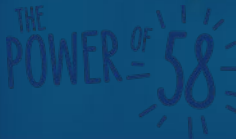


The

CalSAWS

“Scoop”

CalSAWS Project Newsletter



Instructor Led Training Begins in September!

Get excited! General Instructor led training begins in September. To prepare for training, review resources distributed by your County, complete your Web-Based Trainings, reach out to your Change Network Champions, and ask questions.

Stay tuned for all project related updates, as we get you ready for the transition.



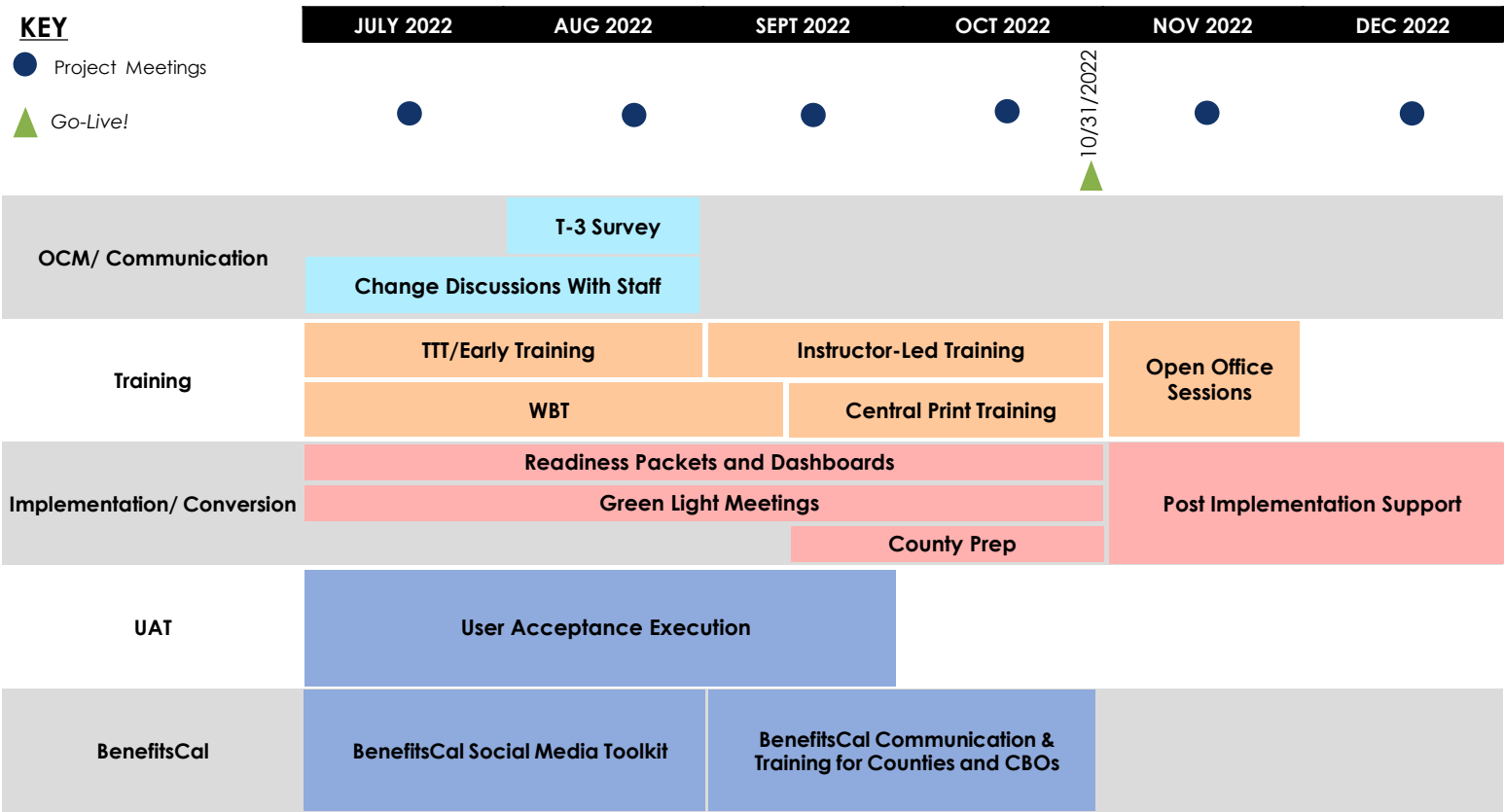
Newsletter “Menu”

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OCTOBER							2022
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30	31	Go-Live					

CalSAWS Project Timeline

Upcoming events that impact staff for the transition to CalSAWS.



