

The CalSAWS

“Scoop”

Wave 5 CalSAWS Project Newsletter



# Welcome Corner

We're already two months into 2023 and only six months away from Go-Live! Time will move fast as our Wave 5 Counties (Alameda, Fresno, and Sonoma) continue preparing for migration, so we are excited to present the second edition of the CalSAWS Scoop to help get you ready.

In this issue, we provide foundational project information by sharing the training approach & schedule, introducing the important project teams (Implementation Points of Contact and Change Network Champions), and shine a spotlight on the impressive features of CalSAWS.

Thank you for your continued efforts and enthusiasm on our journey to CalSAWS. Stay curious and keep informed through our ongoing project updates!

## Newsletter “Menu”



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# The Training Scoop: Wave 5 CalSAWS Training Schedule

## Types of Training



### Web-Based Training *(April 2023 – September 2023)*

These courses provide CalWIN staff with core functional CalSAWS training. Staff complete self-paced modules to learn key concepts and new functionality.



### Train the Trainer and Early Training *(May 2023 – June 2023)*

County trainers prepare to support the CalSAWS Training team during end-user training, and some CalWIN staff participate in earlier training sessions.



### Classroom Experience *(July 2023 – September 2023)*

CalWIN staff attend instructor-led training sessions that build skills and proficiency. These classes are role-specific and county-tailored.



### Practice Labs *(August 2023)*

One week before Go-Live, CalWIN staff partake in self-directed learning. Although self-directed, these practice labs are supported by trainers.



### Post Go-Live Webinars *(September 2023)*

After Go-Live, CalWIN staff can participate in live sessions for specific facilitated topics and additional Questions and Answers (Q&As).

## Wave 5 Training Schedule



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April 23	May 23	June 23	July 23	Aug 23	Sept 23
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## IPOCs and CNCs

### Implementation Points of Contact (IPOCs) & Change Network Champions (CNCs)

The CalSAWS Project has many teams dedicated to the new system transition. Here are two County teams you should know! Participants from your County provide their expertise and insight to your individualized needs.

#### IPOC

The IPOC team works to prepare Counties for implementation by focusing on the following areas of readiness:

- Organizational Readiness
- Implementation Readiness
- Conversion Readiness
- System Readiness
- Technical Readiness

In depth planning and execution of activities in these areas leads to a successful transition to CalSAWS.

#### CNC

Each County has a Change Network, that is made up of staff at various levels and roles that will help prepare their colleagues for the CalSAWS changes.

CNCs help their teams and coworkers by:

- Supporting project communications
- Answering questions and directing staff to resources
- Providing valuable feedback to improve communications and project engagement

To find out who your CNCs are contact your County's Primary Point of Contact (PPOC).





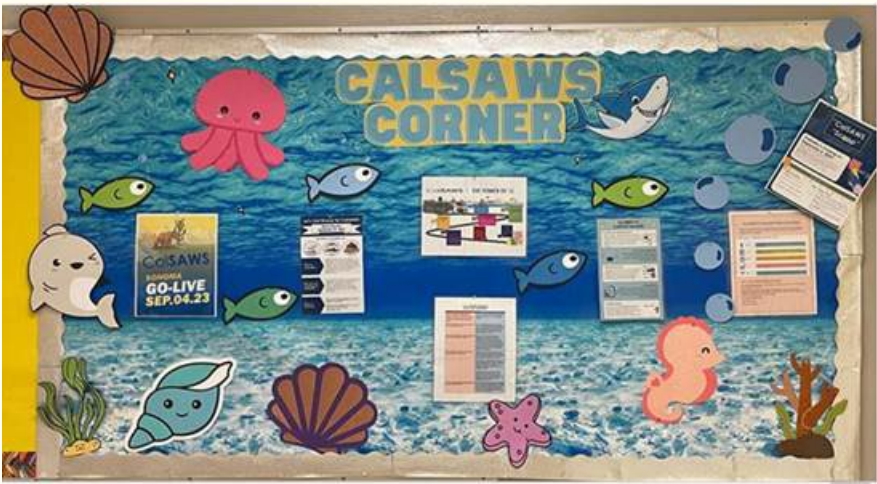
## County Spotlight: Sonoma

Let's learn more about Sonoma and how they are getting ready for CalSAWS!

