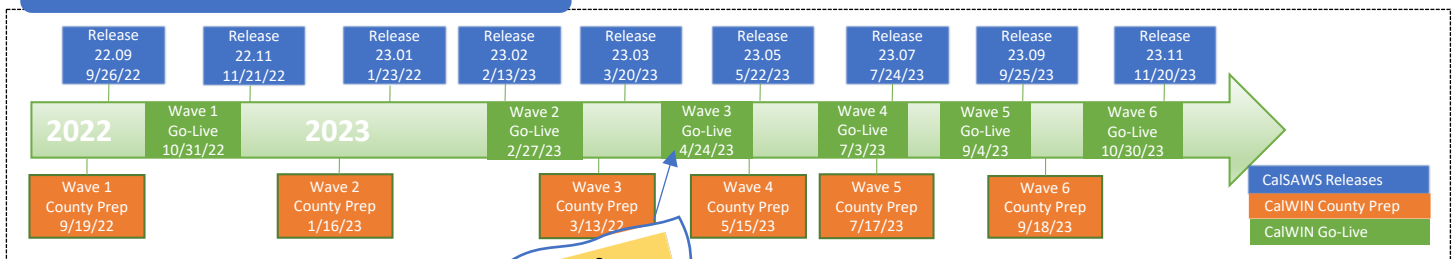# CalSAWS | Buzz

Wave 2 Go-Live, Region 4 Tulare

Volume 5 | Issue 2: Wave 3 Go Live!

Beginnings and Endings:

Wave 3 is happening! Welcome Orange, Santa Barbara, and Ventura Counties. After Wave 3, we will have 48 counties in Production in CalSAWS. Go Live is a beginning for those counties, it is change, it is new things to learn, it is a new way to do things, it is the beginning of the journey for a new set of system experts. It is also the end of many things. The last day to use CalWIN, the last day to receive applications through My Benefits CalWIN, it is the end of the chapter, but not the end of the book. Endings and Beginnings often allow us to be creative, to think about how to do things differently, to embrace the new, to learn something new, and to support each other in the journey. Remember, roadblocks and detours often result in the greatest adventures. Looking forward to the final three waves and getting to 58. 🐝

CalSAWS Release Roadmap

Orange
Santa Barbara
Ventura

In This Issue

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

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

Upcoming Meetings & Events

|	
Project Steering Committee	4/20/2023
Wave 3B Cutover Commencement	4/20/2023
Wave 3 Live in CalSAWS	4/24/2023
OPAC	4/27/2023
JPA Board of Directors	5/12/2023
Project Steering Committee	5/18/2023
WCDS Subcommittee Meeting	5/19/2023
OPAC	5/25/2023
OPAC	6/22/2023
CalSAWS JPA Member Representatives & Board of Directors Meetings	6/29/2023
Wave 4 Live in CalSAWS	7/04/2023

The Six CalSAWS Regions
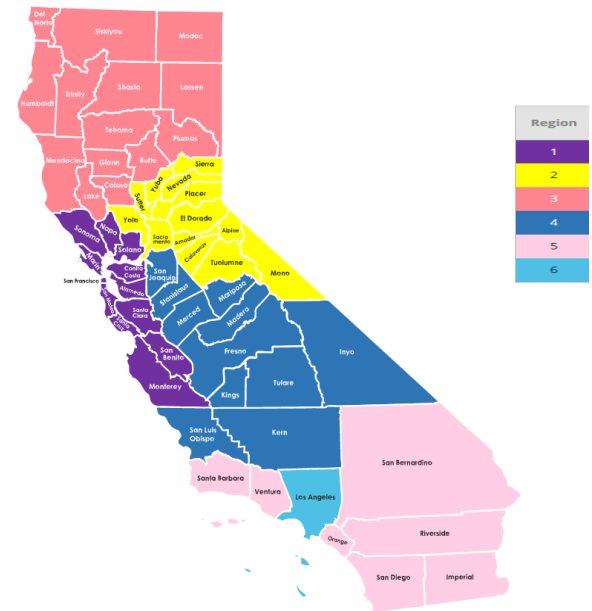
Region	
1	
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Regional Manager Updates

