39 C-IV Counties; enabled via the Forumbee platform
  - 4 hotspot learning aids
  - 2 ServiceNow Knowledge Articles
  - 6 county workshops/office hours
  - 5 program recommendations/infographics
- Advanced readiness and awareness of upcoming system enhancements and business impacts

Meet Your CalSAWS Print Services Team

Grady Howe, Consortium Central Print Project Manager

Grady Howe joined the CalSAWS project in late 2019 as the Consortium Technical Operations Manager and took on the additional role of Consortium Central Print Project Manager in 2020. Prior to joining the CalSAWS project, Grady was the Information Technology Director for the Orange County Social Services Agency and prior to that, he was the Information Technology Director for the Orange County Registrar of Voters. Before joining Orange County, Grady served as a United States Navy Flight Officer where he held multiple technical, administrative, and operational positions.

Geoff Cosner, Gainwell Central Print Project Manager

Geoff Cosner is a Project Manager with Gainwell's Business Process Services division. Geoff began his journey with CalSAWS in 2001, managing the planning and deployment of the print services for the original four C-IV Counties, as well as the planning and deployment of the print services for 35 more ISAWS counties when they joined the C-IV system. He also led the effort to move the C-IV print services from El Segundo to Rancho Cordova. Currently, he leads the Central Print team, working closely with the Correspondence Team and Consortium as they prepare for the upcoming CalWIN waves. Geoff resides in Fountain Valley, CA with his family where he enjoys spending all the time he can outdoors.

CalSAWS Production Metrics Post C-IV Cutover

12,189
Average Daily Number of CalSAWS Users

18,113
Average Daily Number of CalSAWS Users (excludes Weekend and Holidays) (9/27/2021 – 1/5/2022)

$3.32B
Total Amount of Benefits Issued (All Programs)

11.4M
Total Number of Benefits Issued (All Programs)

6,367,806
Average Daily Transactions

9,457,633
Average Daily Transactions (excludes Weekend) (9/27/2021 – 1/5/2022)

11,385,281
Total Number of Correspondence Generated

3,258,558
EDBCs Completed by Batch

3,485,081
EDBCs Completed by Users

~57K
Hours of Effort for 12th DD&I CalSAWS Release 21.11

$495M+
CalFresh Emergency Allotments issued for October and November 2021 impacting 1.5M Households across 40 Counties

26,792
Incidents Closed/Resolved

589
Production Defects Resolved

115
System Enhancements Implemented in

55
Priority Releases (9/27/2021 – 1/4/2022)

854K+
Programs processed as a result of Medi-Cal SSA, CAPI, and State Minimum Wage COLA effort executed in Production on 12/11/2021

$350K+
CalFresh Mass Replacement Benefits issued for October 2021 to Support Welfare Recipients on 4,200+ Households in 17 Counties due to Power Outages

100
Days and counting with no interruptions to CalSAWS application availability (9/27/2021 – 1/5/2022)

BenefitsCal Metrics Post Go-Live

239
Replacement **EBT** Cards requested through BenefitsCal in November 2021

1,010
Replacement **EBT** Cards requested through BenefitsCal in December 2021

921
Replacement **BIC** Cards requested through BenefitsCal in November 2021

4,121
Replacement **BIC** Cards requested through BenefitsCal in December 2021

982,753
Total User Sessions in December 2021 (e.g., Apps Initiated, Periodic Reports Completed, Logins…)

31,701
Daily Average User Sessions

Previous QOTQ Responses

Do You Know?

What county are you from? *(from Volume 3 Issue 3)*

Del Norte County
(Dorothy Waddelow)

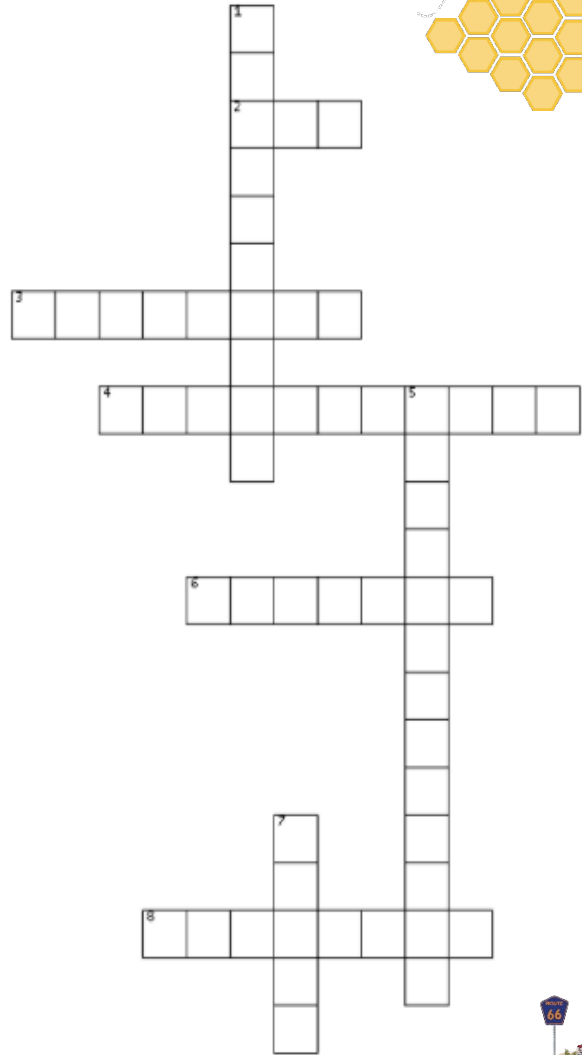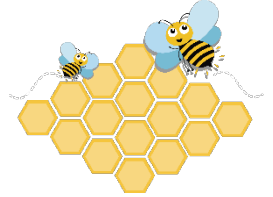**Tehama County**
(Lisa Rook)

Stanislaus County
(Barbara Mota)

San Benito County
(Joan Miranda)

San Bernardino County
(Carol Anderson)

San Diego County
(Martha Llamas)

ACROSS

2. How many regions make up the CalSAWS consortium?

3. How many counties are in Region 3?

4. What is the name of the CalSAWS online application system?

6. What was the CalSAWS Consortium formerly known as?

8. What is the CalSAWS Motto?

DOWN

1. What county was the first to implement the CalSAWS central print services?

5. What county provides auditor-controller support to the Consortium?

7. How many counties will be last to join the consortium?

4. BENEFITCAL   1. LOSANGELES
3. FOURTEEN   8. WEAREONE   7. THREE
2. SIX   6. CALACES   5. SANBERNARDINO

> ❝ *A person who never made a mistake never tried anything new.*
>
> *- Albert Einstein*