The CalSAWS "Scoop"

CalSAWS Project Newsletter

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7 Months Until Go-Live!

Go-Live is coming up soon for Wave 4 Counties: San Diego, San Mateo, Santa Cruz, and Solano. Stay informed about the upcoming events 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!

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Newsletter "Menu"

July   **2023**

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The Training Scoop: Wave 4 CalSAWS Training Schedule

Types of Training

Web-Based Training *(February 2023 – June 2023)*

> These courses provide CalWIN staff with core functional CalSAWS training. Staff complete self-paced modules to learn key concepts and new functionality.

Train the Trainer and Early Training *(March 2023 – April 2023)*

> County trainers prepare to support the CalSAWS Training team during end-user training, and some CalWIN staff participate in earlier training sessions.

Classroom Experience *(May 2023 – June 2023)*

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

Practice Labs *(June 2023)*

> One week before Go-Live, CalWIN staff partake in self-directed learning. Although self-directed, these practice labs are supported by trainers.
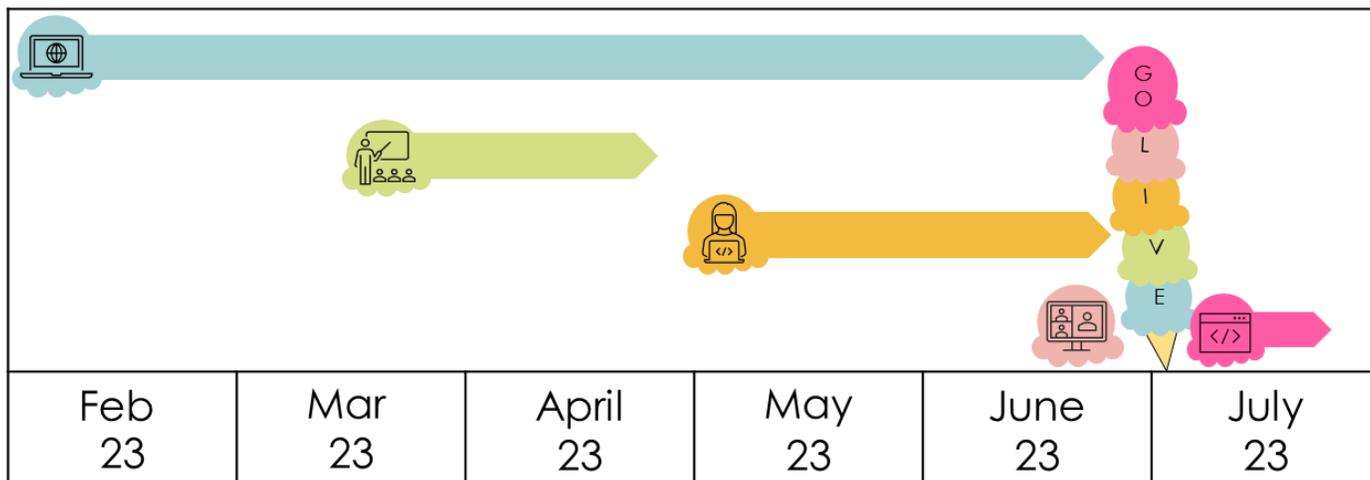
Post Go-Live Webinars *(July 2023)*

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

Wave 4 Training Schedule

Feb 23	Mar 23	April 23	May 23	June 23	July 23

IPOCs and CNCs

Implementation <u>P</u>oints <u>o</u>f <u>C</u>ontact & <u>C</u>hange <u>N</u>etwork <u>C</u>hampions

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.

<u>IPOC</u>

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.

<u>CNC</u>

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

To find out who your CNCs are contact your County's Primary Point of Contact (PPOC).

Wave 4: T-9 Change Readiness Survey Results

T-9 Change Readiness Survey Overview

The survey was conducted from **October 17th** to **October 28th** to assess communication effectiveness and measure user broad engagement of the Wave 4 CalWIN migration to CalSAWS.

- Complete
- Not Completed

58%

58% of Wave 4 CalSAWS users responded to the survey.
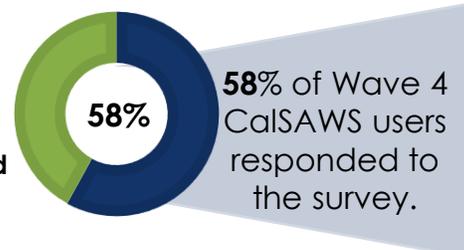
> **Your Responses Matter!**
> Responses received influence our communications content. Let us know your thoughts in the next Change Readiness Survey that will be distributed in January.

Key Takeaways

78%	**65%**	**75%**	**66%**	**63%**
of respondents understand the Go-Live timeline for their County.	of respondents understand the benefits of CalSAWS.	of respondents understand how to request information on the CalSAWS migration.	of respondents understand who to utilize for transparent project communications.	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

"All counties being on one system so that we can communicate better because we all understand how the one system works."

New Functionality

"Having access to more tools on the same platform i.e., imaging, reports, and notifying staff of appointments."

System Efficiency

"Easy navigation through a client's case and not having to go through several windows."

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.

Household Status Detail

* - Indicates required fields

[Save and Add Another] [Save and Return] [Cancel]

Change Reason

New Change Reason: *****
[Participant Provided - Verbal ▾]

New Reported Date: *****
[3/1/2021]

Name: *****
[Smith, Jane 25F ▾]

[Retrieve Information]

Living in the Home Status: *****
[In the Home ▾]

Program Exclusions:
[▾]

HH Status MC Exceptions:
[▾]

Does this person plan to leave California for more than 30 days?
[▾]

Planned Departure Date:
[ ]

Expected Return Date:
[ ]

Begin Date: *****
[1/1/2019]

End Date:
[ ]

- **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

What is the difference between Early Training and Train the Trainer

Early Training participants go through role-specific training and are typically supervisors. Train the Trainer (TTT) participants go through training for all roles in order to support training. Early training and TTT participants are selected by their County.

When will we learn more about CalSAWS functionality?

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.

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

The best way to get 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 eICT infographic that was 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).

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