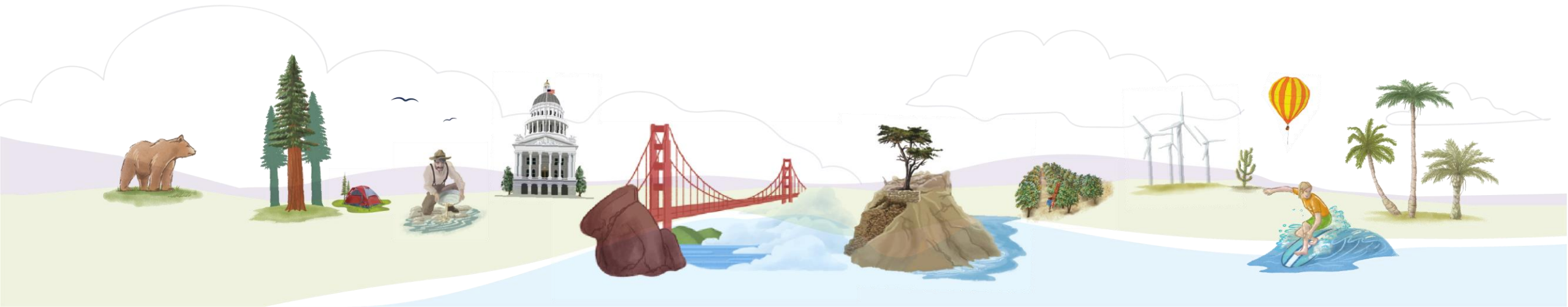




# CalSAWS – The Journey to One

Unity is strength...when there is teamwork and collaboration, wonderful things can be achieved.  
**Mattie Stepanek**





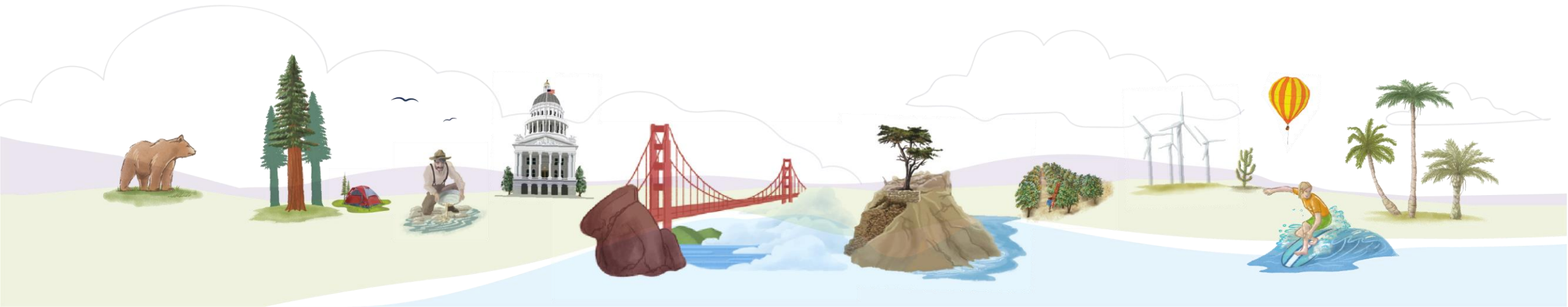
## Presenters:

- Yong Vangbliayang, Implementation Manager, [VangbliayangY@CalSAWS.org](mailto:VangbliayangY@CalSAWS.org)
- Ashley Arnold, Training Manager, [ArnoldA@CalSAWS.org](mailto:ArnoldA@CalSAWS.org)
- Helen Cruz, Change Management Lead, [CruzH@CalSAWS.org](mailto:CruzH@CalSAWS.org)
- Mary Sabillo, CalWIN Training, Change Management and Implementation Support Manager, [SabilloM@CalSAWS.org](mailto:SabilloM@CalSAWS.org)



