The CalSAWS "Scoop"

Wave 2 CalSAWS Newsletter

CalSAWS is Coming on February 27, 2023!

Welcome to the first installment of the CalSAWS Scoop!

In this quarterly newsletter, we bring you the latest and greatest details on the CalSAWS project and system for Wave 2 Counties: Santa Clara and Tulare.

Stay tuned on how to get ready for CalSAWS!

THE POWER OF 58

Newsletter "Menu"

Table of Contents	Page
CalSAWS Milestones and Events	...2
CalSAWS Project Timeline	...3
Wave 2 Survey Results	...4
CalSAWS Functionality Highlight	...5
Frequently Asked Questions (FAQ)	...6

Project "Lingo"

To better understand the contents of this newsletter, here are common project terms.

Go-Live: The implementation or roll out date for the system CalSAWS.

Wave(s): Refers to the six roll out groups of the CalWIN counties.

T-countdown: Refers to the months before Go-Live. E.g., T-12 is twelve months before Go-Live.

CalSAWS Milestones and Events

Below are the upcoming CalSAWS milestones and events for the next few months.

The Insider Scoop:
As of April 2022, we are T-10 months from Go-Live.

May 2022

T-9 Change Readiness Survey

The second change readiness survey will be sent out to Wave 2 staff to provide feedback about their readiness of CalSAWS.

June 2022

Change Discussion Guide

Each county will receive their Change Discussion Guide which provides information on the changing processes and how they impact staff.
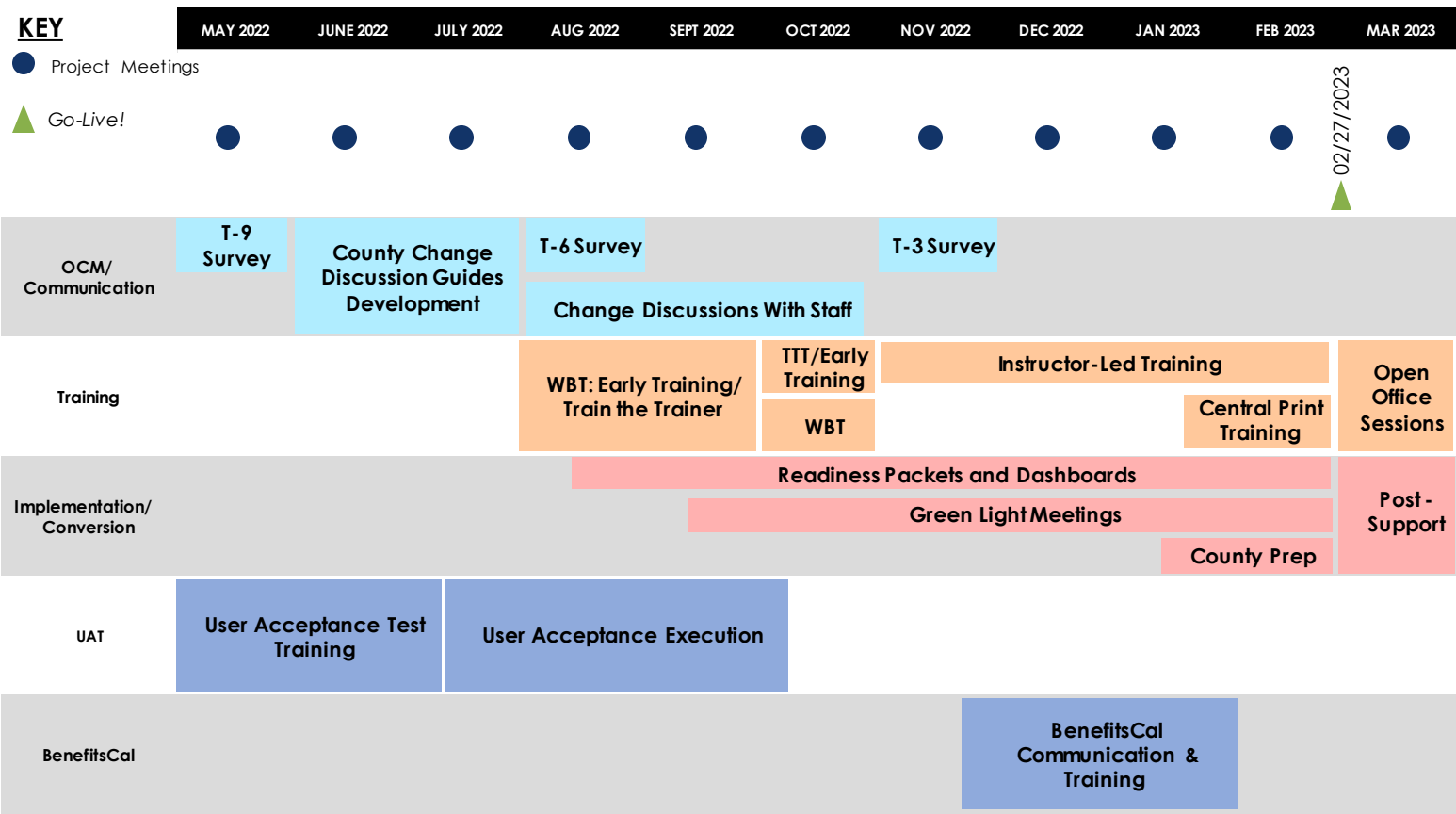
July 2022

Infographics

The CalSAWS OCM team will provide infographics highlighting information and benefits of the new system.

August 2022

T-6 Change Readiness Surveys

This is the third of four surveys which measure user readiness and acceptance of the migration to CalSAWS.

August 2022

CalSAWS "Scoop" Issue #2

The second issue of the CalSAWS Scoop newsletter will be distributed to Wave 2 staff.