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.

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.

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 transition. Web-Based Training (WBTs) are a pre-requisite to classroom instructor led training. Training Advisory Council meetings are held monthly.

BENEFITS CAL

Communications and training for BenefitsCal will be released 2 months before Go-Live. The BenefitsCal Social Media toolkit is available at . The suggested marking start time is August 2022.

Change Discussions with Staff

Change Discussions are conversations between management and staff about the business process changes that everyone will experience as a result of the CalSAWS implementation

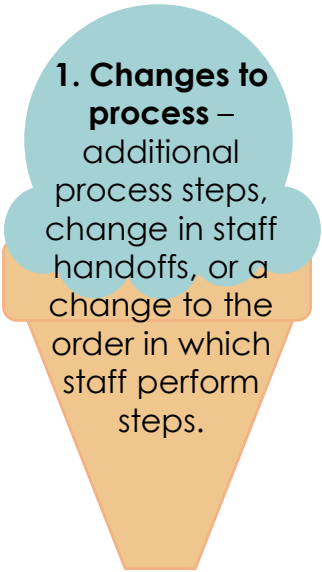
What is the Purpose of Change Discussions?

Change Discussions give staff an opportunity to ask questions about changes before attending system training. These conversations help:

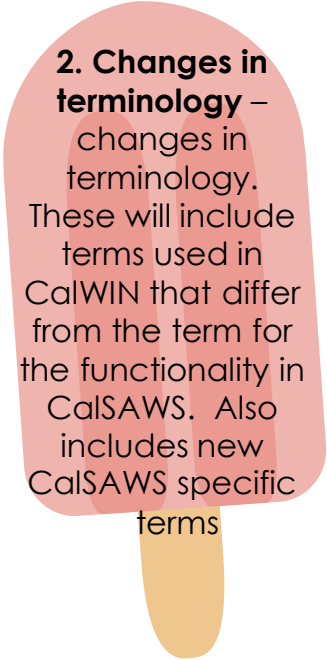
- Staff realize the benefits for them in transitioning to CalSAWS
- Staff develop additional CalSAWS knowledge
- Staff feel more prepared for the changes they will see in training

Change Types

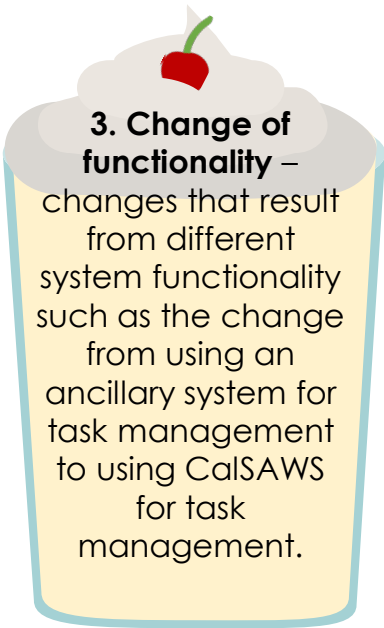
Through the transition to CalSAWS users will experience 4 different changes. Change types include:



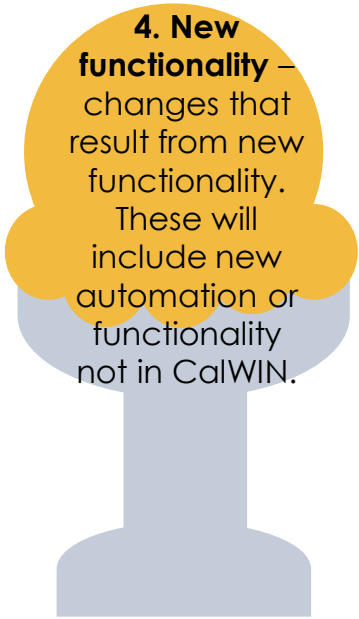
1. Changes to process – additional process steps, change in staff handoffs, or a change to the order in which staff perform steps.



2. Changes in terminology – changes in terminology. These will include terms used in CalWIN that differ from the term for the functionality in CalSAWS. Also includes new CalSAWS specific terms



3. Change of functionality – changes that result from different system functionality such as the change from using an ancillary system for task management to using CalSAWS for task management.



4. New functionality – changes that result from new functionality. These will include new automation or functionality not in CalWIN.

When will Change Discussions Happen?

Change discussions are occurring County-wide for wave 1 between July and August 2022.

BenefitsCal

BenefitsCal is a new, self-service website for all Californians – regardless of where they live – to apply for and manage benefits.



