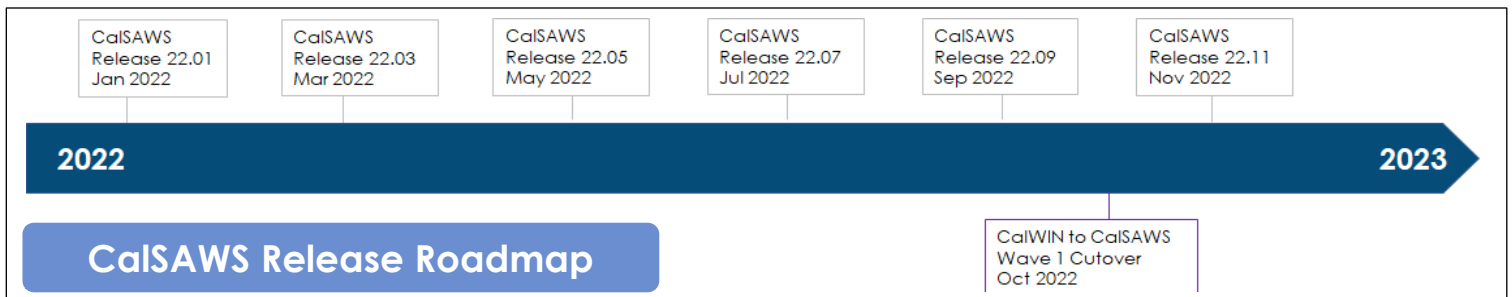# CalSAWS | Buzz

Volume 4 | Issue 3: Hello Summer!

Hello Summer! While others are thinking about vacation and long warm summer days, your CalSAWS Project teams are gearing up for a very busy summer. With about 4 months until our first Wave of CalWIN Counties migrating to CalSAWS, there are many activities ramping up. We are starting 18 County User Acceptance Test (UAT) at the end of June. We are also planning and preparing for Process Simulation, Converted Data Validation, Early Training, Training for Trainers, Instructor Led training, and finalizing technical connections.

We are testing and finalizing the 22.07 July Release for the 40 CalSAWS Counties and preparing for the eventual end of the Public Health Emergency.

The CalSAWS team conducted a successful communications focus group and will be taking the feedback received to make improvements in the future.

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

CalSAWS Release Roadmap

In This Issue

JPA Annual Conference   **6/23/22**

Benito represents San Benito County, the largest producer of honey in California, and Barbara is just waiting to hear from you. Find Benito and Barbara throughout this newsletter introducing new topics.

Do you have a question for us? 'Ask Barbara' at askcalsaws@calsaws.org and we will post the Q&A in the next edition of The Buzz.

Upcoming Meetings & Events

CalSAWS Release 22.06	6/20/2022
Region 3 Meeting	6/28/2022
Targeted Topic Session: Tax Intercept	6/29/2022
JPA	6/30/2022
PSC	6/30/2022
IPOC Meeting – 18 County	7/6/2022
WCDS Subcommittee	7/8/2022
PSC	7/21/2022
Region 3 Meeting	7/26/2022
IPOC Meeting – 18 County	8/3/2022
Region 3 Meeting	8/23/2022

The Six CalSAWS Regions

Tech Tips

Hidden and Duplicate Persons; Did you know?

- Most CalSAWS Data Collection pages don't show hidden persons. From the left navigation menu on the Case Summary page, click Hide Person to see if anyone is hidden in the current case.
- CalSAWS MAGI Determinations and EDBCs exclude or mark as "Out of the Home" persons who are duplicates. Workers with Edit rights can click "Duplicate List" on the bottom of the Individual Demographics page while in edit mode.

Avoid stale MAGI Determinations in Medi-Cal EDBC!

- Medi-Cal EDBC will use the most recent MAGI Determination as part of its evaluation. For cases with a potential change to MAGI Eligibility, request a new MAGI Determination and wait for the MAGI Determination Response before running Medi-Cal EDBC.

