

☐ CalSAWS M&E ☒ CalWIN Migration

Distribution Date:	August 7, 2023
To:	PPOC.San Francisco; Director.San Francisco; Consortium.RegionalManagers.R1; Consortium.SectionDirectors;
CIT Name:	Wave 6 Counties T-3 Months Change Readiness Survey
From:	CalSAWS Project

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

- | | |
|--|---|
| ☐ General
☐ Policy
☐ CW
☐ CF
☐ MC
☐ CMSP
☐ FC/KG/AAP
☐ Child Care
☐ WtW
☐ Other Program(s) _____
☐ BenefitsCal ☐ MyBCW
☐ Customer Correspondence
☐ Other _____ | ☐ Reports
☐ Fiscal
☐ Caseload Movement
☐ Management

☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☒ Migration
☐ Conversion
☒ Technical
☐ Training
☐ Help Desk |
|--|---|

Description:	Purpose The purpose of this CIT is to notify San Francisco of the intent to distribute the fourth in a series of five (5) Change Readiness Surveys. Background The Change Readiness Surveys are intended to assess change metrics that help support the CalWIN Counties Change Management strategies and activities. The first four Change Readiness surveys will be distributed at 12, 9, 6, and 3 months prior to Go-Live and the fifth survey will be distributed 6 weeks after Go-Live. The results will assist in driving the organizational change management (OCM) approach to improve communications. Only internal stakeholders from each county will be assessed in the surveys. The surveys will be sent directly to the internal stakeholders as provided by the Wave 6 Counties. The surveys will assess the following adoption metrics: • Compelling Vision, • Broad Engagement, • Clear Impacts, and/or • Reinforced Expectations.
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	The fourth survey that will be distributed will assess change metrics for “Reinforced Expectations”. Additional Information One week prior to survey launch, an email from Bri South will inform Wave 6 PPOCs/RMs/IT staff of the survey testing process. This process involves sending a test survey link to PPOCs/RMs/IT staff and verifying each County is able to access the survey and that responses are recorded accurately. A link to this survey will be distributed via email from Bri South, bsouth@deloitte.com to the list of stakeholders provided. We encourage each survey recipient to respond candidly and provide feedback that will support OCM engagement strategies and recommendations. The survey will be distributed to users on Monday, August 21st, 2023, and will close by end of day on Friday, September 1st, 2023. The poster published with this CIT has been designed to allow for convenient print and digital distribution through PDF. The intention of the poster is to provide simplistic, eye catching content to build staff awareness of the upcoming T-3 month Change Readiness Survey. County Action If your County Network is set up with firewalls that block access to unauthorized emails and web pages, please follow the instructions in the attached Allow List Information document. <u>Note:</u> To complete this action, county staff may need to obtain assistance from their County Technical or Help Desk staff, as some counties may restrict permissions to allow list web pages or domains. Additionally, Counties are encouraged to distribute the attached poster to all anticipated CalSAWS users. The following are additional recommendations for Counties: • Print the poster and attach to bulletin boards, other areas staff congregate, and locations with high foot traffic/visibility. • Upload the poster PDF to internal websites and document repositories. • Notify Change Network Champions (CNCs) of the availability of the poster. • Leverage the poster during meetings when reminding staff to complete the survey, as applicable. If you have questions about this survey, please reach out to the contacts listed below and cc your Regional Manager(s).
Primary Project Contact:	Helen Cruz CalSAWS Change Management Lead Cruzh@CalSAWS.org (916) 282-3801

Backup Project Contact:	Araceli Gallardo CalSAWS Change Management Lead GallardoA@CalSAWS.org (916) 282-3596
Attachments:	Allow List Information for Readiness Surveys.docx Change Survey Methodology.docx T-3 Month Change Readiness Survey Poster.pdf
Web Portal Link:	OR You may also retrieve the CIT document and attachments by following these steps: 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.