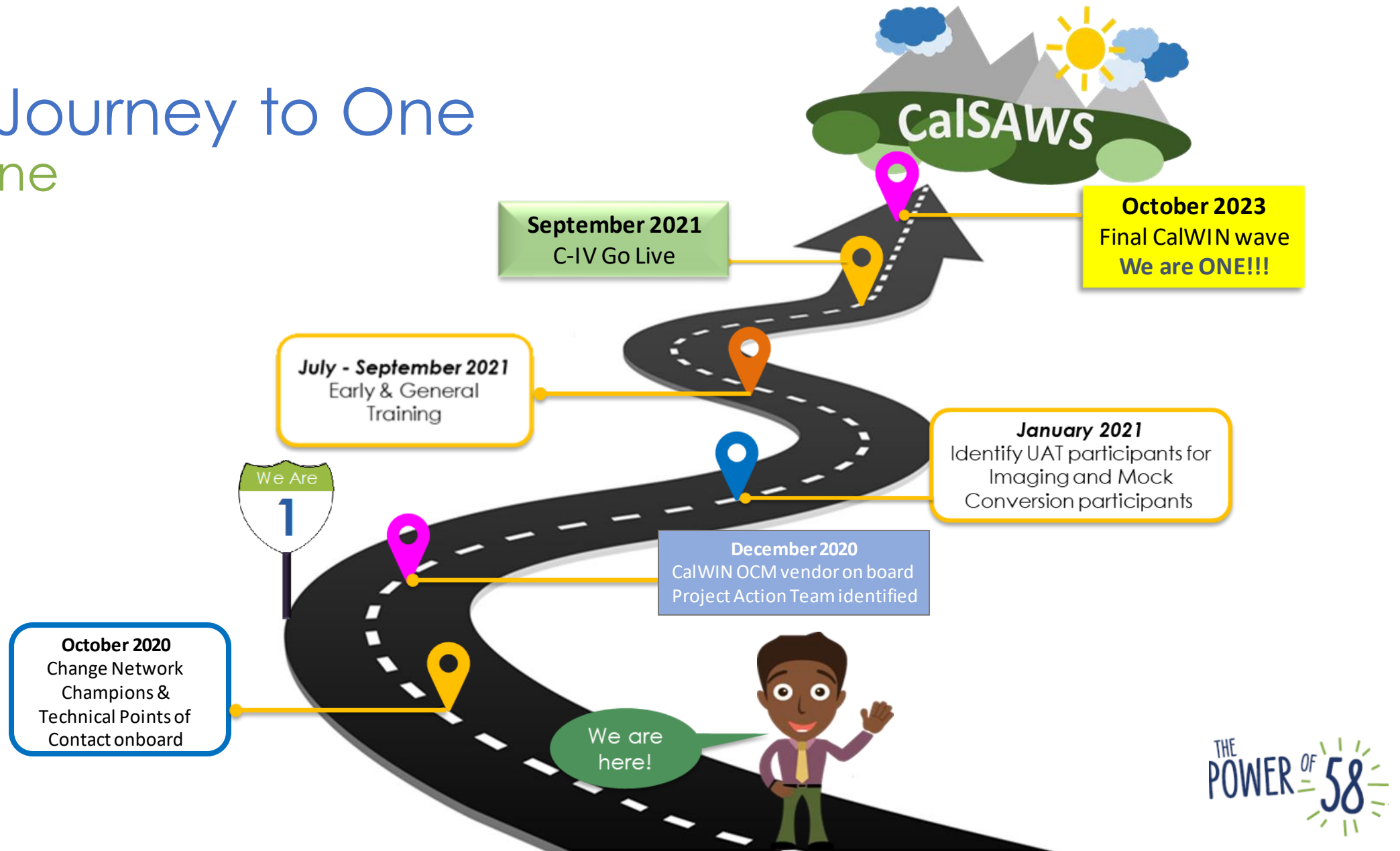


# The Next Twelve Months



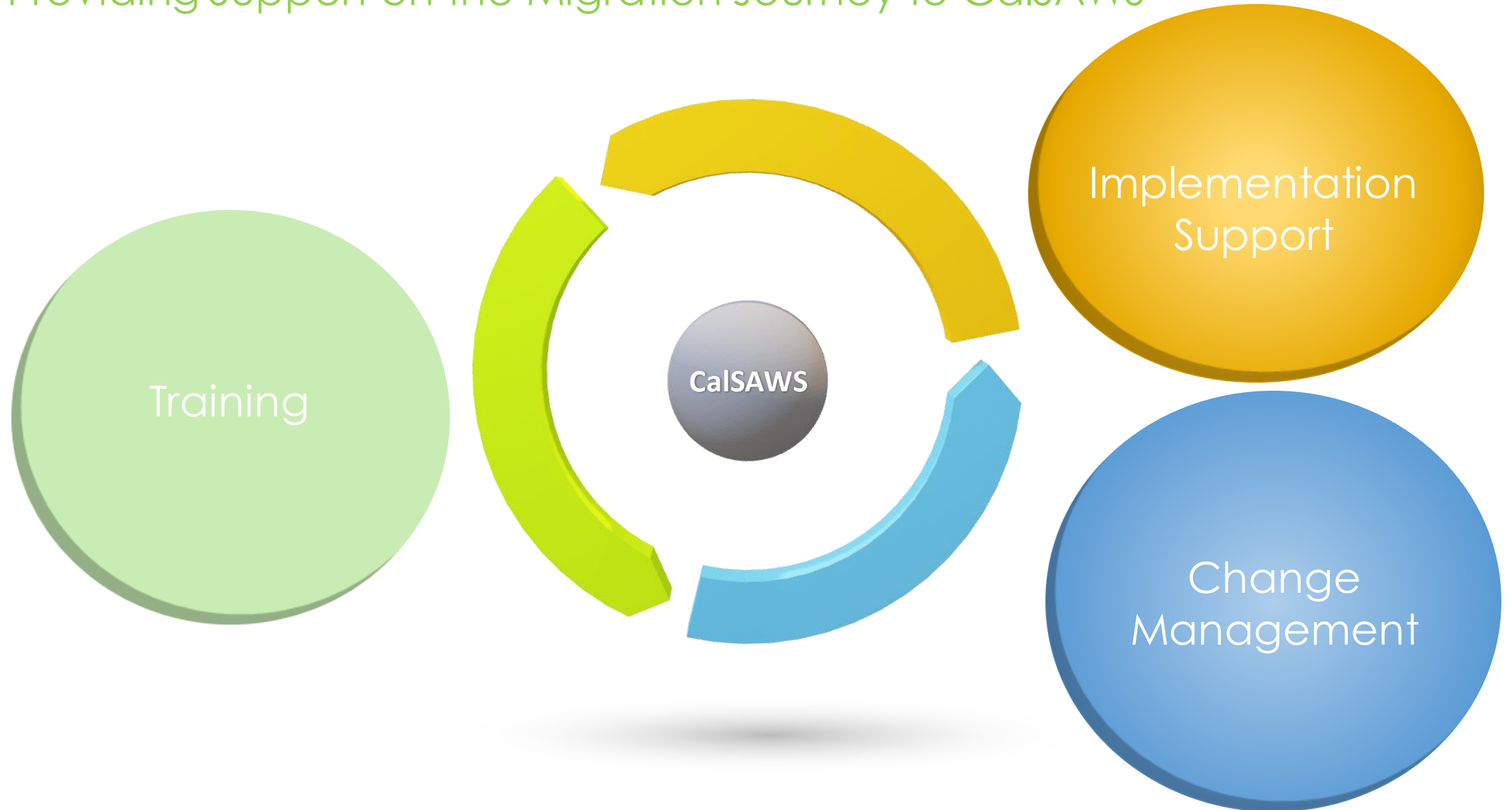


# The Journey to One Timeline



# The Integration of Project Teams

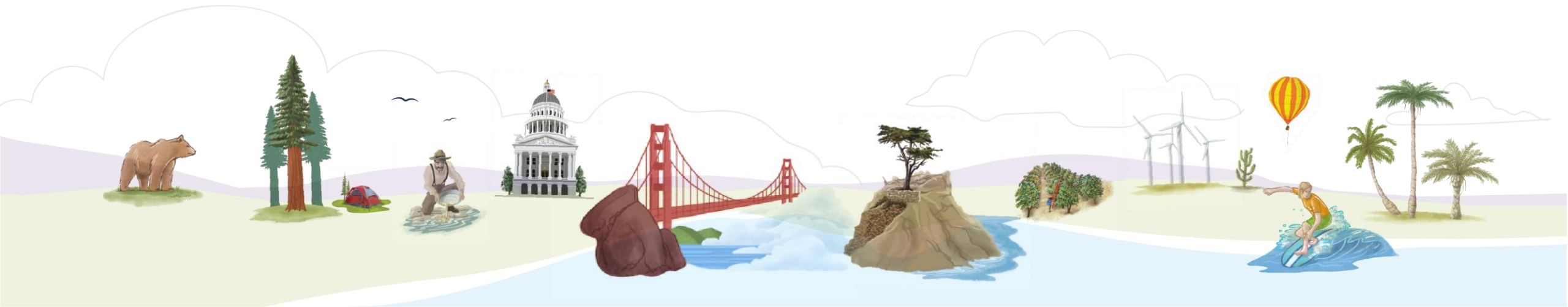
Providing Support on the Migration Journey to CalSAWS







# C-IV Migration to CalSAWS





# Change Management for CalSAWS Migration

*Implementing strategies for effecting **change**, controlling **change** and helping people to adapt to **change**!*



