

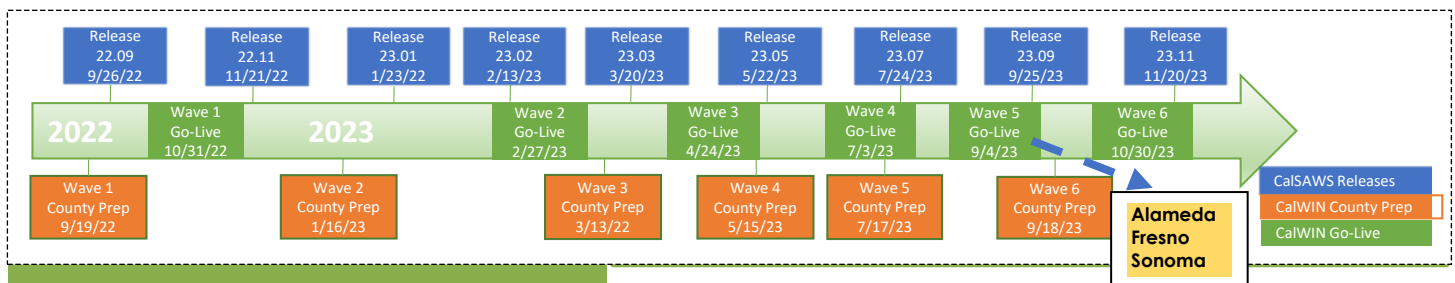


Wave 5 Executive Leadership Meeting

## Volume 5 | Issue 4: Wave 5 Go Live!

**Wave 5, You are next!**

Congratulations Wave 4 Counties on a Successful Go-Live! And... **WELCOME** Wave 5 (Alameda, Fresno, Sonoma). We are excited to have you join the CalSAWS family. On Monday, September 4<sup>th</sup>, our CalSAWS family goes live with Wave 5 bringing us to a total of 55 counties in CalSAWS Production. The Power of 58 is another step closer to being achieved. The efforts of the Wave 5 Counties, Vendors and our Project teams working together proved to be a recipe for success in preparing for a successful implementation of W5! Congratulations again on our Go Live with Wave 5 and our ongoing planning for our date with 58! 🐝

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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.



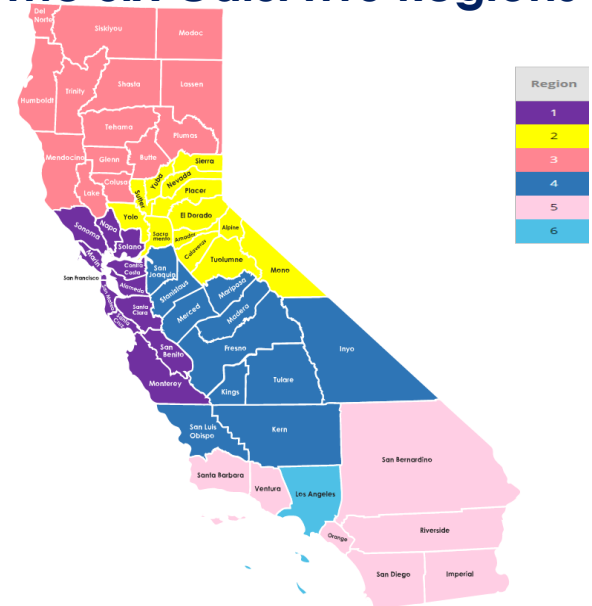
Do you have a question for us?  
 'Ask Barbara' at [askcalsaws@calsaws.org](mailto:askcalsaws@calsaws.org)  
 and we will post the Q&A in the next  
 edition of The Buzz.

## Upcoming Meetings & Events



Wave 5 Live in CalSAWS	9/4/2023
Wave 6 Instructor Led Training (ILT)	9/6/2023
JPA Meeting	9/15/2023
County Sharing Event (WTW)	TBD September
Wave 6 Training Roadshows	9/19 & 9/20/23
Project Steering Committee	9/21/2023
Region 2 Regional Meeting	9/26/2023
Region 3 Regional Meeting	9/26/2023
Region 5 Regional Meeting	9/26/2023
Region 6 Regional Meeting	9/26/2023
Wave 6 Training Roadshows	9/27/2023
Project Steering Committee	9/28/2023
JPA Meeting	10/19/2023
Wave 2 Regional Meeting	10/23/2023

## The Six CalSAWS Regions



## Regional Manager Updates

Customer Engagement Manager, Nichole Nava made a trip at the invite of the R3 Regional Manager, Bobbi Wibbenhorst, to their on-site R3 Regional Meeting in Shasta County to visit her old Region 3 RM. It was wonderful to connect with the PPOCs of the 14 Region 3 Counties and hear their support for one another in challenging staffing times; they assist one another by taking on another county's trainees in their own induction classes, when needed. This is a long-standing practice within some of the R3 counties and has proved to strengthen their relationships so that when unfortunate disasters strike, they already have contacts and can quickly assist one another. Two counties present noted they had community members under evacuation orders, with one already opening a shelter staffed by the Red Cross and with County management taking turns working in their EOC. It is times like this when we are grateful for good planning and have Disaster CalFresh functionality to further assist our counties in serving their customers.