Wave 2 Go-Live, Region 4 Tulare

Wave 2 Go-Live, Region 4 Tulare

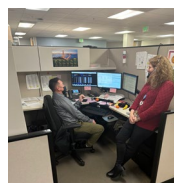Wave 2 Go-Live, Region 1 Contra Costa

The Customer Engagement teams, Regional Managers (RMs) and Customer Engagement Managers (CEMs), have been heavily focused on Wave 2 Implementation. Tulare is credited with communicating out the project change management materials, making it possible for Tulare to hit the ground running. Guided by the project and communicated by the county, Tulare staff was able to meet the challenge with grace and make each day better than the last.
In Contra Costa, their preparation and time invested in ensuring their staff were ready for
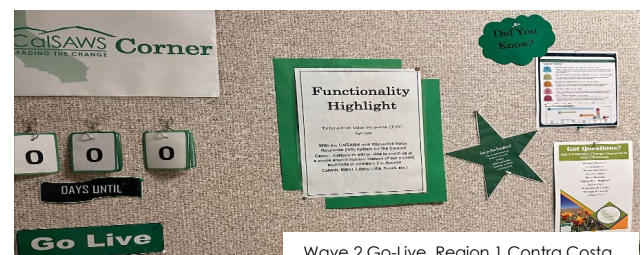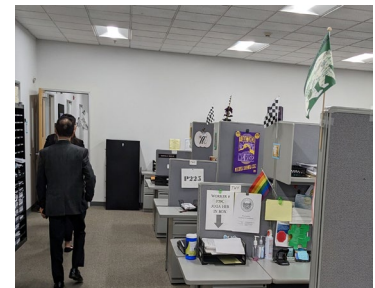
Go-Live was extremely evident. They had a framework in place to make certain there was strong communication to and from both the CalSAWS Project and out to the CalSAWS users. All their pre-work and hard work certainly paid off! RMs continue to engage in readiness activities for Waves 4-6. They also continue to monitor production counties to ensure timely progress through project activities (i.e. County Site Plan updates, Annual Inventory, and CER submissions, etc.) 🐝

Wave 2 Go-Live, Region 1 Contra Costa

County Sharing – Welfare to Work
Hosted by Regional Managers
May 2023 – Date and Time TBD

CalWIN County Implementation Dates & Framework

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

Change Discussions and Change Readiness Surveys

What are Change Discussions?

Change Discussions are conversations between management and staff about the business process changes that staff will experience as a result of the CalSAWS implementation.

When are Change Discussions?

Wave 5 Counties are conducting Change Discussions with staff from April to May 2023.
Wave 6 Counties are conducting Change Discussions with staff from June to July 2023.

Why are Change Discussions important?

Change Discussions help staff understand key changes that are coming with CalSAWS and are intended to take place prior to instructor-led training and help prepare staff for training by familiarizing them with CalSAWS terms and introducing key changes impacting their role.

In March, Wave 5 managers and supervisors received training on how to conduct change discussions. They also received resources and information to support conducting change discussions.

What are Readiness Surveys?

Readiness surveys are distributed to the CalWIN Counties at T-12, T-9, T-6, and T-3 months prior to Go-Live. The surveys are designed to gauge user readiness and engagement at the identified points prior to Go-Live. County specific recommendations are made based on the survey results. The fifth and final Readiness survey is distributed T+6 weeks after Go-Live.

How are Surveys Distributed?

Change Readiness Surveys are sent via email to CalWIN users who will be utilizing CalSAWS after Go-Live. Their responses are recorded and reported through meetings which each County's PPOCs, giving all stakeholders the information they need to understand the practical state of readiness within each county.

Why are Surveys important?

Surveys help to identify stakeholder groups that might benefit from additional communications about CalSAWS adoption. Surveys also provide insights on how information from sources such as newsletters, and Change Discussion Guides are received and understood.

Please contact Implementation@calsaws.org if you have any questions.