Region 3 Rockstars

I like to call Region 3 the "Unicorn Region". They are the only Region that is made up entirely of former C-IV Counties. Which means, they are finished with their migration to CalSAWS. Does that mean the work is over? Not according to them! The fourteen Region 3 Counties (Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, and Trinity) take "Power of 58" to a different level! They have participated in meetings with Regions who have arranged business process Q&A sessions with their CalWIN counties, they have shared materials and offered to have CalWIN counties come to their offices to see them in action. I am constantly amazed at the level of dedication these counties have to their customers, and now to *all* Californians. Thank you, Region 3, for always supporting your fellow counties and showing what the Power of 58 is all about! I would also like to give a special thank you to Humboldt County for participating in every Q&A session available for CalWIN, and to Jennifer Marks, for hopping into Teams meetings and Zoom calls whenever asked to show current Humboldt processes and explain what did and did not work for their county.

Bobbi Wibbenhorst, R3 Regional Manager

CalSAWS State and Fiscal Reports

CalSAWS facilitated the recent State and Fiscal Reports Bi-Weekly Meeting this past Thursday, 6/9/22. Meeting notes for the CalSAWS State/Fiscal Reports bi-weekly series can be found on the **CalSAWS Web Portal**. There is a licensing limit on the number of CalSAWS accounts, but within each county, there is at least one designated user who can login to download the notes. 🐝
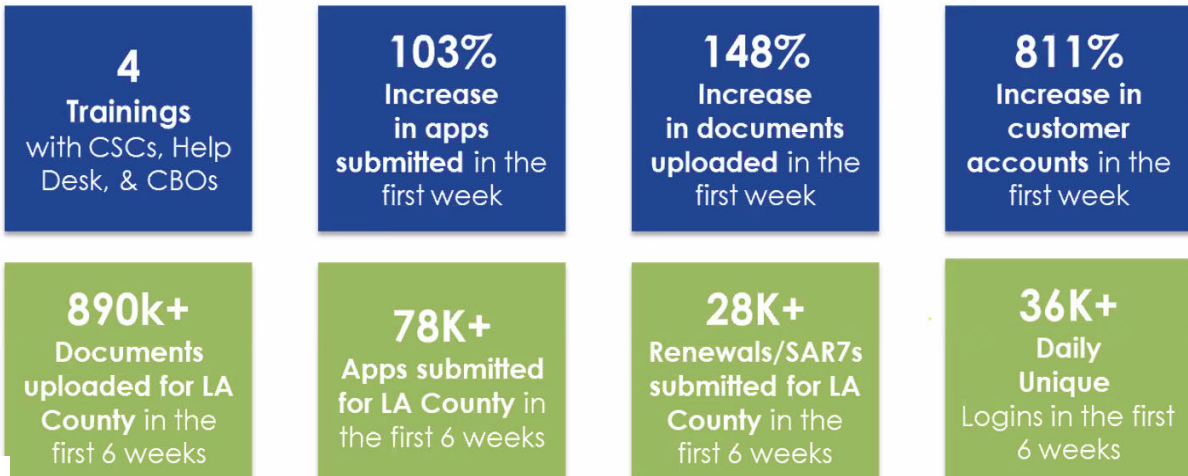
◊ **29** Open Defects.
◊ **16** of the **29** Open Defects are prioritized to be deployed before the next major CalSAWS (22.07) release.
◊ There were **8** New Defects Identified this past Week.
◊ **1** Defect was deployed this past week via a CalSAWS (minor) release and **3** others the previous week.

Please continue to send any reports issues or questions to Claudia Pinto <PintoC@CalSAWS.org>.

BenefitsCal

- **Threshold languages:** 3 new threshold languages are deployed to production within the 5/26 monthly release (Thai, Ukrainian, Mien)
- **Upcoming Enhancements:** Two Way Messaging is on schedule for the July Release. Initial version of the design is completed for the Student Based Archetypes and CBO Referral code for September Release.
- **Collaboration Model:** Working with Consortium leadership on Collaboration model. Next meeting is scheduled for 6/17
- **Los Angeles County Post Go-Live:** Continued to provide post go-live monitoring. Facilitated two webinars to LA County CBOs on 5/16 and 5/17 with LA County, Consortium and partner teams with around 160 unique participants.

