



## Volume 3 | Issue 3: Fall into the Future

We did it! After years of planning, then additional years of development we are ready to Go Live with CalSAWS. This giant step for California started many years ago as we planned to add the 39 counties to Los Angeles to use the same system. Then we planned and planned some more to create a solid approach to add all 58 California Counties to the CalSAWS System. This new CalSAWS system will include a new and improved imaging system, contact center software, enhanced task management, a new printing vendor and more.

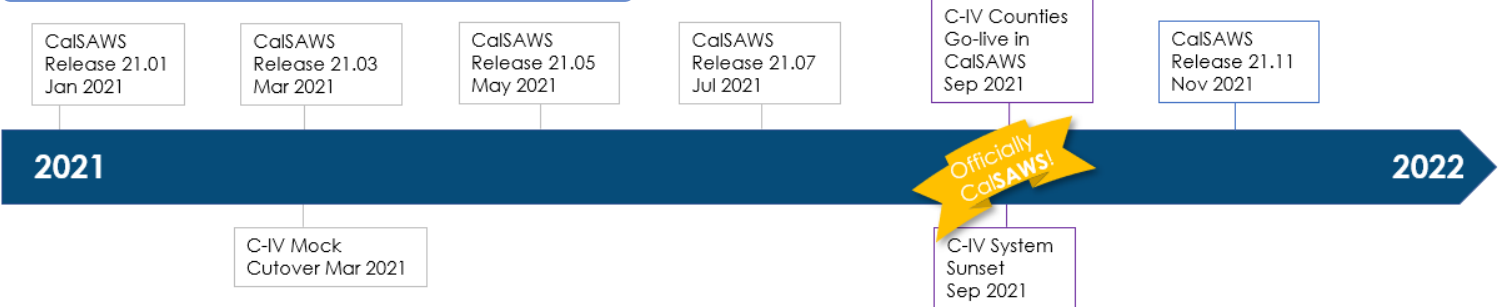
We also planned for a new Public Portal, known as BenefitsCal. BenefitsCal will also go live in September and will simplify how customers can apply for and manage their benefits. This new portal has been developed with an unprecedented level of customer and user involvement. It is extremely user friendly as a result. It is also one size fits all in that it is built to automatically scale to whatever technology the customer is using, such as desktop, laptop, tablet, or phone.

We are ready for this go live and are excited to assist all counties as they go live in the future years. For the C-IV Counties we have our Targeted on-site Support (TOSS) team who are ready to support the counties, regardless of whether they are on site or not. We have our vendor staff ready to assist in the command center and we have our consortium staff prepared to troubleshoot any issues.

Congratulations Counties on getting to this giant milestone. Let's do this!!

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

What county are you from? Email your answer to [AskCalSAWS](mailto:AskCalSAWS).

### Upcoming Meetings & Events

- October 20, 2021      Region 5 Management Site Visit
- November 8, 2021    Region 4 Management Site Visit
- December 2021        Region 2 Management Site Visit



## CalSAWS Events - Highlights

<b>C-IV Weekly Implementation Readiness Checkpoint</b>	September 15 <sup>th</sup>
<b>Project Steering Committee Meeting</b>	September 16 <sup>th</sup>
<b>Greenlight Meeting C-IV Go Live</b>	September 22 <sup>nd</sup>
<b>OPAC Meeting</b>	September 23 <sup>rd</sup>
<b>Cutover Weekend</b>	September 24–26 <sup>th</sup>
<b>Go Live Central Print C-IV Counties</b>	September 27 <sup>th</sup>
<b>CalSAWS Go Live (C-IV)</b>	September 27 <sup>th</sup>
<b>BenefitsCal C-IV Counties</b>	September 27 <sup>th</sup>
<b>Imaging C-IV Counties</b>	September 27 <sup>th</sup>
<b>Advocate Stakeholder Call</b>	September 27 <sup>th</sup> - October 8 <sup>th</sup>
<b>County Post Go Live Call</b>	September 27 <sup>th</sup> - November 5 <sup>th</sup>
<b>Post Cutover Support</b>	September 26 <sup>th</sup> - November 5 <sup>th</sup>
<b>State Deep Dive C-IV Green Light</b>	September – TBD
<b>Joint Power Authority Meeting</b>	October 8 <sup>th</sup>
<b>Monthly IT with State Partners</b>	October 13 <sup>th</sup>
<b>Project Steering Committee Meeting</b>	October 21 <sup>st</sup>
<b>CWDA Conference</b>	October 13-15 <sup>th</sup>
<b>OPAC Meeting</b>	October 28 <sup>th</sup>
<b>WCDS Subcommittee Meeting</b>	November 5 <sup>th</sup>
<b>Monthly IT with State Partners</b>	November 10 <sup>th</sup>
<b>CalSAWS Release 21.11 Greenlight</b>	November 17 <sup>th</sup>
<b>Project Steering Committee Meeting</b>	November 17 <sup>th</sup>
<b>Joint Power Authority Meeting</b>	November 19 <sup>th</sup>
<b>Go Live Imaging LA County</b>	November 22 <sup>nd</sup>
<b>CalSAWS Release Go Live</b>	November 22 <sup>nd</sup>
<b>Go Live BenefitsCal LA County</b>	November 22 <sup>nd</sup>
<b>CalSAWS Release 21.11 Post Deployment Calls</b>	November 22-24 <sup>th</sup>


## 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

### Welcome **Bobbi Wibbenhorst** to Region 3 and **Melissa Thomas** to Region 5!

**Bobbi** started her career in Human Services in 2011 with Humboldt County working in the CalFresh and Medi-Cal programs as an Eligibility Worker. In 2015, she was promoted to Analyst and worked with various programs including General Relief, CalFresh, Medi-Cal, CalWORKs and Workforce Management. She also began as Humboldt's Primary Point of Contact (PPOC) and was introduced to the C-IV Consortium and all things Migration! In July 2021, Bobbi joined the CalSAWS Consortium as the Region 3 Regional Manager. She is looking forward to supporting Region 3 in a smooth transition from C-IV to CalSAWS and beyond! 



