



CalSAWS | BUZZ

Wave 4, here we come!

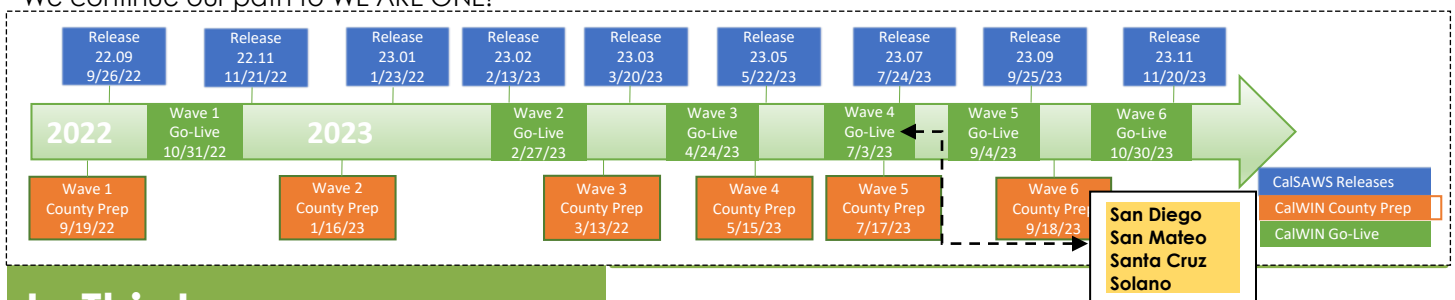


Volume 5 | Issue 3: Wave 4 Go Live!

Wave 4, Here we come.

Congratulations Wave 3 Counties on a Successful Go-Live! And... welcome Wave 4 (San Diego, San Mateo, Santa Cruz, and Solano). We look forward to having you onboard. We are one step closer to our goal of fully realizing the Power of 58! On Monday, July 3rd our CalSAWS family opens the door for Wave 4!! We also extend a BIG Congratulations to our Wave 3 Counties on a Successful Go-Live! With the welcomed entry of our four new counties, San Diego, San Mateo, Santa Cruz, and Solano, this will bring us to a total of 52 counties in CalSAWS Production. This implementation phase has been a complex ramp up with bigger counties coming on board and we applaud the many county staff and their Leadership who invested time and energy into paving the way for a successful cutover. The path along the way has, at times, been bumpy, but teams and counties reached into their toolbox and collaborated to bring us to the finish line! We offer our thanks and congratulations to the Project teams who worked tirelessly to ensure County readiness for Wave 4 Go Live! While winding up cutover activities and beginning implementation support for Wave 4, we are simultaneously ramping up to further support Wave 5 as they continue their move in journey to our CalSAWS family. Welcome Wave 4!

We continue our path to WE ARE ONE! 🐝



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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



| | |
|--|-----------|
| CalSAWS JPA Member Representatives & Board of Directors Meetings | 6/29/2023 |
| Wave 4 Live in CalSAWS | 7/4/2023 |
| Region 5 Management Site Visit | 7/18/2023 |
| JPA Meeting | 7/20/2023 |
| Project Steering Committee | 7/21/2023 |
| Alameda Leadership Meeting | 7/24/2023 |
| Sonoma Leadership Meeting | 7/25/2023 |
| Region 2 Regional Meeting | 7/25/2023 |
| Fresno Leadership meeting | 7/26/2023 |
| CalWIN OPAC Meeting | 7/27/2023 |
| Region 1 Regional Meeting | 7/31/2023 |

Regional Manager Updates

A message from Customer Engagement Leadership:

Our Customer Engagement team and the CalSAWS project wish a fond farewell to two of our Regional Managers; Region 1's JR Dessai, who will be officially retired on July 29th, and Region 6's Monica Gonzalez, who retires on June 29th from the CalSAWS Project and will continue until September with LA County until she is all the way off the hook.

