

☐ CalSAWS M&E ☒ CalWIN Migration

Distribution Date:	January 3, 2023
To:	PPOC.San Mateo; PPOC.Santa Cruz; PPOC.Solano; Director.San Mateo; Director.Santa Cruz; Director.Solano; Consortium.RegionalManagers.R1; Consortium.SectionDirectors;
CIT Name:	Wave 4 Counties T-6 Months Change Readiness Survey
From:	CalSAWS Project

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

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|--|---|
| <input type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> BenefitsCal <input type="checkbox"/> MyBCW
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input checked="" type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input checked="" type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
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Description: (Including any step-by-step instructions)	<p>Purpose The purpose of this CIT is to notify Wave 4 Counties (San Mateo, Santa Cruz, and Solano) of the intent to distribute the third in a series of five (5) Change Readiness Surveys.</p> <p>Background The Change Readiness Surveys are intended to assess change metrics that help support the CalWIN Counties Change Management strategies and activities. The first four Change Readiness surveys will be distributed at 12, 9, 6, and 3 months prior to Go-Live and the fifth survey will be distributed 6 weeks after 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 4 Counties. The surveys will assess the following adoption metrics:</p> <ul style="list-style-type: none"> • Compelling Vision, • Broad Engagement, • Clear Impacts, and/or • Reinforced Expectations.
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	<p>The third survey that will be distributed will assess change metrics for “Clear Impacts”.</p> <p>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.</p> <p>The survey will be distributed to users on Tuesday, January 17, 2023, and will close by end of day on Monday, January 30, 2023.</p> <p>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.</p> <p>Additionally, Counties are encouraged to distribute the poster to all anticipated CalSAWS users.</p> <p>The following are additional recommendations for Counties:</p> <ul style="list-style-type: none"> • Print the poster and attach to bulletin boards, other areas staff congregate, and locations with high foot traffic/visibility. • Upload the poster PDF to internal websites and document repositories. • Notify Change Network Champions (CNCs) of the availability of materials. • Leverage the poster during meetings when reminding staff to complete the survey, as applicable. <p>If you have questions about this survey, please reach out to the contacts listed below and cc your Regional Manager(s).</p>
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 T-6 Month Change Readiness Survey Poster.pdf

Web Portal Link:	<div data-bbox="370 142 513 184" style="background-color: black; width: 88px; height: 20px; margin-bottom: 10px;"></div> <div data-bbox="370 218 420 252">OR</div> <div data-bbox="370 289 1552 325">You may also retrieve the CIT document and attachments by following these steps:</div> <div data-bbox="418 323 1295 470"><ol style="list-style-type: none"><li data-bbox="418 323 1201 359">1. Click on the CRFIs & CITs link at the top of the page.<li data-bbox="418 359 1295 394">2. Click on the "CalSAWS Information Transmittal (CIT)" folder.<li data-bbox="418 394 829 430">3. Click on the "2023" folder.<li data-bbox="418 430 998 470">4. Click on the appropriate CIT # folder.</div>
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