The CalSAWS "Scoop"

Wave 6 CalSAWS Project Newsletter

THE POWER OF 58

Regional Manager Corner

We're already three months into 2023 and only seven months away from Go-Live! Wave 2 Counties successfully went live on February 27th and time will move fast as our Wave 6 Counties (Sacramento, San Francisco, and San Luis Obispo) continue preparing for migration. 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!

Jennifer Hobbs
Regional Manager
Region 2

Newsletter "Menu"

October   **2023**

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Go-Live

The Training Scoop: Wave 6 CalSAWS Training Schedule

Types of Training

Web-Based Training *(June 2023 – October 2023)*

These courses provide Wave 6 staff with core functional CalSAWS training. Staff complete self-paced modules to learn key concepts and new functionality.

Train the Trainer and Early Training *(July 2023 – August 2023)*

County trainers prepare to support the CalSAWS Training team during end-user training, and some Wave 6 staff participate in earlier training sessions.

Classroom Experience *(September 2023 – October 2023)*

Wave 6 staff attend instructor-led training sessions that build skills and proficiency. These classes are role-specific and county-tailored.

### Practice Labs *(October 2023)*

One week before Go-Live, Wave 6 staff partake in self-directed learning. Although self-directed, these practice labs are supported by trainers.

Post Go-Live Webinars *(November 2023)*

After Go-Live, Wave 6 staff can participate in live sessions for specific facilitated topics and additional Questions and Answers (Q&As).

Wave 6 Training Schedule

June 23	July 23	Aug 23	Sept 23	Oct 23	Nov 23
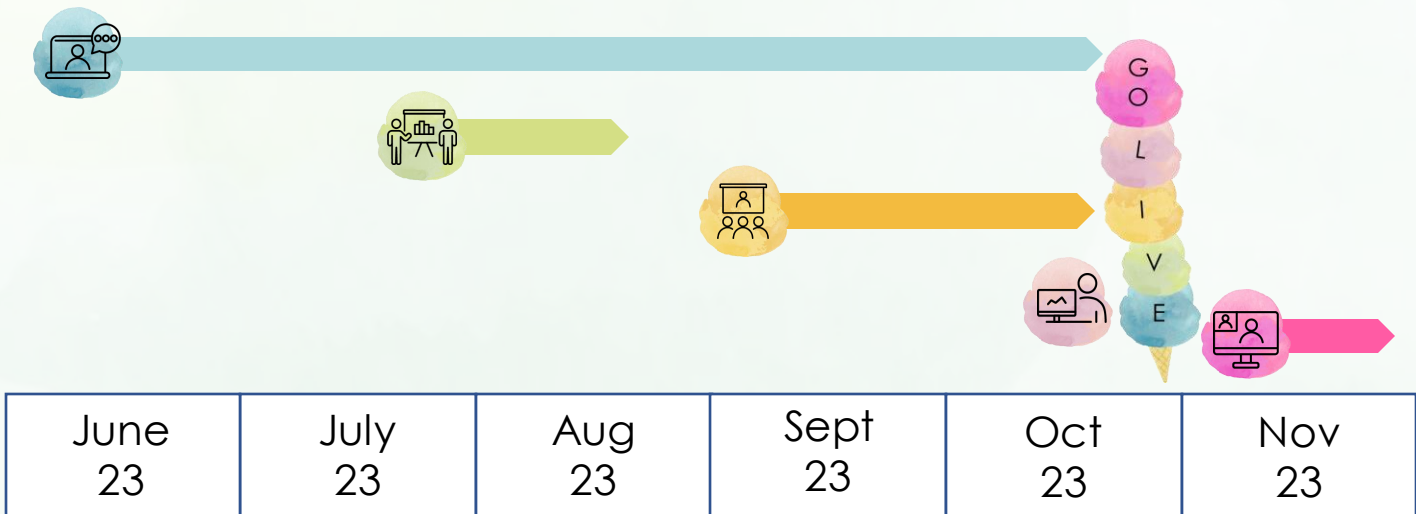
IPOCs and CNCs

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 lead 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 IPOCs and CNCs are contact your County's Primary Point of Contact (PPOC).

County Spotlight: Sacramento
Let's learn how Sacramento County is getting ready for CalSAWS!

How has Sacramento been getting ready for the migration to CalSAWS?

Sacramento County Department of Human Assistance (DHA) has four dedicated CalSAWS Specialists and one CalSAWS Planner that participate in the CalSAWS Committees, CalSAWS User Acceptance Testing (UAT), As-is/To-Be processes, and more! We are continuously working on:
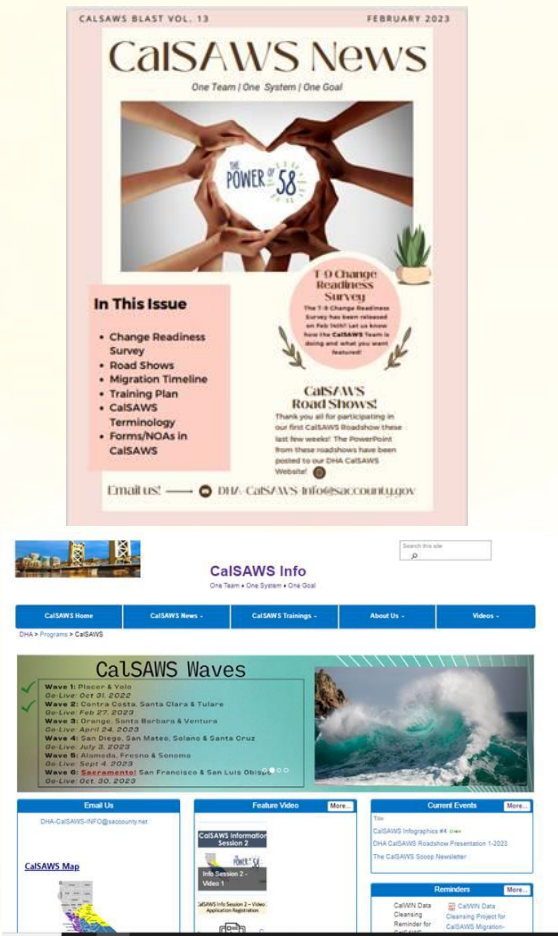
- Data Cleansing and De-Duplication Activities
- Reports Review/Elimination
- Document Imaging Conversion
- AWS and Other Ancillary Conversion Prep
- CalSAWS Data Retention Policy- Sacramento has implemented their own Department policy to align with the CalSAWS Policy.

