

# The CalSAWS "Scoop"

Wave 5 CalSAWS Newsletter

## CalSAWS is Coming on September 4, 2023!

Welcome to the first installment of the CalSAWS Scoop! In this quarterly newsletter, we bring you the latest and greatest details on the CalSAWS project and system for Wave 5 Counties: Alameda, Fresno, Sonoma. Stay tuned on how to get ready for CalSAWS!



### Newsletter "Menu"

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#### Project "Lingo"

To better understand the contents of this newsletter, here are common project terms.

**Go-Live:** The implementation or roll out date for the system known as CalSAWS.

**Wave(s):** Refers to the six roll out groups of the CalWIN counties.

**T-countdown:** Refers to the months before Go-Live. E.g., T-12 is twelve months before Go-Live.

# CalSAWS Project Timeline

## Key

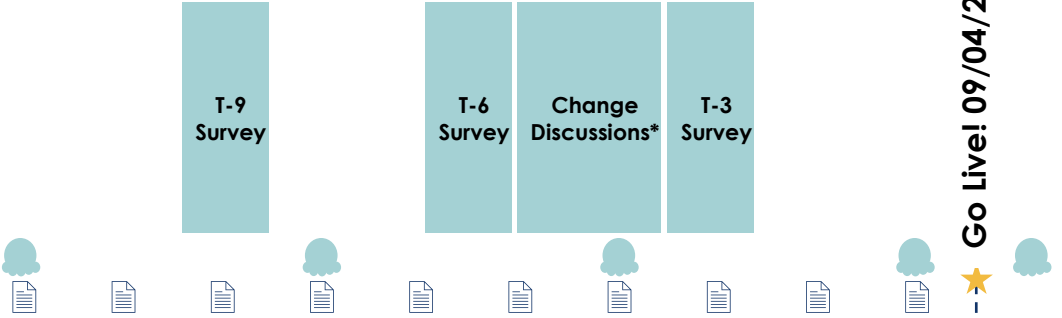
-  CalSAWS Scoop
-  Infographic Packet

Month

Nov 22	Dec 22	Jan 23	Feb 23	March 23	April 23	May 23	June 23	July 23	Aug 23	Sept 23
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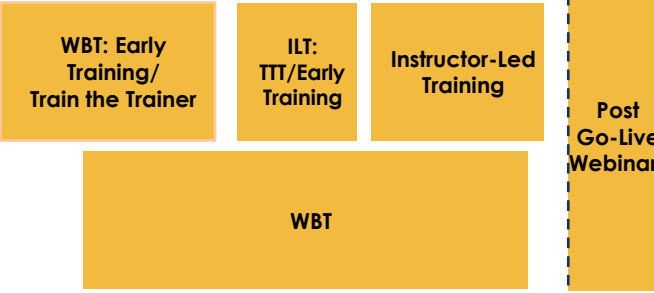
### Organizational Change Management (OCM) /Communications

Change Readiness Surveys measure Counties' progress towards adoption to CalSAWS. Staff receive information and communication through ongoing newsletters and infographics. Change Discussions are conversations between managers and staff about business process changes staff will experience as a result of the CalSAWS implementation.



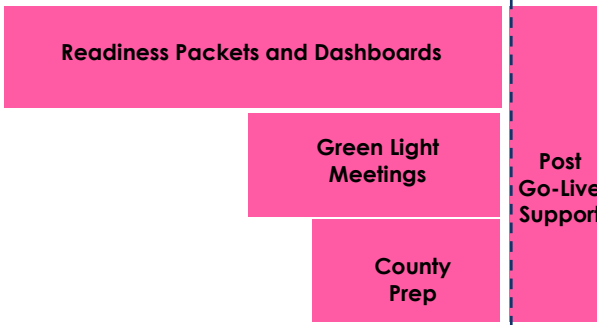
### Training

There are various forms of training that take place to support the transition. Web-Based Training (WBTs) are a pre-requisite to classroom instructor-led training. Instructor-led training classes are role-specific and county-tailored. Post Go-Live webinars are offered after go-live for specific topics and allow for additional Q&A.