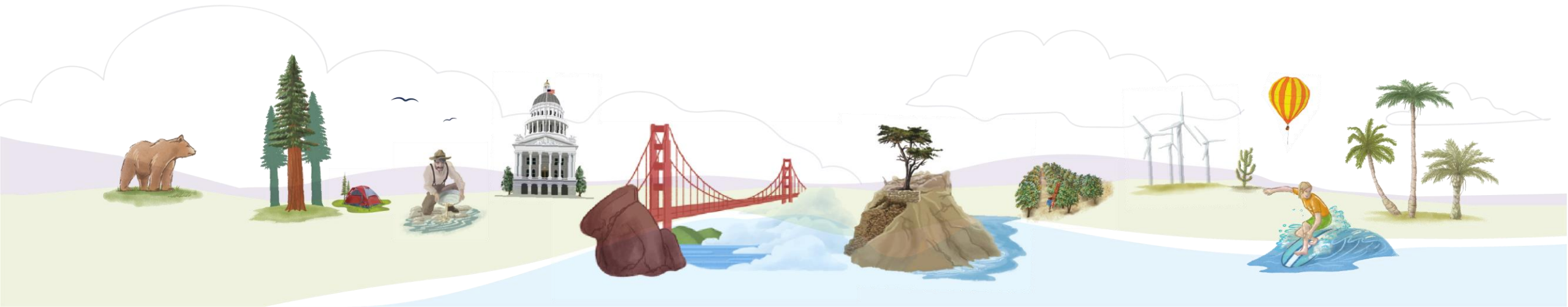


# What is Change Management?

Change Management is...

**Helping people and organizations effectively transition to new ways of working**

- Change Management seeks to prepare the Counties for the change in terms of:
  - User Understanding
  - Skills and Competencies
  - Motivation to prepare and continue working in new ways
- The ultimate aim of Change Management is to minimize efficiency losses and transition to new ways of working as seamlessly as possible.



# What is a Change Commitment Curve?

Helping C-IV users move from Awareness to Commitment



# Change Management

## Engagement Strategies

### Communications

- Infographics
- CalSAWS Implementation News Blast
- Targeted Topic Sessions
- Videos



### Assessment Surveys

- Gauges County Awareness and understanding
- Assists in defining strategies for future targeted communications



### Change Network

- Prepares staff to understand the key changes coming with CalSAWS
- Enables members to support their county with the migration from C-IV



# Change Management

## Infographics



### Spotlight on 5 CalSAWS Enhancements



#### Multi-Month EDBC

You'll be able to run multiple months of EDBC to calculate benefits more efficiently.

#### View History

A 'View History' button has been added to the data collection pages so the User can see the 'Transaction History Detail' page.






#### Preview Notices of Action (NOAs)

A 'Preview NOAs' button was added to the 'EDBC List' page so the User can view the NOA before saving EDBC.

#### Homeless Assistance (HA)

You may run Temporary HA and Permanent HA concurrently, and research issuances and split payments.





#### Inter-County Transfer (ICT)

A single CalSAWS system allows you to transfer a case from one CalSAWS County to another without any system compatibility issues









#### Preparing for Go-Live: September 2021

Contact Us: [Implementation@CalSAWS.org](mailto:Implementation@CalSAWS.org)

## CalSAWS Imaging

The new CalSAWS Imaging Solution is coming!


September 2021

Current	Future
 <h4>In-House</h4> <p>Multiple on-premise Imaging Solutions across Regions and Counties</p>	 <h4>Cloud-Hosted</h4> <p>A centralized CalSAWS Imaging Solution hosted on the cloud</p>
 <h4>Multi-Step Access</h4> <p>Navigation via desktop application and multiple pages to access documents</p>	 <h4>Streamlined Access</h4> <p>Direct access to Imaging Solution via CalSAWS with no desktop application needed.</p>
 <h4>Automation</h4> <p>Variance in Barcode Functionality requires manual indexing for many documents</p>	 <h4>Augmented Automation</h4> <p>Optical Character Recognition (OCR) technology reduces manual work to index documents</p>
 <h4>Document-Driven Workflow</h4> <p>Auto-generated tasks may increase workload for workers with no override options</p>	 <h4>Task-Driven Workflow</h4> <p>County-configured system assigns relevant tasks for specific workers, with override options on a per image basis</p>

#### Have Questions?

Email Us: [Implementation@CalSAWS.org](mailto:Implementation@CalSAWS.org)

## 5 Things To Know About CalSAWS




#### What is CalSAWS?

CalSAWS stands for the **California Statewide Automated Welfare System**. It will house all 58 California Counties and replace the existing C-IV, LRS, and CalWIN systems.


#### Who is building this?

CalSAWS is being built by the CalSAWS Consortium and vendor partners working hand-in-hand with Counties. There are 700+ staff on the CalSAWS project, including County representatives.




#### Why?

Per federal mandate, CalSAWS unites all of California's 58 counties under one roof. It streamlines functions and provides users with a seamless experience that is secure and easily accessible.




#### How?

LRS is being transformed into CalSAWS, which has the look and feel of the C-IV system but with more robust automation. The CalSAWS Project is preparing a set of key Implementation Readiness activities, including User Acceptance Testing (UAT), Data Conversion Clean-up, and Web-based Trainings (WBTs).



#### When?

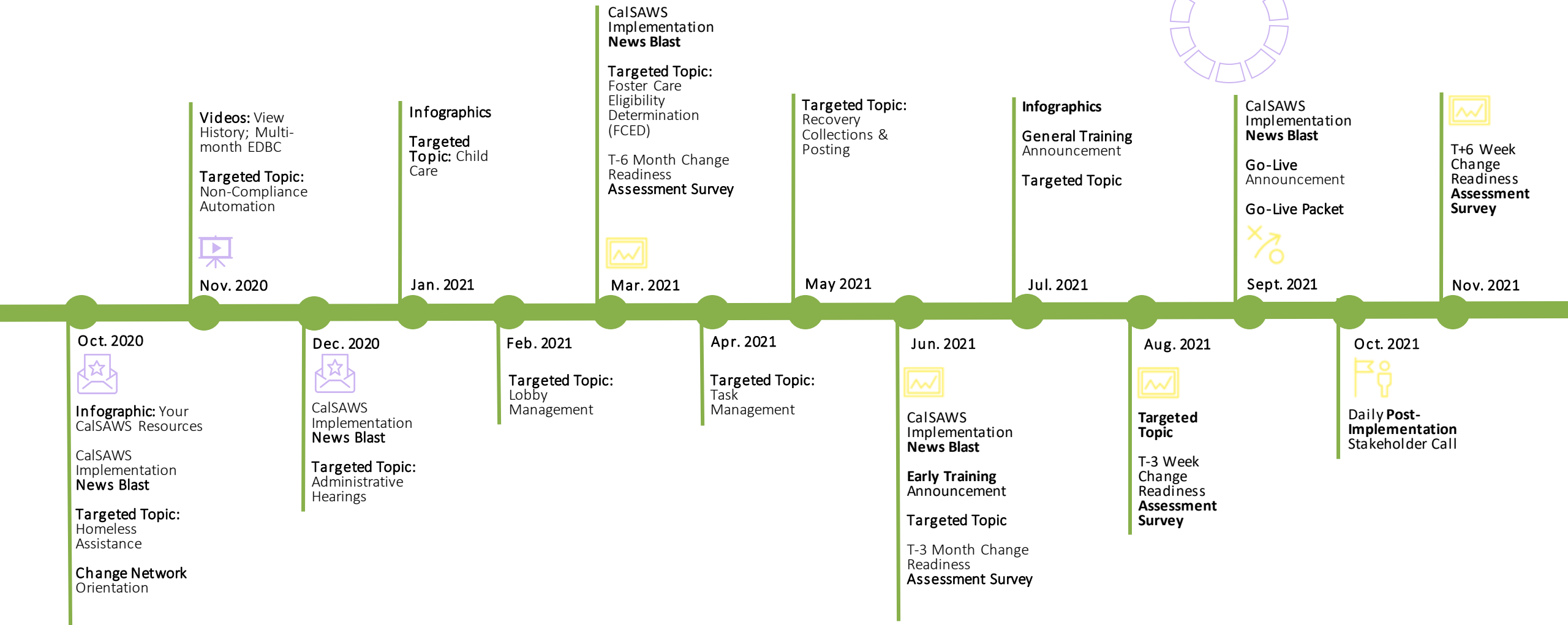
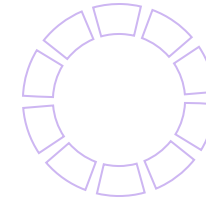
CalSAWS is coming to C-IV Counties in **September 2021**! Check the CalSAWS Implementation News Blast (coming October 2020) for more Timelines.



