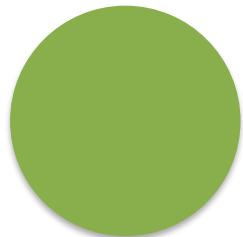


CalSAWS | Training Committee Meeting



March 02, 2022

# Agenda

- ① CalWIN Migration Training Update
- ② CalSAWS Training Guides (ILTs)
- ③ Training Environment Touchpoint



# CalWIN Migration Training Update

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# CaISAWS Training Guides (ILTs)

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# County Survey Results

## Overall Trends

- 22 Total Responses – 38% response rate
- About half used the C-IV Training Guides
- 95% are interested in CalSAWS ILT Training Guides
- 100% would like to see build scenarios in the guides

# County Survey Results

What elements would you add or remove from the previous C-IV ILT Training Guides?

- Screenshots
- Up to date with releases
- Step-by-step instructions
- Fillable PDF so Counties can customize
- Emphasis on Change Reason
- NOMI steps
- Additional program background
- Tie to cases in the environment

Note: No major removal suggestions

# County Survey Results

What programs would you like to see training guides for?

- CalWORKs
- CalFresh
- Medi-Cal
- CAPI
- CMSP
- Foster Care/AAP/Kin-GAP
- GA/GR
- Employment Services

# County Survey Results

What specific information would you like to see included in these Training Guides?

- Guided step-by-step scenarios with screenshots
  - Easy, medium, hard scenarios
  - Talking points
- General practice for programs
  - Re-application
  - Discontinuance
  - Workload searches
  - Service arrangements
- Navigation Tips and Tricks



# County Survey Results

What specific information would you like to see included in these Training Guides?

- Non-Compliance
- IEVS/interfaces
- Lobby Management
- Fiscal management and Claiming

# County Survey Results

## What Scenarios would you like to see included in the Training Guides?

- Intakes for all programs
- Case management for all programs
- Various citizenship statuses and how they impact programs
- SAR 7 and Recertification scenarios
- Overpayment/over-issuance
- Troubleshooting

# County Survey Results

## What Scenarios would you like to see included in the Training Guides?

- CalWORKs
  - Adding newborns and pregnant person with 2<sup>nd</sup> parent in the home, how to add 2<sup>nd</sup> parent after baby is born
  - Non-Needy Caregiver
  - 100 hour rule
  - Time on Aid
- CalFresh
  - Student Eligibility
  - ABAWD
  - Work Registration exemptions
- Medi-Cal
  - MAGI
  - Non-MAGI
  - Hunt v. Kaiser



# Training Environment Touchpoint

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# Action Items

#	Action Item	Due Date	Assigned	Status
1	CalSAWS Training Guides survey	01/31/2021	All RCMS	Done
2	Research and provide the committee an update on the journal and task issues in the Training Environment System	TBD	Cris Garcia	In Progress
3	Collect input regarding the frequency of Training Environment refreshes from regional SMEs for discussion at next meeting	03/02/2022	RCMs	In Progress

Thank you!

