



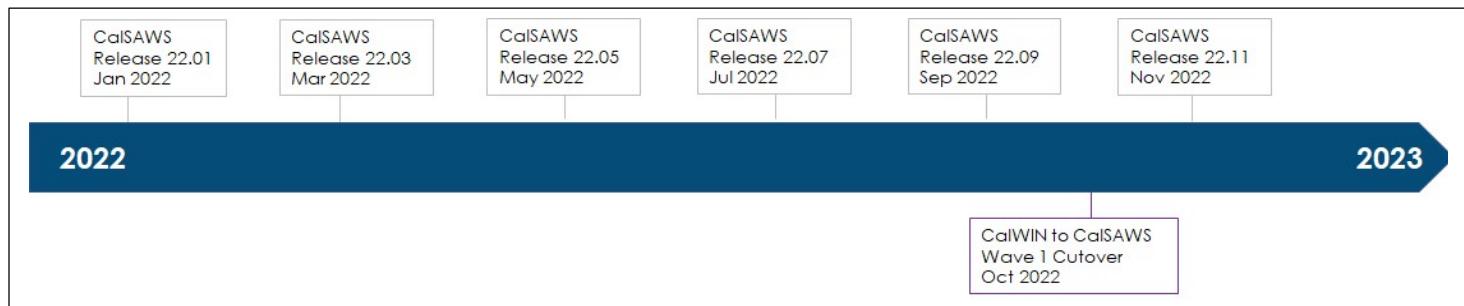
## Volume 4 | Issue 2: Spring into the Future

Happy Spring! Often springtime is when we clean closets, wash windows and other "Spring Cleaning" type activities. We have done some spring cleaning with the CalSAWS Buzz and you may notice we have made some changes. One of those changes is our new Buzz mascots, Benito, and Barbara. We know how important honeybees are to our environment and to pollinate the flowers and fields. Similarly, the users of the system and how they share knowledge within and across counties are just as important to building the CalSAWS community and environment. We grow our field of experts by sharing tips, tricks, and informational tidbits.

In this issue you will find a new feature called Dear Barbara. This section will answer questions submitted by the users of CalSAWS. You will also see a section called Notes from the Help Desk where we will provide helpful system information that will increase user knowledge and may decrease the need for help desk support.

We hope you enjoy this new Spring 22 version of the Buzz and we look forward to receiving your questions or suggestions for tech tips in the future. 🐝

### CalSAWS Release Roadmap



## In This Issue

CalSAWS Release Roadmap .....	1
CalSAWS Meeting Events .....	2
The Six CalSAWS Regions.....	2
CalWIN Implementation Team.....	2
CalWIN Implementation Services .....	3
Tech Tips .....	4
Ask Barbara.....	4
Communication Corner .....	4
CalSAWS Puzzler .....	5
Vol 4 Iss 1 - Question of the Quarter.....	7

### Meet Benito and Barbara

Benito represents the largest producer of honey in CA, San Benito. You will find Benito throughout this newsletter introducing new content.



### Question of the Quarter

What is your favorite part of CalSAWS? If you are not using CalSAWS yet, what functionality are you looking forward to? Volume 4 Issue 1

See responses on Page 7

CalSAWS is retiring this section to introduce something new. Check out our new addition to The Buzz Newsletter, 'Ask Barbara'.

Learn more on page 4.



## Upcoming Meetings & Events

LA County BenefitsCal/Imaging Go-Live	4/25/22
Region 3 Meeting & Region 4 Meeting	4/26/22
OPAC Meeting	4/28/22
Region 3 Meeting	4/25/22
IPOC Meeting - 18 County	5/4/22
Targeted Topic Session - E2Lite	5/10/22
CalSAWS Release 22.05 Greenlight	5/18/22
CalSAWS Release 22.05	5/23/22
Region 3 Meeting	5/24/22
OPAC Meeting	5/26/22
IPOC Meeting – 18 County	6/1/22
RCM/SME Orientation	6/2/22
OPAC Meeting	6/16/22
CalSAWS Release 22.06 Greenlight	6/16/22
CalSAWS Release 22.06	6/20/22
Region 3 Meeting	6/28/22
IPOC Meeting – 18 County	7/6/22
IPOC Meeting – 18 County	8/3/22



