CalSAWS Implementation News Blast

Fourth Edition

Bringing updates about the C-IV Migration to CalSAWS and spotlighting key system changes. In this issue, **T-3 Week User Readiness Assessment Survey**, **Try Month User Readiness Assessment Survey Results**, **Imaging**, and **Post-Deployment Expectations**

CalSAWS is coming September 27, 2021

The County Pulse

What C-IV Users are Saying About CalSAWS from the T-3 Month User Readiness Survey

"Happy about the change to CalSAWS is an understatement!"

"I think this will be a smooth transition. The county has prepared us for this. I am ready!!"

"CalSAWS is C-IV on steroids. I only expect the changes will be positive for all and I am looking forward to change."

"I am really looking forward to the implementation of CalSAWS and all it's benefits."

"I am excited for the change. I believe it will make things more uniform."

"This is a very exciting time. I am excited to see how much this will help improve our daily functions."

Upcoming Communications and Implementation Activities

Stay tuned for more information on the following communications and activities

Communications

- Just-In-Time Demo: Supervisor Authorization (August 10)
- Imaging Infographic (mid-August)
- Go-Live Packet (September)

Activities

- County Prep Phase* (Aug 30 – Sept 23) *All Users will be able to login to CalSAWS during this time.
- T-3 Week Survey! (Aug 31 – Sept 13)
- General Training (Aug 30 – Sept 24)

T-3 Month User Readiness Assessment Survey

Thank you for your participation!

Because of you, we had an awesome response rate of **55%** The survey was distributed to 13,638 C-IV County Users and 7,544 C-IV Users responded!

Results:

Measuring Acceptance

82.9% of C-IV Users responded you are confident you will adapt to the changes coming with CalSAWS!

▲ +12.9% Target of 70%

Measuring Commitment

85.4% of C-IV Users responded you are committed to the success of the CalSAWS Implementation!

▲ +15.4% Target of 70%

We surpassed our Target of 70%!

Measuring Awareness

64.6% of C-IV Users are aware of the CalSAWS Support Structure.

▼ -6.4% Target of 70%

Measuring Understanding

59.4% of C-IV Users are aware of how their daily system interactions will change after CalSAWS goes live.

▼ -11.6% Target of 70%

We are almost at our Target of 70%!

T-3 Week User Readiness Assessment Survey

The T-3 Week survey is the last survey before Go-Live!

August 31 - September 13

Purpose

This survey aims to measure Users preparedness just three weeks before Go-Live! Like the other surveys, it is not a test, but rather is a gauge to identify areas where individuals are feeling confident, as well as to identify the opportunities to further assist C-IV Users through the change.

All Active C-IV Users will be sent the survey from NoReply@CalSAWS.org

If you have questions or concerns, please reach out to your County CNCs, IPOCs, or PPOCs.

CalSAWS Imaging Solution

The CalSAWS Imaging Change Management Team is pleased to present information on Document Retrieval in the CalSAWS Imaging Solution, as well as a reminder about preparing documents for migration to CalSAWS.

Tip This section references Document Drawers, which were covered in detail in the Third Edition of the CalSAWS Migration News Blast.

Document Retrieval

Document retrieval refers to the process of accessing and viewing images after they have been scanned or uploaded into the CalSAWS Imaging Solution. There are two ways to retrieve documents:

- Searching document drawers in the Perceptive application
- Clicking the Images button on select CalSAWS pages

Document Retrieval in the Perceptive Application

Imaging Link You can retrieve documents from within the Perceptive application by clicking the Imaging link on the Utilities navigation bar from any CalSAWS System page.

Documents Button Clicking the Documents button on the Perceptive Home page takes you to the Documents page, where you will find a list of drawers that you have access to (refer to the Third Edition of the Migration News Blast for more information about document drawers). Within each drawer, you can run a pre-defined search or build a custom search to find and view documents.

Your CalSAWS security rights will control what drawers you have access to CalSAWS pages and images.

Document Retrieval via the Images Button in CalSAWS

Images Button The Images button is available on 14 CalSAWS pages, including the Case Summary, Task Detail, Distributed Documents, and many data collection pages. When clicked, the Images opens a list of scanned documents related to that page.

Case Summary The Images button on the Case Summary page will pull back a list of all documents (both case and person level) associated to the case.

CalSAWS Data Collection Pages You can also find the Images button on many of the CalSAWS data collection pages, where it will pull back specific documents related to that data point. For example, clicking the Images button on the Income List page will open a list of case and person level documents related to income verification for the case as a whole – pay stubs, child support information, sworn statements, etc. Clicking the Images button on the Income Detail page will open a list of person level documents related to income verification for that specific income record.

CalSAWS Imaging Solution

Preparing for Migration

Are you ready for the CalSAWS migration?

In preparation for the migration from C-IV to CalSAWS, each County should be working to **fully index** any documents in their **default document backlog.**

Post Go-Live:

Any documents left in default when the C-IV Counties go-live on CalSAWS → will be run through the CalSAWS Imaging Solution's Optical Character Recognition (OCR) service → If OCR cannot confidently classify the document, it will be sent to an Exception queue, where staff will need to complete the indexing process

Clearing your default document backlog now will reduce workload and potential confusion after Go-Live!

More Information? Please reach out to your County's Imaging Primary Contact (IPC) for more information.

Post-Deployment Escalation Path

30 Business Days Post-Go Live

The escalation path pictured below is a visual roadmap for how County User's questions will be answered during the 30 Business Days of Post-Deployment Support. Stay tuned for more in-depth communications on this process!

Escalation Path

- County end-users encounter question/issue. After referencing Self-Support options, Users escalate unresolved questions. **First Escalation Stage**
- Unresolved questions/issues get escalated to Helpdesk, TOSS and/or the Command Center for further research
- Unresolved questions/issues are escalated to County Office-Level Support* or CalSAWS On-Site Support**
- Unresolved issues get escalated to Project Subject Matter Experts (SMEs)
- Resolution timeframe is created, and management personnel are notified → Final Escalation Stage

*County Office-Level Support will consist of IPOCs, TPOCs, CNCs, Managers, Supervisors, etc.

**CalSAWS On-Site Support may include TOSS, RMs, and Business Analysts

The request is evaluated at each stage of the Escalation Path. and if unresolved, the request will continue to move up the path until the final stage.

Post-Deployment Support Structure

30 Business Days Post-Go Live

September 27, 2021 - November 5, 2021

The liaison entity between the Counties and the CalSAWS Project for C-IV Migration post-deployment support

Command Center Resources
- Helpdesk Support
- Project SMEs
- Tech Support
- Change Management & Training

On-site Support Users' support in the office, who will be ready and available to answer questions!
- Targeted On-site Support (TOSS) Team
- Regional Managers (RMs)
- IPOCs, TPOCs, & PPOCs
- Office-Level Support & CNCs

Ongoing Support

From November 5, 2021 and on!

Self-Support User-specific Support that can be used at User's discretion
- Web-Based Trainings (WBTs)
- FAQs
- CalSAWS Migration Guides
- Job Aids, Online Help

County POC Support* County-specific Point of Contact Support that is subject to each individual County direction
- IPOCs, TPOCs, CNCs and County SMEs

*Dependent on County Processes