

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

Distribution Date:	10/18/2021
To:	Consortium.RegionalManagers.R6; Consortium.SectionDirectors
CIT Name:	Delay of CalSAWS Imaging Solution Implementation for Los Angeles County
From:	CalSAWS Project

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

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

Description: (Including any step-by-step instructions)	Purpose
	The purpose of this CIT is to announce the delay of the Imaging implementation for Los Angeles County DPSS and DCFS. Also, to provide updated information about CalSAWS Imaging change management, training, and implementation activities in light of the decision to delay implementation of the CalSAWS Imaging Solution for LA County.
	Background
	The CalSAWS Consortium recently made the decision to delay the implementation of the CalSAWS Imaging Solution for LA County. The new CalSAWS Imaging go-live date is being determined and will be communicated separately. The later go-live date impacts the remaining Imaging change management, training, and implementation activities for LA County, as described in the Additional Information section below.
	Additional Information

Change Management Impacts

1. The T-3 Week Imaging Change Readiness Assessment Survey originally planned for October 25 – November 5, 2021, will be postponed and distributed five weeks prior to the new go-live date.
2. Engagement with the LA County Imaging Change Network will be extended, with additional monthly Imaging Change Network Champion (CNC) meetings to be scheduled through the month prior to go-live. We will **not** hold CNC meetings in November and December, due to the holidays.
3. The Imaging Change Management Team will create and distribute additional Imaging infographics and editions of the CalSAWS Imaging Newsletter for LA County. The number of additional communications will depend on the length of the delay.

Training Impacts

1. General Imaging Training for LA County will be pushed out and will start four weeks prior to the new go-live date.
2. The Project will complete the Imaging Train-the-SME (ITTSME) sessions that are currently in progress and will end 10/21/21. The Project is also looking into approaches to provide some refresher training for ITTSMEs prior to the new go-live date.
3. A separate communication on changes to BenefitsCal training scheduled for Los Angeles County DPSS will be sent once the new go-live date is confirmed.

Implementation Impacts

1. The cadence of the LA County Imaging Implementation Readiness Checkpoint meetings will be adjusted as follows:
 - a. Monthly meetings ending three months before the new go-live date
 - b. Bi-Monthly meetings starting two months before the new go-live date
 - c. Weekly meetings starting one month before the new go-live date. LA County staff currently participating in these meetings will receive updated meeting invites within two weeks of the new go-live date being established.
2. Due dates for County and Project readiness tasks will be adjusted to align with the updated implementation timeline.
3. Implementation communications, including the Imaging Go-Live Packet and detailed information on the post-implementation Imaging support model, will be pushed out to align with the updated implementation timeline.
4. LA County staff can continue to send Imaging questions to the Imaging.Implementation@CalSAWS.org, and via the Department Imaging Leads and Regional Managers.

The CalSAWS Project remains committed to a successful implementation of the CalSAWS Imaging Solution for LA County, and the Imaging Change Management and Training Team will continue to engage with County staff as we approach the new Imaging Go-Live date.

Primary Project Contact: (Name, phone number, email address)	Helen Cruz CalSAWS Change Management Lead CruzH@CalSAWS.org (916) 851-3327
Backup Project Contact: (Name, phone number, email address)	Araceli Gallardo CalSAWS Change Management Lead GallardoA@CalSAWS.org (916) 851-3103
Attachments:	
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> OR You may also retrieve the CIT document and attachments by following these steps: <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.