<b>JPA</b>
4/22/22
5/12/22
6/23/22
<b>PSC</b>
4/21/22
5/19/22
<b>WCDS Subcommittee</b>
5/20/22

## The Six CalSAWS Regions



### Welcome Los Angeles County

BenefitsCal eagerly looks forward to welcoming LA County customers to their new digital home. In particular, BenefitsCal plan to listen for customer feedback on the Interview Nudge feature and seek to understand how it improved customer and worker experiences. Coinciding with the LA release, the BenefitsCal portal will include eight (8) additional languages. 

1. Arabic
2. Farsi
3. Hindi
4. Khmer
5. Japanese
6. Punjabi
7. Thai
8. Ukrainian

### Your Benefits Now (YBN) Decommission

- YBN will be turned off for Users on at 6:00 p.m. on April 22, 2022 during Los Angeles County conversion to BenefitsCal
- Planned termination of services by end of May 2022

### The CalSAWS Project Wants to Hear from You!



### CRFI 22-033: CalSAWS Communication Focus Group Participant Recruitment

The purpose of this CRFI is to provide an opportunity for Communication Leads, PPOCs, RCMs, Program and Technical Managers to participate in a CalSAWS Communication focus group session. As a proactive response to county feedback, the CalSAWS Project has recently launched a Strike Team to focus on the continued evolution of Communication initiatives. A focus session is being coordinated by the Strike Team to provide County representatives an opportunity to partner with the project and provide input on future communication methods and materials.

#### Session Focus:

- Socialize current and proposed CalSAWS communication initiatives
- Discuss value of proposed concepts and additional areas for consideration proposed by county participants
- Review County communication preferences (e.g., newsletter, bulletins, etc.)
- Understand County communication practices and discuss potential information distribution challenges
- Identify partnership opportunities
- Prioritize future communication initiatives

#### Participants:

Each County may provide up to three (3) representatives to participate in the initial focus session. Individuals who interact directly with the project and have responsibility for communicating information within their county are encouraged to participate.

Please be sure to reference the CRFI for additional detail. CalSAWS thanks you in advance for your interest and active engagement in evolving CalSAWS Communication initiatives. 

## CalWIN Implementation Team

### Mary Sabillo and Sreshta Wickramasinghe



**Mary Sabillo**, CalWIN Training, Change Management and Implementation Support Manager is spearheading the CalWIN migration to CalSAWS. Appointed by CalWIN Consortium in February 2020, Mary has extensive experience in workforce management and leadership development. She has also been a member and past chair of Operations & Policy Advisory Committee (OPAC) for the last 5 years.

Before joining CalSAWS Consortium, Mary has worked in various management level positions for the County of Sacramento for 15 years. Prior to coming to Sacramento, Mary was part of the Workforce Investment Board of San Diego County and led the implementation of the One-Stop Service Delivery system for San Diego County. She received her degree in Organizational Communications, with a minor in Spanish.

Family time is very important to Mary. She loves to entertain family and friends at her Casita. When she is not in the office you can find her cheering on her Raiders during football season, visiting her twin boys in Reno and Santa Barbara, wine tasting with friends and when the weather is nice riding with her husband on their motorcycle!

**Sreshta Wickramasinghe** is the Deloitte Project Lead responsible for overseeing development and delivery of the Implementation Support contract. He manages the overall scope of support services, manages and leads the team, and administers the Agreement with CalSAWS. Sreshta has been with Deloitte for over 20 years and has served Human Services clients in the States of CA, MI, IN and WA – specifically in the areas of Integrated Eligibility as well as Health Insurance Exchanges.

In his spare time, Sreshta loves to spend time with his family (2 high school aged kids) and 2 dogs. He also loves to spend some of his free time playing at golf around town and across the country. He also enjoys traveling with his family. He is also an avid sports fan and loves to root for his Arizona Wildcats and Sacramento Kings.



### CalWIN Implementation Services Update

CalWIN Implementation Support Services provides support to the 18 CalWIN Counties for transitioning to CalSAWS. This effort began December 2020 and continues through go-live in January 2024.