Key Improvements:

- More Convenience – “Mobile first” website available 24/7.
- Enhanced Service – Caseworkers and community-based organizations can send and receive information in near real-time. Californians can report changes, submit verifications, update household information, and schedule appointments.
- Greater Accessibility – Available in 19 different languages.
- Enhanced Privacy Controls and Security Features – Users have the option to add enhanced security protections through multi-factor authentication and self-service password resets.

New Tools for Users:

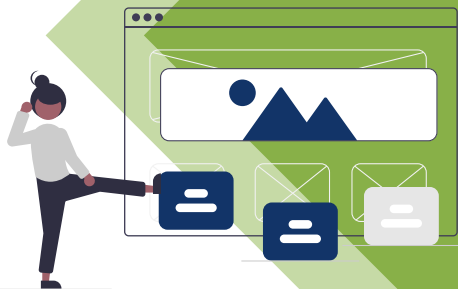
- [Frequently Asked Questions \(FAQs\)](#) – A new FAQ section on BenefitsCal.com provides answers to users’ common questions.
- [How-to Videos](#) – A BenefitsCal YouTube channel provides easy-to-follow instructions on how to use the new website.
- Click-to-Call and Chat Features - More online chat and call center services are available to support Californians using the new website.



Customer Dashboard:

The Customer Dashboard is the first screen after signing into a BenefitsCal.com account.

- Sections of the Customer Dashboard:
 - Things to Do – Displays what items are due soon (e.g., uploading a document)
 - What else would you like to do? – Common actions are listed for reference
 - Your Application and Cases – Displays the status of an open application and/or open case
 - Need Help? – Displays a link to the Help Center



CalSAWS Benefit Highlight – Task Management

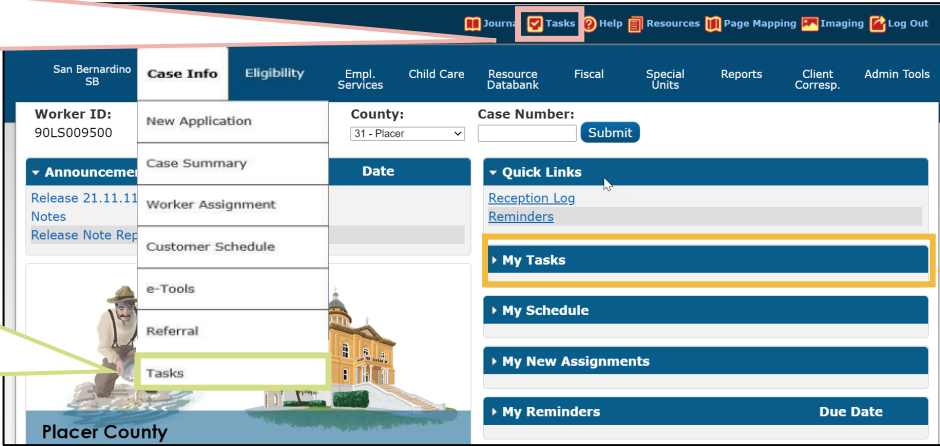
How to Access Tasks

There are three ways to access assigned tasks from the CalSAWS Homepage. Caseload driven and task-based processes do not impact accessibility to the following pages

Task Pop-Up:
The Tasks link in the Utilities navigation bar navigates the user to the Task pop-up window where you can view and manage your tasks and task banks

Tasks Link:
Navigates to the **Worklist Summary** page, which provides a user with a summarized view of tasks that have a status of Assigned or In Progress

My Tasks:
Quick view of assigned tasks. Displays the Overdue and Due in 5 days



The screenshot shows the CalSAWS homepage. At the top, there is a navigation bar with links: Home, Journal, Tasks, Help, Resources, Page Mapping, Imaging, and Log Out. The 'Tasks' link is highlighted. Below the navigation bar, there is a sidebar with links: San Bernardino SB, Case Info, Eligibility, Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. The 'Case Info' link is highlighted. The main content area shows a 'Case Summary' page for a worker with ID 90LS009500. It includes fields for 'County' (31 - Placer) and 'Case Number' with a 'Submit' button. Below these are sections for 'Announcements', 'Quick Links' (Reception Log, Reminders), 'My Tasks', 'My Schedule', 'My New Assignments', and 'My Reminders' with a 'Due Date' column. A 'Placer County' banner is at the bottom.

