



## Volume 2 | Issue 4: A new season, a new phase...

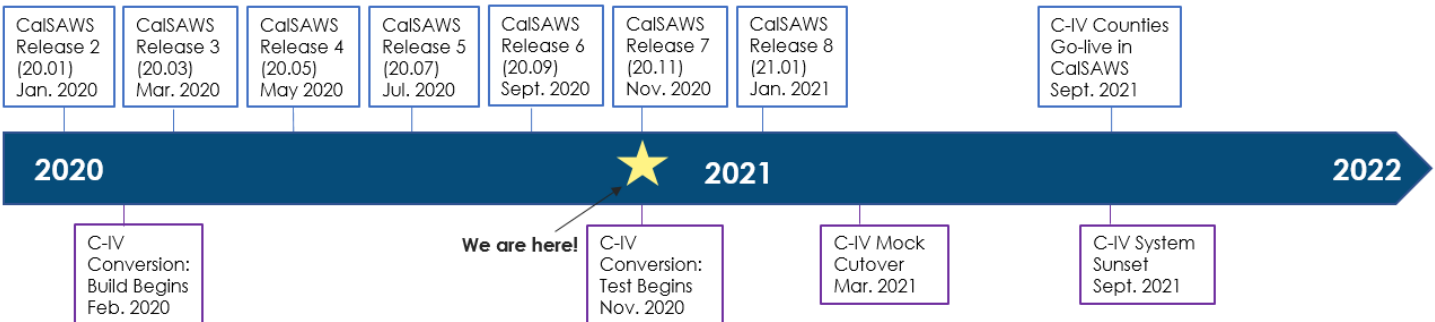
The leaves are turning, the weather is getting cooler, we are moving into another season and bringing this strange year to a close. Just the same, the CalSAWS Project is also moving into another phase. We are less than a year from the C-IV Go Live and 24 months to the first wave of CalWIN Counties Go Live. We have also implemented (Go Live November 2nd, 2020) the new and improved OCAT system with interfaces into all three existing SAWS systems, LRS, C-IV and CalWIN. This coordinated effort was managed by your CalSAWS team, for Testing, UAT and Training, Help Desk and Implementation Support.

The last 11 months before the C-IV Counties go live are going to be packed with activities. Planning and executing User Acceptance Test (UAT), Converted Data Testing, Early Training and General training are just a few. Your CalSAWS Moving Team is ramping up and finalizing the plans for these activities and sharing through our Implementation Support (TOSS) teams, Change Management and Training. Stay tuned for more surveys, communications, Regional Implementation Support meetings, Individual County meetings and more. Pack your bags C-IV Counties!

We are also moving into the Organizational Change Management activities for the CalWIN Counties. The Vendor should begin activities in December and the CalWIN Counties can look forward to their planning and preparation to join the CalSAWS System.

Visit our website [www.CalSAWS.org](http://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](mailto:AskCalSAWS@CalSAWS.org).

### CalSAWS Release Roadmap



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### Question of the Quarter

How has the Public Health Emergency improved or changed how you work? Email your answer to [AskCalSAWS](mailto:AskCalSAWS).

### Upcoming Meetings & Events

*Due to the COVID-19 pandemic, meetings are held virtually.*

- 11/17/20 Targeted Topic Session on Non-Compliance functionality in CalSAWS for both Eligibility and WTW
- 11/19/20 Region 4 Management Meeting
- 12/01/20 Region 2 Management Meeting
- 12/15/20 Targeted Topic Session on Administrative Hearings

# Meet Your Regional Managers: Region 5

Region 1 – Greg Postulka, Daisy Villasenor, 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, Ana White



## Region 5 RMs

**JR Dessai** started his working career in the US in 1985 in Sonoma County as an Eligibility Worker in the AFDC/Food Stamps/ Medi-Cal/Foster Care Programs. In 1988 was promoted to an EW III as they were called then and promoted to a Supervisor in 1990. His initial training class for EWI had 25 anxious trainees and by the time he left 30 years later he was the sole survivor of that class. He still has relics of the green LMI-BI Eligibility Data Sheet, the 278Fs and the famous red ball pen for data entry. In the mid 1990s the County converted to the BDLM system which lasted them through CalWIN conversion. In 2001 he was assigned to the CalWIN Project and promoted to Manager, Public Assistance Systems Specialist and was part of the JAD Sessions for Conversion, Interfaces, Benefit Issuances and Recovery and Client Correspondence. Developed the Risk Management Plan for Sonoma County's CalWIN conversion. He was also involved with the interface development sessions with California Child Support Automation System (CCSAS) and was the POC for Sonoma County and Child Support. In 2015, retired from Sonoma County and joined WCDS as Regional Manager re-establishing his association with county staff across the 18 CalWIN counties. His focus in system improvement has singularly been the Eligibility Worker. JR immigrated to the US in 1984 with his family. He enjoys travelling to Europe and locally the National Parks. His favorite is Glacier National Park which he has visited 3 times and plans a fourth visit soon.



