

The CalSAWS "Scoop"

CalSAWS Project Newsletter



7 Months Until Go-Live!

Go-Live is coming up soon for Wave 3 Counties: Orange, Santa Barbara, and Ventura. Stay informed about the upcoming events that are coming from Training and Implementation within the next 7 months!

Keep an eye out for all project related updates, as we get you ready for the transition to CalSAWS!



Newsletter "Menu"

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April

2023

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Go-Live

The Training Scoop: Wave 3 CalSAWS Training Schedule

Types of Training



Web-Based Training *(December 2022 – April 2023)*

These courses provide CalWIN staff with core functional CalSAWS training. Staff take self-paced videos and quizzes to learn key concepts and new functionality.



Train the Trainer and Early Training *(January 2023 – February 2023)*

Specific staff are selected to become CalSAWS instructors and some CalWIN staff participate in earlier training sessions.



Classroom Experience *(February 2023 – April 2023)*

CalWIN staff attend instructor led training sessions that build skills and proficiency. These classes are role specific and county-tailored.



Practice Labs *(April 2023)*

One week before Go-Live, CalWIN staff partake in self-directed learning. Although self-directed, these practice labs are supported by trainers.

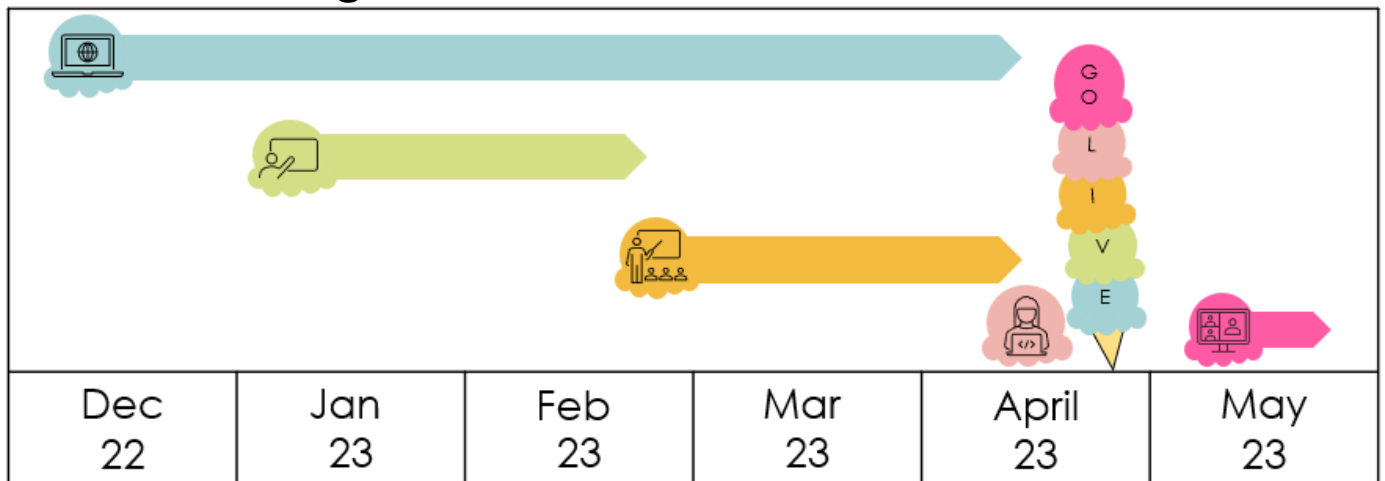


Post Go-Live Webinars *(May 2023)*

After Go-Live, CalWIN staff can participate in live sessions for specific facilitated topics and additional Question and Answer (Q&A).



Wave 3 Training Schedule



IPOCs and CNCs

Implementation Point of Contacts & Change Network Champions

The CalSAWS Project has many teams dedicated to the new system transition. Here are two county teams you should know! Participants from your County provide their expertise and insight to your individualized needs.

