

The CalSAWS

“Scoop”

Wave 4 CalSAWS Project Newsletter

Leadership Corner



John Boule  
Executive Director  
CalSAWS

As we ride the wave of change into the summer season, the reality and completion of the move to a single integrated eligibility system in California is just around the corner. Our Wave 3 Counties successfully went live April 24<sup>th</sup> and now it's time for Wave 4 Counties to make the transition on July 3<sup>rd</sup>! Training activities are currently underway, and your Counties are working hard to complete conversion and other Go-Live preparation activities with the Project Team.

This issue of the CalSAWS Scoop helps get you ready for our transition to CalSAWS. The Scoop provides information about your post-implementation support, Go-Live readiness packet, CalSAWS spotlight, CalSAWS tips and soundbites from Wave 3's Go-Live.

I want to thank you all for your continued hard work preparing for the migration to CalSAWS. The Power of 58 is more important than ever as the CalSAWS team and Counties work together to get us to ONE!

Newsletter “Menu”



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# CalSAWS Spotlight: Employment Services

Employment Services is the process associated with the Welfare to Work (WTW) program and Customer activities associated with a Customer’s participation in the program.

Below are two key changes impacting Employment Services:

## 1. Automatic Status for Welfare to Work (WTW)



CalSAWS has functionality to auto-determine whether someone is exempt from WTW participation. The WTW status is set to Exempt automatically if one of the following conditions is met:

- Physically/Mentally Incapacitated
- 16-18 Child Enrollment in School Full-Time
- 60 Years of Age or Older
- Child Under 16
- Receiving Federal Social Security Disability Insurance (SSDI)

**Note:** If the participant is exempt from participation for reasons other than what are listed above the worker needs to manually add or edit the Work Registration and Program records.

## 2. Automatic Creation of WTW Program

CalSAWS automatically adds a WTW program for an individual if a worker indicates that the applicant is a mandatory participant during Data Collection. The WTW block generates after CalWORKs Eligibility Determination and Benefit Calculation (EDBC) is run, accepted, and saved.

CalWORKs EDBC Summary

★ Indicates required fields

Close

Begin Month	End Month	Run Date	Run Status	Accepted By
03/2023	03/2023	03/21/2023	Accepted - Saved	Toni Gurrola

EDBC Information

Semi-Annual Reporting Period Begin

Month: 03/2023

Reporting Type Reason:

Type: Regular

Recalculation: No

Program Configuration

System Determination

EDBC Source: Online EDBC Rules

Aid Code: 30 - CW-All Other Families (Fed)

Program Status: Active

Note: Overridden rows are in bold.

Name	DOB	Role	Role Reason	Status	Status Reason
Smith, John 7M	04/04/2015	MEM		Active	
Smith, Jane 30F	06/06/1992	MEM		Active	

Reporting Configuration

Work Eligibility

Name	Work Eligible	Exclusion Reason
Smith, John 7M	No	
Smith, Jane 30F	Yes	

CalWORKs EDBC Summary

Case Summary

Images

Capture

Generate Coversheet

Case Name

Jane Smith

County

San Bernardino

Companion Cases

Case Number

Case Name

Add

Display:

04/01/2023

View

CalWORKs

Worker:

Toni Gurrola

Worker ID:

36F500K300

Program Status:

Active

RE Due Month:

02/2024

Reporting Type:

Semi-Annual Reporting

SAR Due Month:

08/2023

Aid Code:

30 - CW-All Other Families (Fed)

Public Assistance Indicator:

FBU: 1

Primary Applicant/Recipient:

Smith, Jane 30F

Language:

English

Phone Number:

(909)555-1212

Email:

Payee:

Smith, Jane 30F

Application Date:

03/21/2023

View WPR

View Details

Welfare to Work

Worker:

Toni Gurrola

Worker ID:

36F500K300

Program Status:

Pending

FBU:

1

Primary Applicant/Recipient:

Smith, Jane 30F

Language:

English

Phone Number:

(909)555-1212

Email:

Program Begins on:

03/01/2023

Sanction Effective Month:

View Details

Case Summary Page



## CalSAWS



### DID YOU KNOW?



#### ✓ Disable Popup Blockers

Web Browser Popup Blockers should be disabled when using CalSAWS. If popup blockers are enabled, CalSAWS popup windows will not be displayed for the user.

#### ✓ Adding Household Members

Remember to add all household members to the application. Applications may fail for not requesting aid when all household members are not added to the application in CalSAWS. You can add a person from the **New Person Search** page.

