



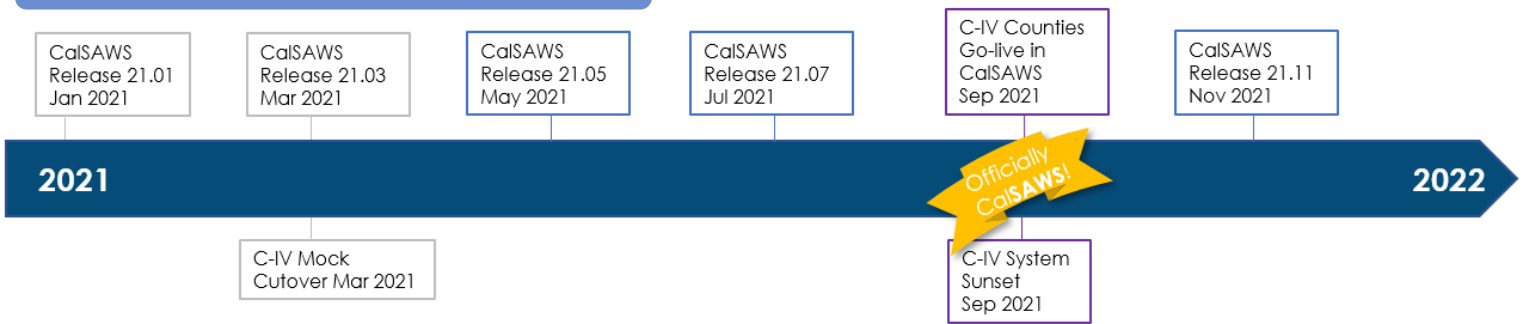
Volume 3 | Issue 2: Managing Change

Words from June, CalSAWS Customer Engagement Director

I often hear comments in counties related to change, such as, "Change is our business," "Change is inevitable," and "Policy and Regulations are constantly changing, it is a way of life." As we look toward 4 months until 39 C-IV Counties moving to CalSAWS this is the beginning of one of the biggest technology changes in SAWS History. So how do we manage this change? We have staff who are highlighted in this issue of the Buzz whose business **IS** Change and helping the counties through it. They have assessed the CalSAWS requirements and analyzed the impact of those changes on the counties. For large changes, there are training components such as Web Based Training modules and/or Quick Guides or Reference Guides. Other high impact changes have been addressed in Targeted Topic Sessions, Infographics or News Blasts. There will be changes in the system that are minor and low impact, but we know that counties are adept at managing that type of change as "Change is our business." 🐝

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 is your county's change management strategy for handling and messaging the cutover to CalSAWS?
 Email your answer to AskCalSAWS.

Upcoming Meetings & Events

- May 7, 2021 Region 4 Management Site Visit
- July 12, 2021 Region 5 Training Environment Roadshow

Important Dates

Implementation

Implementation Readiness Checkpoint Meetings

- May 5, 2021
- May 19, 2021
- June 2, 2021
- June 16, 2021
- July 7, 2021
- July 21, 2021
- August 4, 2021
- August 18, 2021

Regional Touchpoint #3

- Region 1** – May 26, 2021
- Region 2** – May 25, 2021
- Region 3** – May 25, 2021
- Region 4** – May 18, 2021
- Region 5** – May 27, 2021

Regional Touchpoint #4

TBD

Training Advisory Council (TAC) CalWIN Implementation Support

- May 19, 2021
- June 16, 2021
- July 21, 2021
- August 18, 2021

Change Management

Just-In Time Demos

- May 18, 2021 Change Reason
- May 15, 2021 Eligibility Case Processing*
- June 15, 2021 Employment Services*
- July 20, 2021 Supervisor Authorization*
- August 17, 2021 Fiscal Processing*

*Please note that these topics are subject to change.

Imaging Demos

- Region 1** – May 4, 2021
- Region 2** – May 4, 2021
- Region 3** – May 6, 2021
- Region 4** – May 11, 2021
- Region 5** – May 13, 2021
- Region 6** – May 5, 2021 / May 17, 2021

Monthly Change Network Champion Meetings

- May 13, 2021
- June 10, 2021
- July 8, 2021
- August 12, 2021

Stay tuned for future Infographics, News Blasts and the T-3 Month Survey (June 2021).