Upcoming Wave 3-6 OCM Meetings & Events

| Activity	Details	Date
Wave 4 T-3 Change Readiness Survey	Survey sent to Wave 4 staff 3 months before their scheduled go-live to provide feedback about their readiness for CalSAWS	April 4th – 14th 2023
Wave 5&6 Change Network Champion Meeting	Agenda Highlights: • Project Updates • Application Registration Demo	April 11th 2023
Wave 3&4 Change Network Champion Meeting	Agenda Highlights: • Post Implementation support and resources	April 11th 2023
Wave 5&6 Infographic Packet	Infographics covering: • Welfare to Work Assistance Unit Page • Skip Issuance	Late April
Wave 3 Infographic Packet	Infographics covering: • Add vs. Edit Income • Packing for Go-Live	Late April
Wave 4 Infographic Packet	Infographics covering: • Wraparound Payments • CalSAWS Tips	Late April
Wave 3 CalSAWS Scoop Special Edition	Newsletter highlighting soundbites and photos from Wave 3 Go-Live	Early May
Wave 5&6 Change Network Champion Meeting	Agenda Highlight: • Change readiness survey overview	May 9th 2023
Wave 3&4 Change Network Champion Meeting	Agenda Highlight: • Wave 3 Go-Live!	
Wave 3 Infographic Packet	Infographics covering: • Rescind vs. Reapply • Denial/Discontinuance	Late May
Waves 5&6 Infographic Packet	Infographics: • NOAs in CalSAWS • Caseloads	Late May
Wave 4 CalSAWS Scoop Newsletter #4	Newsletter highlighting post-implementation support, the go-live packet and more!	Late May
Wave 5 CalSAWS Scoop Newsletter #3	Newsletter highlighting change discussions, CalSAWS functionality, and more!	Late May
Wave 3 T+6 Change Readiness Survey	Survey sent to Wave 3 staff 6 weeks after go-live to assess county internalization and adoption of CalSAWS	May 22nd – June 2nd 2023

CalSAWS Worker Facing Virtual Assistant

The CalSAWS Virtual Assistant (VA) is a new feature that allows workers to get information about CalSAWS functionality.
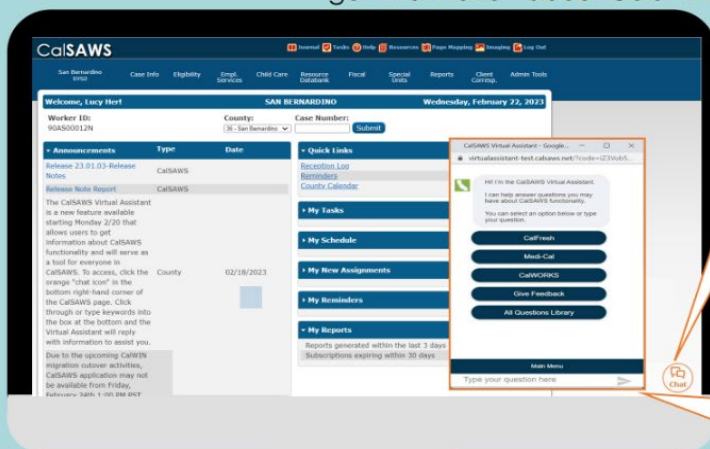
To access this feature, click the orange "chat icon" found at the bottom right-hand corner of any CalSAWS page.

You can begin your search by selecting from a menu of pre-defined topics and sub-menus, or you can type keywords into the free-type text box found under the blue Main Menu button. The Virtual Assistant will reply with information relevant to your search, including links to Job Aids if one is available for your topic.

The Virtual Assistant currently supports three programs: CalFresh, CalWORKs and Medi-Cal. Other program areas and more information will be added based on the questions you submit. The Virtual Assistant will continue to get smarter over time, so please check back if you do not see your question since updates are being made frequently to improve this tool.
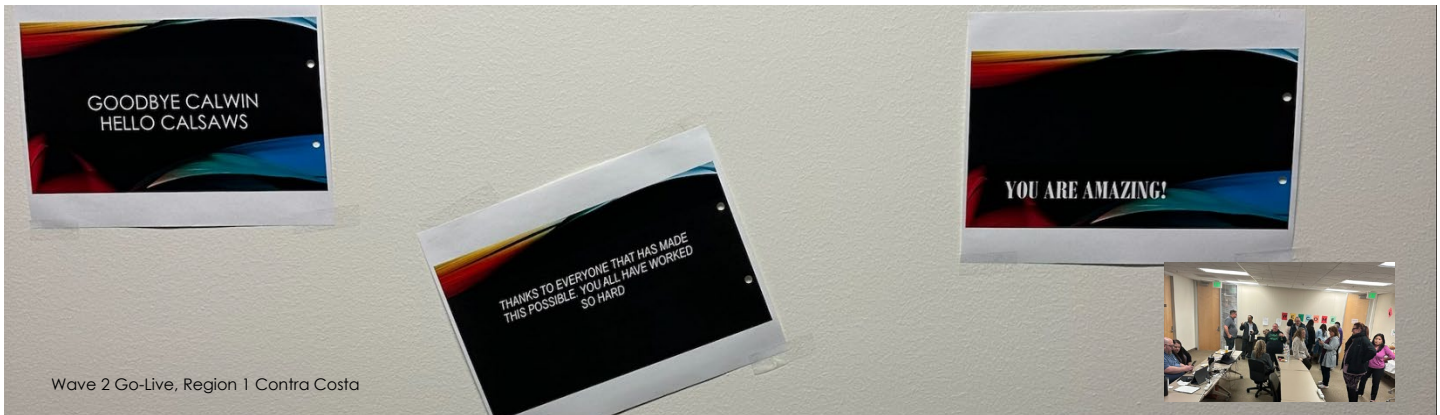
Wave 2 Go-Live, Region 1 Contra Costa

