

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	June 8, 2023
To:	PPOC.48, Consortium.RegionalManagers.All, Committee.Medical_CMSP.All, Committee.CalWORKs_CalFresh.All, Committee.WelfaretoWork.All, Committee.HelpDesk.All
CIT Name:	Appointment Scheduling and Wave 4 Cutover Activities
From:	CalSAWS Project

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

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| <input checked="" type="checkbox"/> General
<input checked="" type="checkbox"/> Policy
<input checked="" type="checkbox"/> CW
<input checked="" type="checkbox"/> CF
<input checked="" type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input checked="" type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> BenefitsCal <input type="checkbox"/> MyBCW
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
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Description:	<p>Purpose The purpose of this CIT is to notify CalSAWS counties regarding system downtime during the Wave 4 cutover and impact on appointment scheduling in CalSAWS.</p> <p>Background 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 4 migration cutover activities, the CalSAWS application may not be available from Friday, June 30th at 5:00 PM PST through Monday, July 3rd at 7:00 AM PST. Please avoid scheduling customer appointments for this time period as there is a potential for CalSAWS application downtime for the existing 48 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-255435 Release Date May 4, 2023	<p>Data Change Request (DCR) updated 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 4 cutover activities and associated system availability. Updated the worker schedule table, for those workers who have an existing schedule, to set the status to "Unavailable" for the following time period: Friday, June 30th 1:00 PM PST through Monday, July 3rd 12:00 PM PST</p> <p>NOTE: Any appointments already scheduled during this timeframe will not be updated with this data change.</p>
CA-262840, Release date June 8, 2023	<p>Data Change Request (DCR) to update worker schedule outage soft validation.</p> <p>This change will: Update the Wave 4 outage Worker Schedule soft validation period from Friday, June 30th 1:00 PM PST through Monday, July 3rd 12:00 PM PST to Friday June 30th 5:00 PM PST through Monday July 3rd 7:00 AM PST.</p> <p>Override Soft Validation – When creating an appointment that occurs during the outage time period, users can override the soft validation to generate the Appointment Letter by using the following steps:</p> <ol style="list-style-type: none">1. When the soft validation displays, the page has already refreshed, and the 'Print Appointment Letter' checkbox is unchecked.2. Check the 'Print Appointment Letter' checkbox.3. Click the Override button.4. The Appointment Letter will generate as a popup.
CA-258006 Release Date June 22, 2023	<p>LA County Only: Generate a one-time list of LA GR and GROW hearing Appointments created during the CalSAWS outage period. This list is targeted for June 22nd, 2023.</p> <p>Web Portal Location:</p>

	<div> <div></div> <div> CA-258028 Release Date May 5, 2023, to June 30, 2023 </div> </div> <p>Generate Weekly Cumulative List of Appointments Created for Friday, May 5th, 2023, through Friday June 30th, 2023. The web portal list location is provided below.</p> <p>This list will be available each Friday, starting with May 5th, 2023.</p> <p>Web Portal Location:</p> <div></div>
	<p>LA County Only: List of LA County Appointment Batch Jobs and Frequency</p> <ul style="list-style-type: none"> • 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 • GROW/Case Management Appointment - Daily Job • General Appointment/ SSIAP NSA with Worker – Daily Job <p>County Action</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:	Frederick Gains gainsf@calsaws.org
Backup Project Contact:	Dymas Pena PenaD@CalSAW.org
Attachments:	None
Web Portal Link:	<div></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"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2023" folder. 4. Click on the appropriate CIT # folder.