Training

BenefitsCal

- June 27, 2021 Communication to C4Y customers
- July 5, 2021 Training Materials available

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%

Regional Manager Updates for R1 and R5

The Region 1 Regional Managers will certainly miss Yolanda as she takes her talents down south! We are very excited to be able welcome JR Dessai to the team! JR has an extremely rich history and wealth of knowledge that will be invaluable to the Region as we continue our journey towards becoming 1! JR joined CalWIN in 2015 as one of the inaugural Regional Managers, after retiring from Sonoma County. In Sonoma he actively worked on items related to Benefit Issuance/Recovery, MR, Foster Care, Interfaces, & Client Correspondence...just to name a few!

He was also integral to the roll out of CalWIN in Sonoma. 🌱



R5 RMs (from left to right): Yolanda Banelos, Ricardo Miranda, Veronica Lara

Best of luck to Yolanda and welcome aboard JR!

R1 RMs (from left to right): Daisy Villaseñor, JR Dessai, Gregory Postulka



Meet your Implementation Team

Yong Vangbliayang, Consortium Implementation Manager



Yong started her career in Human Services in December 2000 with Merced County. She has held various county positions and has experience managing the CalWORKs, CalFresh, Medi-Cal, and other County programs such as the All Moms Matter and Hmong Women's Initiative. She was the C-IV Primary Point of Contact for Merced and served in the roles of Regional Committee Member and Subject Matter Expert for various C-IV committees and workgroups. In April 2020, Yong joined the CalSAWS Consortium as the Implementation Manager to begin the efforts of migrating all 58 California Counties to CalSAWS.

Shivani Smith, C-IV Migration Implementation Manager



Shivani joined the LRS Project in 2014 as a member of the PMO team, primarily working in contract management and the Project Change Control process. She transitioned to the LRS Training Team after LA Pilot and delivered Instructor-Led Trainings to LA County staff during the Rollout phase. She later assumed Lead of the Training Team in late 2016. In 2019, Shivani became the Implementation Support Manager overseeing the Implementation, Change Management and Training effort for C-IV Migration. She is passionate about training and development and is eager to see the C-IV Counties join CalSAWS! Shivani lives in Orange County with her husband and son.

Maria Saenz, C-IV Migration Implementation & OCM



Maria joined the LRS Project in 2017 as a member of the Production Operations Team, where she monitored the performance and overall health of the LRS System. She transitioned into the role of Organizational Change Management (OCM) Advisor as the C-IV Migration effort began ramping up in 2019. She has a background in Change and Stakeholder Management and is looking forward to a smooth transition to CalSAWS. Maria lives in Oakland with her husband and two cats, Luna and Domino.

Implementation



The Implementation Team consists of five regional Targeted On-Site Support (TOSS) Teams that support the 39 C-IV Counties. The TOSS Teams are working directly with Implementation Points of Contact (IPOCs) in each County to support and address their specific needs as we move toward the CalSAWS Implementation. The IPOCs serve an essential role in their Counties as conduits to the CalSAWS Project and facilitators of readiness activities.

So how do we know what readiness activities need to get done? The Implementation Team, in collaboration with all CalSAWS Project Teams, produced a Readiness Checklist for each County that covers essential activities in preparation for a seamless migration. Counties also add County-specific tasks to track their internal Implementation efforts. Each County-Specific Checklist tracks the progress of tasks in readiness areas including conversion, change management, implementation, system, technical, and training.

How does the CalSAWS Project communicate with my County? The Counties are actively engaged with the CalSAWS Project in a variety of ongoing implementation-related forums.

- **Monthly Implementation Readiness Checkpoints** – Bring the IPOCs together for timely updates of different readiness areas, updates to the Readiness Checklist, and an opportunity for IPOCs to share their successful preparation strategies.
- **IPOC & TOSS Meetings** – Opportunity for the TOSS Team and a County's IPOC to discuss the impacts of updates from the latest Monthly Implementation Readiness Checkpoint, address any questions IPOCs may have encountered, clarify logistics of upcoming tasks, and review readiness activity progress.
- **Quarterly Regional Touchpoints** – Provide an opportunity for project teams to discuss the migration effort with a wider scope of County individuals, including Managers, Supervisors, Staff Development, and Policy staff. This meeting is designed to facilitate County participation and Q&As with Project Subject Matter Experts (SMEs).

How can I prepare for migration?