BenefitsCal

CalWIN Counties Contra Costa, Tulare and Santa Clara joined BenefitsCal through the February Wave 2 rollout. Key highlights:

Process Simulation
Preserved BenefitsCal efficiency and assist counties with adoption readiness.

- Resolved BenefitsCal production deficiencies through monthly and priority releases.

Training Delivery
Executed training session to reassure and resolve CBO and county help desk staff questions.

- **Help desk** trainings: **3**
- **CBO awareness** trainings: **1**

Customer Communications
Provided critical and timely information for customer transition into BenefitsCal.

- Launched 4 email campaigns and 2 SMS campaign for Contra Costa, Tulare, and Santa Clara County customer accounts.

CBO Conversion
Worked closely with the counties and finalized the CBO accounts that required a conversion to BenefitsCal.

- Mock runs to test new CBO users into BenefitsCal to identify issues.
- Shared exception reports with the counties to resolve issues.

Cutover Executions
Developed comprehensive cut over checklist and rollback plan.

- Worked closely with the Migration team to ensure BenefitsCal was ready for Contra Costa, Tulare, and Santa Clara County applications.
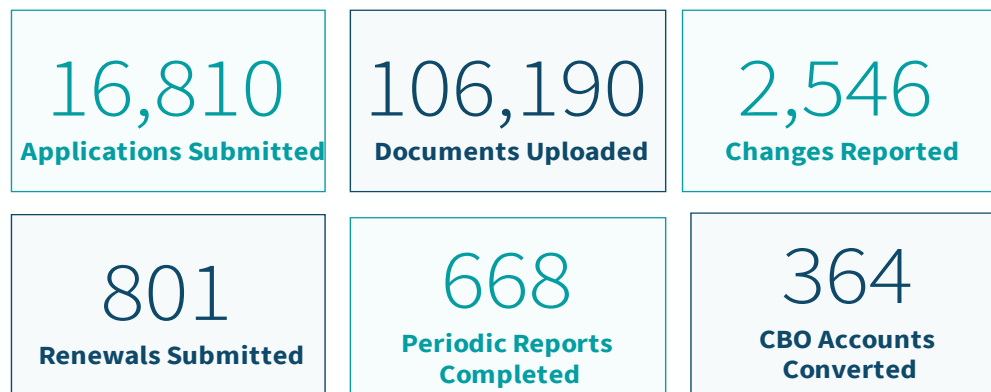
Post Implementation Support
Provided hyper care support and incident resolution via service Management workflow.

- Daily Health Metrics generated for Wave 2 Counties since GoLive on 02/27/23.

CalWIN Wave 2 - Success Metrics

BenefitsCal usage for Wave 2 Counties since rollout in February 2023.

16,810 Applications Submitted	**106,190** Documents Uploaded	**2,546** Changes Reported
801 Renewals Submitted	**668** Periodic Reports Completed	**364** CBO Accounts Converted

*Metrics collected from 02/27/23 to 03/31/23.

Communication Corner

- **CIT 0147-23** Wave 3 CalSAWS Infographics #10
- **CIT 0148-23** Fact Sheets Available at Wave 3 Go-Live
- **CIT 0144-23** CalWIN Wave 6 April Readiness Dashboard and Packet
- **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 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/UC0WI06iVeuvCjlFt7i26ZHA/videos