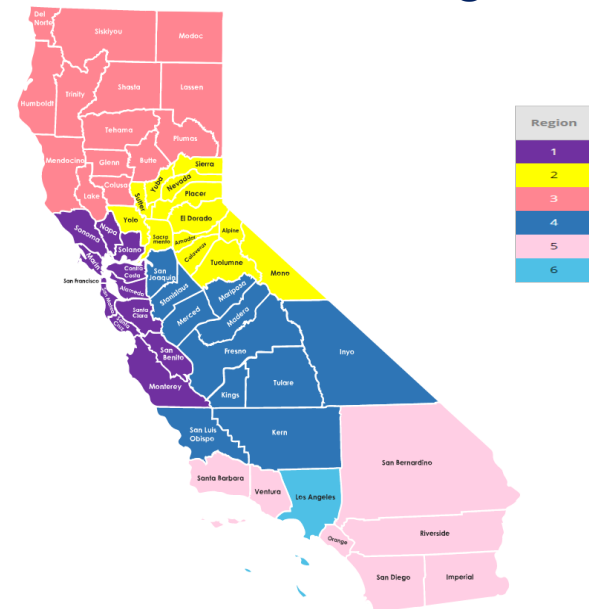
JR began his career in 1985 for Sonoma County and began with CalWIN on 01/05/2015 as a Regional Manager, then subsequently joined CalSAWS on 05/16/2019 as a Regional Manager as well. JR served as point RM for various counties for a long time and his counties/Region were grateful for his support and especially his Fiscal knowledge. Due to his expertise in the fiscal and reporting areas, JR was tapped to serve in several RM Sponsor roles that were well served by his subject matter expertise: Collections, Fiscal, Management Reports, and State Reports, which was a benefit to his assigned counties. JR would happily advocate for his counties and strove to address their many questions and continue supporting the Region as a whole.

JR has had a wonderful rapport with his inner co-RM team of Daisy and Greg in Region 1 and has primarily been dealing with Migration and Implementation activities for the past couple of years. We have enjoyed JR's easy-going ways and great sense of humor. JR enjoys his travels back to India and will certainly have more time now to travel and enjoy time with his family. We thank JR for his years long service to his CalWIN Consortium and our CalSAWS project. You will be missed JR, best wishes for your retirement!

Counties and project staff can use the regional manager team address at consortium.regionalmanagers.R1@calsaws.org.

Monica started with Los Angeles (LA) County back in 02/08/1995 and came onto the Project as a Regional Manager on 12/4/2017. She played a key role in supporting LA as they migrated from LRS onto CalSAWS. There were huge challenges such as the transition to the imaging and self-service portal application systems and updating their Call Centers as well. Monica helped LA to navigate all of those challenges and more. LA County takes pride in their participation in the CCCV (County Validation) activity and that is a huge part of the workload for the LA RMs and Monica always has a wonderful attitude and served as a role model to others in project management in that area.

The Six CalSAWS Regions



Monica and her three Region 6 peers, Ana, Ayana, and Lorena share an extremely strong bond and you rarely hear from one without the others chiming right in with support for their county, project activities, and each other. Monica has been a reliable staff member and is also a 'Hostess with the Mostest' for in-person meetings when our Customer Engagement team would make visits to LA. Her Portos food contributions at meetings and hot tips on area restaurants will be missed, as will her steady and helpful presence on our Project. Her county has been lucky to have such a loyal employee and a strong advocate representing them in a professional and helpful way. We are thrilled that Monica will soon be enjoying her home country of Mexico to settle in and enjoy being surrounded by her family in her well-earned retirement after so many years in service to vulnerable communities and to her county and our Project! Counties and project staff can use the regional manager team address at consortium.regionalmanagers.R6@calsaws.org

Change is inevitable. No one knows that better than the Customer Engagement Team. Between County visits, implementation, training, change management and more, this team is the one making waves. See how CalSAWS Customer Engagement team continues to change and plan for future county support. 🐝



Congratulations




Peggy Macias

Customer Engagement Director

Peggy looks forward to continued support by all of the Customer Engagement staff to all 58 CalSAWS counties.

