

# The CalSAWS “Scoop”

# Wave 3 CalSAWS Newsletter

# CalSAWS is Coming in April 24, 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 3 Counties: Orange, Santa Barbara, and Ventura. Stay tuned on how to get ready for CalSAWS!



## Newsletter “Menu”

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# CalSAWS Milestones and Events

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

July 2022

## T-9 Change Readiness Survey

Lookout for the second change readiness survey! Be ready to provide feedback about your readiness for CalSAWS.

**The Insider Scoop:**  
As of July 2022, we are T-9 months from Go-Live.

July 2022

## Eligibility Overview Q&A Session

The Q&A Sessions are designed to provide a high-level overview of CalSAWS. This session provides an opportunity to ask questions and receive additional information about Eligibility Determinations in CalSAWS.

October 2022

## Change Discussion Guide

Each county's supervisor/managers will receive their Change Discussion Guide (CDG). Your supervisor/manager will use the CDG to share process changes and how they'll impact you.

October 2022

## T-6 Change Readiness Surveys & Training

This is the third of four surveys which measure CalWIN User readiness for the migration to CalSAWS.

December 2022

## Web-based Training

Web-based training for all Wave 3 Counties begins mid-December\*.

February 2022

## Instructor-Led Training

Instructor-Led training for all Wave 3 staff will begin mid-February.\*

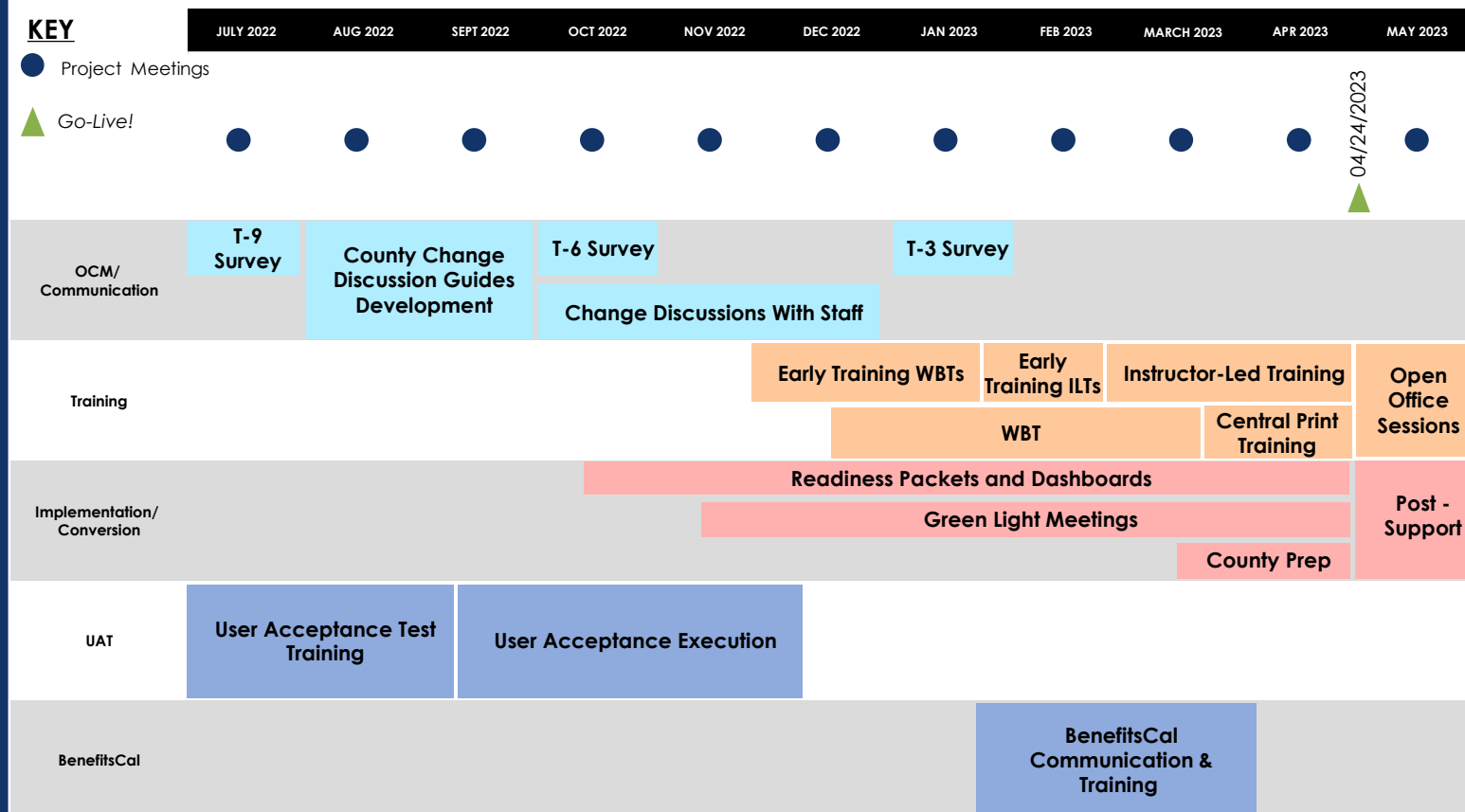
\*Note: The training dates above are for staff attending general training. Staff participating in Early Training/Train the Trainer will take WBTs starting early December and attend ILT starting late January.