Contact Us: [Implementation@CalSAWS.org](mailto:Implementation@CalSAWS.org)

# Change Management Timeline

CalSAWS Go-Live  
September 27, 2021\*



\*Pending formal approval

# What is a Change Network?

A group of Change Champions working together

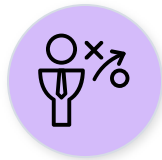
County staff at various levels helping prepare the county for the Big Change. Their advice, activities and support increase the likelihood of a smooth rollout, in an effective and timely manner.



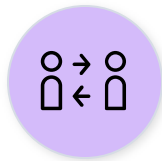
Helps raise awareness among those who don't know about the migration



Has the credibility and trust to communicate benefits to encourage acceptance of the change



Fosters commitment and helps others embrace the solution by communicating positively about the changes CalSAWS brings



Has the expertise and influence to continue supporting the change beyond Go-Live



# Change Network Champion

## Roles and Responsibilities



Deliver Project communications and Program updates to the business area they represent



Engage in Continual feedback and escalation path from bottom-up (End-Users) and top-down (Project Leadership)



Generate enthusiasm and promote the change from within



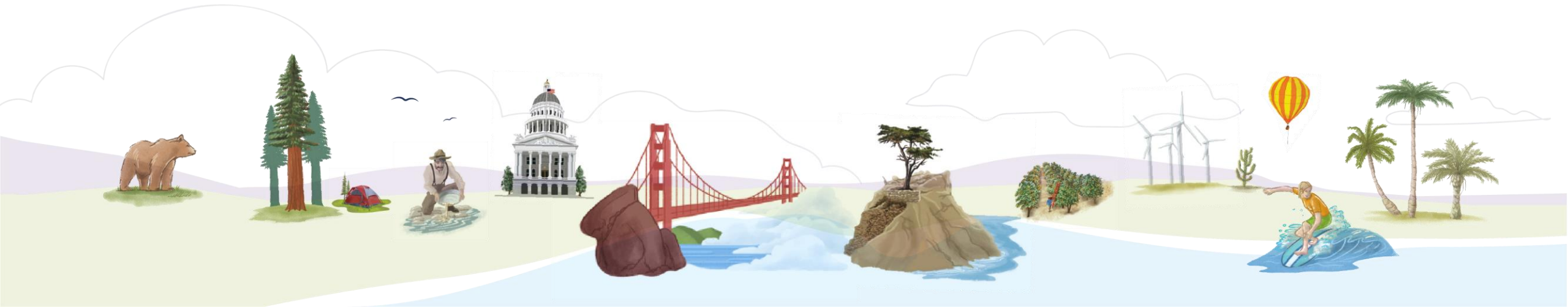
Assist with User Readiness and Adoption of new processes, tools, and behaviors