Peggy Macias has 30 years experience in public assistance with Merced County, where she held many positions including Family Assistance Representative (EW), Trainer, Supervisor and Program Manager. She started with C-IV Project as the County Project Manager (CPM) for Merced in May 2003. Merced was the first county to go live in C-IV on March 1, 2004. When the ISAWS counties joined, Regions were formed and Peggy was the Regional Project Manager (RPM) for 9 counties in Region 5. In September of 2019, Peggy retired from Merced County and accepted a position as CalSAWS Customer Engagement Manager. Since Peggy has also filled the role of UAT Manager in preparation for LA County and CalWin Counties to go-live on CalSAWS. Now, Peggy has promoted to backfill June Hutchison as the Customer Engagement Section Director. Peggy will reside over the Customer Engagement team whose responsibilities include Training, Change Management, Implementation and the Regional Management team.

Congratulations



Nichole Nava

Customer Engagement Manager

Nicole's Goal is to work with staff and counties to fine tune functionality to meet county needs and establish a strong communication channel that is clear, timely, and targeted.



Nichole Nava is transitioning from Interim Customer Engagement Manager, to a permanent position as Customer Engagement Manager, backfilling Peggy's position. Nichole is known as a dedicated employee and co-worker. She has served more than 15 years with the Consortium and over 25 as Butte County DESS employee. From C-IV implementation to Maintenance and Operations and Regional Manager in Region 3, Nichole was preparing for her next role as Customer Engagement Manager.



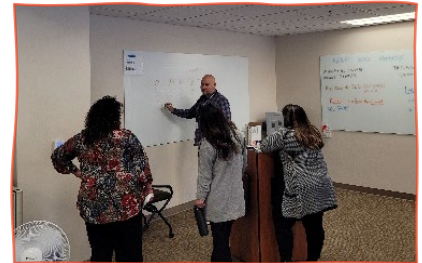
County Sharing

Congratulations Wave 3 Counties! On April 24th, 2023, Orange, Ventura and Santa Barbara counties went live into the CalSAWS system. Each county had a unique design for their counties Command Center functions. 🎉



In **Orange**, some post go live success can be attributed to the way they ran their command center. The primary role of the HQ Command Center was to act as a centralized location for communication, problem identification, and resolutions. By having all communication flow through this command center it allowed all regions and offices within the county to report and triage real time issues. This command center structure was built like the Emergency Management and Incident Command system with several independent stations covering all departments.

Ventura County utilized their Command Center as an opportunity to provide some on-site live demonstrations on delegated admin roles, security rights, telephonic signatures, Intake & Ongoing Caseload Management, and imaging. Not only did Ventura successfully migrate to CalSAWS but they also hosted San Diego County (Wave4) to provide an Imaging overview and tour of their Centralized Imaging facility. This cross-county collaboration allowed upcoming waves to experience what had been stood-up in Ventura and solutions had been implemented.



Santa Barbara successfully supported the transition to CalSAWS by allowing project staff to come on site and participate in meetings where business processes were validated, cases were tested, and a full reports demonstration was given. Santa Barbara had a CalSAWS DBS team solely dedicated to learning the CalSAWS system and this team became so fluent they were able to start supporting other production counties while they were going live. This team also created materials and completed a road show to all the offices where they promoted CalSAWS and gave updates to our progress along the way. They motivated staff through the mascot CalSawrus Rex who made a surprise visit to each office.



Congratulations Wave 3 Counties. You did it!!



Congratulations



Ashley Arnold

Training & DEI Manager

Ashley Arnold currently serves as the Consortium Training Manager for CalSAWS Migration. She will be transitioning into the long-term role as the CalSAWS Consortium Training and DEI Manager. With a background in managing Sacramento County's Staff Development team (including Induction, Ongoing training, and various DEI training efforts), Ashley brings a wealth of expertise and a passionate drive to advance our mission.

Training & DEI Highlights

CalSAWS Migration Training

- 🐝 Training Environment Roadshows for Wave 5! (via Teams, see the CIT released 7/3/23)
 - Wednesday, July 19, 9am-11am
 - Thursday, July 20, 9am-11am
 - Tuesday, July 25, 10am-12pm

- 🐝 Wave 5 End User ILTs start July 10

- 🐝 Wave 6 ET/TTT ILTs start July 25

By the end of July, ALL of our counties will have been trained or started training!

CalSAWS Training for All 58

- 🐝 CalSAWS Training Manuals are coming!
 - CalFresh was released in late January
 - General Eligibility and Medi-Cal will be released in **July!**
 - CalWORKs in final stages of development, release TBD

Stay tuned for inspiring IDEA activities coming throughout the late summer and fall!