Deloitte is tasked with guiding change in organizational readiness across each County's impacted organizations. The Business Process Reengineering effort will result in new and modified business processes to help counties adapt to CalSAWS. This includes developing innovative training strategies, training materials, and delivering training, as well as supporting the Counties during their Migration.

- Change Discussion Guides for Wave 1 Counties are in draft review
- BPR To-Be Sessions are complete for Waves 1-4
- Instructor led training materials are currently in development and on track for completion by 05/20/22.
- LMS and Training Environment readiness and setup in progress
- Implementation Support: Readiness checklists continue to be updated for Wave 1.
- Checklist in development for Waves 2 and 3.
- Monthly Implementation Point of Contact (IPOC) meetings continue on a Wave basis.



## Ask Barbara

### Tech Tips



### New Tools for LA County coming in April!

#### BenefitsCal Go Live

- Los Angeles County YBN users will switch on April 24, 2022.

#### County Imaging Post-Deployment Support

- See CIT 0083-22



What question do you have? In previous issues of the CalSAWS Buzz, we offered a Question of the Quarter to solicit reader feedback and share out responses. Now, it's your turn to ask the questions. What would you like to know? 'Ask Barbara'

### From the Help Desk

\* CalSAWS will log users out after 20mins of inactivity.

\*County Delegated Admins can assist with most CalSAWS login issues such as password reset for active accounts.

## Communication Corner

Would you like to participate in the communications enhancement effort at CalSAWS? Please be sure to respond to **CRFI 22-033 CalSAWS Communication Focus Group Participant Recruitment - due May 3, 2022**

*The following CalSAWS Information Transmittals are posted on The CalSAWS Web Portal and [www.calsaws.org](http://www.calsaws.org)*

CIT	Subject	Dated
0020-22	MFA Instructions for Logging into CalSAWS Applications- ALL County Users	1/25/2022
0021-22	MFA for Logging into CalSAWS Applications Support Bridge	1/25/2022
0022-22	August 2021 and Future Postage Rate Changes	1/25/2022
0023-22	Implementation Email & CalWIN Migration FAQ Tracker	1/26/2022 Revised 4/5/2022
0025-22	New RCM and SME Orientation Presentation	1/26/2022
0061-22	Imaging Quick Tips Videos	3/1/2022
0063-22	CalSAWS Imaging Optical Character Recognition (OCR) Updates	3/2/2022 Revised 3/4/22
0066-22	Child Support- Support Questionnaire Job Aid	3/7/2022
0076-22	Postpartum Care Extension Updates	3/15/2022
0087-22	Training Materials in the CalSAWS Learning Management System (LMS)	3/25/2022
0088-22	2022 CalSAWS Case Data Removal Schedule	3/28/2022
0093-22	CalSAWS Imaging Newsletter #7	3/31/2022
0103-22	Wave 1 and 2 CalSAWS Infographics #1	4/12/2022
0105-22	CA-232366 EDBC for Timed Out individuals for CW 60 MTC Batch Memorandum	4/13/2022
0106-22	Updated BenefitsCal Lobby Promotion (CA-231137)	4/13/2022
0109-22	CalSAWS CalWIN UAT April-May 2022 Preparation Activities	4/15/2022

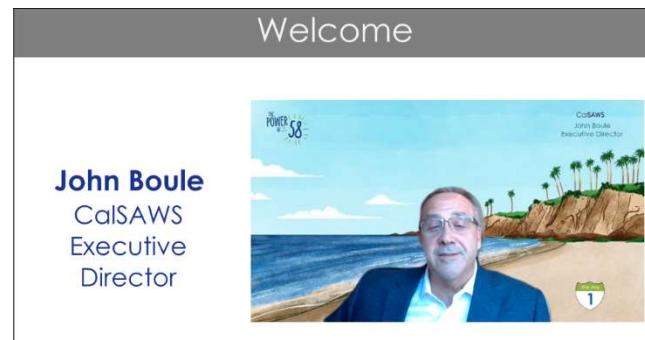


## Regional Committee Member Orientation, Videos & Quick Reference Guide

Did you know.... an orientation was recently conducted for all CalSAWS Regional Committee members? The RCM orientation format, content and delivery has been completely revamped to support new committee members in their onboarding process and current members in their ability to access information quickly. Regional Committee Meeting orientation will be offered on a quarterly basis so if you weren't able to make the session in February reach out to your PPOC for information on when the next session will be offered.