Support County awareness, learning, and change commitment

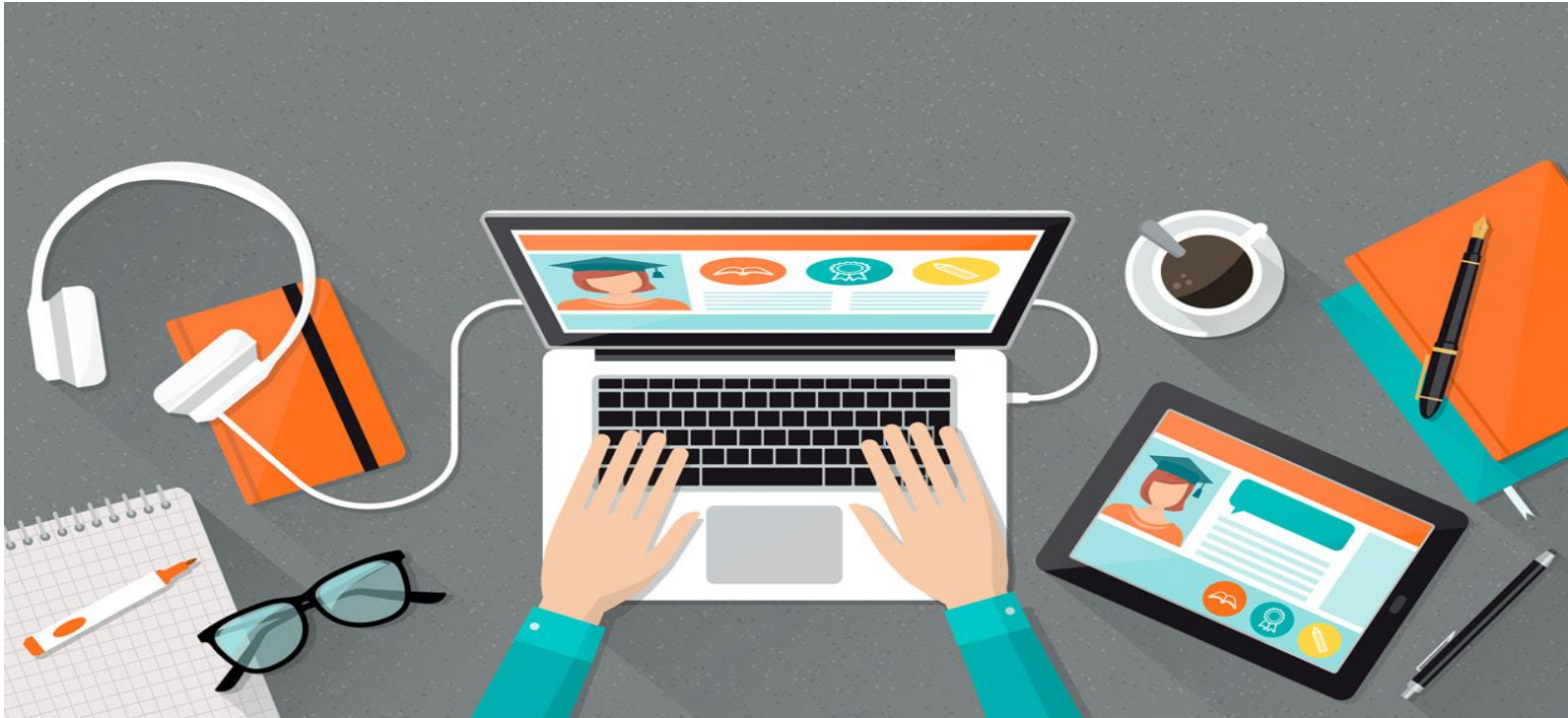


# Training for CalSAWS Migration



# e-Learning

## Benefits of Web-based Training



Convenient

Self-paced

No travel  
required

Consistent

Scalable

# CalSAWS Learning Management System (LMS)

## C-IV Counties access to Migration Training Materials



Learning Management System



**Web Based Trainings (WBTs)** will provide end-users with the key functional changes between C-IV and CalSAWS. The WBTs will also contain new CalSAWS functions.



**CalSAWS Quick Guides** will provide the end-user with functional instructions on the differences between C-IV and CalSAWS. New CalSAWS functionality may also be included.



**CalSAWS Migration Guide** will provide the end-user with a list of training materials, including WBTs and supplemental training guides, by topic/area.



**CalSAWS Reference Guides** will contain new terminology, name changes, or Questions & Answers (Q&A). They may also provide topic-specific and high-level mapping of existing C-IV fields, drop list values, sections, etc. with new CalSAWS fields, drop list values, sections, etc.

# WBT Progress Checks and Knowledge Assessments

## C-IV Migration Training

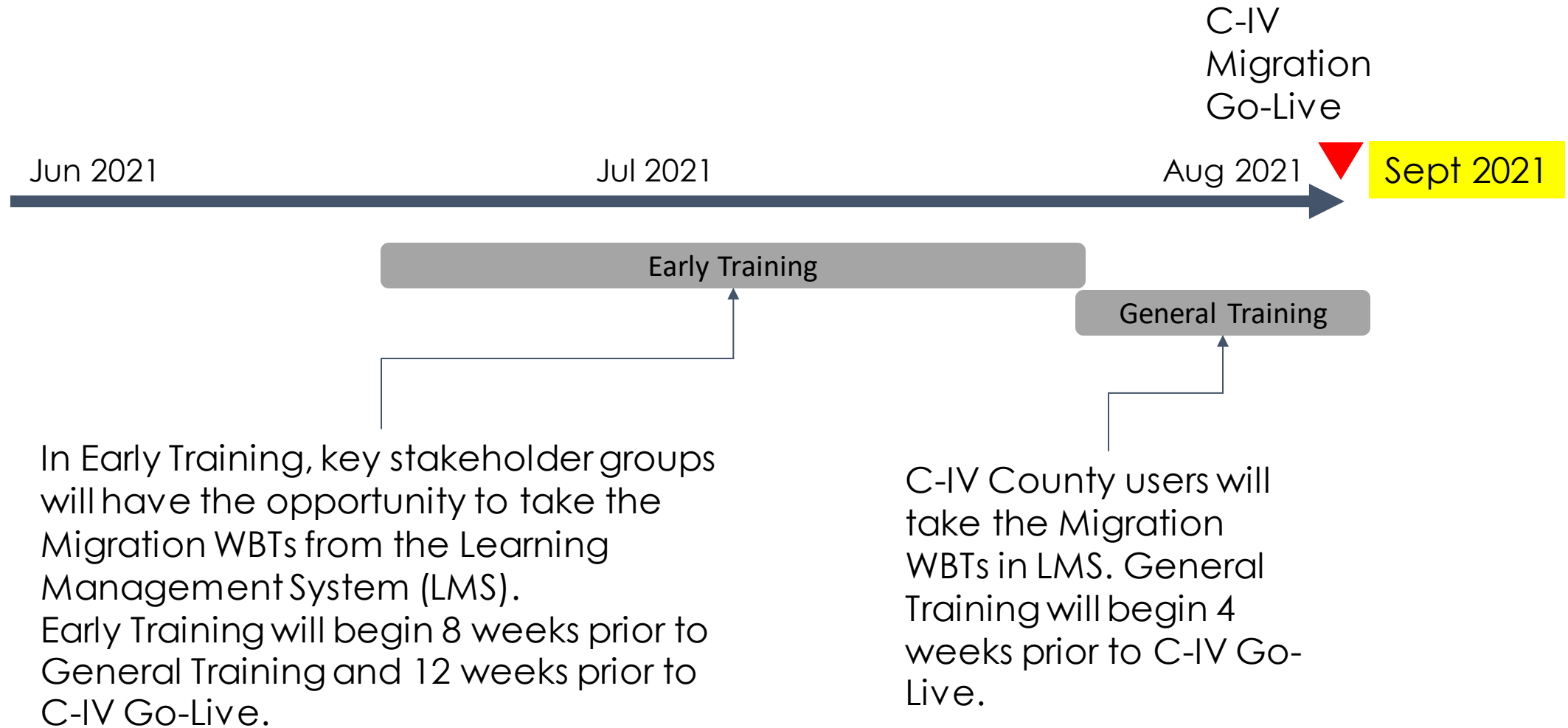
### Progress Checks

- Multiple Choice and/or True/False questions asked throughout the lesson to check the Trainee's progress

### Knowledge Assessment

- A simulated assessment (test) at the end of each course
- Throughout the simulation, the Trainee will have access to key information that will help them make selections during the simulation
- The WBT will provide instructions on how to take the assessment
- Trainees must score 80% or higher to pass the course to receive credit
- Trainees have unlimited attempts to pass the course

# Early and General Training





# Early Training

## C-IV Migration Training Program

- Similar to “Train-the-Trainer,” during which various stakeholders will take the Migration WBTs in advance to learn key and new changes between C-IV and CalSAWS
- Open to 39 C-IV Counties’ Stakeholders
- Ideal stakeholders to participate in Early Training:
  - County Trainers
  - County IPOCs, TPOCs and Change Network Champions
  - Regional Managers
  - County Management and Supervisors
  - Super users/Policy Staff
- Not intended to serve as a review session



