



Volume 2 | Issue 3: The Road to CalSAWS

While the CalSAWS Project Teams continue to work from home and the counties manage a variety of work challenges and staff management variables during the public health emergency, we all look to the future for hope. Part of that future is our continuing journey on the *Road to CalSAWS*. Today, in our rearview mirror on the Road to CalSAWS are application development releases completed in March, May and July 2020 that added additional functionality to LRS in order to transform it into CalSAWS. Additionally, we have: implemented Amazon Connect in the 13 C-IV County Customer Service Centers, hosted virtual Implementation Kick-off sessions with the 39 C-IV Counties, and selected a vendor for the new CalSAWS Mobile Portal to replace My Benefits CalWIN, C4Yourself and Your Benefits Now.

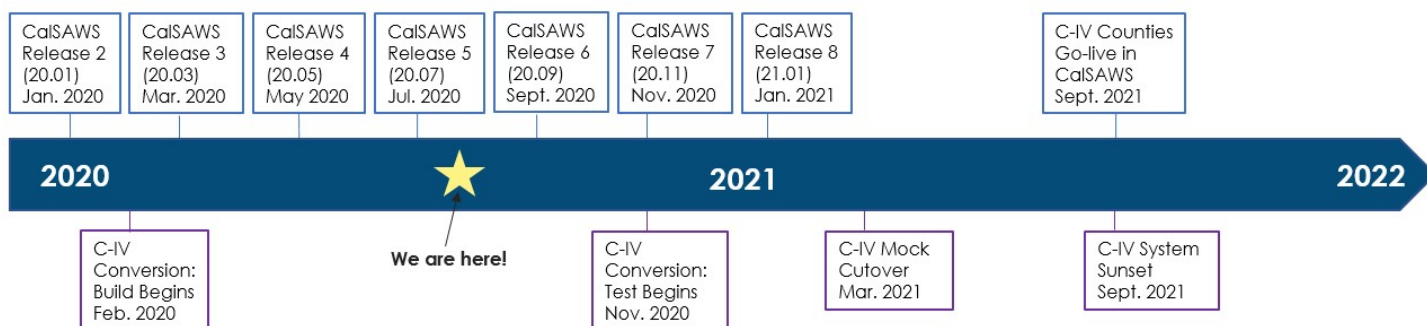
Looking forward to the miles ahead on the *Road to CalSAWS*, our next major milestone is CalSAWS Go Live for the 39 C-IV Counties in just 14 short months. Our journey will include additional application development releases to build CalSAWS, implementation support activities will ramp up for the C-IV Counties, conversion activities continue with converted data testing, User Acceptance Testing will occur, early system training and general training are major stops along the journey.

Buckle up and we will see you on the Road to CalSAWS! 🚗

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

What county in California would you most like to visit?
Email your answer to AskCalSAWS.

Upcoming Meetings & Events

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

TBA Region 1 Management Meeting in September

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

Alpine is the smallest county in CA, and Alpine has only one Eligibility Worker – Gabe!

Meet Your Regional Managers: Region 2

Region 1 – Greg Postulka, Daisy Villaseñor, 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



Region 2 RM (Team J²)

The Region 2 Regional Managers work together with united commitment and pursuit of a common goal, to serve the counties in their region.

Jennifer (Jen) joined the Project in 2004 and has worked in a variety of areas from Trainer, Business Analyst to Regional Manager. Prior to the Project she worked for San Bernardino County as an Eligibility Worker. She loves to travel and camp in the great outdoors. Jen is happiest with her camera, when there are elk, bear and moose nearby! **Julie** joined the Project in September 2019. She came from Yolo County where she started in 2001 as a Public Assistance Specialist, and worked up to Lead Worker, Supervisor, and then Senior Analyst. In her spare time, she likes to fish, cook, and hang out with her puppies Mildred Jane and Calamity Jane. Her favorite places to visit are Alaska and Palm Springs, as well as her own local lakes. 🐾

Team J²: Double dedication. Double fun.

Region 2 (R2) RMs:

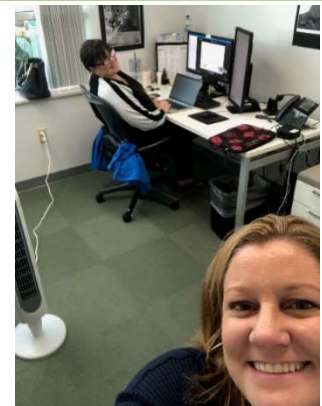
Jennifer (Jen) Hobbs



Julie Conwell



Amador is renowned for its Zinfandel and is home to over 40 wineries. **El Dorado** Once listed the Town of Cool on the real estate market at \$850,000, marked down from \$1 million. **Nevada** Home to the longest single span covered bridge in existence, built in 1862. **Placer** County took its name from the Spanish word for sand or gravel deposits containing gold. Miners washed away the gravel, leaving the heavier gold, in a process known as "placer mining". **Sacramento** is home to the Pony Express. **Sutter** Most renowned for being home to the smallest mountain range in the world. **Yolo** is one of the original counties of CA, created in 1850 at the time of Statehood. **Yuba** In 1857, shipped over \$10 million in gold to the U.S. mint in San Francisco.



