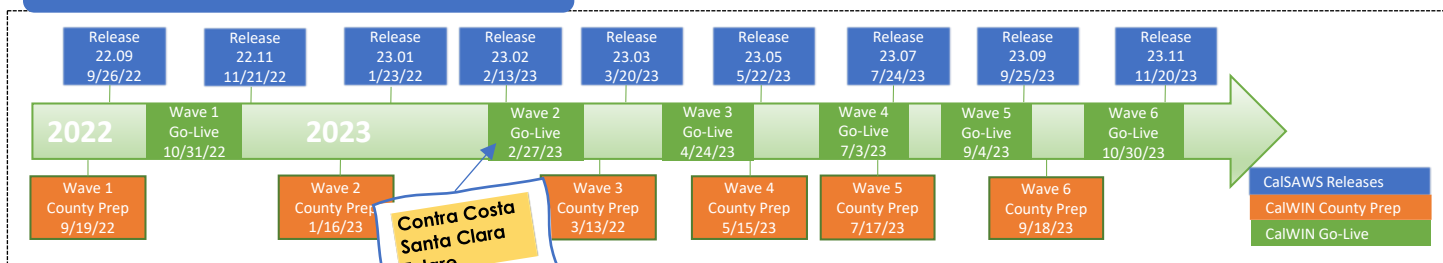


County Sharing  
Hosted by San Bernardino

## Volume 5 | Issue 1: Wave 2 Go Live!

Wow! Here we are in February 2023 and preparing for Wave 2 Go Live. Contra Costa, Santa Clara and Tulare counties and the CalSAWS project have nearly completed their checklists and are eagerly awaiting the Go Live date of February 27, 2023. The 42 CalSAWS production counties are ready to welcome the Wave 2 Counties and have provided staff to assist with Post Implementation Support virtually and onsite. As the picture above illustrates, expert county staff sharing their knowledge with other counties is one of our greatest assets. You'll see more examples of the Power of 58 in this issue. We particularly want to thank Placer and Yolo counties, who are quickly creating their own experts, for being our firsts and paving the way for Wave 2. We have learned so much from their Go Live experience and that knowledge will pave the way and improve each of the Waves to come. 🐝

### CalSAWS Release Roadmap



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Benito (above) represents San Benito County, the largest producer of honey in California, and Barbara (below) is just waiting to hear from you. In this edition find Barbara identifying key important dates.

Do you have a question for us?  
'Ask Barbara' at [askcalsaws@calsaws.org](mailto:askcalsaws@calsaws.org)  
and we will post the Q&A in the next  
edition of The Buzz.



## Upcoming Meetings & Events

Project Steering Committee	2/16/2023
Quarterly Fiscal Conference Call	2/16/2023
JPA Board of Directors	2/17/2023
OPAC	2/23/2023
Wave 3 ILT Begins (ORG, VEN, SBR)	2/27/2023
JPA Board of Directors	3/10/2023
Early Training/TTT ILT Wave 4 (SCZ)	3/10/2023
Early Training/TTT ILT Wave 4 (SDG)	3/13/2023
LMS Access to WBT Wave 5	3/13/2023
Project Steering Committee	3/16/2022
WCDS Subcommittee Meeting	3/17/2023
CalSAWS Release 23.03	3/20/2023
Early Training/ILT Wave 4 (SMT, SOL)	3/27/2023
LMS Access begins for Wave 5	4/03/2023



## The Six CalSAWS Regions



## Regional Manager Updates



Region 5 Management Site Visit February 6th  
Riverside County's Desert Hot Springs Office



**RCM | SME Quarterly Orientation Meeting**  
Hosted by Regional Managers  
March 23, 2023 @ 9:00AM to 11:30AM

The Customer Engagement teams Regional Managers and Customer Engagement Managers (CEMs) have been heavily focused on closing out Post-Implementation Support for Wave 1 and in January 2023 had a heavy focus on the Wave 2 Implementation Readiness and Cutover preparation. This hyper-focus involves keeping abreast of items on the Critical Path for Migration and supporting the counties at the many implementation and change management meetings, as well as keeping pace with the Wave 2 and Wave 3 county training progression. They are also engaging in Waves 4-6 readiness activities which include IPT, early training, WBTs, CDG kick off and ongoing meetings.

The RMs also continue to monitor the M&E activities for production counties to ensure they progress through those activities timely (i.e. County Site Plan updates, Annual Inventory, and CER submissions, etc.) and that they are kept apprised of the Migration activities. The RMs just concluded managing the County Sharing activity for January which was 'Training', that included demos from various production counties highlighting how they approach training for CalSAWS in their counties using the environments and their own business processes. The RM team is wrapping up planning for the February topic, which will focus on Reporting.

The CEMs continue to support the efforts of the RMs and work through any county risks/escalations. They encourage team sharing of best practices and support readiness for the next Waves. The CEMs also ensure that lessons learned are incorporated and that we have cross-team communication and collaboration. 🐝



Executive Leadership Teams had a very productive conversation about Continuous Coverage Unwinding effects on workload, Lessons Learned from Wave 1 CalWIN Conversion, and the Wave 2 cutover weekend. Counties shined when Riverside shared their CBO engagement processes, Imperial's success in using BenefitsCal two-way messaging, and Orange's OCM success is exciting staff for CalSAWS in April. See below one example of Orange County's office bulletin board contest for CalSAWS.