# General Training

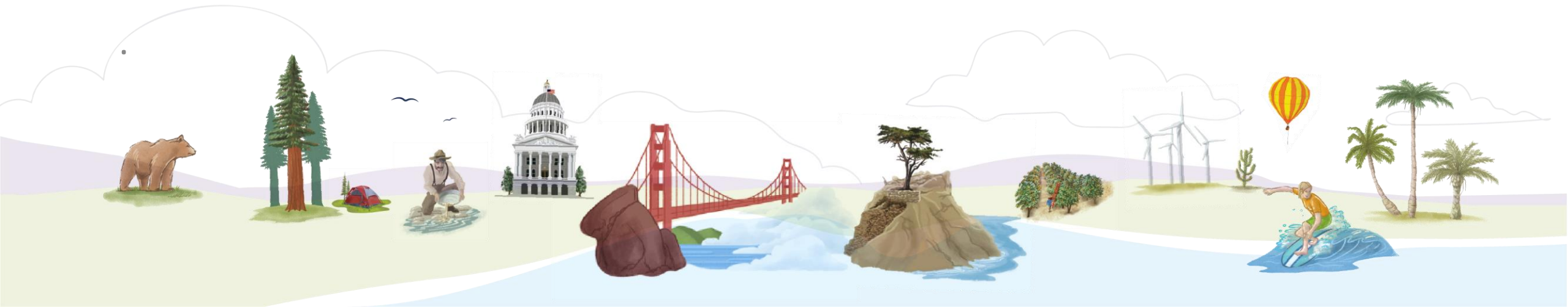
## C-IV Migration Training Program



- Intended for all C-IV County end-users
- Reports on user progress will be provided to county contacts (ie. IPOCs, PPOCs, Directors) on Trainee progress and completion

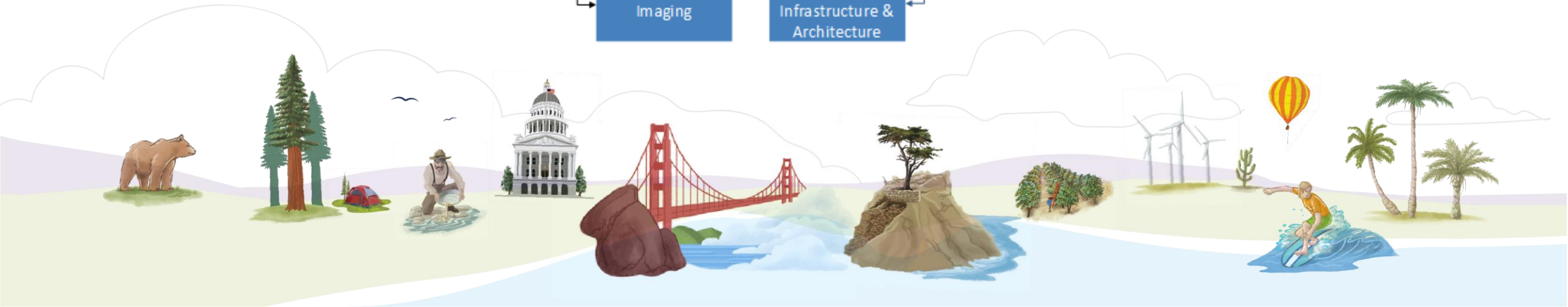
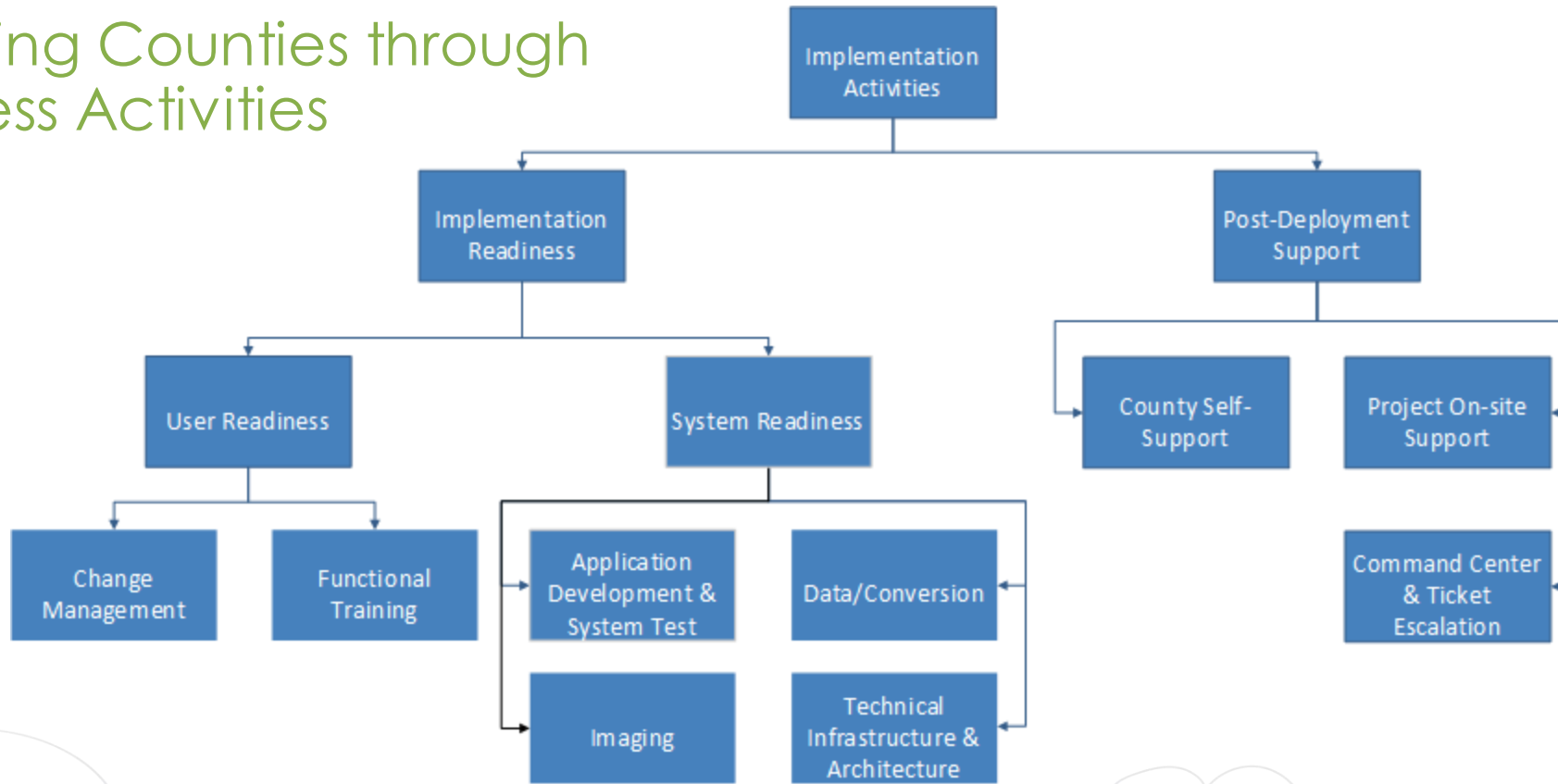


# Implementation Support for CalSAWS Migration



# Implementation Support

## Supporting Counties through Readiness Activities





# Collaborative Support System



## Implementation Point of Contact (IPOC)

- Attend Checkpoint Meetings, disseminate Implementation Information to County Users, confirm User comprehension
- Work with TOSS to compile/complete the County Readiness Checklist
- Track County/Site Readiness and escalate concerns/issues
- Provide Post-Implementation Support and escalate issues as necessary

