

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	June 17, 2022
To:	PPOC.All, Consortium.RegionalManagers.All
CIT Name:	CalSAWS County Communication Infographic "Did you Know?"
From:	CalSAWS Project

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

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

Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to share information resources developed as a result of the CalSAWS Communication County Focus Group session hosted on May 25th, 2022.</p> <p>Background</p> <p>During the Communication County Focus Group session, questions were raised regarding:</p> <ul style="list-style-type: none"> • CRFI Tracking • A central location for Counties to share resources with other Counties • How to work through Repeat Trouble Tickets <p>A Communications infographic was created to address these questions quickly, in an easy to share and consumable format for county staff, and to point individuals toward resources already available.</p> <p>CalSAWS will be working to continuously improve communications to counties. We appreciate the feedback received during the initial focus group and will seek ongoing feedback as we move forward.</p> <p>Additional Information</p>
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CalSAWS Communication

County Focus Group

Feedback Resources

CRFI Tracking Sheet

Session Comment

I would like to see a weekly CRFI tracker showing what CRFIs are due and who has/has not responded.

Resource(s)

A centralized CRFI tracking sheet is available on the CalSAWS Web Portal. The spreadsheet includes all CRFIs, associated due dates and a column that tracks County responses.

Take a look...

Folder: CalSAWS Web Portal>CRFIs & CITs>CalSAWS Request for Information (CRFI)
Spreadsheet: CalSAWS CRFI Tracking by Region UPDATED.xlsx

County Share

Session Comment

It would be great if there was a central place where Counties could share materials with each other.

Resource(s)

Space has been established on the CalSAWS Web Portal for Counties to share products. A video has also been published to highlight the collaboration space.

Take a look...

Folder: CalSAWS Web Portal>County Documents>[County Share Resources]
Video: CalSAWS Web Portal>Resources>County Tools>Committee Meeting Virtual Binder>CalSAWS Committee Resources Overview
Timestamp: 8:50 - 9:05

Repeat Trouble Tickets

Session Comment

How can we stay informed on repeat trouble tickets?

Resource(s)

Connect with your Regional Managers to discuss and they will take topics forward, on your behalf, to the monthly Help Desk Trend meeting. Updates will also be provided during monthly Regional Meetings on additional steps being taken to reduce duplicate tickets. Steps are anticipated to include both education and automation.



County Action

Please share this CalSAWS Communications infographic with county staff who are:

	<ul style="list-style-type: none"> • Involved in CRFI tracking • Participate in cross-county information sharing • Manage CalSAWS trouble tickets <p>Additional Information Moving forward, topic specific Communication focus groups will be convened to address the communication priorities shared by the Counties during the May 2022 focus group. As additional communication resources are developed, they will be distributed via CITs to foster awareness and to support PPOC's with internal communication.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Manager(s).</p>
Primary Project Contact: (Name and email address)	Joe Mendoza MendozaJ@CalSAWS.org CalSAWS Regional Manager
Backup Project Contact: (Name and email address)	Nichole Nava NavaN@CalSAWS.org CalSAWS Customer Engagement Manager
Attachments:	Communications Infographic
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <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 "2022" folder. 4. Click on the appropriate CIT # folder.