### 3. Is Sonoma doing anything fun to raise awareness about CalSAWS?

Change can be hard, so we want to make our transition to CalSAWS as fun as possible! We try to make our communications informative *and* engaging. We incentivize participation by giving prizes for participating in surveys, providing questions/feedback, etc.

We are really leaning into the concept of “riding the wave of change” and make our communications ocean/beach themed. We are creating “CNC News” videos to communicate CalSAWS information. Our first episode introduced our mascot, CalJAWS! He will be making surprise appearances at meetings and on the floor.



### 4. What are three lesser-known attractions or destinations in Sonoma that most people don't know about?

First, we are not only a wine destination, but a beer destination! We have world famous Russian River Brewery, Lagunitas and dozens of other breweries! Second is Gravity Hill which offers a trippy experience. Third, we have 55 County Regional Parks that offer camping, hiking, biking, horse trails, fishing, swimming and much more. From the coast to the river to the mountains, our Regional Parks preserve our open spaces and offer beautiful surroundings.



# CalSAWS Benefit Highlight

CalWIN

- Utilizes the Use Effective Month (UEM) to calculate when to apply a change to a case.

Change Reason

CalSAWS

- Automatically takes action on the case based on the information provided in the Change Reason and New Reported Date fields.

## CalSAWS Change Reason Overview

- When adding new or updating existing case data, CalSAWS requires a Change Reason and Reported Date.
  - The **Change Reason** indicates how the County received the information.
  - The **Reported Date** tells CalSAWS when this information was received.
- While processing EDBC, CalSAWS uses the change reason and reported date to apply the data changes to the benefit determination.
- Example:** A customer reports an income change. CalSAWS uses the amount provided, start date of the income, the verification status and date, as well as the change reason and date to apply the data changes to the benefit determination.

Household Status Detail

\* - Indicates required fields

Save and Add Another Save and Return Cancel

Change Reason

New Change Reason: \* New Reported Date: \*

Participant Provided - Verbal 3/1/2021

Name: \*

Smith, Jane 25F

Retrieve Information

Living in the Home Status: \*

In the Home

Program Exclusions:

HH Status MC Exceptions:

Does this person plan to leave California for more than 30 days?

Planned Departure Date: Expected Return Date:

Begin Date: \* End Date: \*

1/1/2019

Change Reason Dropdown Options

The following are the Change Reason Dropdown Options:

- Participant Provided - Verbal
- Participant Provided - Written
- Fraud Findings
- Reported on PR/RE
- Intake
- State Hearing Decision
- Foster Care/KinGAP

Note: Your County will provide guidance on which dropdown option to choose.

Impacted Programs

The following programs utilize CalSAWS Change Reason automation:

- CalWORKS (CW)
- Refugee Cash Assistance (RCA)
- CalFresh (CF)
- General Assistance/General Relief (GA/GR)
- Cash Assistance Program for Immigrants (CAPI)
- Nutrition Benefit (NB)

## Frequently Asked Questions (FAQ)



### What is the difference between Early Training and Train the Trainer

Early Training participants go through role-specific training and are typically supervisors. Train the Trainer (TTT) participants go through training for all roles in order to support training. Early training and TTT participants are selected by their County.



### When will we learn more about CalSAWS functionality?

Staff will learn in depth CalSAWS functionality in Web-Based Training (WBT) and Instructor-Led Training (ILT). Newsletters (distributed quarterly) and infographics (distributed monthly) will continue to highlight CalSAWS functionality and important system information prior to Go-Live.



### How can I prepare myself for the migration before CalSAWS training?

The best way to get prepared is to stay tuned to CalSAWS communications and to utilize the project and system resources. Be sure to review resources distributed by your County, reach out to CNCs, complete WBTs prior to training, and ask questions.



### Will there be more information about ICTs in CalSAWS?

If you haven't already, make sure to review the eICT infographic that was sent to your County in December. There will also be in-depth information about ICT functionality in CalSAWS during training.

## Resources



### Website

- [CalSAWS.org](https://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, please reach out to your County's Primary Point of Contact (PPOC) or Implementation Point of Contact (IPOC).