## Targeted On-Site Support (TOSS)

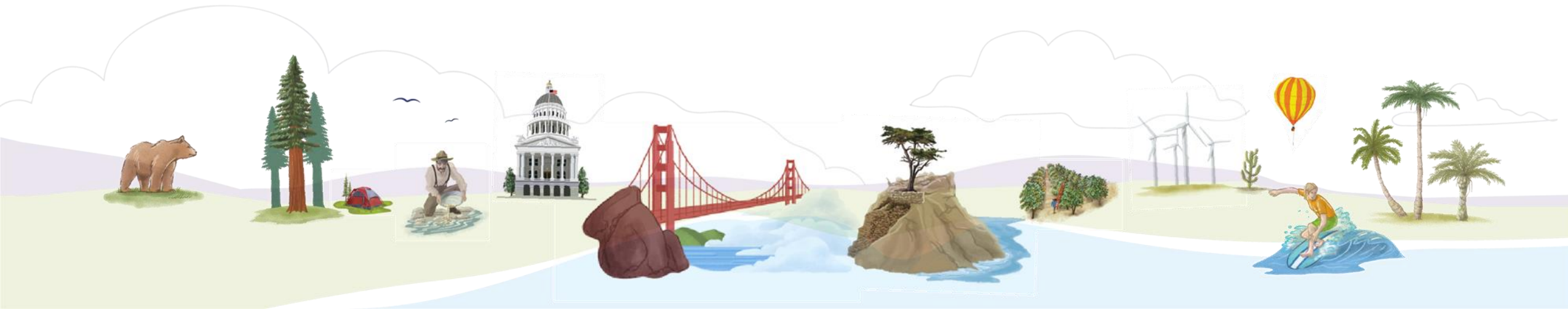
- First Point of Contact for Implementation Readiness
- Monitor Project and County-level Readiness Areas
- Facilitate Implementation Support meetings
- Provide Post-Implementation Support



# Implementation Support

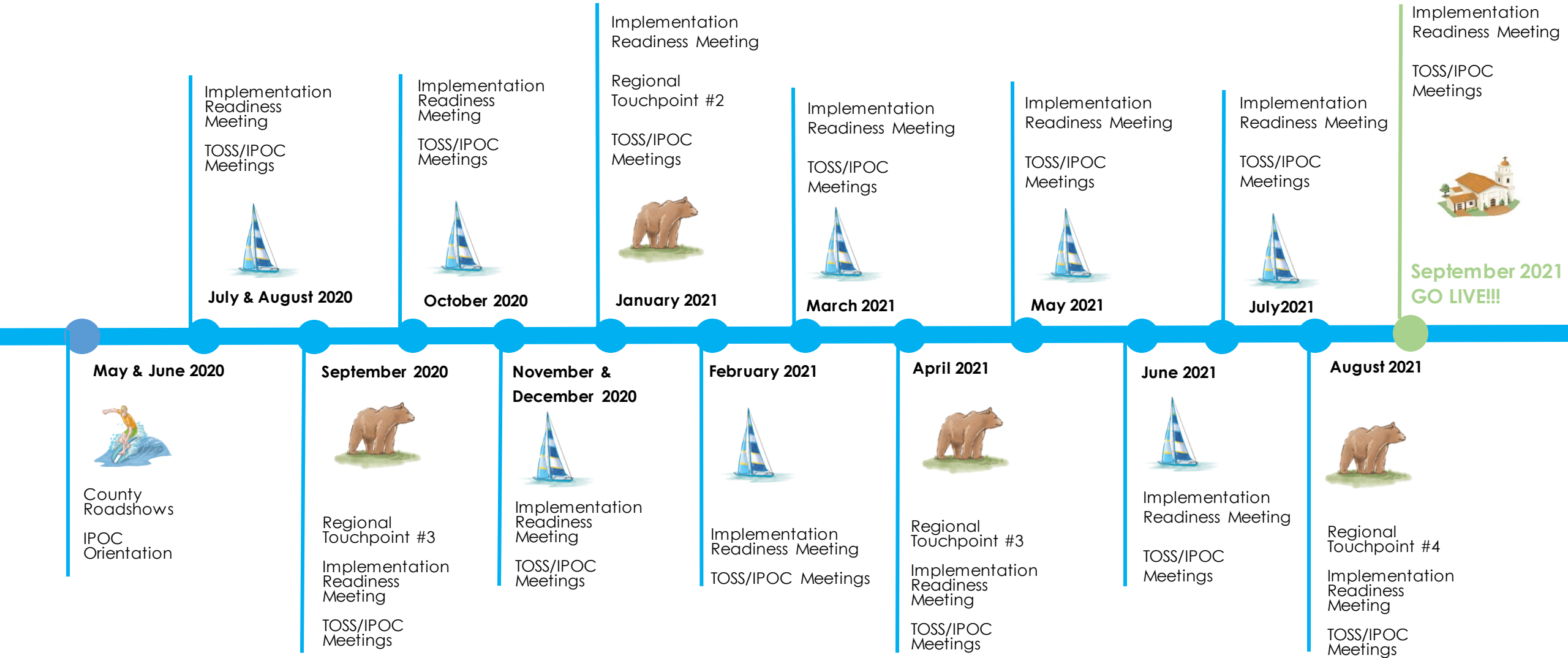
## Engagement Activities

Engagement	Purpose	Participants	Frequency
Implementation Readiness Checkpoint	<ul style="list-style-type: none"> <li>&gt; Project provide updates on Implementation timeline</li> <li>&gt; Discuss new, updated tasks/milestones on Readiness Checklists</li> <li>&gt; Escalate high-impact risks or issues</li> <li>&gt; County Sharing of Migration activities</li> </ul>	39 IPOCs, TPOCs, Regional Managers, Implementation Team	Monthly
TOSS/IPOC Meetings	> Review County-Specific Checklist	TOSS, IPOCs, Regional Managers	Monthly or Bi-Monthly
Regional Touchpoint	<ul style="list-style-type: none"> <li>&gt; Implementation Project Timelines</li> <li>&gt; Training and Change Management Updates</li> <li>&gt; Other Project Teams' Updates</li> </ul>	TOSS, IPOCs, PPOCs, Regional Managers, Other County Stakeholders	Quarterly