CalSAWS goes live in February 2023

CalSAWS Project Timeline

Here are upcoming project activities.

KEY

● Project Meetings

▲ Go-Live!

	MAY 2022	JUNE 2022	JULY 2022	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023

Go-Live: ▲ 02/27/2023

OCM/ Communication
- T-9 Survey
- County Change Discussion Guides Development
- T-6 Survey
- Change Discussions With Staff
- T-3 Survey

Training
- WBT: Early Training/ Train the Trainer
- TTT/Early Training
- WBT
- Instructor-Led Training
- Central Print Training
- Open Office Sessions

Implementation/ Conversion
- Readiness Packets and Dashboards
- Green Light Meetings
- County Prep
- Post - Support

UAT
- User Acceptance Test Training
- User Acceptance Execution

BenefitsCal
- BenefitsCal Communication & Training

IMPLEMENTATION/ CONVERSION

Preparation and configuration of CalSAWS functionality takes place for Counties. Implementation support will be provided 60 days post Go-Live. Global Implementation Point of Contact meetings are held monthly.

ORGANIZATIONAL CHANGE MANAGEMENT/ COMMUNICATION

Change Readiness Surveys measure Counties' progress towards adoption to CalSAWS. Staff receive information and communication through ongoing newsletters and infographics. Change Network Champions meetings are held monthly.

TRAINING

There are various forms of training that take place to support the transition. Web-Based Training (WBTs) are a pre-requisite to classroom instructor led training. Training Advisory Council meetings are held monthly.

USER ACCEPTANCE TESTING

UAT ensures the security and functionality of CalSAWS within each County. County Specific functionality and testing will occur for all the 18 counties at the same time.

BENEFITSCAL

Communications and training for BenefitsCal will be released 2 months before Go-Live.

Wave 2 Change Readiness Survey Results

T-12 Change Readiness Survey Overview

The survey was conducted from February 22nd to March 15, 2022, to assess communication effectiveness and measure user awareness of the Wave 2 CalWIN migration to CalSAWS.

■ **Complete**

■ **Not Completed**

53%
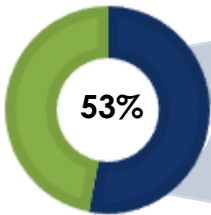
53.3% of Wave 2 CalSAWS users responded to the survey.

Your Responses Matter!
Responses received influence our communications content. Let us know your thoughts in the next Change Readiness Survey that will be distributed May.

Key Takeaways

89%
of respondents understand why we are transitioning to CalSAWS.

58%
of respondents understand the benefits of CalSAWS.

66%
of respondents have received communication about CalSAWS.

67.5%
of respondents understand the timeline to Go-Live.

47.3%
of respondents are looking forward to the migration to CalSAWS.

Here's what you can look forward to in CalSAWS!

CalSAWS has a centralized imaging solution, meaning workers have direct access to images in the system.

CalSAWS has an electronic Inter-County Transfer (eICT) that provides a seamless transfer of customer data and documents between counties.

Task Management is integrated with CalSAWS. No ancillary systems are needed to create tasks!

CalSAWS Functionality Highlight

CalSAWS Homepage

The CalSAWS Homepage* provides you a quick view of items pertaining to your schedule and caseload. Items on the Homepage may appear differently according to your security access.

Name & Worker ID: Displays name and worker ID. The worker ID consists of 10 alphanumeric characters

Announcements: Displays County and CalSAWS announcements

Case Number: Allows staff to access a case

Quick Links: Links to the Reception Log and Reminders

My Tasks: Quick view of assigned tasks

My Schedule: View of staff's schedule

My New Assignments: Total count of new assignments by program

My Reminders: Displays any reminders set by staff

*Screenshots are provided by the Sandbox test environment. CalSAWS may have slight variations.

CalSAWS Navigation Principles

There are four (4) basic navigation bars in CalSAWS:

1. **Utility Navigation Bar:** Allows staff to select the Journal, Tasks, Help, Resources, Page Mapping, Images, as well as a link to Log Out. This bar is accessible from any page in CalSAWS.

2. **Global Navigation Bar:** Allows staff to navigate to a specific section of the CalSAWS System. The tabs that display will depend on the security profile for the staff accessing CalSAWS. This bar is also accessible from any page in CalSAWS.

3. **Local Navigation Bar:** Allows staff to navigate to a specific area within a selected Global navigation tab.

4. **Task Navigation Bar:** Allows staff to navigate to specific pages to collect Customer information. Once the staff selects a Local navigation tab, the Task navigation bar will appear on the far-left side of the screen.

FAQ

What is CalSAWS?

CalSAWS stands for the California Statewide Automated Welfare System. 40 counties have already transitioned to CalSAWS. When the remaining 18 CalWIN counties roll over, we will realize the Power of 58!

Why are we migrating to CalSAWS?

Per federal mandate, CalSAWS will unite California's 58 counties under one system. It streamlines functions and provides users with a seamless experience that is secure and easily accessible.

Who are CNCs and what do they do?

Change Network Champions (CNCs) are individuals within each county who were selected to help lead the change management efforts in their county. Find out who your local CNC is!

Will training be conducted online or in-person?

There is a blended approach to CalSAWS training that includes self-paced Web-based Training and Instructor-led Classroom Training (either in-person or virtual). We hope to bring staff together in a physical classroom but will rely on County COVID guidelines to determine whether classroom training is conducted in person or virtually.

Resources

Website

- CalSAWS.org

Videos

- CalSAWS Welcome Home
- CalSAWS – The Journey to One
- History of Statewide Automated Welfare
- The CalSAWS Sphere

Email

If you have any questions related to the CalSAWS Migration, please email: Implementation@calsaws.org

THE POWER OF 58