#### ✓ Manual EDBC

EDBC must be run manually for ongoing programs for months prior to conversion. The Manual EDBC process lets workers create a manual EDBC when the system data is incomplete or unavailable. Manual EDBC is run by clicking 'Create Manual EDBC' on the **Create Manual EDBC** page. Select **Manual EDBC** from the Task navigation bar to access the page.

#### ✓ Foster Care Main Payroll

In CalSAWS, Foster Care (FC) Main Payroll for Foster Care benefits (including Supervised Independent Living Placement (SILP) benefits) are generated the **1<sup>st</sup> business day of the month** following the payment benefit month (exemption: Alameda and Sacramento County's Main Payroll runs on the 5<sup>th</sup> business day of the month due to their child placement verification process). *Ex., March FC benefits main payroll runs the 1<sup>st</sup> business day in April.* In CalSAWS, FC main payroll issuances can be found on the **Main Payroll Foster Care Issuance Summary** page, **Main Payroll Foster Care Warrant Register** page, and the *Main Payroll Warrant Production Reconciliation* reports. Reports are available the day after the main payroll run.

#### ✓ Processing Applicant IEVS

In CalSAWS, applicant IEVS are received automatically and available on the **IEVS List** page. Select **IEVS List** from the Task navigation bar to access the page. Additionally, when pending an application in CalSAWS with sufficient information, CalSAWS automatically requests the applicant IEVS.

#### ✓ MAGI Determinations

MAGI referrals are sent to CalSAWS and queued up through the day via the **MAGI Referral Search** page. CalHEERS information can be viewed on the **MAGI Determination List** page and the **Inter-Agency Transfer Summary** page. Both pages are accessible from the Task navigation bar when in the context of a case.



# Post-Implementation Support

**Post-Implementation Support** helps your County after Go-Live. The support team will assist your migration to CalSAWS from July 3<sup>rd</sup> – September 1<sup>st</sup>.



**The Insider Scoop:**  
Post-Implementation support is provided in person and virtually.



## Self-Support Resources

For CalSAWS questions, review the self-service resources which include:

- LMS and Web-Based Trainings
- FAQs and Fact Sheets
- Online Help
- Infographics and Newsletters
- Go-Live Packet
- County Intranet (and any other CalSAWS resources provided by your County)

If your question is not resolved, please contact County Support.



## County Support

County Support is the second line of support for Staff. Members include:

- Lead Workers and Supervisors
- Change Network Champions (CNCs)
- Implementation Points of Contact (IPOCs), Technical Points of Contact (TPOCs), and Primary Points of Contact (PPOCs)
- County Help Desk

County Support will escalate unresolved questions to Onsite Support and/or Help Desk, if needed.



## Project Post-Implementation Support

Project Onsite Support will be in select County offices throughout the Post-Implementation period. Onsite Support is available for assistance if you have questions or require additional help navigating CalSAWS.

The County Help Desk will also have additional project support through Virtual Support channels. Be sure to follow your County escalation procedures – and we look forward to supporting you throughout the Wave 4 Go-Live!

Look for Onsite Support Teams coming to your office!

## Go-Live Packet

The Go-Live Packet is a compilation of information across the CalSAWS Project to help prepare staff for the migration to CalSAWS.

### Purpose of the Go-Live Packet (GLP)



The Go-Live Packet provides information to enable you to help yourself as much as possible and know where to turn for additional information if needed.

Sections are grouped by program or area of CalSAWS to make it easy to find what you need. Supplemental documents and references to various project resources are also included.

### Go-Live Packet Sections



The Go-Live Packet has three major sections:

What I Need to Act On	What I Need to Know	Where Can I Get Help?
<p>Contains the following sections:</p> <ul style="list-style-type: none"><li>• Priority<ul style="list-style-type: none"><li>◦ Case Review Guides (CRGs) describing immediate actions for Counties post-Go-Live</li></ul></li><li>• Non-Priority<ul style="list-style-type: none"><li>◦ Informational only or items requiring actions encountered as part of ongoing casework</li></ul></li></ul>	<p>Contains the following sections:</p> <ul style="list-style-type: none"><li>• Frequently Asked Questions (FAQs)</li><li>• References to Self-Guided Resources and Trainings<ul style="list-style-type: none"><li>◦ Includes project trainings and other resources</li></ul></li><li>• Known Items for Awareness<ul style="list-style-type: none"><li>◦ For example, some converted cases may display multiple companion cases</li></ul></li></ul>	<p>Contains the following sections:</p> <ul style="list-style-type: none"><li>• Frequently Asked Questions (FAQs)</li><li>• Post Go-Live Support<ul style="list-style-type: none"><li>◦ Level 1 – Self Support Resources</li><li>◦ Level 2 – County Support</li><li>◦ Level 3 – Project Onsite and Virtual Support</li></ul></li><li>• Support Communications</li></ul>

### Receiving the Go-Live Packet



The Project will conduct Orientation Sessions to give users an overview of the Go-Live Packet (GLP). During Training Practice Labs, users can get additional help on GLP usage.