## CalWIN County Implementation Dates & Framework

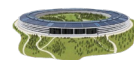
Counties	County Readiness Work Plan & Checklist (T-10 months)	TOSS Team + Wave IPOC Mlgs (T-10 months)	Imp. Readiness Packet + Dashboard (T-6 months)	Green Light Governance Meetings (T-5 months)	Post Go-Live Support (T + 2 months)
<b>Wave 1:</b> Placer, Yolo Go-Live Oct 31, 2022	Nov 2021	Jan 2022	May 2022	June 2022	Dec 2022
<b>Wave 2:</b> Contra Costa, Santa Clara, Tulare Go-Live Feb 27, 2023	Feb 2022	April 2022	Aug 2022	Sept 2022	April 2023
<b>Wave 3:</b> Orange, Santa Barbara, Ventura Go-Live April 24, 2023	April 2022	June 2022	Oct 2022	Nov 2022	June 2023
<b>Wave 4:</b> San Diego, San Mateo, Solano, Santa Cruz Go-Live July 3, 2023	Aug 2022	Aug 2022	Dec 2022	Jan 2023	Aug 2023
<b>Wave 5:</b> Alameda, Fresno, Sonoma Go-Live Sept 4, 2023	Oct 2022	Oct 2022	Feb 2023	Mar 2023	Oct 2023
<b>Wave 6:</b> Sacramento, San Francisco, San Luis Obispo Go-Live Oct 30, 2023	Dec 2022	Dec 2022	April 2023	May 2023	Dec 2023

The CalWIN project team has implemented these enhancements to assist counties in support of county migration:

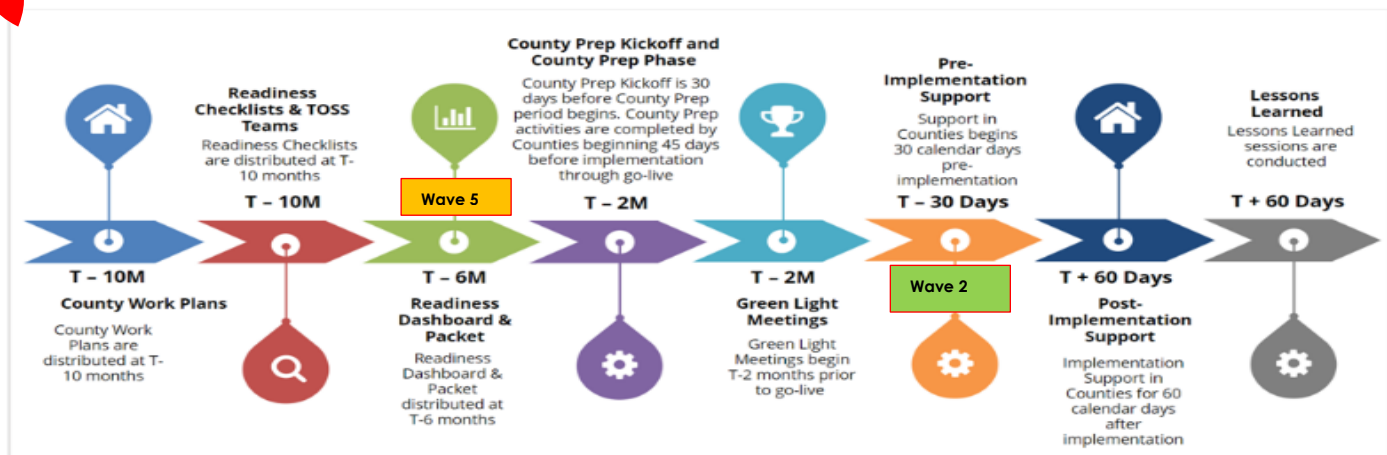
**53754** - CalSAWS Non-Citizen Section Codes – This change implemented Section Codes and converted as many document types that were one-to-one as possible.

**63572** – Add a pop-up reminder in CalWIN to enter the Non-Citizen Section Code

**61088** – Populate the EBT Card Number in CalWIN before migrating to CalSAWS



## Where is your county in the Implementation Framework?



During the January 2023 Joint Powers Authority (JPA) Member Representatives meeting, the CalSAWS Implementation Support Services (ISS) team shared a “Top 6” list of things that CalWIN counties can do to get ready for the migration to CalSAWS. These activities were identified during the Wave 1 implementation with Yolo and Placer and augment the Readiness Checklists that the ISS team customizes for each county. As CalSAWS teams work with counties to put these “Top 6” recommendations in place, “the sooner, the better” is our mantra. 🐝

Please contact [Implementation@calsaws.org](mailto:Implementation@calsaws.org) if you have any questions.