Ashley is looking forward to seeing Waves 5 and 6 sail into Migration, and to building an M&O team who will support all 58 counties with quality training resources that make learning CalSAWS a breeze for counties big and small! She's excited to lead the DEI effort and to be part of the bright future of CalSAWS!

Communication Corner

County Go-Live Information And other Resources

- 🐝 **CIT 0287-22** Wave 1: Yellow Banner Case Review Process
- 🐝 **CIT 0354-22** Wave 2: Yellow Banner Case Review Process
- 🐝 **CIT 0074-23** Wave 3: Yellow Banner Case Review Process
- 🐝 **CIT 0144-23**
CalWIN Wave 6 April Readiness Dashboard and Packet
- 🐝 **CIT 0161-23**
July 2023 Postage Rate Changes
- 🐝 **CIT 0169-23** Wave 4: Yellow Banner Case Review Process
- 🐝 **CIT 0180-23** CalWIN Wave 5 Readiness Dashboard and Packet – Monthly May 2023
- 🐝 **CIT 0209-23**
Recruitment of CalSAWS Project Staff Closing on July 5, 2023
- 🐝 **CIT 0224-23**
Continuous Coverage Unwinding List – Discontinued Individuals
- 🐝 **CIT 0226-23**
CalWIN Wave 6 Readiness Dashboard and Packet - Monthly June 2023
- 🐝 **CIT 0229-23**
ACL 23-48 Lists for Income In-Kind COLA
- 🐝 **CIT 0230-23** RCA and TCVAP applications from BenefitsCal
- 🐝 **CIT 0232-23** BenefitsCal Document Upload Fact Sheet
- 🐝 **CIT 0234-23** Wave 4 CalSAWS Infographics #12
- 🐝 **CIT 0235-23** Wave 5 and 6 CalSAWS Infographics #8
- 🐝 **CIT 0236-23** Void tasks created due to erroneous WDTIP transactions
- 🐝 **CIT 0239-23** SCR CA-262646; Job Aid Updates for CAPI

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/UC0Wl06iVeuvCjlf7i26ZHA/videos>

BenefitsCal

Video Tutorials on YouTube & Upcoming Global Search

YouTube Tutorials (April 2023)



NEW Tutorials created for the following functionalities based on feedback received from customers:

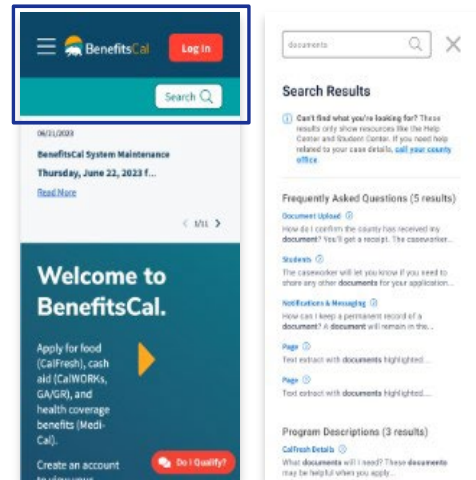
- Verification of Benefits
- Support Request
- Two-Way Messaging and Actions

UPDATED Existing tutorials refreshed to include latest functionality:

- UPDATED**
- CBO Dashboard
 - Customer Dashboard Overview
 - How to Upload a Document

Tutorial links are available in the Help Center.

Global Search (Aug 2023)



- Allows unauthenticated and authenticated users to search through BenefitsCal help resources
- Displays search results organized by page or section

BenefitsCal Marketing Campaign Outcomes

More than 139,000 Actions Resulting from 6 Campaigns

Industry benchmark is 2.8%

| Call to Action (CTAs) | Rate of Click Through | CTA Impacts |
|--|-----------------------|---|
| Complete inprogress BenefitsCal application | 5.64% | • 1,768 Applications Submitted |
| Complete renewal via BenefitsCal | 10.68% | • 1,411 Renewals Submitted |
| Create an account on BenefitsCal | 2.72% | • 2,083 Accounts Created |
| Create an account on BenefitsCal (+potentially complete a renewal) | 2.31% | • 1,414 Accounts Created • 930 Renewals Submitted |
| Login to manage benefits using BenefitsCal | 7.53% | • 43,472 Logins • 28,646 EBT Balance Views • 35,031 Message Center Views • 23,778 Documents Uploaded |
| View messages | 23.25% | • 530 Message Center Views |