**Note:** The GLP is distributed via CalSAWS Information Transmittal (CIT) 3 weeks before Go-Live. Content is refreshed after Go-Live and redistributed. Please refer to your County’s communication structure or contact your County PPOCs for more information on the packet.

# The County Scoop: Soundbites from Wave 3

Orange, Santa Barbara, and Ventura successfully joined CalSAWS on April 24<sup>th</sup>, 2023!

Here's what Wave 3 County staff are saying about CalSAWS!

**Orange:**

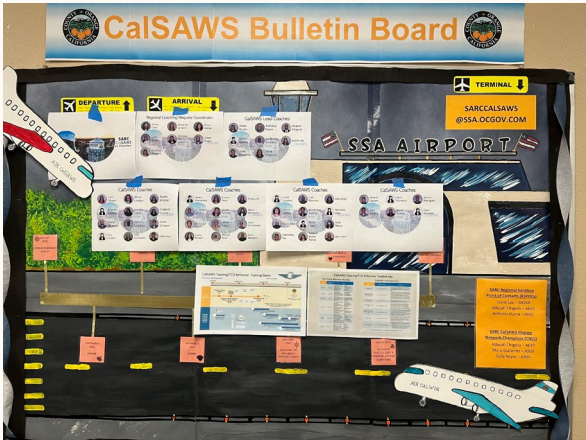
- “We are just getting used to it now. Since training I've had a positive experience.”
- “Job Aids and Scenarios in [Practice] lab have been helpful.”
- “A client was able to link their CalWIN case to BenefitsCal and upload their verifications within 5 minutes. There is so much information available on BenefitsCal.”
- “We are excited and ready to use CalSAWS.”

**Santa Barbara:**

- “I'm loving the new system! A lot easier and faster to use. Everything is in one place.”
- “Our staff are very supportive of each other and helping out to make sure that we are getting the answers we need to work the system better.”
- “CalSAWS will bring many changes and improvements to how we assist our community. It may seem challenging at first but I know that BSC will embrace the challenges and excel through them.”
- “The transition was a lot smoother than CalWIN.”

**Ventura:**

- “The CDG's were so helpful and we really liked the Terminology! We are now starting to use the Virtual Assistant and the Job Aids. Training prepared us to navigate but we still need to access resources and help staff make the transition.”
- “We find the Virtual Assistant to be very helpful and accurate. All of our staff is learning together and sharing information.”
- “Day one was very busy and we learned a lot. Visually, CalSAWS is not very different than CalWIN, but it is easier to navigate. The CDG's were helpful as was User Acceptance Training. Everything I participated in made this a great experience.”



Orange County has “Flown into CalSAWS”!



Santa Barbara County Go-Live Spirit Week



Help Desk Staff in Ventura County troubleshoot a CalSAWS ticket



# Frequently Asked Questions (FAQ)



## How long is Post-Implementation support available?

Post-Implementation support is available for 60 days (July 3<sup>rd</sup> – September 1<sup>st</sup>) after Go-Live. Onsite teams are available during regular business hours in select offices.



## Will case numbers stay the same after converting from CalWIN to CalSAWS?

Yes. Case numbers from existing cases in CalWIN will stay the same after converting to CalSAWS.



## What resources will I have to help me find answers to CalSAWS questions?

Some resources that can help you to find answers include Web-Based Trainings, FAQs, Job Aids, Fact Sheets, Online Help, Infographics, Newsletters, the Go-Live Packet, your County Intranet and other CalSAWS resources provided by your County.



## What are some ways I can get ready for CalSAWS other than training?

There are many ways to get ready for CalSAWS! Stay up to date with CalSAWS communications and any updates from your supervisor, manager, and/or Change Network Champions. Get comfortable navigating resources, and feel free to practice in the Sandbox!

# 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).