**CalSAWS goes live in April 2023**

Upcoming events that impact staff for the transition to CalSAWS.

- Project Meetings

 **Go-Live!**



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.

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

CalSAWS Training includes Web-based Training (WBTs) and classroom Instructor - led Training (ILTs). Just before transition everyone will attend a Practice Lab to reinforce learning.

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.

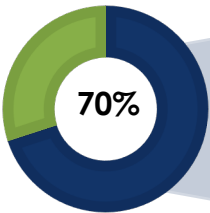
Communications and training for BenefitsCal will be released 2 months before Go-Live.

# Wave 3 Change Readiness Survey Results

## T-12 Change Readiness Survey Overview

The survey was conducted from **April 25<sup>th</sup>** to **May 9<sup>th</sup>** to assess communication effectiveness and measure user awareness of the Wave 3 CalWIN migration to CalSAWS.

■ Complete  
■ Not Completed



**70%** 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 July.

### Key Takeaways

**81%**

of respondents understand why we are transitioning to CalSAWS.

**75%**

of respondents understand the benefits of CalSAWS.

**83%**

of respondents have received communication about CalSAWS.

**78%**

of respondents understand the timeline to Go-Live.

**62%**

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

The screenshot shows the CalSAWS homepage interface. At the top is a navigation bar with links: Journal, Tasks, Help, Resources, Page Mapping, Imaging, and Log Out. Below this is a secondary navigation bar with tabs: Case Info, Eligibility, Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, and Client Correspondence. The main content area includes: a 'Worker ID' field (90LS009500) and a 'County' dropdown (31 - Placer); a 'Case Number' search field with a 'Submit' button; a 'Quick Links' section with links to Reception Log, Reminders, My Tasks, My Schedule, My New Assignments, and My Reminders; a 'My Tasks' section; a 'My Schedule' section; a 'My New Assignments' section; and a 'My Reminders' section with a 'Due Date' column. On the left, there's an 'Announcements' section for Placer County showing a release note. At the bottom, there's a banner for Placer County featuring a person fishing and a building.

**Case Number Search:**  
Allows staff to search for 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.

1

2

3

4

The first screenshot shows the CalSAWS homepage with callouts 1 through 4. Callout 1 points to the Utility Navigation Bar (top). Callout 2 points to the Global Navigation Bar (secondary tabs). Callout 3 points to the Local Navigation Bar (left sidebar). Callout 4 points to the Task Navigation Bar (bottom left). The second screenshot shows the 'New Person Search' page, which is a sub-page of the 'Case Info' tab. It features a search form with fields for Last Name, First Name, Middle Name/Initial, Suffix, Social Security Number, Date of Birth, A Number, and Gender. There are also checkboxes for 'Indicates required fields' and 'Search'. The page footer shows 'Results per Page: 25' and a 'Search' button.

## 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 public health guidelines to determine whether classroom training is conducted in person or virtually.

## Resources



### Website

- [CalSAWS.org](https://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).

