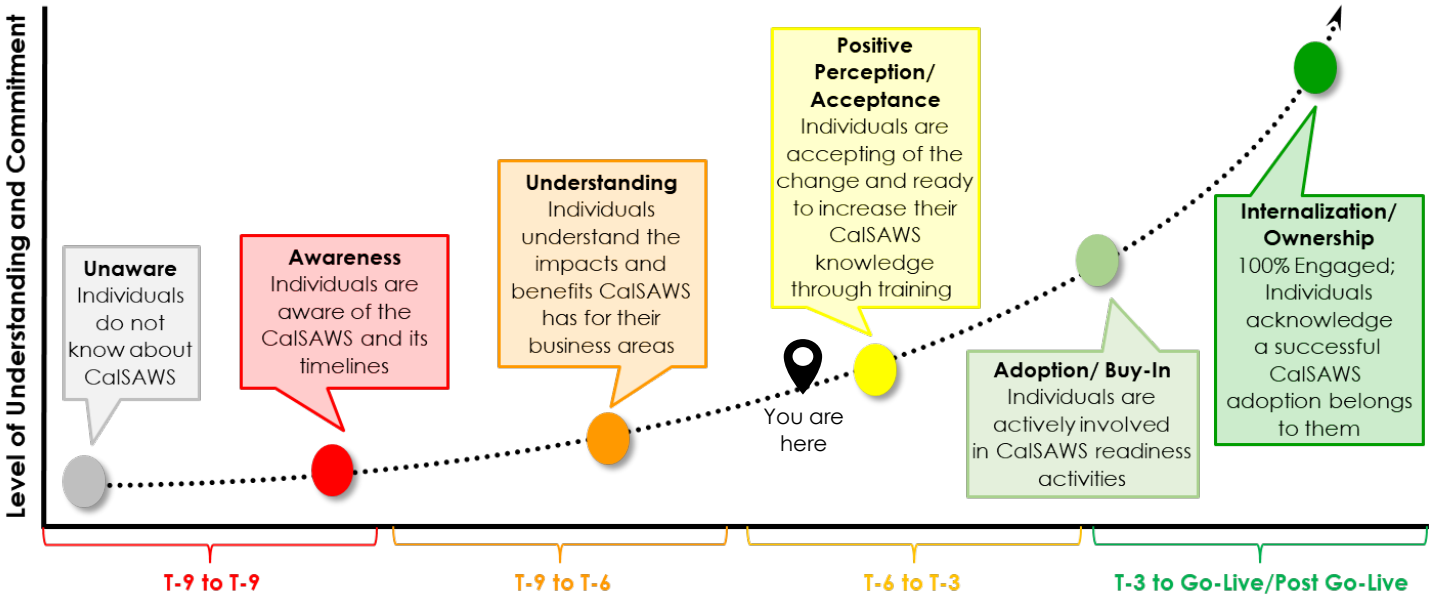
Change Readiness Survey Methodology



The Change Readiness Surveys for the CalWIN counties use Adoption Metrics tied to the milestones along the above Change Curve to measure each county's adoption progress. As the CalWIN counties progress towards Go-Live they will receive these surveys to ensure the counties are on schedule and identify support needed for migration to the CalSAWS system.

Schedule	Change Curve Milestone	Adoption Metric
(T-12 months) County Go Live	Aware	Compelling Vision
(T-9 months) County Go Live	Understand	Broad Engagement
(T-6 months) County Go Live	Positive Perception/Acceptance	Clear Impacts
(T-3 months) County Go Live	Adoption/Buy-In	Reinforced Expectations
(T+6 weeks) County Go Live	Internalization/Ownership	Reinforced Expectations

Compelling Vision (T-12):

1. Clear Program Objectives – Do users understand what the migration and adoption is seeking to achieve?
    a) Example – I understand why the CalWIN counties are transitioning to the CalSAWS system.

2. Make the Case for the Change – Has the reason for the change and adoption of the new system been communicated to the county users?
    a) Example – I understand the positive impacts of transitioning to the CalSAWS system.

3. Describe an Attractive Future State – Do County users have a positive view of the outcomes of the CalSAWS migration?
    a) Example – I am looking forward to the migration to CalSAWS.

4. Present a Clear Long-Term Roadmap – Do County users know the Go-Live timeline for their county?
    a) Example – My county provided information on the CalSAWS migration.
    b) Example – I know the timeline for my County's Go-Live for CalSAWS.

Broad Engagement (T-9):

1. Transparent and Effective Project Communications – Do County users feel the information they receive aids in their adoption of the CalSAWS system?
    a. Example – I know who to ask regarding questions about the CalSAWS migration activities.
    b. Example – I understand my county's CalSAWS migration go-live timeline.

2. Stakeholders Feel Represented in the Project – Are County users aware of their role's representation in the adoption of CalSAWS?
    a. Example – My job's needs are considered in the planning of the CalSAWS migration.

3. Stakeholders Feel they Receive Enough Information – Do County users feel they receive an appropriate amount of information regarding the migration to CalSAWS?
    a. Example – I receive enough information on the CalSAWS migration.

4. Two-way Feedback Channels in Place – Are County users aware of how to use their county communications to receive and discuss the migration to CalSAWS?
    a. Example – I know how to ask questions and give feedback about the CalSAWS migration.
    b. Example – I receive responses to my questions in an adequate timeframe.

Clear Impacts (T-6):

1. Changes to Business Processes Understood – Have we communicated the business processes changes needed for migrating to CalSAWS?
    a. Example – I understand the business process changes (e.g., new process for registering an application) that will result from the implementation of CalSAWS.

2. Changes to Technology Understood – Are new functional capabilities coming with CalSAWS adequately explained?
    a. Example – I understand some of the CalSAWS features that improve upon CalWIN.

3. Changes to Individual Roles Understood – Do internal stakeholders see how their individual roles and responsibilities change with CalSAWS?
    a. Example – I have received communications that inform me of changes to my work

4. New Individual Skills Understood – How do stakeholders feel about the new skills needed to work effectively in CalSAWS?
    a. Example – I understand the new skills needed to work effectively in CalSAWS.

Reinforced Expectations (T-3):

1. Visible Support by Executive Team – Has senior leadership supported the CalSAWS migration?
    a. Example – My county's executive leadership has communicated their support of the CalSAWS migration.

2. Resources in Place to Support the Change – The county user is aware of the resources available to them during the migration?
    a. Example – I understand the support I will have during go-live.

3. Changes Reinforced by Local Leaders – Users feel county leadership emphasized changes to their staff?
    a. Example – Leadership and my managers and supervisors have provided information on changes that will affect how I do my work.

4. Personal Responsibility for System Adoption – Are County users committed to the CalSAWS migration?
    a. Example – I am prepared to start using CalSAWS for my job.

Reinforced Expectations (T+6):

1. Personal Responsibility for System Adoption – Are County users committed to the CalSAWS migration?
    a. Example – I am comfortable using CalSAWS to complete my responsibilities.

2. Resources in Place to Support the Change – The county user had the appropriate amount and the right type of resources available during the transition?
    a. Example – The communications and change management activities/resources were useful in preparing me for the migration to CalSAWS.