

☒ CalSAWS DD&I☐ C-IV M&O☐ CalWIN M&O☐ LRS M&E

Distribution Date:	January 24, 2020
To:	PPOC.All; Consortium.RegionalManagers.All; Consortium.Execs
CIT Name:	County Survey: Navigation and Application Entry Overview Demonstrations
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|---|---|
| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WTW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> C4Yourself <input type="checkbox"/> Your Benefits Now!
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
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Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to notify all 58 counties of a survey on the CalSAWS Navigation & Application Entry overview demonstration sessions. Feedback is being collected to improve future sessions and determine priorities on the next topics covered. The survey is brief and takes about 5 minutes to complete.</p> <p>Background</p> <p>Three Navigation and Application Entry Overview sessions were conducted in December 2019 to provide PPOCs, Regional Committee Members (RCMs) and Subject Matter Experts (SMEs) with a guided tour of LRS through business scenarios. The Consortium is conducting a post-demonstration survey to improve future sessions.</p> <p>In addition, the Customer Engagement Team received a list of suggested Targeted Topic Sessions from counties via their Regional Managers. The</p>
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	<p>topics were analyzed and grouped by main subject areas. The survey includes a question asking counties to prioritize nine (9) currently identified targeted topic areas.</p> <p>Staff that did not attend the December sessions can complete the survey to provide feedback on future targeted topics (all other survey questions will be skipped by those that did not attend the demonstrations).</p> <p>Additional Information</p> <p>The survey is available at this link: <div style="background-color: black; height: 1.2em; width: 400px; margin-top: 5px;"></div></p> <p>County Action</p> <p>Counties are asked to share the survey with staff who attended the session or those who would like to provide feedback on future targeted topics.</p> <p>Please complete the survey by Friday February 7, 2020</p>
Primary Project Contact: (Name, phone number, email address)	<p>June Hutchison Customer Engagement Director (916) 851-3331 HutchisonJ@CalSAWS.org</p>
Backup Project Contact: (Name, phone number, email address)	<p>Helen Cruz Change Management Lead (916) 851-3327 Cruzh@CalSAWS.org</p>
Attachments:	None
Web Portal Link:	<div style="background-color: black; height: 1.2em; width: 80px; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2020" folder. 4. Click on the appropriate CIT # folder.