4 Trainings with CSCs, Help Desk, & CBOs	**103%** Increase in apps submitted in the first week	**148%** Increase in documents uploaded in the first week	**811%** Increase in customer accounts in the first week
890k+ Documents uploaded for LA County in the first 6 weeks	**78K+** Apps submitted for LA County in the first 6 weeks	**28K+** Renewals/SAR7s submitted for LA County in the first 6 weeks	**36K+** Daily Unique Logins in the first 6 weeks

Regional Manager Updates

Many of the Regional Managers (RMs) are traveling again and attending Business Process Reengineering (BPR) sessions in the counties as well as educational session site visits to assist in highlighting helpful functionality.

The RMs also partnered with App/Dev testing to transition the counties from the CalSAWS Consortium County Validation (CCCV) pilot phase of 23.03 into the ongoing CCCV process for 22.05 forward. Counties successfully partnered to validate functionality and report any identified defects which resulted in fixes being applied before the Release went to production. The RMs and other project team members look forward to a positive collaboration with the counties to continue testing new functionality for the CalSAWS. 🐝

Communication Corner
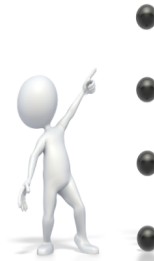
CalSAWS Communication Focus Group

The CalSAWS Communication County Focus Group was conducted on May 25, 2022 and was a great success. The session was designed to be both informative and interactive which resulted in meaningful feedback from county participants. Counties weighed in on their top communication priorities which are being socialized within the project. Participants will be receiving notification shortly on the initial communication "experiments" teams will begin work on. Most will require smaller focus group sessions so CRFIs will follow the notification to identify county participants. A communications infographic was also developed and distributed to those who participated in the session. The infographic highlighted a few questions raised during the session and pointed readers towards resources available. A "Did you Know" CIT will be released this week that includes the Communications infographic for distribution across all Counties.

The CalSAWS Communication Strike Team would Like to thank those that participated in the focus group. Your feedback is valuable and is directly influencing next steps related to CalSAWS Communication Evolution. We look forward to working with all Counties on next steps and demonstrating the value that comes from the

Power of 58! 🐝

Priority List
County Input

Initiative Priority Ranking

Initiative	Ranking
Web Portal Evolution	1st
CRFI Enhancements	2nd
CIT - Adjusted	3rd
CIT - Reimagined	4th
Release Notes Enhancements	5th
CRFI Tracker / Calendar	5th
How-To Guides for Repeat Trouble Tickets	7th
Announcements on CalSAWS Home Page	8th
Buzz - Tech Tips	9th
Buzz - Ask Barbara	10th

CalSAWS Information Transmittals and Requests for Information (CITs and CRFIs)

The following CalSAWS Information Transmittals are posted on The CalSAWS Web Portal and www.calsaws.org

CIT/CRFI	Subject	Dated
0133-22	CA-244881 BenefitsCal – Case Link Request Page Enhancements – Phase 2	5/12/2022
0140-22	CalSAWS SB 1341 Automation County Allocations SFY 2021-22 v2.1	5/20/2022
0145-22	New Electronic Signature WBT Available in CalSAWS LMS	5/24/2022
0150-22	BenefitsCal Fact Sheets	5/26/2022
0151-22	CalWIN M&O County Allocations SFY 2021-22 v3	5/26/2022
0153-22	ACWDL Dated May 27, 2022; Time Extension of RCA/ECA/TCVAP	6/1/2022
0156-22	CalSAWS Lobby Monitor Workstation Setup	6/3/2022
0158-22	CalSAWS Question & Answer (Q&A) Session: Foster Care/Adoption Assistance Program/Kin-GAP	6/7/2022
0161-22	Monthly CalSAWS De-Duplication Report Posted	6/9/2022
0164-22	CalSAWS County Cost Summary – June 2022 Update	6/14/2022
0165-22	CalSAWS Targeted Topic Session: Tax Intercept	6/14/2022
22-047	CRFI - CalSAWS Duplicate Person/ Client Index Number (CIN) Workgroup Recruitment	6/9/2022
22-048	CRFI - Change Network Champion (CNC) Identification for Wave 3 and 4 Counties	6/10/2022
22-049	CRFI - Site Address Validation & Procurements	6/10/2022

"Assumptions are the termites of relationships."   **-Henry Winkler**