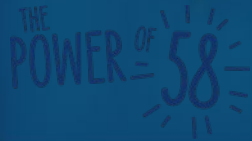


The CalSAWS "Scoop"

Wave 3 CalSAWS Project Newsletter



Leadership Corner



June Hutchison

Customer
Engagement Director

As 2022 ends, the CalSAWS team would like to thank you for your hard work over the last year and we wish you a happy holiday season. Next year, our migration preparation for CalSAWS will continue to ramp up. Wave 3 Web-Based Trainings began this month and General Instructor-Led Trainings begin in late February! To prepare for Instructor-Led Training, please review resources distributed by your County, complete your Web-Based Trainings, reach out to your Change Network Champions, and ask questions. Remember, the web-based trainings are used by all counties and may not reflect your county business processes. They are important to provide an overview and a general understanding of CalSAWS leading into Instructor-Led Trainings. The Power of 58 is more important than ever as we work together to migrate to CalSAWS!

Newsletter "Menu"

Table of Contents

- CalSAWS Project Timeline – Wave 3
- The Insider Scoop: Change Discussions with Staff
- BenefitsCal
- CalSAWS Benefit Highlight: Task Management
- The County Scoop: Staff Quotes
- Frequently Asked Questions (FAQ)

Page

- ...2
- ...3
- ...4
- ...5
- ...6
- ...7

April						2023	
S	M	T	W	T	F	S	
			1	2	3	1	
2	3	4	5	6	7	8	
9	10	11	12	13	14	15	
16	17	18	19	20	21	22	
23	24	25	26	27	28	29	
30							

Go-Live

CalSAWS Project Timeline – Wave 3

Upcoming events that impact staff for the transition to CalSAWS.

Change Discussions

December 2022 – January 2023

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)

December 2022 – April 2023

Self-paced* videos and quizzes to help CalWIN staff learn CalSAWS key concepts and new functionality.

T-3 Change Readiness Survey

January – February 2023

Change readiness survey sent to Wave 3 staff to provide feedback about their readiness for CalSAWS.

Instructor-Led Training (ILT)

February – April 2023

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

County Prep

March – April 2023

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

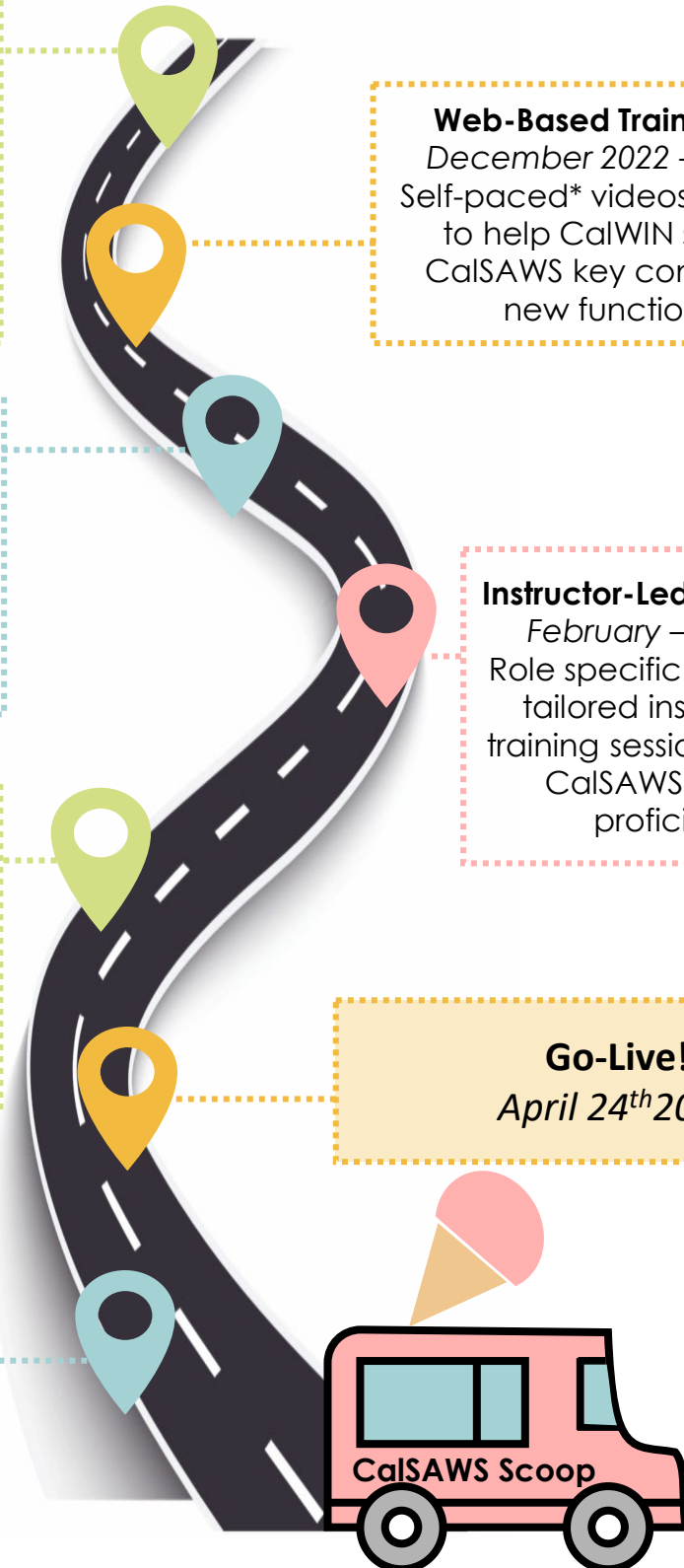
Go-Live!

