

June 23, 2022

2022

# CalSAWS Annual Conference



Join us as we explore the **Waves of Change** and look ahead to the upcoming year -- evolving the systems, implementing policy updates, and transitioning the CalWIN counties to CalSAWS.

9:00 – 9:15

Welcome and Conference Opening

9:15 – 10:15

Implementation/Roadmap with Policy Updates

10:30 – 12:00

Morning Breakout Sessions

1:00 – 1:50

Keynote: Waves of Change

1:50 – 2:15

IDEA and Cultural Transformation Updates

2:30 – 4:00

Afternoon Breakout Sessions

4:00 – 4:30

Conference Closing

**6** Interactive Sessions

In the morning and afternoon

Register Now!

Registration open May 23 – June 16, 2022  
Go to [2022 CalSAWS Conference Tickets](#)



# Breakout Sessions

6 Morning and Afternoon Sessions

## 1

### Enhancing Your Imaging Experience

From uploading simple images and documents to performing complex routing to support business processes, imaging is a core part of the county and consumer experience. In this session, you will learn about:

- Imaging Performance
- Lessons learned (security rights, document mapping, scanners, and more)
- What the CalWIN Counties can expect as they migrate to Hyland
- Upcoming Imaging Enhancements

Panel discussion will include Best Practices of the current CalSAWS counties, including how issues were reduced in LA County.

*Presenters: Arnold Malvick and Chase Moore*

*Panel Members: Sal Caceres, Juan Herrera, Laura Alba, Danielle Benoit, John Dray, Toby Barnes, Jeff Harrell, and Chase Moore*

### Refactoring CalSAWS Reports and Dashboards

Over the past couple of years, CalSAWS Reports and Dashboards have evolved. Legacy Reports and Dashboards have been Re-Platformed to the new CalSAWS reporting platform, Qlik and C-IV has migrated to CalSAWS. With these changes, our support for the C-IV counties, and as we prepare for the CalWIN counties your CalSAWS Reports team has prepared an agenda focused on the following discussion topics:

- Current State of CalSAWS Reports Remediation and Defect Resolution
- CalSAWS State and Fiscal Bi-Weekly Meetings
- CalSAWS Reports – State and Fiscal Reports Enhanced Weekly Communication
- CalWIN County Network Connectivity
- Ad Hoc Reports Support for the Counties
- County Ad hoc Report Refactoring
- CalWIN County Support

*Presenters and Panel Members: Claudia Pinto, David Bruhn, Keith Salas, Ravneet Bhatia, Sauvik Basu, and Uzair Naveed*

## 3

### Getting Hands-on with System, Processes, and Data

During summer 2022 and just ahead of each CalWIN Wave cutover, the CalWIN counties will get hands-on time with CalSAWS, BenefitsCal, and Hyland (imaging). During this session, you will learn about and discuss:

- **User Acceptance Testing (UAT)** for all 18 CalWIN counties status, including the key themes and upcoming activities.
- **Process Simulation**, including what it is, when it is scheduled for each wave, how it works, who is involved, and what to expect.
- **County Data Validation**, including what it is, when it is scheduled for each wave, how it works, who is involved, and what to expect.

Panel discussion will focus on addressing common questions and concerns regarding the three complementary efforts, how counties can best prepare and participate, and best practices from former C-IV Counties.

*Presenters: Rachel Hernandez, Duncan Gilliam, Kristin Pepper*

*Panel Members: Peggy Macias, Surranjan Kumar, Rachel Hernandez, Duncan Gilliam, Kristin Pepper, Roger Perez*

## 2

# Breakout Sessions

6 Morning and Afternoon Sessions



# 4

## **Riding the Wave of Change**

Big changes are coming for the CalWIN Counties as they migrate to CalSAWS. This session provides an overview of county Organizational Change Management (OCM) and Training activities. In this session, you will learn about:

- Importance in preparing staff to transition to CalSAWS
- The OCM activities designed to support Counties through the transition to CalSAWS
- The Learning Journey, including Web-based functional training and tailored Instructor-led training that weaves-in County-specific business process

Panel discussion will include current CalSAWS Counties discussing their experience, CNC engagement, how the tools used by OCM benefitted them during their migration, and importance and reinforcement of training.

*Presenters: Nicole Williams, Helen Cruz, Araceli Gallardo, Renee Carter, Ashley Arnold*  
*Panel Members: Former C-IV County Experts*

## **Finishing the Journey Strong: Post-Implementation Support**

Now that the CalWIN Counties have prepared for the migration journey, it's important to finish strong through go-live and the migration period. In this session, you will learn about:

- Project support staff available for over the shoulder – and virtual – County support
- The purpose of the Command Center
- What a yellow banner case is – and the resources to help address post conversion clean-up
- Tips, tricks, and resources created to help guide staff through migration

Panel discussion will include questions regarding lessons learned from the C-IV migration, the flow of communications, and what counties can expect for support.

*Presenters: Cathryn van Namen, Yong Vangbliayang, Paul Trisler*  
*Panel Members: Paul Trisler, Mike Tombakian, Lisa Salas, CalSAWS County Experts, Regional Managers*

# 5

# 6

## **BenefitsCal – Enhancing Public Access to Benefits**

Providing easy access to benefits 24/7 is our goal, and BenefitsCal is at the forefront of doing just that. During this session, you will learn about upcoming features and discuss:

- American Rescue Plan Act (ARPA)
- Observations from Production
- CBO Support
- Post-Implementation Support for CalWIN Counties, CBOs, and Consumers
- System Usage for BenefitsCal
- Changes for CBO Community
- Quarterly Meeting with Collaboration Model

Panel discussion will focus on the Collaboration Model, User Centered Design, County communication with CBOs best practices, and Post Implementation support.

*Presenters: Onur Senman, Jerry Nielson, Brook Sinclair, Joel Acevedo*  
*Panel Members: Onur Senman, Jerry Nielson, Brook Sinclair, Joel Acevedo, customers, counties, and Community-Based Organizations (CBOs)*

# General Sessions

General sessions will provide:

- ✓ An overview of the upcoming year's plans for CalSAWS and BenefitsCal releases, CalWIN County wave cutovers, and implementation of key policy updates
- ✓ Updates on CalSAWS Inclusion, Diversity, and Equity Advancement (IDEA) and Cultural Transformation activities
- ✓ Voices from across California on the Waves of Change in our Keynote session
- ✓ Open networking forum between breakout sessions

## Waves of Change



Change can be exciting. It can also be challenging. Join us in our Keynote segment as we explore the change journey. We'll hear from leaders and workers across California on their experience with transitioning to CalSAWS, BenefitsCal, imaging, and central print and gain insights on what to consider as you prepare for change, how to navigate challenges and get support, importance of defining post-change successes, and tips for embracing ongoing change.

## Registration

To register for the CalSAWS 2022 Annual Conference scheduled for June 23, 2022:



- 1 Go to [2022 CalSAWS Conference Tickets](#)
- 2 Complete the registration information
- 3 Receive your ticket and get ready for an interactive conference experience  
*Note: The Zoom link will be posted and sent out to registered attendees closer to the conference date.*

**Registration is Free**

*Space is limited! Register early!*

Registration open  
May 23 – June 16, 2022