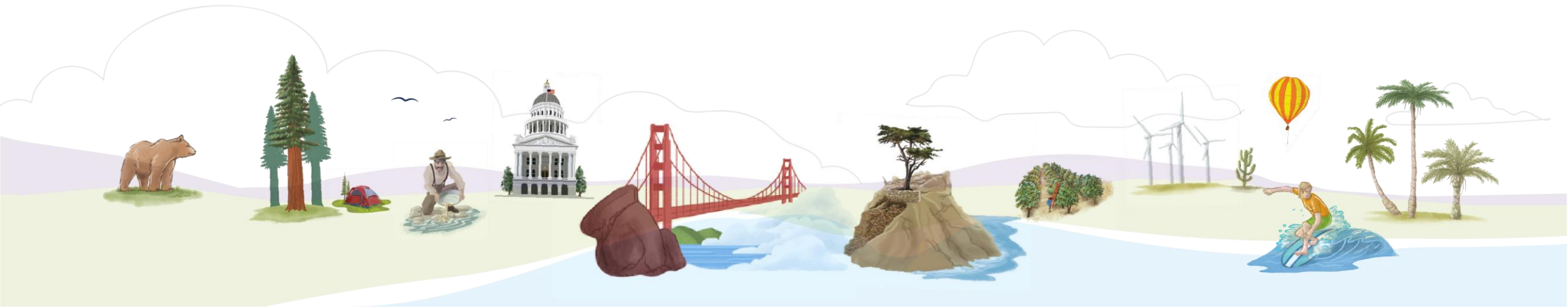


# Implementation Support Timeline



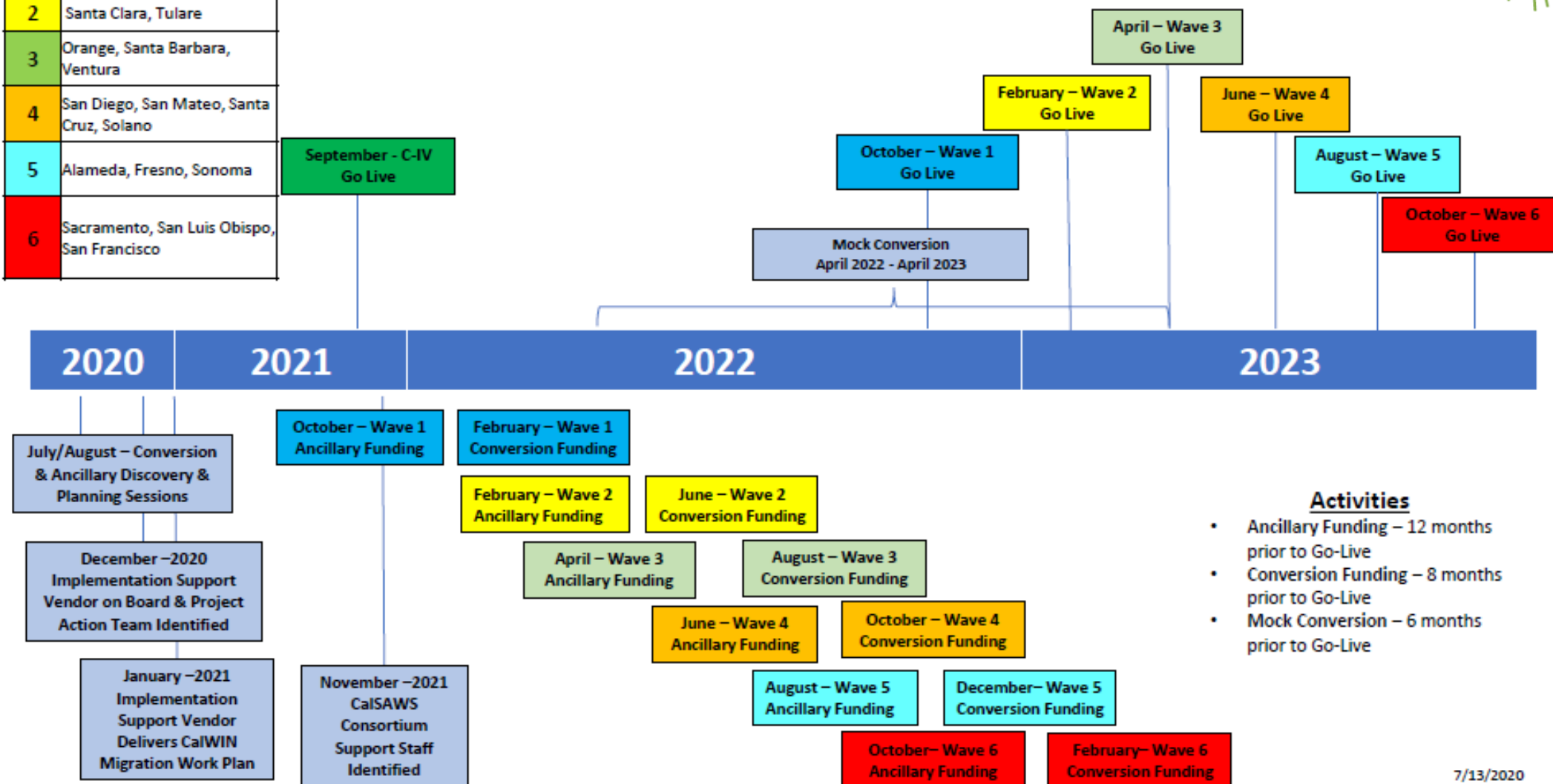


# CalWIN Migration to CalSAWS



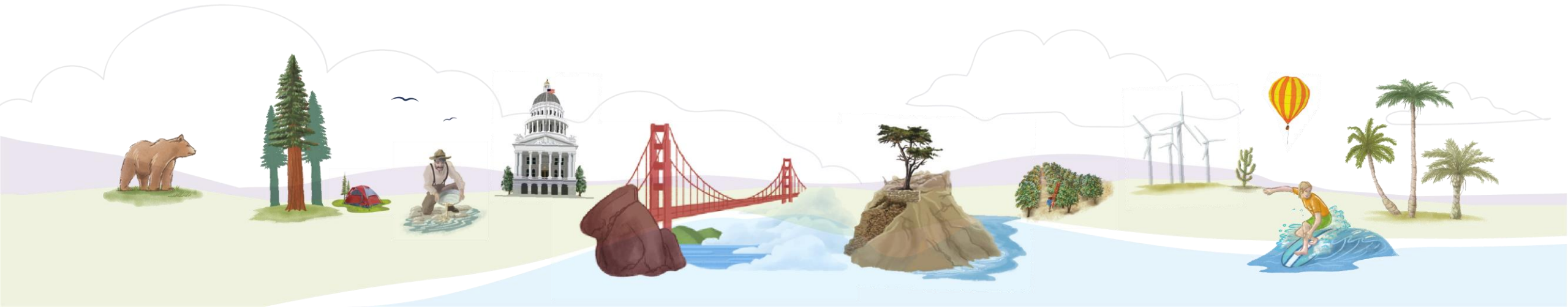
## CalWIN Implementation Timeline

Waves	
1	Placer, Yolo, Contra Costa
2	Santa Clara, Tulare
3	Orange, Santa Barbara, Ventura
4	San Diego, San Mateo, Santa Cruz, Solano
5	Alameda, Fresno, Sonoma
6	Sacramento, San Luis Obispo, San Francisco





# Questions ? [Implementation@CalSAWS.org](mailto:Implementation@CalSAWS.org)





**Thank You for Attending!**  
**\*Remember to visit the Virtual Exhibit Hall\***

