

The

CalSAWS

“Scoop”

CalSAWS Project Newsletter

THE POWER OF 58

# The Final Scoop - Go-Live is Here!!

The wait is almost over! Go-Live is October 31st, 2022!

The final scoop provides information about your post-implementation support, go-live readiness packet, CalSAWS spotlight, and the T-3 survey results. Thank you for all your hard work preparing for CalSAWS!



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# Post-Implementation Support

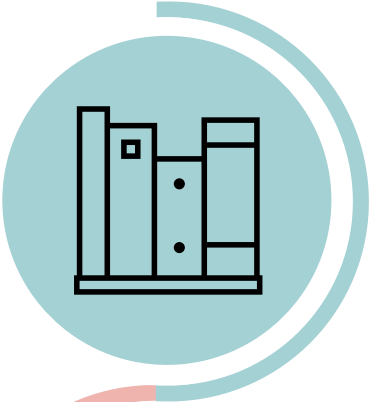
**Post-Implementation Support** is provided by the CalSAWS team to support your County after go-live. The support team will be with you every step of the way to support you through your migration to CalSAWS.

## 1. Self-Support Resources

If you have a CalSAWS question/issue/challenge, first review the self-service resources. These include:

- LMS and Web-Based Trainings
- Change Discussion Guides
- FAQs, Job Aids, and Fact Sheets
- Online Help
- Infographics and Newsletters
- Go-Live packet

If your issue is not resolved, contact County Support.



**The Insider Scoop:**  
Post-Implementation support is provided both in person and virtually.

## 2. County Support

County Support is the first line of support and resources. Members include:

- Lead Workers and Supervisors
- Implementation Points of Contact (IPOCs), Technical Points of Contact (TPOCs), and Primary Points of Contact (PPOCs)
- Change Network Champions (CNCs)
- In-County Subject Matter Experts/Super Users
- County Help Desk

If county support is unable to resolve the issue, they will contact Project Onsite and/or Virtual Support.



## 3. Project Onsite and Virtual Support

Project Onsite and Virtual Support are the second line of in-county support. Members include:

- Regional Managers
- Consortium
- Targeted On-Site Support (TOSS) Teams
- ClearBest (QA)
- Deloitte CalSAWS Team

If Project Onsite and Virtual support is unable to resolve, they will contact the Command Center.



## 4. Command Center

The Command Center serves as the centralized point of escalation to support the County-Level Support teams.



# Go-Live Readiness Packet

The Go-Live Readiness Packet is a compilation of information across the CalSAWS Project to help prepare staff for the migration to CalSAWS.

## Purpose of the Go-Live Readiness Packet

The purpose of the Go-Live Readiness Packet is to provide information so you can self-serve as much as possible and know where to go if additional information is needed.

Sections are grouped by program or area of CalSAWS to make it easy to find what you need. Supplemental documents and references to various project resources are also included.

## Go-Live Readiness Packet Sections

The Go-Live Readiness Packet has three major sections:

1. What I Need to Act On	2. What I Need to Know	3. Where Can I Get Help?
<p>Contains the following sections:</p> <ul style="list-style-type: none"><li>• Priority<ul style="list-style-type: none"><li>◦ Case review guides describing immediate actions for counties post go-live</li></ul></li><li>• Non-Priority<ul style="list-style-type: none"><li>◦ Informational only or items requiring actions encountered as part of ongoing casework</li></ul></li></ul>	<p>Contains the following sections:</p> <ul style="list-style-type: none"><li>• Frequently Asked Questions</li><li>• References to Self-Guided Resources and Trainings<ul style="list-style-type: none"><li>◦ Includes project trainings and other resources</li></ul></li><li>• Known Items for Awareness</li></ul>	<p>Contains the following sections:</p> <ul style="list-style-type: none"><li>• Frequently Asked Questions</li><li>• Post Go-Live Support<ul style="list-style-type: none"><li>◦ Level 1 – Self Support Resources</li><li>◦ Level 2 – County Support</li><li>◦ Level 3 – Project Onsite and Virtual Support</li><li>◦ Level 4 – Command Center</li></ul></li><li>• Support Communications</li></ul>

## Receiving the Go-Live Readiness Packet

During Training Practice Labs, users will get an overview of the Go-Live Readiness Packet.

Note: The Go-Live Packet was distributed via CIT 0290-22 on 10/7/22. Please refer to your County's communication structure or contact your County PPOCs for more information on the packet.

# CalSAWS Spotlight: Employment Services

Employment Services represents the process associated to the Welfare to Work (WTW) program and the Customer activities associated to a Customer's participation in the program.

