

☐ CalSAWS M&E☒ CalWIN Migration

<b>Distribution Date:</b>	November 7, 2022
<b>To:</b>	PPOC.Sacramento; PPOC.San Francisco; PPOC.San Luis Obispo; Director.Sacramento; Director.San Francisco; Director.San Luis Obispo
<b>CIT Name:</b>	<b>Wave 6 Counties T-12 Months Change Readiness Survey</b>
<b>From:</b>	CalSAWS Project

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

- |  |   |
|--|---|
| <input type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input type="checkbox"/> BenefitsCal <input type="checkbox"/> MyBCW<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input checked="" type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input checked="" type="checkbox"/> Technical<br><input type="checkbox"/> Training<br><input type="checkbox"/> Help Desk |
|--|---|

<b>Description:</b> (Including any step-by-step instructions)	<p><b>Purpose</b>          The purpose of this CIT is to notify Wave 6 Counties (Sacramento, San Francisco, and San Luis Obispo) of the intent to distribute the first in a series of four (4) Change Readiness Surveys.</p> <p><b>Background</b>          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.</p> <p>The surveys will be sent directly to the internal stakeholders as provided by the Wave 6 Counties. The surveys will assess the following adoption metrics:</p> <ul style="list-style-type: none"> <li>• Compelling Vision,</li> <li>• Broad Engagement,</li> <li>• Clear Impacts, and/or</li> <li>• Reinforced Expectations.</li> </ul>
--	---

The first survey that will be distributed will assess change metrics for “**Compelling Vision**”.

**Additional Information** One week prior to survey launch, an email from Jarrett Littles will inform Wave 6 PPOCs/RMs/IT staff of the survey testing process. This process involves sending a test survey link to PPOCs/RMs/IT staff and verifying each county can access the survey and responses are recorded accurately.

A link to this survey will be distributed via email from **Jarrett Littles**, [jlittles@deloitte.com](mailto: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 28<sup>th</sup>, 2022, and will close by end of day on Friday, December 9<sup>th</sup>, 2022.**

The following section lists the ten (10) questions the OCM Project staff intend to ask CalWIN users in the survey.

#### **Survey Questions**

1. I understand why the CalWIN Counties are transitioning to CalSAWS.  
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree
2. I understand the benefits of transitioning to CalSAWS.  
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree
3. My county has communicated information on the transition to CalSAWS.  
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree
4. I am looking forward to the CalWIN Migration to CalSAWS.  
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree
5. I know the timeline for when my County goes live with CalSAWS.  
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree
6. Where are you getting information about CalSAWS? Select all that apply.  
  - ☐ County Events/Meetings
  - ☐ County Email Messages
  - ☐ County Website
  - ☐ County Newsletter
  - ☐ CalSAWS Videos
  - ☐ CalSAWS Project Messages (e.g., CalSAWS Information Transmittals (CIT))
  - ☐ CalSAWS Web Portal
  - ☐ Printed Documents (Posters, Memos, etc.)
  - ☐ CalSAWS.org public website
  - ☐ CalSAWS Buzz newsletter
  - ☐ County PPOCs (Primary Point of Contact)

	<p><input type="checkbox"/> Other (please describe)</p> <p>7. Open ended question: If you selected "Other" for the previous question, please describe the alternative method you receive information concerning the CalSAWS adoption.</p> <p>8. How would you prefer to receive information about CalSAWS? Select all that apply.</p> <p> <input type="checkbox"/> County Events/Meetings  <input type="checkbox"/> County Email Messages  <input type="checkbox"/> County Website  <input type="checkbox"/> County Newsletter  <input type="checkbox"/> CalSAWS Videos  <input type="checkbox"/> CalSAWS Project Messages (e.g., CalSAWS Information Transmittals (CIT))  <input type="checkbox"/> CalSAWS Web Portal  <input type="checkbox"/> Printed Documents (Posters, Memos, etc.)  <input type="checkbox"/> CalSAWS.org public website  <input type="checkbox"/> CalSAWS Buzz newsletter  <input type="checkbox"/> County PPOCs (Primary Point of Contact)  <input type="checkbox"/> Other (please describe) </p> <p>9. Open ended question: If you selected "Other" for the previous question, please describe the alternative method you receive information concerning the CalSAWS adoption.</p> <p>10. Open ended question: What, if anything, would you like to know about CalSAWS (e.g., System functionality, Project goals and milestones, Implementation timeline and activities, etc.)?</p> <p><b>County Action</b>  If your County Network is set up with <b>firewalls that block access to unauthorized emails and web pages</b>, please follow the instructions in the attached Allow List Information document. <u>Note:</u> 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.</p> <p>If you have questions about this survey, please reach out to the Primary Project contacts listed below and cc your Regional Manager(s).</p>
Primary Project Contact: (Name, phone number, email address)	Helen Cruz CalSAWS Change Management Lead <a href="mailto:Cruzh@CalSAWS.org">Cruzh@CalSAWS.org</a> (916) 282-3801
Backup Project Contact: (Name, phone	Araceli Gallardo CalSAWS Change Management Lead <a href="mailto:GallardoA@CalSAWS.org">GallardoA@CalSAWS.org</a> (916) 282-3596

number, email address)	
Attachments:	CIT 0321-22 Allow List Information for Readiness Surveys.docx CIT 0321-22 CalWIN ISS OCM Change Survey Methodology.docx
Web Portal Link:	<div style="background-color: black; width: 80px; height: 1.2em; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2022" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>