Task Pages in CalSAWS

Tasks*

Case Number: **Go**

Worklist Summary

Worklist

Worklist PR RE

Work Order**

Approvals

*Note: Options displayed in the Task navigation bar depend on the User's security rights

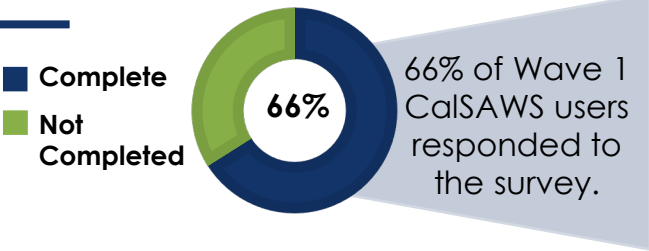
**Note: Work Order is not a Task-related page

- The **Tasks Link** navigates to the **Worklist Summary** page, which provides the User with a summarized view of tasks that have a status of Assigned or In Process. From the **Worklist Summary** page, the User can search tasks by priority and use hyperlinks to display specific tasks.
- As tasks are generated and assigned to Users, they are displayed on the **Worklist** page. Similar to the **Tasks Pop-Up**, this page allows the User to view and manage tasks. Users can filter, search, and sort through outstanding tasks in order to identify and action their tasks.
- The **Worklist PR RE** page specifically displays tasks generated when periodic reports or redetermination packets are received. Although the **Worklist PR RE** page displays slightly different information than the **Worklist** page, you can search for, access, and disposition tasks similarly across both pages.
- The **Pending Authorizations** page is accessible through the **Approvals** link in the Task navigation bar. The **Pending Authorizations** page allows supervisors to view authorization tasks. This page will function fully with the customizable task type and task sub-types.

Wave 1: T-6 Change Readiness Survey Results

T-6 Change Readiness Survey Overview

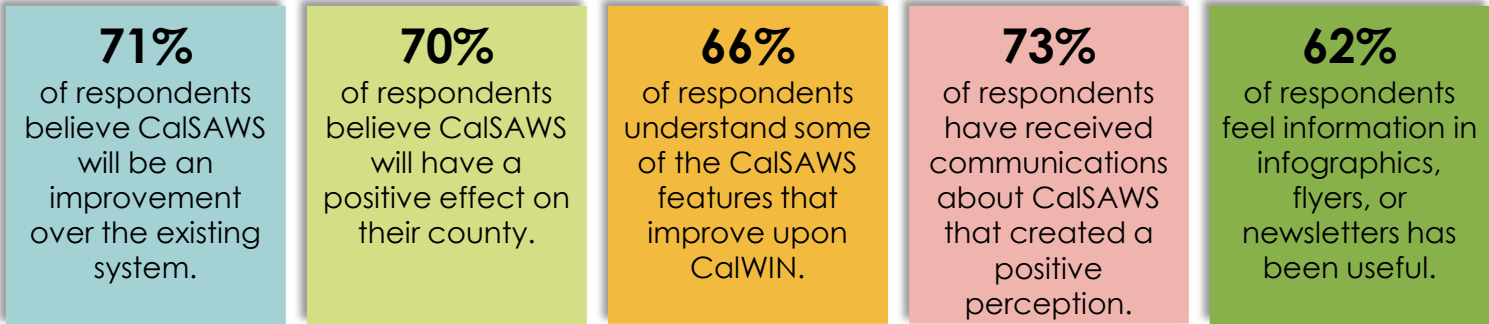
The survey was conducted from June 3rd to June 17th, 2022, to assess communication effectiveness and measure user perception of the Wave 1 Counties migration to CalSAWS.



Keep up the Great Work!

Wave 1 counties **achieved positive perception** and remain **on-track** for go-live from an organizational change management perspective.

Key Takeaways



Here's How Staff are Preparing for the Migration to CalSAWS



Coming Soon! The T-3 change readiness survey will be distributed in August 2022

FAQ

- Do the CalSAWS Worker IDs follow a specific template?**


The CalSAWS Worker IDs are a combination of 10 alphanumeric characters. The characters are determined based on the following: County ID, County Department, County Unit, and County Position.
- When a new case is assigned to a worker, does the worker get a notification?**

The worker will be notified if a new case is assigned. The worker can view this under new assignments or the Workload Inventory. On the Workload Inventory, new cases have an exclamation point identifier.
- Can you see a task's history in CalSAWS?**

Yes, the Task History is a collapsible section on the **Task Detail** page. The Task History shows all historical updates related to the task. Each line of history will show the date/time and Worker that modified the Task Detail.
- When is Instructor-Led Wave 1 CalSAWS training?**


Instructor-led Training for general staff will occur between September and October 2022.

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, please reach out to your County's Primary Point of Contact (PPOC).

