CalSAWS | Information Transmittal (CIT) 0313-22

☐ **CalSAWS M&E**   ☒ **CalWIN Migration**

Distribution Date:	October 25, 2022
To:	PPOC.Contra Costa; PPOC.Santa Clara; PPOC.Tulare; Director.Contra Costa; Director.Santa Clara; Director.Tulare; Consortium.RegionalManagers.R1; Consortium.RegionalManagers.R4; Consortium.SectionDirectors;
CIT Name:	**Wave 2 Counties T-3 Months Change Readiness Survey**
From:	CalSAWS Project

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

☐ General
☐ Policy
   ☐ CW
   ☐ CF
   ☐ MC
   ☐ CMSP
   ☐ FC/KG/AAP
   ☐ Child Care
   ☐ WtW
   ☐ Other Program(s)_____
☐ BenefitsCal   ☐ Your Benefits Now!
☐ Customer Correspondence
☐ Other_____

☐ Reports
   ☐ Fiscal
   ☐ Caseload Movement
   ☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☒ Migration
☐ Conversion
☒ Technical
☐ Training
☐ Help Desk

Description: (Including any step-by-step instructions)	**Purpose**
	The purpose of this CIT is to notify Wave 2 Counties (Contra Costa, Santa Clara, and Tulare) of the intent to distribute the fourth in a series of four (4) Change Readiness Surveys.
	Background
	The Change Readiness Surveys are intended to assess change metrics that help support the CalWIN Counties Change Management strategies and activities. The Change Readiness surveys will be distributed at 12, 9, 6, and 3 months prior to Go-Live. The results will assist in driving the organizational change management (OCM) approach to improve communications. Only internal stakeholders from each county will be assessed in the surveys.
	The surveys will be sent directly to the internal stakeholders as provided by the Wave 2 Counties. The surveys will assess the following adoption metrics:
	• Compelling Vision,
	• Broad Engagement,
	• Clear Impacts, and/or
	• Reinforced Expectations.

The fourth survey that will be distributed will assess change metrics for **"Reinforced Expectations"**.

Additional Information
A link to this survey will be distributed via email from **Jarrett Littles,** JLittles@deloitte.com to the list of stakeholders provided. We encourage each survey recipient to respond candidly and provide feedback that will support OCM engagement strategies and recommendations.

The survey will be distributed to users on Monday, November 7, 2022, and will close by end of day on Monday, November 21, 2022.

County Action
If your County Network is set up with **firewalls that block access to unauthorized emails and web pages**, please follow the instructions in the attached Allow List Information document. Note: To complete this action, county staff may need to obtain assistance from their County Technical or Help Desk staff, as some counties may restrict permissions to allow list web pages or domains.

If you have questions about this survey, please reach out to the contacts listed below and cc your Regional Manager(s).

Primary Project Contact: (Name, phone number, email address)	Helen Cruz CalSAWS Change Management Lead Cruzh@CalSAWS.org (916) 282-3801
Backup Project Contact: (Name, phone number, email address)	Araceli Gallardo CalSAWS Change Management Lead GallardoA@CalSAWS.org (916) 282-3596
Attachments:	Allow List Information for Readiness Surveys.docx Change Survey Methodology.docx
Web Portal Link:	▮▮▮▮▮▮ OR You may also retrieve the CIT document and attachments by following these steps: 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.