


☒ CalSAWS DD&I
 ☐ C-IV M&O
 ☐ CalWIN M&O
 ☐ LRS M&E

Distribution Date:	August 17, 2021
To:	PPOC40; IPOC.All; PPOC.Local; Consortium.SectionDirectors; Consortium.RegionalManagers.All
CIT Name:	C-IV User Change Readiness Assessment Survey
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|---|--|
| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WTW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> C4Yourself
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input checked="" type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
|---|--|

Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to notify the 39 C-IV Counties of the intent to distribute the fifth in a series of six (6) Change Readiness Assessment Surveys for active C-IV Users. The surveys are intended to assess communication effectiveness, and measure User awareness, understanding, and acceptance of the C-IV Migration to CalSAWS. The survey results will assist the CalSAWS Project in improving communication and developing change management strategies to prepare end users for CalSAWS.</p> <p>Background</p> <p>As the C-IV Migration to CalSAWS approaches, the Change Management Team will be continually measuring User Readiness through Assessment Surveys. The fourth survey (CIT 0138-21) was distributed to Active C-IV Users in June 2021 with T-3 months until migration. This upcoming survey is planned to be distributed in August 2021 with T-3 weeks until migration. The survey will measure the progress of C-IV Users' understanding of the changes coming with CalSAWS Implementation.</p> <p>Additional Information</p>
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	<p>A link to this survey will be distributed via email from NoReply@CalSAWS.org to all Active C-IV Users who have logged into the C-IV System since February 1, 2021.</p> <p>The survey responses will be anonymous, and we encourage each survey recipient to respond candidly. The survey is scheduled to be distributed on August 31, 2021 and will close by end of day on September 13, 2021.</p> <p>County Action</p> <ol style="list-style-type: none"> 1. If your County Network is set up with firewalls that block access to unauthorized emails and web pages, please follow the instructions in the attached Whitelist and Troubleshooting Instructions document. This document also includes other technical and browser troubleshooting information.
Primary Project Contact: (Name, phone number, email address)	<p>Helen Cruz CalSAWS Change Management Lead Cruzh@CalSAWS.org (916) 851-3327</p>
Backup Project Contact: (Name, phone number, email address)	<p>Araceli Gallardo CalSAWS Change Management Lead GallardoA@CalSAWS.org (916) 851-3103</p>
Attachments:	Whitelist Information for SurveyMonkey.docx
Web Portal Link:	<p></p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2021" folder. 4. Click on the appropriate CIT # folder.