

☒ CalSAWS M&E☐ CalWIN Migration

<b>Distribution Date:</b>	March 14, 2023
<b>To:</b>	PPOC.45, Consortium.RegionalManagers.All, Committee.Medical_CMSP.All, Committee.CalWORKs_CalFresh.All, Committee.WelfaretoWork.All, Committee.HelpDesk.All
<b>CIT Name:</b>	<b>Appointment Scheduling and Wave 3 Cutover Activities</b>
<b>From:</b>	CalSAWS Project

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

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|--|---|
| <input checked="" type="checkbox"/> General      | <input type="checkbox"/> Reports              |
| <input checked="" type="checkbox"/> Policy       | <input type="checkbox"/> Fiscal               |
| <input checked="" type="checkbox"/> CW           | <input type="checkbox"/> Caseload Movement    |
| <input checked="" type="checkbox"/> CF           | <input type="checkbox"/> Management           |
| <input checked="" type="checkbox"/> MC           | <input type="checkbox"/> Fiscal               |
| <input type="checkbox"/> CMSP                    | <input type="checkbox"/> Security             |
| <input type="checkbox"/> FC/KG/AAP               | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care              | <input type="checkbox"/> Imaging              |
| <input checked="" type="checkbox"/> WtW          | <input type="checkbox"/> Migration            |
| <input type="checkbox"/> Other Program(s) _____  | <input type="checkbox"/> Conversion           |
| <input type="checkbox"/> BenefitsCal             | <input type="checkbox"/> Technical            |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Training             |
| <input type="checkbox"/> Other _____             | <input checked="" type="checkbox"/> Help Desk |

Description:	<p><b>Purpose</b> The purpose of this CIT is to notify CalSAWS counties regarding system downtime during the Wave 3 cutover and impact on appointment scheduling in CalSAWS.</p> <p><b>Background</b> In CalSAWS, workers schedule appointments via online pages. Appointments may be scheduled using a worker schedule or without a work schedule. Additionally, there are certain batch programs that create appointments with and without reference to a worker schedule.</p> <p>Due to upcoming Wave 3 migration cutover activities, the CalSAWS application may not be available from Friday, April 21st 1:00 PM PST through Monday, April 24th 12:00 PM PST. Please avoid scheduling customer appointments for this time period as there is a potential for CalSAWS application downtime for the existing 45 production counties. A subsequent communication will be sent via CIT when the downtime window is confirmed. To minimize any impact to county participants</p>
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and beneficiaries CalSAWS will update worker availability for appointments to reflect as unavailable during the potential impacted downtime.

**Note:** The CalSAWS Policy, Review and Training (PRT) environment will be available to view case data if the CalSAWS production environment is offline.

The system change requests (SCRs) listed below are planned for priority release this month.

SCR #	Description
CA-255434	<p>Data Change Request (DCR) to update worker schedule and home page with outage information.</p> <p>This change will: Add a Project announcement on the home page about the upcoming Wave 3 cutover activities and associated system availability. Update the worker schedule table, for those workers who have an existing schedule, to set the status to "Unavailable" for the following time period:</p> <p>Friday, April 21st 1:00 PM PST through Monday, April 24th 12:00 PM PST</p> <p>NOTE: Any appointments already scheduled during this timeframe will not be updated with this data change. See County Action section below.</p>
CA-258005	<p><b>LA County Only:</b> Generate a one-time list of LA GR and GROW hearing Appointments created during the CalSAWS outage period. This list is targeted for April 16, 2023.</p> <p>Web Portal Location: [REDACTED] CA-258005</p>
CA-258027	<p>Generate Weekly Cumulative List of Appointments Created for Friday, April 21st and Monday, April 24th, 2023. The web portal list location is provided below.</p> <p>This list will be available each Friday, starting with March 17, 2023.</p> <p>Web Portal Location: [REDACTED]</p>

**LA County Only:** List of LA County Appointment Batch Jobs and Frequency

- WTW/REP/Non-Compliance Cause Determination - Daily Job
- WTW/REP/ General Appointment - Daily Job
- WTW/REP/ Appraisal Appointment - Daily Job
- General Appointment/ SSI 2nd Advocacy Mandatory - Daily Job

	<ul style="list-style-type: none"> <li>• GROW/Case Management Appointment - Daily Job</li> <li>• General Appointment/ SSIAP NSA with Worker – Daily Job</li> </ul> <p><b>County Action</b></p> <p>Please review the list and manually reschedule the appointments, as appropriate. Journal the action taken per your county's business process.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Manager(s).</p>
Primary Project Contact:	Fred Gains <a href="mailto:gainsf@calsaws.org">gainsf@calsaws.org</a>
Backup Project Contact:	Dymas Pena <a href="mailto:PenaD@CalSAW.org">PenaD@CalSAW.org</a>
Attachments:	None
Web Portal Link:	<div style="background-color: black; width: 80px; height: 15px; margin-bottom: 5px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2023" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>