R5 RMs: Ricardo, JR, Martha, Veronica

**Martha Zepeda** has been with the County of San Bernardino for the past 27 years. She is the CalSAWS Regional Manager for San Bernardino County and San Diego County and has an undergraduate and graduate degree in Public Administration from California Baptist University. Martha started with the County of San Bernardino in 1992 as an Eligibility Worker. She quickly realized that public service was her calling. Through the work that she does/interactions, she recognizes that sometimes all it takes are simple words of encouragement and hopes to empower other women. Martha has run 15 half-marathons and numerous 5Ks/10Ks, kayaked with killer whales and enjoys Stand Up Paddle Boarding. She is an avid reader and enjoys life-planning. She has one daughter and 3 stepdaughters and has been married for the last 16 years to her husband who is her biggest supporter and best friend.

**Ricardo Miranda** started his career in Riverside County in 2005 as a temporary Office Assistant in Administration. He started his eligibility journey as a MEDS Clerk and front Office Receptionist helping customers navigate their eligibility journey. He soon became a Medi-Cal Eligibility Worker, then worked as a CalFresh and Medi-Cal Assistant Eligibility Supervisor (AES). As an AES he participated in business process improvement workgroups and was part of the team that initiated the Customer Call Center (CCC). He became an Eligibility Supervisor at the CCC and was the Regional Manager's In-Charge at the Call Center before he headed to the C-IV Project.

He initially moved to Sacramento as a C-IV Business Analyst during ACA implementation to design, test, and implement improvements to call center functionality and counsel C-IV counties on call center operations. He then received an opportunity to work with the County Welfare Directors Association of California (CWDA) to advocate, design, and implement county focused improvements to the California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS). As the County Liaison at CalHEERS he worked with multiple state agencies and the advocate community to strengthen CalHEERS functionality for both Medi-Cal and Covered California customers. Prior to becoming a Regional Manager at the CalSAWS Consortium, he worked as the County Liaison at the MEDS Modernization Project representing statewide county interests through the planning phase. Ricardo has visited 18 countries in 4 continents and hopes to reach all 7 continents one day. Most recently he travelled to Hong Kong, Macau and Taiwan. Ricardo was born and raised in Orange County where summer weekends were spent on the beach. Ricardo has a brother and sister who live in Southern California. He is a proud uncle of two nieces and two nephews that he spoils as much as possible.

**Veronica Lara** has been serving the County of Ventura for the past 14 years. She started as an eligibility worker before becoming a Lead Worker with the County CalWIN Help Desk Team, supporting all programs. She also took part in the implementation of the ACA in Ventura County supervising at the Telecenter taking Quick Sort Transfer Calls from CalHEERS as well as managing incoming work from the CalHEERS Portal. She then moved on to become a Program Analyst as the primary Point of Contact for CalHEERS in Ventura County and supporting MAGI & Non-MAGI Medi-Cal. She also spent time working as an Operations Analyst assisting with implementing reports for Managers to monitor staff performance. She also worked as an analyst with the Training Team, helping to update and complete Long-Term Care Training for staff before leaving the County of Ventura to join the CalSAWS team. Veronica has lived almost her entire life in Ventura County where she lives with her family. She is the proud parent of a 6-year-old little human, who shares his parents' love of Disneyland, Universal Studios, 5Ks, and Comic Books. 🐾

# The Six CalSAWS Regions

## Did You Know

**San Diego County** has one of the highest counts of animal and plant species that appear on the endangered list of counties in the United States.



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%

## Online CalWORKs Appraisal Tool (OCAT)

The new Online CalWORKs Appraisal Tool (OCAT) just received the Green Light to go live on Monday, November 2, 2020! The modernized OCAT is a Consortium-owned solution that is built using AWS enterprise cloud technologies. It supports all 58 counties, integrates with all three SAWS systems, and provides new benefits to the Counties and CalWORKs participants. Since the new OCAT is integrated with CalWIN, C-IV, and LRS, that means appraisals can be initiated from any of the three SAWS systems with existing data auto-populated for completing the appraisal in OCAT and sending the results back to the SAWS system. The new OCAT will also allow cases to be easily initiated across counties and interviews shared or reassigned within counties. OCAT provides a modern user experience with enhanced navigation, accessibility, and reporting capabilities.

