

The CalSAWS "Scoop"

CalSAWS Project Newsletter



Instructor Led Training Begins in January!

Get excited! General Instructor-Led Training begins in January. 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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Go-Live

CalSAWS Project Timeline

Upcoming events that impact staff for the transition to CalSAWS.

Change Discussions (Contra Costa and Tulare only)

October – November 2022
Conversations between management and staff about the business process changes that staff will experience as a result of the CalSAWS implementation.

Web-Based Training (WBTs)

October 2022 – February 2023
Self-paced videos and quizzes to help CalWIN staff learn CalSAWS key concepts and new functionality.

T-3 Change Readiness Survey

November 2022
Fourth change readiness survey sent to Wave 2 staff to provide feedback about their readiness for CalSAWS.

Instructor-Led Training (ILT)

January – February 2023
Role specific and county-tailored instructor led training sessions that build CalSAWS skills and proficiency.

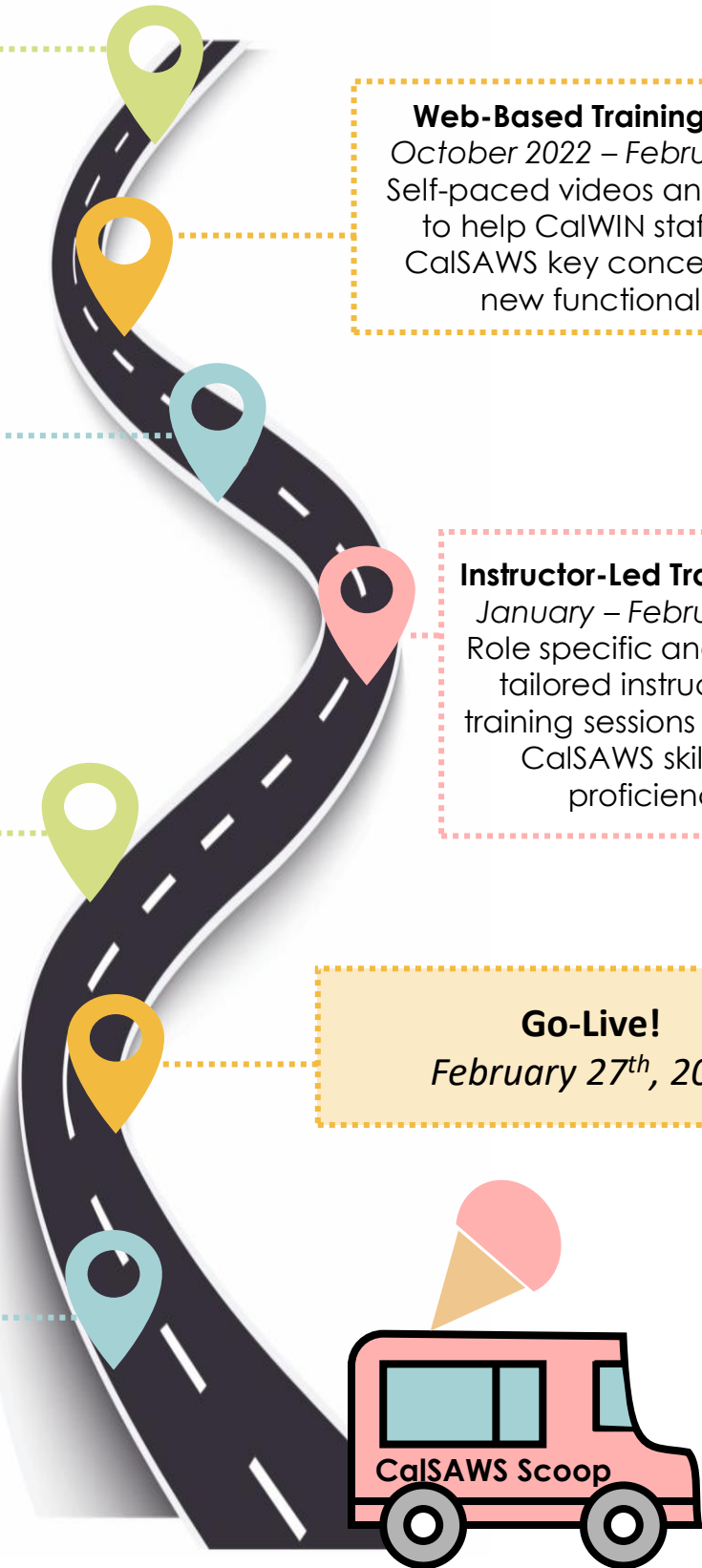
County Prep

January – February 2023
The County Prep Phase provides System Administrators the opportunity to update Staff Profiles and County Organizational Data.

Go-Live!
February 27th, 2023

Post Implementation Support

February 2023 – April 2023
Post Implementation support is provided by the CalSAWS team to support your County after go-live.



The Insider Scoop - Change Discussions with Staff

Contra Costa and Tulare are conducting Change Discussions with staff from October to November 2022.

What are Change Discussions?

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

Why are Change Discussions important?

Change Discussions help staff understand key changes that are coming with CalSAWS. Change discussions are intended to take place prior to instructor-led training and help prepare staff for training by familiarizing them with CalSAWS terms and introducing key changes impacting their role. Therefore, when staff go into training, it is not the first time they are hearing some of the information and they have a level of familiarity with CalSAWS. Change discussions also complement web-based training (WBT) by providing comparisons between CalWIN and CalSAWS which are not included in WBTs.

Has your manager/supervisor contacted you about discussing CalSAWS changes? If not, you should be hearing from your manager/supervisor soon!