**Below are two key changes impacting Employment Services:**

## 1. Automatic Status for Welfare to Work (WTW)



CalSAWS has functionality to auto determine if someone is exempt from WTW participation (including those exempt due to physical/mental incapacity).

The WTW status is set to Exempt automatically if one of the following conditions is met:

- Physically/Mentally Incapacitated
- 16–18 Child Enrollment in School Full-Time
- 60 Years of Age or Older
- Child under 16
- Federal Social Security Disability Ins (SSDI)

## 2. Automatic Creation of WTW Program

CalSAWS automatically adds a WTW program for the individual if the worker indicates that the applicant is a mandatory participant during Data Collection.

The WTW block generates after CalWORKs Eligibility Determination and Benefit Calculation (EDBC) is run, accepted, and saved.

### Welfare to Work Program Block

▼ Welfare to Work

Worker:

Worker ID:

Program Status:

FBU:

Primary Applicant/Recipient:

Language:

Phone Number:

Email:

Program Begins on:

Sanction Effective Month:

New, WTW 34F

English

08/16/2022

Pending

1

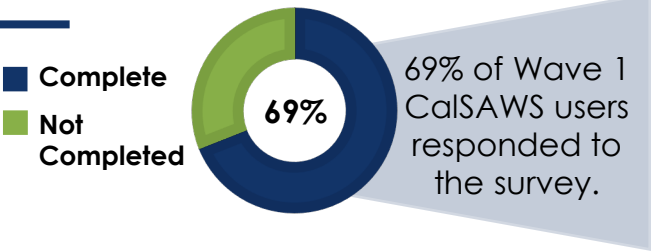
Name	Role	Role Reason	Status	Status Reason
<a href="#">New, WTW 34F</a>	MEM		Pending	Mandatory