**Melissa** started her career in Human Services in 1998 with Catholic Charities of Orange County working in the Welfare-to-Work JSR program as a Job Developer, Workshop Trainer and Program Supervisor. In January 2002, she joined Orange County Social Services Agency as an Eligibility Technician working in the CalFresh and Medi-Cal programs. After almost 20 years with the County, she worked, trained, and supervised the CalFresh, Medi-Cal and Affordable Care Act programs. Most recently she was facilitating Cultural Diversity, soft skills, and Leadership classes at the Training and Career Development Center. Melissa joined the CalSAWS Consortium in September of 2020 as one of the Region 2 TOSS team members before promoting to R5 Regional Manager in July. She is very excited to join the team and is looking forward to supporting Region 5 in a seamless transition to CalSAWS.

## CalSAWS Central Print

One of the many components of the CalSAWS system is establishment of a statewide centralized print capability which will consolidate what was previously three independent print vendors and facilities into a single system referred to as "CalSAWS Central Print". CalSAWS Central Print will eventually use standardized processes, procedures and equipment to enable servicing of all 58 California county print and mail requirements.

The CalSAWS project achieved a major milestone on August 28, 2021, when the new Central Print vendor, Gainwell, successfully received, printed, stuffed, and mailed 85 Los Angeles County Department of Social Services (DPSS) and Department of Children and Family Services (DCFS) print files. The Gainwell Central Print hit another milestone of printing over 1,000,000 impressions for Los Angeles County in the first week. Simultaneously to this effort, Gainwell, which has provided printing and mailing services to the 39 C-IV counties for the past 20 years, also processed 55 C-IV print files. Additionally, Gainwell teamed up with Document Fulfillment Services (DFS), which currently provides print and mail service to 16 of the 18 CalWIN counties (two counties provide their own print and mail services but have the option to use CalSAWS services). This accomplishment was achieved despite a very compressed time frame.

Gainwell provides three geographically diverse print centers to meet the massive demand generated by CalSAWS counties, one in Sacramento, Rancho Cordova and Rancho Cucamonga. The three print centers have the capability to move files between them to accommodate shifting demand. Additionally, any two of the three print centers can accommodate CalSAWS daily demand for services which provides an excellent backup in the event that a print center becomes incapacitated.

A one-team effort enabled this significant accomplishment. The Gainwell team of print professionals brought an extensive amount of public social service experience to bear and coupled this with assistance from DCFS, DPSS Procurement Services, DPSS CalSAWS Support Section, Accenture, ClearBest Quality Assurance, the Consortium Project Management Office and the Consortium Technical Operations to take on this challenging goal.

That said, the job is not done yet. Still to come is transition of the 39 C-IV counties and their associated print services to CalSAWS on September 27 followed by integration of the CalWIN Counties starting in 2022. The team is up for the challenge and ready to move on to the next phase. 🌀



## On-line CalWORKs Assessment Tool (OCAT)

OCAT is a web-based interview tool that is used by case workers in each of California's 58 counties to appraise the strengths and barriers of clients in the CalWORKs program, towards self-sufficiency and gainful employment. In November 2020, Cambria Solutions implemented a modernized OCAT that is integrated with other CalSAWS systems, including CalSAWS, C-IV and CalWIN.

Since the November implementation, Cambria and the Consortium have deployed additional functionality, including a business rules engine (BRE). The objective of the BRE is to provide OCAT system administrators with configuration options intended to allow for adding and changing interview questions and recommendations without the expense of modifying software code. The BRE feature was implemented in Production on June 28, 2021.

In the coming months, Cambria's team of managers, architects, developers, analysts and help desk staff will continue to work with the Consortium, QA and State partners to maintain OCAT, refine operational and system processes, and to identify potential enhancements.

## Implementation Readiness and Post-Deployment Support

CalSAWS Green Light showcases the Project's readiness towards Go-Live. The readiness areas covered are C-IV Migration to CalSAWS Readiness, BenefitsCal Readiness, Central Print Readiness, and County Readiness. The Green Light process highlights the key milestones under each readiness area and reports their status toward completion.

### Major Milestones highlighted in Green Light include:

- Conversion Cutover of County Prep Phase
- Delivery of CalSAWS Releases 19.11-21.07
- User Acceptance Test (UAT)
- Interface Partner Testing with all Consortium, County, and State Partners
- Disaster Recovery Test
- Online Performance Test
- Security Penetration Test
- Call Center Deployment
- Early Training
- T-3 Month Change Readiness Assessment Survey

Once Green Light is achieved and CalSAWS has successfully gone live for the 39 C-IV Counties, The Project will be hosting a centralized Command Center during the Post-Deployment Support Period (September 27, 2021 – November 5, 2021). The Command Center serves as the liaison entity between the Counties and the CalSAWS Project. The Command Center supports the Counties by answering phone calls, addressing functional questions, and escalating issues through the ticketing process, as needed. The Command Center utilizes resources to categorize, summarize, track, and report resolutions. Our objectives include:

- Answering functional questions in a timely manner
- Quickly identifying the severity of a potential issue
- Monitoring and reporting on trends in County questions and issues



The Command Center works directly with Targeted On-site Support (TOSS), CalSAWS Trainers, Implementation Points of Contact (IPOCs), Technical Points of Contact (TPOCs), Change Network Champions (CNCs), and the Office-level Support in your Counties to provide solutions and resources to answer your CalSAWS questions. 