April 24th 2023

Post Implementation Support

April – June 2023

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



*Recommended for County training leadership to provide staff with a timeframe of expected WBT completion dates.

The Insider Scoop - Change Discussions with Staff

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 November, 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 receive 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 resets.



New Tools for Users:

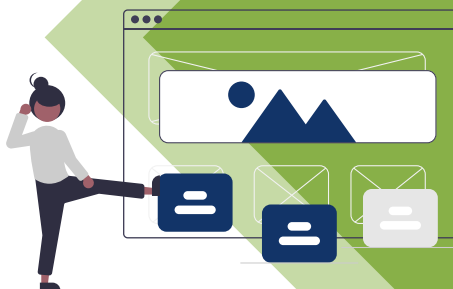
- [Frequently Asked Questions \(FAQs\)](#) – A FAQ section on BenefitsCal.com provides answers to user’s common questions.
- [How-to Videos](#) – A [BenefitsCal YouTube channel](#) provides easy-to-follow instructions on how to use the new website.
- Click-to-Call and Chat Features - More online chat 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.



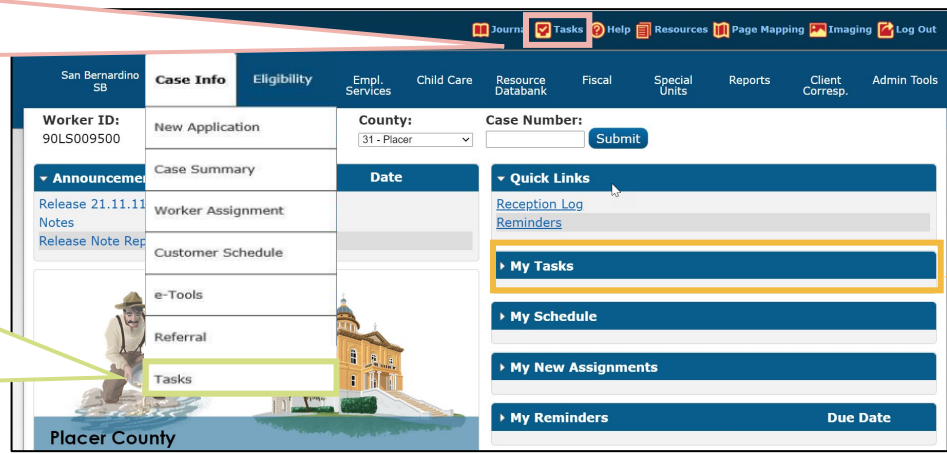
CalSAWS Benefit Highlight: Task Management

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 tasks.

Task Pages in CalSAWS

Tasks*

Case Number:

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.




The County Scoop: Staff Quotes

Here's what staff from your Counties are saying about CalSAWS!

What System Enhancements are you Most Looking Forward to in CalSAWS?

<p>Orange</p> 	<ul style="list-style-type: none"> • "I am looking forward to application registration changes." • "Easier ICT process and ability to see documents submitted." • "Running EDBC only affecting the program selected." • "The image button from the CalSAWS Case summary will prove useful to check documents associated to certain cases. Also, address history and phone number look up."
<p>Santa Barbara</p> 	<ul style="list-style-type: none"> • "The movability in the windows" • "Our counties use different systems that do not interact to deliver services - Task Tool, Imaging system, Call Center phone system. I look forward to having our multiple functions under one system." • "BenefitsCal and how they will work together" • "I look forward to having communication with all 58 counties." • "Overall CalSAWS seems easier to understand and navigate."
<p>Ventura</p> 	<ul style="list-style-type: none"> • "Better integration of Employment Services functions." • "Quicker app reg of new applications. Faster eligibility results, less system updating." • "I'm looking forward to BenefitsCal and the phone system." • "No UEMS!!!! Task management and documents viewable in the system."

What Actions Have you Taken to Prepare for the Migration to CalSAWS?

<p>Orange</p> 	<ul style="list-style-type: none"> • "Navigated through the sandbox, viewed infographics and attended "mini" online training/introduction sessions." • "I've incorporated the timelines into my calendar and look forward to more trainings." • "Watching videos created in my region by staff members."
<p>Santa Barbara</p> 	<ul style="list-style-type: none"> • "I've created a notebook with information I have received (flyers, screenshots, etc.)." • "Watched demos and targeted topics that pertain to my job function." • "Attended sessions offered hands on to get a feel of navigating the windows."
<p>Ventura</p> 	<ul style="list-style-type: none"> • "I have been reading the newsletters provided and taken notes in meetings/presentations regarding CalSAWS to better understand the program." • "I continue to review the trainings in HAS and participate in monthly meetings with CalSAWS." • "Whenever time permits, I read about some of the features/services offered with CalSAWS."

Frequently Asked Questions (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 3 CalSAWS training?

Instructor-led Training for general staff will occur between February and April 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 related to the CalSAWS Migration, please reach out to your County's Primary Point of Contact (PPOC) or Implementation Point of Contact (IPOC).