In early October, managers and supervisors received training on how to conduct change discussions. They also received resources and information to support conducting change discussions.

Change Example

Below is an example of a change from CalWIN to CalSAWS that would be explained and discussed during change discussions.

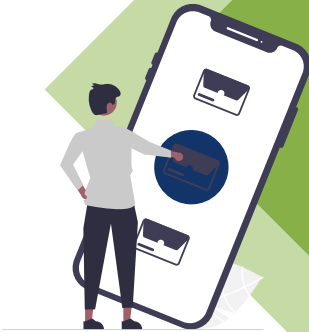
In CalWIN, MAGI determination results were provided after EDBC was ran. However, CalSAWS requires obtaining a MAGI determination before running EDBC.

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 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 rests.



New Tools for Users:

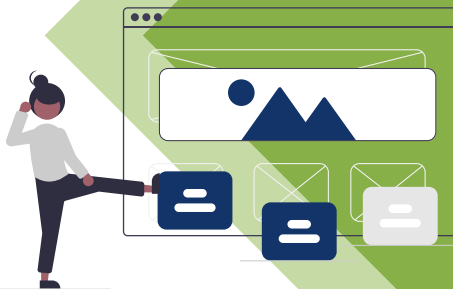
- [Frequently Asked Questions \(FAQs\)](#) – A FAQ section on BenefitsCal.com provides answers to user’s common questions.
- [How-to Videos](#) – A [BenefitsCal YouTube channel](#) provides easy-to-follow instructions on how to use the new website.
- Click-to-Call and Chat Features - More online chat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



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 SAR 7).
 - What else would you like to do? – Common actions are listed for reference (e.g., Report a Change).
 - Your Application and Cases – Displays the status of an open application and/or open case with a **View Case Details** button available to view more program details.
 - Need Help? – Displays a link to the Help Center.



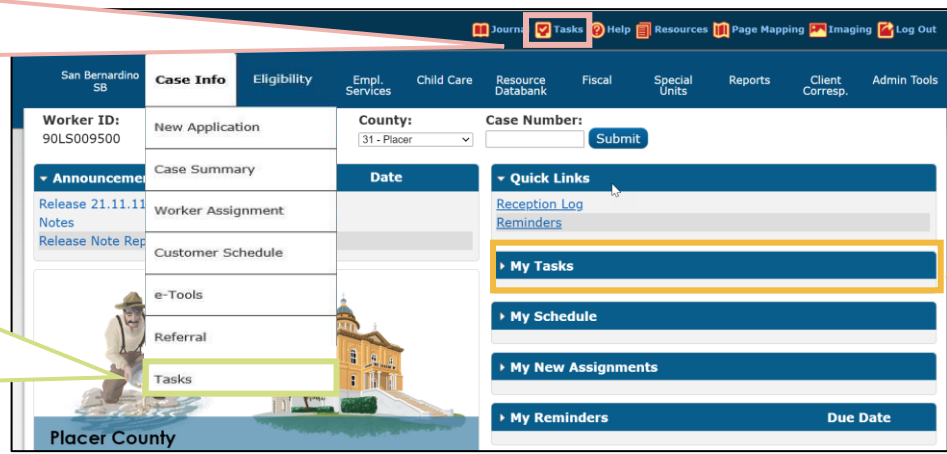
CalSAWS Benefit Highlight – Task Management

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

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.

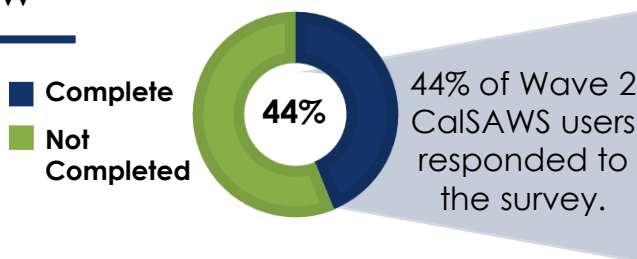
The **Worklist PR RE** page specifically displays tasks generated when periodic reports or redetermination packets are received. Although the **Worklist PR RE** page displays slightly different information than the **Worklist** page, you can search for, access, and disposition tasks similarly across 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 2: T-6 Change Readiness Survey Results

T-6 Change Readiness Survey Overview

The survey was conducted from **August to September 2022**, to assess communication effectiveness and measure user perception of the Wave 2 Counties migration to CalSAWS.



Keep up the Great Work!

Wave 2 counties **achieved positive perception** and remain **on-track** for go-live from an organizational change management perspective.

Key Takeaways

<p>58% of respondents believe CalSAWS will be an improvement over the existing system.</p>	<p>61% of respondents believe CalSAWS will have a positive effect on their county.</p>	<p>62% of respondents understand some of the CalSAWS features that improve upon CalWIN.</p>	<p>64% of respondents have received communications about CalSAWS that created a positive perception.</p>	<p>66% of respondents feel information in infographics, flyers, or newsletters has been useful.</p>
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Here's How Staff are Preparing for the Migration to CalSAWS

CalSAWS Scoop

"Asking questions when infographics and other information comes out."

"I have reviewed communication materials, the CalSAWS website and attended County Sharing sessions."

"...I focus on the positive changes that CalSAWS will bring. As with any change/system I have the control to make this a great experience..."

"We discuss the coming changes in our unit meetings and discuss how the changes might impact us."

Coming Soon! The T-3 change readiness survey will be distributed in November 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 2 CalSAWS training?

Instructor-led Training for general staff will occur between January and February 2023.

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).