Upcoming Wave 4-6 OCM Meetings & Events

| Activity | Details | Date |
|--|--|--|
| Wave 5&6 Change Network Champion Meeting | Agenda Highlights: <ul style="list-style-type: none"> Yellow Banner Cases CalSAWS Demo: Manual EDBC | July 11 th , 2023 |
| Wave 5 Infographic Packet | Infographics covering: <ul style="list-style-type: none"> Denial/Discontinuance Foster Care in CalSAWS Periodic Reporting & Re-Evaluation Rescind vs. Reapply 1 Month to Go-Live Poster | Late July |
| Wave 6 Infographic Packet | Infographics covering: <ul style="list-style-type: none"> Building Blocks of CalSAWS Knowledge Foster Care in CalSAWS Periodic Reporting & Re-Evaluation | Late July |
| Wave 4 CalSAWS Scoop Special Edition | Newsletter highlighting soundbites and photos from Wave 4 Go-Live | Early August |
| Wave 4 T+6 Change Readiness Survey | Survey sent to Wave 4 staff 6 weeks after go-live to assess county internalization and adoption of CalSAWS | August 7 th – 18 th 2023 |
| Wave 5&6 Change Network Champion Meeting | Agenda Highlights: <ul style="list-style-type: none"> Project Updates Go-Live Prep | August 8 th , 2023 |
| Wave 5 CalSAWS Scoop Newsletter #4 | Newsletter highlighting post-implementation support, the go-live packet and more! | Mid-August |
| Wave 6 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 | August 21 st – September 1 st , 2023 |
| Wave 4 Change Network Champion Meeting | Agenda Highlights: <ul style="list-style-type: none"> Wave 4 Go-Live! | August 17 th , 2023 |
| Wave 5 Infographic Packet | Infographics covering: <ul style="list-style-type: none"> Add vs. Edit Income Packing for Go-Live Special Investigations Wraparound Payments | Late August |
| Wave 6 Infographic Packet | Infographics covering: <ul style="list-style-type: none"> Special Investigations Wraparound Payments | Late August |

“Change is inevitable; Growth is optional.” – Jamy Bechler

CalWIN County Implementation Dates & Framework


| Counties | County Readiness Work Plan & Checklist (T-10 months) | TOSS Team + Wave IPOC Migs (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 |


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









CalSAWS Kudos

 Region 2 RMs would like to give Kudo's to Calaveras who has completed all their PHE Applications!

 Melanie Wolfley (TOSS Team) and Angela Roman-Garcia (Implementation) have really benefited the regions by sharing their knowledge. The time they have spent offering help has been greatly appreciated by our staff, who also genuinely enjoy having them on hand- Lori Evans, OCSSA

 Laura Ould went above and beyond for Wave 3. She held meetings with each County's Foster Care teams to work through issues and provide tips and advice! Thank you, Laura for all your hard work!

 Huge Kudos to Sean Swift and Amy Gill! What an incredible job running and supporting each waves counties not only on the 4 pm but county specific sit ins. Much appreciation, R5

 **Kudos from Region 5** goes to all the counties who came to support in person and virtually. Ventura had people on site from Day 1 to the very end of post implementation. To all the project staff who were flexible and supported multiple offices across the county we appreciate you.  Special shout out to Kristi and Ayana who assisted with supporting Ventura's Foster Care team and assisted the county with answering questions, giving hints and tips, and giving additional assurance to the Foster Care team.  Mike T. and Pete Quijada who were on site and able to pivot and assist the county with their help desk and technical items. To our conversion teams Noel and Christy who jumped in to assist with answering questions and jumped on many calls with Ventura thank you.  Logan and Jared thank you for coming in person to support Ventura's CSC and doing additional in person training.  Inez and Danielle for coming in person to support imaging and visited Ventura's Centralized Imaging Center and did additional training for staff. So many thanks to everyone who directly and indirectly supported our counties from the start and across the finish line. 🐝