### Implementation/Conversion

The Readiness Packet and Dashboard presents a high-level view of project readiness to County leadership. Green light meetings report readiness to CalSAWS leadership. County prep activities include tasks required or optional (but recommended) for Counties to complete before Go-Live. Implementation support will be provided 60 days post Go-Live.



### BenefitsCal

Communications and training for BenefitsCal will be released 2 months before Go-Live. The BenefitsCal Social Media toolkit is available at [Benefitscal.com](https://benefitscal.com).



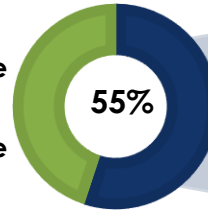
\*Note: The timeline for Change Discussions is still under review.

# Wave 5 Change Readiness Survey Results

## T-12 Change Readiness Survey Overview

The survey was conducted from September 26th to October 12th, 2022, to assess communication effectiveness and measure user awareness of the Wave 5 CalWIN migration to CalSAWS.

■ Complete  
■ Not Complete



55% of Wave 5 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 January.

## Key Takeaways

<p><b>64%</b></p> <p>of respondents understand why we are transitioning to CalSAWS.</p>	<p><b>56%</b></p> <p>of respondents understand the benefits of CalSAWS.</p>	<p><b>65%</b></p> <p>of respondents have received communication about CalSAWS.</p>	<p><b>64%</b></p> <p>of respondents understand the timeline to Go-Live.</p>	<p><b>35%</b></p> <p>of respondents are looking forward to the migration to CalSAWS.</p>
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## Here's what you can look forward to in CalSAWS!

CalSAWS has a centralized imaging solution. Unlike CalWIN, workers have direct access to images in CalSAWS.

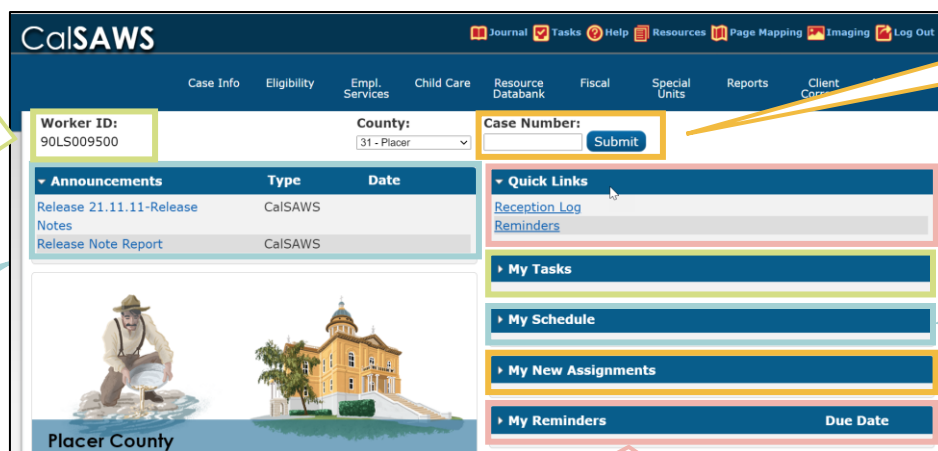
CalSAWS has an electronic Inter-County Transfer (eICT) that provides a seamless transfer of customer data and documents between counties.

Task Management is integrated with CalSAWS. No ancillary systems are needed to create tasks!

# CalSAWS Functionality Highlight

## CalSAWS Homepage

The CalSAWS Homepage\* provides you a quick view of items pertaining to your schedule and caseload. Items on the Homepage may appear differently according to your security access.