IPOC

The IPOC team works to prepare counties for implementation by focusing on the following areas of readiness:

- Organizational Readiness
- Implementation Readiness
- Conversion Readiness
- System Readiness
- Technical Readiness

In depth planning and execution of activities in these areas leads to a successful transition to CalSAWS.

CNC

Each County has a Change Network, that is made up of staff at various levels and roles that will help prepare their colleagues for the CalSAWS changes.

CNCs help their teams and coworkers by:

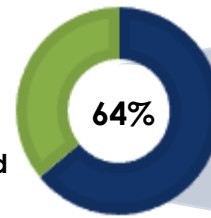
- Supporting project communications
- Answering questions and directing staff to resources
- Providing valuable feedback to improve communications and project engagement

Wave 3: T-9 Change Readiness Survey Results

T-9 Change Readiness Survey Overview

The survey was conducted from **July 25th** to **August 5th** to assess communication effectiveness and measure user awareness of the Wave 3 CalWIN migration to CalSAWS.

■ Complete
■ Not Completed



64% of Wave 3 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 in October.

Key Takeaways

80%

of respondents understand the go-live timeline for their county.

68%

of respondents understand the benefits of CalSAWS.

72%

of respondents understand how to request information on the CalSAWS migration.

71%

of respondents understand who to utilize for transparent project communications.

63%

of respondents feel their role is represented during the migration to the CalSAWS system.

Here's What Staff Say They Are Looking Forward To!

Statewide System

"...one stop shop – looking forward to not having to use different systems and being able to see cases from other counties."

New Functionality

"Being able to see more than one future month, being able to preview notices before authorizing the case, and so much more!"

System Efficiency

"An updated system that all counties will be using and to process client information timely and accurately."

CalSAWS Benefit Highlight

Change Reason

CalWIN

- Utilizes the Use Effective Month (UEM) to calculate when to apply a change to a case.

CalSAWS

- Automatically takes action on the case based on the information provided in the Change Reason and New Reported Date fields.

CalSAWS Change Reason Overview

- When adding new or updating existing case data, CalSAWS requires a Change Reason and Reported Date.
 - The **Change Reason** indicates how the County received the information.
 - The **Reported Date** tells CalSAWS when this information was received.
- While processing EDBC, CalSAWS uses the change reason and reported date to apply the data changes to the benefit determination.
- Example:** A customer reports an income change. CalSAWS uses the amount provided, start date of the income, the verification status and date, as well as the change reason and date to apply the data changes to the benefit determination.

Change Reason Dropdown Options

The following are the Change Reason Dropdown Options:

- Participant Provided - Verbal
- Participant Provided - Written
- Fraud Findings
- Reported on PR/RE
- Intake
- State Hearing Decision
- Foster Care/KinGAP

Note: Your County will provide guidance on which dropdown option to choose.

Impacted Programs

The following programs utilize CalSAWS Change Reason automation:

- CalWORKS (CW)
- Refugee Cash Assistance (RCA)
- CalFresh (CF)
- General Assistance/General Relief (GA/GR)
- Cash Assistance Program for Immigrants (CAPI)
- Nutrition Benefit (NB)

FAQ

How will I learn how to use CalSAWS?

Staff will learn in depth CalSAWS functionality in Web-Based Training (WBT) and Instructor-Led Training. Newsletters (distributed quarterly) and infographics (distributed monthly) will continue to highlight CalSAWS functionality and important system information prior to Go-Live.

When will we learn more about CalSAWS functionality?

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How can I prepare myself for the migration before CalSAWS training?

The best way to stay prepared is to stay tuned to CalSAWS communications and to utilize the project and system resources. Be sure to review resources distributed by your County, reach out to CNCs, complete WBTs prior to training, and ask questions.

Will there be more information about ICTs in CalSAWS?

If you haven't already, make sure to review the infographics that were sent to your County in August. There will also be in-depth information about ICT functionality in CalSAWS during training.

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) or Implementation Point of Contact (IPOC).