- Connect with your IPOCs or Change Network Champions (CNCs) in your County for Implementation updates.
- Look out for the CalSAWS BUZZ Newsletter, Implementation News Blast, Change Management Infographics, and functional videos.
- Ask your supervisor what your team is doing to prepare for the CalSAWS Migration.
- Get involved; ask your IPOCs and CNCs on ways you can participate in implementation related activities in your County (with supervisor approval).

For further information on CalSAWS Implementation or to contact the Implementation Team directly, we have created the Implementation@CalSAWS.org email inbox. Feel free to send us any questions/comments, and we would be more than happy to provide further details related to CalSAWS Implementation. With the Power of 58 in front of us, we are all a part of this revolutionary era of streamlined eligibility and benefits distribution across California! 🌸

See CalSAWS Buzz Volume 3 Issue 1 for information on CalSAWS Change Management. This edition continues the theme of Change Management, Implementation and Training.

Meet your Training Team

Ashley Arnold, Consortium Training Manager



Ashley started her career in Human Services in 2006 as a Human Services Specialist with the Sacramento County Department of Human Assistance, working in the CalWORKs, CalFresh, Medi-Cal and Welfare-to-Work programs. In 2012 she she became a Training Supervisor for Sacramento's Staff Development Team. In 2015, she promoted to Human Services Program Planner, where she managed various service enhancement projects as a member of the Strategic Planning and Data Analytics Team. In 2018, Ashley led Sacramento's Staff Development team as their Human Services Program Manager, managing both Induction and Ongoing training for the department. In September 2019, bringing with her a love of innovation, adventure, and a desire to contribute to the goal of one system for all of California, she joined the CalSAWS Customer Engagement Team as the Consortium Training Manager.

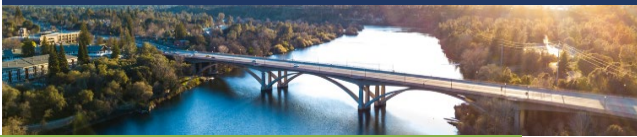
Training

The Consortium Training Team is comprised of the Consortium Training Manager and ten amazing, resourceful, helpful trainers who specialize in the design, development and delivery of training for migration to CalSAWS. The Training Team is responsible for developing curriculum and resources, coordinating county training schedules, and conducting training and coaching via appropriate mediums, and evaluating and measuring overall training program effectiveness.

In collaboration with Accenture, Policy and Design, Application Development and Quality Assurance, the Training Team ensures the training SCRs that correspond to system changes have gone through a detailed review and approval process.

The Training Team also partners with their Change Management friends in the delivery of Targeted Topic sessions, ensuring any questions raised by the counties are documented and answered thoroughly. They also communicate and collaborate with representatives from all 58 counties through the Training Committee, where members discuss strategies for future training opportunities using the CalSAWS system.

Currently, the Consortium Training Team is actively engaged in developing Web Based Trainings (WBTs) and supplemental materials for the C-IV Migration to CalSAWS which will take place in September 2021. The task at hand is both challenging and rewarding, and the team is dedicated to creating and delivering a training program that will lead to a successful Go Live for the 39 C-IV Counties. They are also beginning their collaboration with various teams to ensure the upcoming migration of the 18 CalWIN Counties to CalSAWS results in a successful Journey to One. 🐝



Previous QOTQ Responses

How has the Public Health Emergency improved or changed how you work? *(from Volume 2 Issue 4)*

Definitely, it has been a big change. I am now more aware of our surroundings and the possibilities of getting COVID 19. Also, it has made me more conscious of others who are suffering from other illnesses already, therefore not just protecting myself, but caring for others as well.

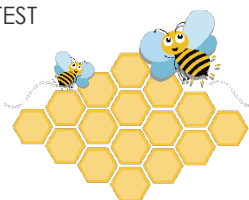
What county in California would you most like to visit? *(from Volume 2 Issue 3)*

I would most like to visit Alpine County and have the opportunity to have a one-on-one hands on the system. I would also like to meet Gabe and if possible, receive some coaching/training from Gabe.

Submitted by Alberto Reyes, Human Services Specialist from San Diego County

CalSAWS Buzz Puzzler

IMPLEMENTATION	FUNCTIONALITY	VERIFICATION
INTERACTIVE	DEPLOYMENT	PRODUCTION
DASHBOARD	READINESS	RELEASES
MIGRATION	CALSAWS	SYSTEM TEST
SCHEDULE	TRAINING	DEFECTS
WBT	TIMELINE	TESTERS
MODULE	POC	



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



There are far better things ahead than any we leave behind.

- C.S. Lewis