**Name & Worker ID:**  
Displays name and worker ID (The worker ID consists of 10 alphanumeric characters)

**Announcements:**  
Displays County and CalSAWS announcements

**Case Number:**  
Allows staff to access a case

**Quick Links:**  
Links to the Reception Log and Reminders

**My Tasks:**  
Quick view of assigned tasks

**My Schedule:**  
View of staff's schedule

**My New Assignments:**  
Total count of new assignments by program

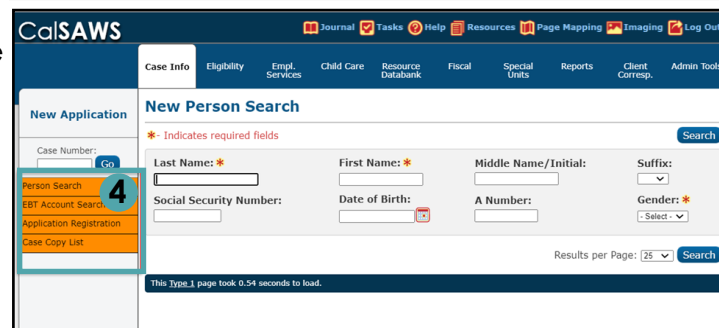
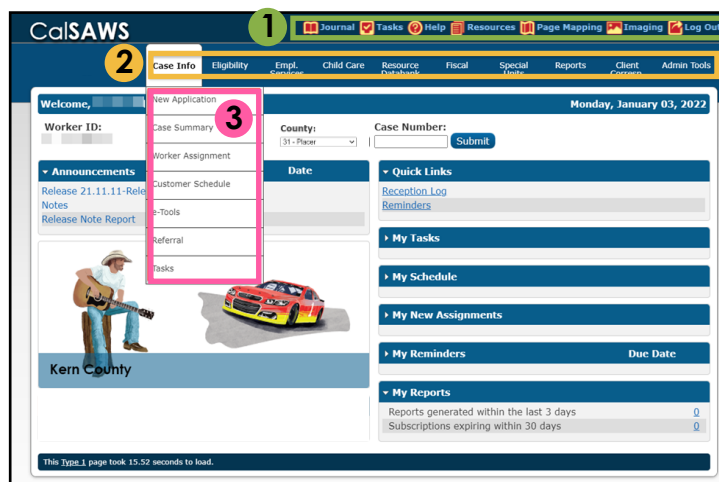
\*Screenshots are provided by the Sandbox test environment. CalSAWS may have slight variations.

**My Reminders:**  
Displays any reminders set by staff

## CalSAWS Navigation Principles

There are four (4) basic navigation bars in CalSAWS:

- Utility Navigation Bar:** Allows staff to select the Journal, Tasks, Help, Resources, Page Mapping, Images, as well as a link to Log Out. This bar is accessible from any page in CalSAWS.
- Global Navigation Bar:** Allows staff to navigate to a specific section of the CalSAWS System. The tabs that display will depend on the security profile for the staff accessing CalSAWS. This bar is also accessible from any page in CalSAWS.
- Local Navigation Bar:** Allows staff to navigate to a specific area within a selected Global navigation tab.
- Task Navigation Bar:** Allows staff to navigate to specific pages to collect Customer information. Once the staff selects a Local navigation tab, the Task navigation bar will appear on the far-left side of the screen.



## FAQ

### What is CalSAWS?

CalSAWS stands for the California Statewide Automated Welfare System. 42 counties have already transitioned to CalSAWS. When the remaining 16 CalWIN counties roll over, we will realize the Power of 58!

### Why are we migrating to CalSAWS?

Per federal mandate, CalSAWS will unite California's 58 counties under one system. It streamlines functions and provides users with a seamless experience that is secure and easily accessible.

### Who are CNCs and what do they do?

Change Network Champions (CNCs) are individuals within each County who were selected to help lead the change management efforts. Reach out to your County's Primary Point of Contact (PPOC )to find out who your local CNC is!

### Will training be conducted online or in-person?

There is a blended approach to CalSAWS training that includes self-paced Web-based Training and Instructor-led Classroom Training (either in-person or virtual). We hope to bring staff together in a physical classroom but will rely on County COVID guidelines to determine whether classroom training is conducted in person or virtually.

## Resources



### Website

- [CalSAWS.org](https://www.calaws.org)



### Videos

- [CalSAWS Welcome Home](#)
- [CalSAWS – The Journey to One](#)
- [History of Statewide Automated Welfare](#)
- [The CalSAWS Sphere](#)



### Email

If you have any questions related to the CalSAWS Migration, please reach out to your County's Primary Point of Contact (PPOC) or Implementation Point of Contact (IPOC).