View Details

# Wave 1: T-3 Change Readiness Survey Results

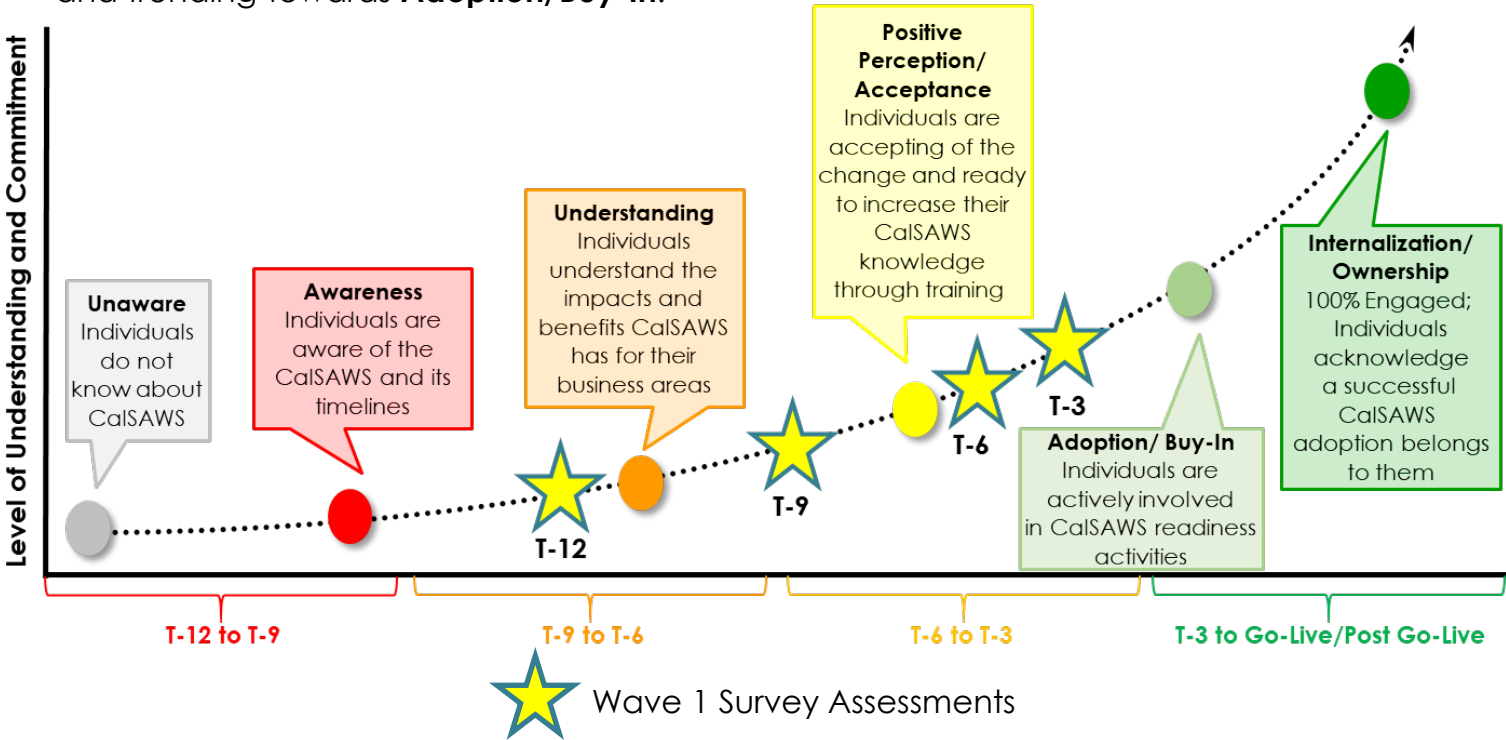
## T-3 Change Readiness Survey Overview

The survey was conducted from August 8<sup>th</sup> to August 19<sup>th</sup>, 2022, to assess communication effectiveness and measure user perception of the Wave 1 Counties' migration to CalSAWS.

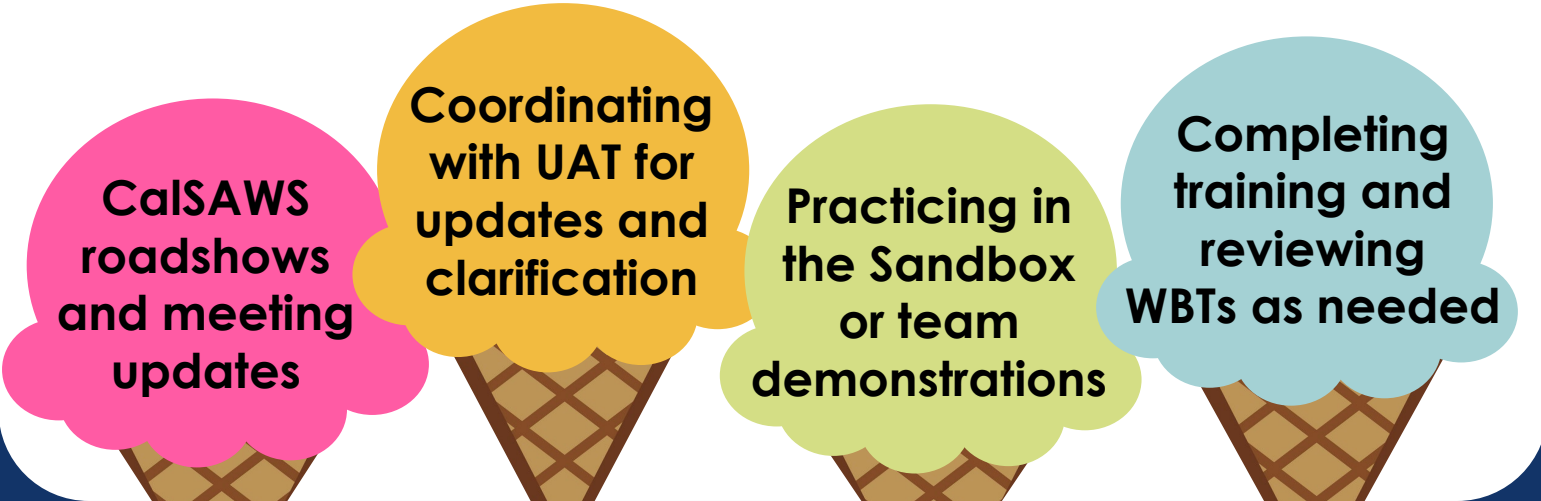


## Change Curve

The Change Curve shows the level of understanding and readiness of the transition to CalSAWS. Below shows Wave 1's progress throughout the last 4 surveys. Wave 1 is **on track** and trending towards **Adoption/Buy-In**.



## Here's How Staff Are Preparing For The Migration To CalSAWS



FAQ

- How long is post-implementation support available for?


Post-implementation support is available for 60 days post go-live. The Command Center will be operating from 7:30 a.m. – 5:00 p.m. and onsite teams will be available during regular business hours.
- Will case numbers stay the same after converting from CalWIN to CalSAWS?

Yes. Case numbers from existing cases in CalWIN will stay the same after converting to CalSAWS.
- What resources will I have to help me find answers to CalSAWS questions?


Some resources you can use to help find answers include Web-Based Trainings, Change Discussion Guides, FAQs, Job Aids, Fact Sheets, Online Help, Infographics, Newsletters, and the Go-Live packet.
- What are some ways I can get ready for CalSAWS other than training?

There are many ways to get ready for CalSAWS! Stay up to date with CalSAWS communications and any updates from your supervisor, manager, and/or change network champions. Get comfortable navigating resources, and feel free to practice in the Sandbox!


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).

