


☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	February 2, 2023
To:	PPOC.All; Regional Managers.All;
CIT Name:	CalSAWS Escalation Process Update
From:	CalSAWS Project

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

- | | |
|---|---|
| <input checked="" 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"/> Your Benefits Now!
<input type="checkbox"/> Customer Correspondence
<input checked="" type="checkbox"/> Other: Committees | <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 type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
|---|---|

Description:	<p>Purpose This CIT provides an update on the CalSAWS escalation process and form.</p> <p>Background CIT 0131-20 introduced the CalSAWS escalation process and form.</p> <p>The Escalation Process provides counties with a path to raise concerns regarding any action, issue, or System Change Request (SCR).</p> <p>The process for policy escalations has not changed. Please note that policy items, when raised, go through the CRPC (Consortium Request for Policy Clarification) process with the State.</p> <p>Additional Information The escalation process now includes details on escalations that are not directly related to the committee. Additionally, some formatting was updated for clarity. The form updates include adding missing committees and SCR statutes.</p> <p>The updated escalation process and form will be included in the next update to the CalSAWS handbook, which is due out by the Spring of 2023.</p>
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	<p>County Action</p> <p>PPOCs should share this CIT and the attached process with Regional Committee Members, User Group Members, County Subject Matter Experts, and other impacted county staff.</p> <p>Prior to initiating an escalation, counties are encouraged to review the Escalation Process and work with their Regional Manager(s) to seek resolution at the lowest level prior to submission of the Escalation form.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact.</p>
Primary Project Contact:	<p>Consortium.RegionalManagers.R1@CalSAWS.org</p> <p>Consortium.RegionalManagers.R2@CalSAWS.org</p> <p>Consortium.RegionalManagers.R3@CalSAWS.org</p> <p>Consortium.RegionalManagers.R4@CalSAWS.org</p> <p>Consortium.RegionalManagers.R5@CalSAWS.org</p> <p>Consortium.RegionalManagers.R6@CalSAWS.org</p>
Backup Project Contact:	<p>Karen Rapponotti Rapponottikj@CalSAWS.org</p> <p><u>Or</u></p> <p>Michele Peterson PetersonM@CalSAWS.org</p>
Attachments:	<p>CIT 0033-23 Escalation Process.docx</p> <p>CIT 0033-23 Committee Escalation Form.docx</p>
Web Portal Link:	<p></p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2023" folder. 4. Click on the appropriate CIT # folder.