Region 2 Office – Feb 2020

Imaging Solution

In the summer of 2019, each of the six (6) CalSAWS Regions came together to identify the requirements needed for a statewide Imaging Solution. The goal of these sessions was to understand critical business processes, confirm the design objective, establish context and validate existing requirements for the 58 County CalSAWS Imaging solution. Those requirements were packaged, and a vendor analysis was completed to determine the best software as a service offering that met all the confirmed requirements. Hyland (Perceptive Content) was approved by CalSAWS JPA board and State and Federal Partners to be the imaging solution for CalSAWS.

With Hyland now on board, the Imaging detailed design phase is well under way. The Imaging Committee has met and reviewed several System Change Requests (SCRs) that will provide key functionality. The team has begun building out the baseline environments before deploying the solution to production. As the team transitions into the build phase, stay tuned for opportunities to participate in demonstrations of the imaging solution.

The counties will see the imaging solution when the CalSAWS Imaging Training Environment is enabled. The training environment for each migrating county will be enabled based on go-live date and training schedule.

A 58-county solution will provide many advantages that could not be realized with three (3) separate eligibility systems (SAWS). The uplift in new functionality as a result of innovations in various counties further champions this change. Here are what some of our counties are most excited about:

Brent (Santa Clara County)

As our fifty-eight counties work towards a single-solution system, Santa Clara County is looking forward to increased efficiencies that come along with this monumental project. The integration and modernization of previously separate systems allows for the streamlining of tasks, business processes, and system optimizations. Along with the standardization of information, these improvements should alleviate some of the high-impact inefficiencies in areas such as e-ICT processing, fraud prevention, and disaster relief, which will ultimately lead to better service for all communities.

Mark (San Bernardino County)

I am looking forward to having a state-of-the-art system... Also having a more accurate imaging solution at the kiosk level will help prevent documents being placed into the wrong category and will allow workers to make corrections to customer-initiated images.

Cheryl (Stanislaus County)

I am looking forward to a 58 County Electronic Document Storage System that will lead to an efficient and capable transfer of documents for an internal (CalSAWS) ICT.



Aaron (Tulare County)

We in Tulare County are looking forward to seeing how the new system takes elements from all of the existing systems and combines them into one unified solution. It's a great thing when all the counties can agree to leave what is working for them and come together to build a system that will meet their needs at an even greater level.

Region 2 Fun Facts continued... **Calaveras** pounds of copper mined in the 1860's made Calaveras County second in national production of this ore. **Mono** "The Buttermilks" were named during the 1800s when ranchers from the north brought their goat milk to sell to Bishop residents; the bumpy road turned the milk into buttermilk. **Sierra** Home of Yosemite National Park. **Tuolumne** To-All-O-Me rhymes with "follow me".


Meet Your CalSAWS Imaging Team

Danielle Benoit, CalSAWS Project IT Manager

Danielle has worked at the CalSAWS Rancho Cordova site since 2007. She started her project journey during the ISAWS migration of the 35 ISAWS counties to join the 4 C-IV counties. As a Business



Analyst she worked on the design, development and implementation of the centralized C-IV Imaging Solution, as well as the areas of Client Correspondence, Reports, Lobby Management, Contact Center and Interactive Voice Response (IVR). As a

CalSAWS Manager, she and her team represent all 58 counties in the technical areas of Imaging, IVR, Lobby Management, Contact Centers, Text Messaging and other areas of self service. Prior to 2007, Danielle worked in eligibility specializing in CalWORKs, CalFresh, Medi-Cal and General Assistance for the Monterey County, Department of Social and Employment Services. She received her Bachelor of Arts in Sociology at the University of California, Santa Cruz. 



John Dray, CalSAWS Project Tech Manager

John started working in the tech garage at the CalSAWS Rancho Cordova site in 2001. He started his project journey providing technical support for the project staff and county IT staff during the original 4 C-IV counties implementation. He took on additional responsibility for the Hardware/Software Procurement as well as becoming the Imaging team lead and moved out of the tech garage. Now, as a CalSAWS Technical Manager, he is responsible for the technical delivery and operations for Imaging, Interactive Voice Response (IVR), Lobby Management, Contact Centers, Text Messaging, and Hardware/Software Procurement. 



April Question of the Quarter Responses

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

What aspects of CalSAWS are you most interested in learning more about?

Below is a collection of responses from CalSAWS counties and staff. Keep watching the Buzz for articles on topics such as migration, analytics, implementation and change management. Topics like staffing and people have been addressed during our virtual All Staff meetings.



CalSAWS "Imaging" Edition

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

ANNOTATIONS

CAPTURE

COPY

EXCEPTION

HYLAND

INDEX

QUEUE

SPLIT

BARCODE

CENTRALIZED

COVERSHEET

FILE

IMAGE

METADATA

ROUTE

STORAGE

BUNDLE

CONFIDENTIAL

DRAWER

FUNCTION

IMPORT

PERCEPTIVE

SCAN

WORKFLOW

"It's not the strongest species that survives, nor the most intelligent but the one who is the most responsive to change."

- Albert Einstein