After Go-Live, a new OCAT Help Desk will be in place to support the users but will also work collaboratively with each of the existing SAWS Help Desks to enable a “no wrong door” approach. A big thank you to all of the counties, partners, and other stakeholders involved in making this happen! 🍁



## Task Management

The CalSAWS Task Management team is working diligently towards a Task Management solution that will support the 6 regions and each of their 58 counties. Using the existing structures from CIV and LRS, the new solution will blend the best of each system. While also maintaining a base ideal of being user friendly and county customizable.

The Functional Design Sessions held in summer 2019 resulted in 33 Task Requirements. These changes will be delivered in a phased approach. The first phase will focus on blending the existing CIV and LRS Task Management structures. Whereas the second phase will focus on enhancing the Task Management solution by expanding configuration capabilities.

The CalSAWS Task Management solution is blazing forward. Release 20.09 laid the groundwork for future changes by implementing an updated data model. Followed closely by the upcoming 20.11 changes that will, among other things, introduce Banks and Automated Actions into the CalSAWS System. Additionally, 20.11 will include the addition of a Task icon on the Utility Navigation bar. All moving towards one goal of blending CIV and LRS Task Management systems.

Future changes to look forward to will include enhanced configuration for imaging or document-based tasks, bulk task upload and continued enhancements focused on configurability.

The CalSAWS team is excited and proud to deliver a Task Management solution intended to support all 58 counties with innovation and customization.





## Meet Your CalSAWS Task Management Team

### Sarah Cox, Policy & Design Business Analyst

Sarah Cox is a Policy & Design Business Analyst with the CalSAWS project. She currently facilitates for the CalWORKS/CalFresh and Task Management Committees. Prior joining the CalSAWS team, she spent 6 years working for DXC on the CalWIN project. She also worked for 8 years as an Eligibility Specialist with El Dorado County, Health and Human Services. Sarah currently lives in Cameron Park with her family. Where she attends various sporting events for her 2 boys and refurbishes furniture in her spare time. 🍂



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### Justin Dobbs, Task Management Design Lead

Justin Dobbs is a Manager with Accenture's North America & Public Service practice based in Sacramento, California and has been with Accenture for 13 years. Justin started as a developer with the Reports team at the C-IV project in 2007. Other than a one year stint on the Correspondence team, Justin's primary focus through 2020 has been on reports. He managed the application development security team for 5 years and has also been heavily involved with supporting the data needs of the Department of Social Services and Department of Health Care Services over the past few years. Justin now spends his time on the Design team with a focus on the Task Management functionality for CalSAWS. Outside of the office, Justin enjoys playing/recording music, oil painting (*check out one of his paintings on Page 1 of this Buzz Newsletter issue!*) and being outdoors. Justin resides in Roseville, CA and has an 8-year-old daughter. 🍂



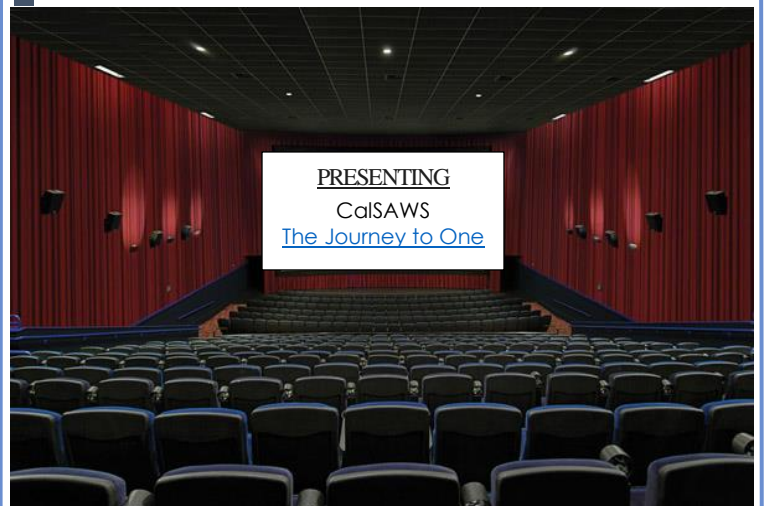
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## CalSAWS Crossword Puzzle

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

- |             |           |           |
|-------------|-----------|-----------|
| ACTION PLAN | ANCILLARY | APPRAISAL |
| ANCILLARY   | CALWORKS  | CHATBOT   |
| HELP DESK   | INITIATED | MOBILE    |
| OCAT        | OCM       | PORTAL    |
| SAN DIEGO * | TASK      |           |

\* Fresno County responded to the question of the quarter from CalSAWS Buzz Volume 2 Issue 3 (August 2020).  
 QOTQ: What county in California would you most like to visit?



Click [The Journey to One](#) to learn more about the CalSAWS CWDA presentation.

*"Notice how the trees do not cling to their leaves. Fall is about releasing the old to make room for the new."*