In addition, we hold a number of Regional Committee Member (RCM) committee spots for Region 2 utilizing our Program and Department of Technology (DTech) staff!

How does your County Communicate about CalSAWS?

Our CalSAWS Team communicates about CalSAWS to our department in numerous ways.

1. Our bi-monthly newsletter "CalSAWS News" features the current migration timeline, CalSAWS sneak peaks and functionality, CalWIN vs. CalSAWS Terminology, FAQs and much more!
2. Two pre-recorded CalSAWS Information Sessions:
    i. Sessions demonstrate how to navigate in CalSAWS starting from the home page, to the person search page and the Application Registration process.
    ii. We also take a deep dive on the WTW/Employment Services pages, Hyland Imaging Solution and the differences between CalWIN and CalSAWS.
3. "CalSAWS Info" is an internal webpage where staff can find all of our Newsletters, Info Sessions, Roadshows and migration information all in one place.

County Spotlight: Sacramento
Let's learn how Sacramento County is getting ready for CalSAWS!

Is Sacramento doing anything fun to raise awareness about CalSAWS?

1. **CalSAWS Roadshows**

   i. In January and February of this year, the CalSAWS Team was busy spreading the word about CalSAWS during our first live CalSAWS Roadshows! The team traveled in-person and virtually across the department to promote all of the great features of CalSAWS. We were able to present to staff "live" on CalSAWS functionality, answer questions and dispel rumors!

   ii. We are currently in the planning stages of creating a second Roadshow to present to staff prior to migration.

2. **CalSAWS Terminology**

   i. In order to engage staff to become familiar with CalSAWS terminology we occasionally incorporate puzzles and trivia in our CalSAWS newsletters.

3. **CalSAWS Swag**

   i. Our team also visited all of the DHA bureaus and distributed free **CalSAWS Swag** to all DHA staff that included lanyards, water bottles, pens and post-its!

CalSAWS Crossword Puzzle

Down
1) Located at the top of every CalSAWS page
4) The system we currently work in
5) The system Los Angeles used
8) The counties that use this system migrate this month
9) Last phase of system testing
10) Business Process Re-engineering

Across
2) Information about our migration to CalSAWS is written here
3) Organizational Change Management
6) Automated phone system
7) The name of the new system we are migrating to in 2023!
10) The new website that will replace MyBenefitsCalWIN

Answer Key
Down
1) Utilities Bar 4) CalWIN 5) LRS 8) C-IV 9) UAT 10) BPR
Across
2) Newsletter 3) OCM 6) IVR 7) CalSAWS 10) BenefitsCal

DHA-CalSAWS-INFO@saccounty.net

County Spotlight: Sacramento
Let's learn how Sacramento County is getting ready for CalSAWS!

What are three lesser-known attractions or destinations in Sacramento that most people don't know about?

Sacramento is full of things to do, whether it's catching a live music performance in the park, visiting museums, going for a hike, or rafting down the American River. Sacramento is also known to host major events such as the Aftershock music festival, Farm-to-Fork Festival, Golden Sky country music festival and State Fair.

Some attractions that may not be well known include:

1. **Fairytale Town** - It has been around for over 60 years, yet many visitors don't know it exists. Fairytale Town is an amusement park that's committed to making learning fun and fostering kids' imaginations. The Park has play sets based on nursery rhymes like Humpty Dumpty, Mary's Little Lamb and Jack & Jill. Many families have Fairytale Town traditions that continue on, generation after generation.

2. **Old Sacramento History Museum** – Sits on the traditional territory and ancestral homelands of the Nisenan Tribal people. The original city of Sacramento is underground. Back in 1862, there was a huge storm that flooded the city and created an inland sea. Sacramento city was rebuilt but had to raise the streets, which created underground spaces and walkways. The underground areas are more than nine feet below the Sacramento streets. And yes, visitors can tour these underground areas!

3. **Nimbus Fish Hatchery** – Located in eastern Sacramento County, the hatchery raises Chinook salmon and steelhead for release at the American River. The Nimbus Hatchery Visitor Center offers fun and educational activities for children and adults of all ages!

4. **Dive Bar** – The splashiest nightlife venue on land is Located on 16th and K. The bar comes to life at night with real mermaids putting on an underwater performance in the 40 ft. saltwater aquarium located above the bar. Grab a drink and enjoy the mermaid show!
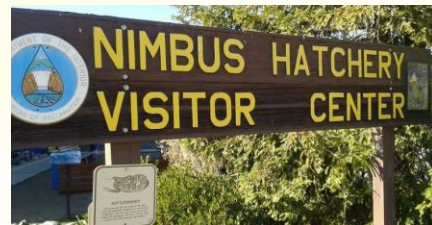
If you plan to visit check out www.visitsacramento.com for events, activities and things to do!

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** indicates when CalSAWS received the information.

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: *
Participant Provided - Verbal

New Reported Date: *
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: *
1/1/2019

End Date:

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

Programs that 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). Our quarterly Newsletters and Monthly Infographics 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

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).

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