Not a Regional Committee Member?

You don't need to be a committee representative to benefit from the resources recently published. Are you curious about the history of our evolution to a single system? The CalSAWS History, Technology and Governance video features John Boule, CalSAWS Executive Director who walks us through the history and our journey to a single CalSAWS system. This is just one of the many topics and videos that can be found in the [RCM Virtual Binder](#) on the CalSAWS Web Portal.



 CalSAWS | RCM Quick Reference Guide

Welcome to the Quick Reference Guide for Regional Committee Members. The Quick Reference Guide has been designed to improve committee members' ability to access committee related content and support ease of navigation to committee meeting resources.

**Quick Reference Guide:**

- Topics listed alphabetically and include brief descriptions
- Titles are hyperlinked and path included below description
- Additional resources referenced and specific path details included

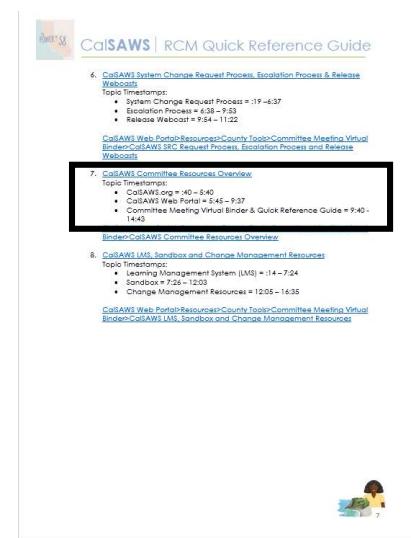
**Committee Member Resources**

- 1. Acronym Glossary**  
Outline of all terms and abbreviations used by the Consortium.  
[Web Portal>Resources>CalSAWS Handbook](#)
- 2. Anatomy of a System Change Request (SCR)**  
A quick reference guide to the types of changes documented in SCR, it defines the different fields and what members should look for when reviewing for committee and Change Control Board (CCB).  
[Web Portal>Resources>County Tools>Committee Meeting Virtual Binder](#)
- 3. CalSAWS Deployment Schedule**  
A schedule of the CalSAWS releases and the System Development Life Cycle (SDLC) phases that SCRs must align with to be incorporated into a priority release.  
[Web Portal>System Changes>Deployment Schedule](#)
- 4. Committee Enhancement Request (CER)**  
Overview of the process county can use to submit their ideas for system improvements.  
[Web Portal>System Changes>CalSAWS Enhancement Request Form and Instructions](#)

But wait... it gets even better. Rather than logging into the Web Portal and searching for the video, then watching the full recording looking for the specific topic you're interested in there is a better way. Simply go to the [RCM Virtual Binder Quick Reference Guide](#). The guide lists all resources leveraged most often by committee members, in alphabetical order and each product includes a file path and direct link to the content.

All of the recently published videos are listed by title but also include a timestamp for specific topics. The example highlighted here takes you to the [CalSAWS Committee Resources Overview](#) video and the third time stamp bullet in the guide points you to a walkthrough of how to use the quick reference guide. If you don't have access to the CalSAWS Web Portal, simply reach out to your County PPOC and let them know you're interested in the content.

The revamped RCM Orientation was well received, and participants shared their excitement about the new resources and improved ease of access to information. We hope you take a tour of the RCM Virtual Binder Quick Reference guide and watch a few of the videos. These are the first of many evolved communication methods and tools you can expect from the CalSAWS project. Supporting you in the important work you do every day and fostering our partnership as we transition to a single CalSAWS system. 🐝



The screenshot shows a list of videos from the CalSAWS RCM Quick Reference Guide:

- 6. CalSAWS System Change Request Process, Escalation Process & Release Webcasts
  - System Change Request Process = 1:19 – 4:37
  - Escalation Process = 4:38 – 9:33
  - Release Webcast = 9:34 – 11:22
- 7. CalSAWS Committee Resources Overview
  - Topic Timestamps
    - CalSAWS.org = 1:40 – 1:49
    - CalSAWS.org Portal = 5:44 – 9:37
    - Committee Meeting Virtual Binder & Quick Reference Guide = 9:40 – 14:43
- 8. CalSAWS LMS, Sandbox and Change Management Resources
  - Topic Timestamps
    - Let's Learn Management System (LMS) = 1:14 – 7:24
    - Sandbox = 7:25 – 12:03
    - Change Management Resources = 12:05 – 16:35

## Quick Reference Information

O	O	I	C	O	M	M	I	T	T	E	E	D	I
N	F	M	O	V	E	R	V	I	E	W	O	R	F
O	U	P	K	L	T	R	E	G	I	O	N	S	R
I	N	L	O	O	A	L	O	E	M	N	U	W	C
T	C	E	O	O	A	T	O	O	L	B	O	X	N
A	T	M	B	R	R	C	R	E	I	E	E	E	M
T	I	E	D	I	E	L	E	O	D	S	C	R	N
N	O	N	N	E	F	D	S	L	P	R	L	B	P
E	N	T	A	D	E	S	O	L	N	B	E	I	O
I	A	A	H	I	R	I	U	E	A	G	E	E	O
R	L	T	N	U	E	T	R	B	I	R	S	W	R
O	I	I	R	G	N	I	C	I	O	I	O	C	N
T	T	O	P	L	C	C	E	M	O	C	L	E	W
N	Y	N	N	L	E	N	S	O	I	F	O	C	I

ORIENTATION  
RESOURCES  
COMMITTEE  
WELCOME  
CIT  
IMPLEMENTATION  
OVERVIEW  
FUNCTIONALITY  
WEBPORTAL  
GUIDE  
CRFI  
TOOLBOX  
SCR  
HANDBOOK  
SDLC  
REGIONS  
REFERENCE



It is important that when we make a resolution, or establish a goal, that we take the ACTION necessary to accomplish that goal.

Steve Maraboli

## Volume 4 Issue 1 - Question of the Quarter

**What is your favorite part of CalSAWS? If you are not using CalSAWS yet, what functionality are you looking forward to?**

*"My favorite part of CalSAWS is the simplicity of surfing through the pages, as a previous C-IV user the change transitioned quite smoothly. I love the fact that our appointments are now available to be viewed on the homepage, it makes it easier for me to organize my day. Hearing the pros and cons in our office has made me realize that this program is very beneficial as a whole to our Counties as it unifies us as a whole and helps us provide better services to our customers by maintaining consistency in forms and information all around. Very excited about this change!"*

*Eunice Rivera – Lake County*

*"My favorite functionality of CalSAWS is probably the overall layout and accessibility of the landing page. I especially like the how easy it is to view case information via the case summary tab. It is nice having the ability to see a general overview of the case information without having to go to several different spots like we currently do in CalWIN. Generally, CalSAWS appears to be user friendly and intuitive for looking up case information. "*

*Sarah Perry - Placer County*

*"I am looking forward to no longer having UEM's, which creates problems between CF and MC cases when processing."*

*Crystal Durocher – Placer County*

*"The thing I am looking forward to the most about CalSAWS is the integrations of different functionalities into one program. Eliminating several programs and having them all be a part of CalSAWS is what I am looking forward to. It will make my job much more efficient."*

*Maria Chhon - Placer County*

*"While we haven't transitioned to using CalSAWS yet, I am very much looking forward to some of the automated functions, like WTW sanction. I am also looking forward to the ability to edit client correspondences right on the form itself instead of needing to enter variables."*

*Alexis Richardson (she/her/hers) - Placer County*

*"My favorite part of CalSAWS is that the counties will be linked. I am not using CalSAWS yet, but I am looking forward to the counties being linked and having access. I have a lot of out of county people come in and ask questions."*

*Sarah Olson - Placer County*

*"We have not transitioned to CalSAWS yet, but I am looking forward to the automated features the customers will have access to such as requesting EBT cards, case status and benefit amount etc. I am also looking forward to all counties being integrated on the same system."*

*Sarah Peterson – Placer County*