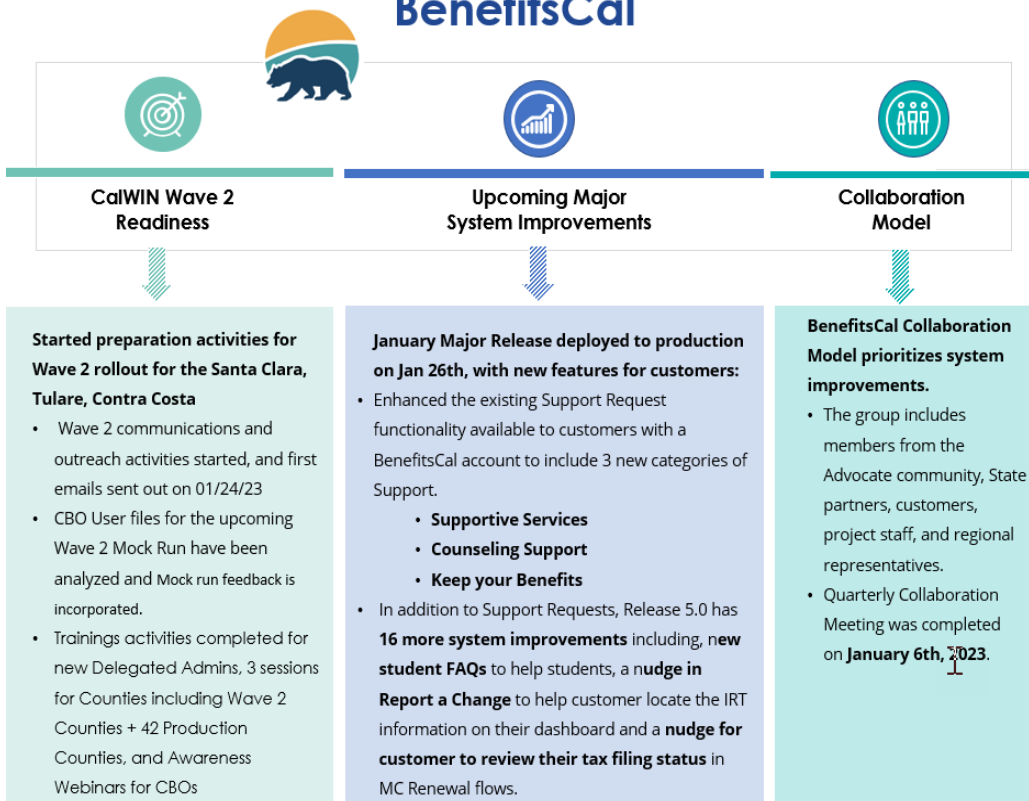
## What Counties Should Do To Get Ready The Top 6 Areas



“Just in the flow and riding the wave.”

– Matthew Gray Grubler

## BenefitsCal



### County Sharing On – Site Visit Hosted by San Bernardino

On February 7<sup>th</sup>, 2023, San Bernardino opened their doors to Sonoma, Alameda and Orange County representatives to take a tour of their Call Center and District Office Lobby. During the tour counties had the opportunity to meet with Call Center and Workforce Management Teams to discuss business processes such as forecasting, scheduling and Average Handle Times. They also toured the building while paying close attention to the design and Call Center layout.

After touring the Call Center, we moved to a San Bernardino District office where they provided a demonstration of the Kiosks, Reception Logs and Customer Facing Dashboard. San Bernardino then took all the county visitors to a conference room where they demonstrated how to build a Kiosk workflow in real time. The value of sharing is immeasurable, especially when we are all better because of it! 🐝

**We are One!**



### Communication Corner

#### County Go-Live Information And other Resources

- 🐝 **CIT 0044-23**  
FY2023-24 CalSAWS JPA Administrative Budget
- 🐝 **CIT 0020-23**  
Wave 3 and 4 CalSAWS Infographics #7
- 🐝 **CIT 0021-23** Interim Process for eICT Homeless Permanent Processing
- 🐝 **CIT 0016-23**  
CalWIN Wave 3 January Implementation Readiness Dashboard and Packet
- 🐝 **CIT 0014-23**  
CalWIN Wave 2 January Readiness Dashboard and Packet 1st Biweekly
- 🐝 **CIT 0004-23**  
CalWIN ISS Conversion Impact: Case Review Guide #8 - Remove Ampersands (&) from Names in CalWIN
- 🐝 **CIT 0002-23**  
Wave 4 Counties T-6 Months Change Readiness Survey
- 🐝 **CIT 0354-22** Wave 2: Yellow Banner Case Review Process
- 🐝 **CIT 0307-22** Placer and Yolo County Go-Live Event Cutover - System Downtime
- 🐝 **CIT 0305-22**  
CalSAWS Common Helpdesk Trends and Questions available in the Learning Management System (LMS)
- 🐝 **CIT 0301-22** GAGR Automated Solution Resources and Materials
- 🐝 See **CalSAWS Web Portal** under **Resources** for the *CalSAWS Handbook* and *CalSAWS Maintenance and Operations (M&O Services) Plans*.
- 🐝 CalSAWS YouTube Channel  
<https://www.youtube.com/channel/UCOWi06iVeuvCjIf7i26ZHA/videos>