As part of the agenda, counties received a helpful update from Dawn Wilder, Gainwell Technologies, on the pilot that had been recently completed for the Central Print Return Mail opportunity. Bobbi arranged for Dawn to attend virtually, as she knew many of the R3 Counties would be interested in this enhanced process to try and make another attempt to reach customers when return mail is identified. This is but one of the many ways that counties and the Consortium are a strong combination so that our communities receive the most optimal service possible. The reception to Dawn's presentation was great, with many PPOCs studiously taking notes on her talking points to relay back to their directors.

In addition, the counties had good feedback about ways that various CalSAWS services could be improved upon and shared why they believe some pivots will be helpful to them being able to maximize their work time and reduce frustration or confusion when trying to work cases/tasks. The counties noted that CalSAWS on-demand reports tend to meet their current needs and they are able to Ad Hoc reports where different data is needed for a specific reason. They are glad there is a project Ad Hoc resource to assist them if they are unable to produce a requested Ad Hoc report on their own and have also used the Shared Ad Hoc Reports.

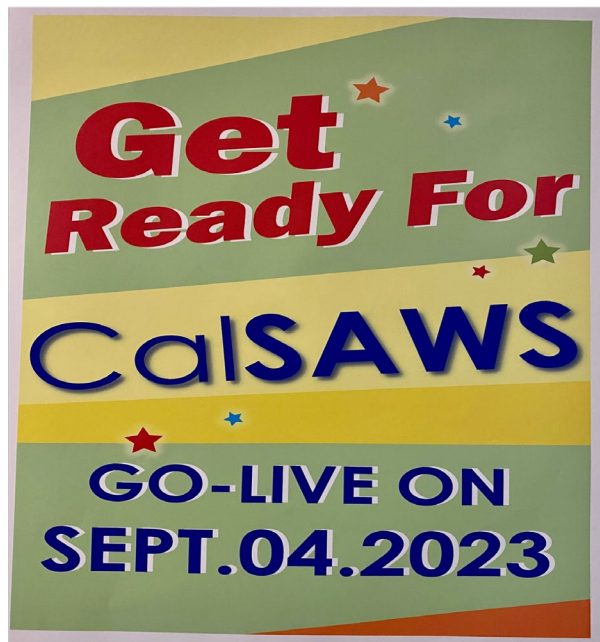
It was refreshing to find some familiar PPOC faces were still around and that they were now experts in working in CalSAWS for the most part. There were new faces as well, and those individuals were friendly and helpful to others as well. With the familiarity they each had with one another and with Bobbi and me, came real talk, and that is real helpful in getting down to what matters to counties and sharing that feedback upon returning to the Project. 🐝

## County Sharing



### County Sharing – Welfare to Work

Hosted by Regional Managers  
September 2023 – Date and Time TBD



## Communication Corner



🐝 **CIT 0303-23** CalSAWS Training Manuals – Medi-Cal

🐝 **CIT 0306-23**  
FY23/24 Administrative Invoices for the CalSAWS JPA Administrative Budget

🐝 **CIT 0307-23**  
CalWIN Wave 6 Readiness Dashboard and Packet – Monthly August 2023

🐝 **CIT 0308-23** CalWIN Wave 6 Readiness Dashboard and Packet – Monthly August 2023

🐝 **CIT 0309-23** RCM and SME Orientation

🐝 **CIT 0310-23**  
Wave 5C/6A Cutover Weekend Calendar Infographic – System Downtime

🐝 **CIT 0311-23**  
CA-xxx-23 Wave 6 ICT Records in Progress

🐝 **CIT 0312-23**  
General Assistance / General Relief Automated Solution Instructions to Connect to CalSAWS Exstream Designer – Wave 5

🐝 **CIT 0313-23**  
Yellow Banner Case Review Process

🐝 **CIT 0316-23** Wave 6 - BenefitsCal Community Based Organization (CBO) Awareness Training

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/UC0WI06iVeuvCjIFt7i26ZHA/videos>

## CalWIN County Implementation Dates & Framework

The Implementation Team continues to support and guide Wave 5 with pre-implementation milestones, checklist activities, and preparation for their go-live activities! The Wave 5 Counties' also completed their Process Simulation execution and focusing on County Prep. Wave 5 County Prep Phase continues to run smoothly with daily office hours and debriefs. The Implementation team also met with all Wave-5 counties to discuss post-implementation workloads, distributed the Go-Live Packet to Wave 5 counties and working together with the CalSAWS Production County support to align resources for Wave 5 County post implementation support period, which begins on September 5. "Great job to the Counties for all of their efforts, and to the Regional Managers and project team for guiding the way." 🐝

### Upcoming Wave 5-6 OCM Meetings & Events

Activity	Details	Date
Wave 6 T-3 Change Readiness Survey Results	<ul style="list-style-type: none"> <li>Survey was sent to San Francisco during the weeks of 8/21-9/01.</li> <li>County presentations are 3 weeks after close of survey</li> </ul>	Week of September 18 <sup>th</sup> , 2023
Wave 6 Infographic Packet	Infographics covering: <ul style="list-style-type: none"> <li>1 Month to Go-Live Poster</li> <li>Deny/Discontinue a Case</li> <li>Rescind vs. Reapply</li> </ul>	Late September
Wave 6 CalSAWS Scoop Newsletter #4	Newsletter highlighting post-implementation support, the go-live packet and more!	Late September
Wave 5&6 Change Network Champion Meeting	Agenda Highlights: <ul style="list-style-type: none"> <li>Wave 5 Go-Live!</li> <li>Go-Live Prep</li> </ul> Final CNC meeting for Wave 5 Counties	September 26 <sup>th</sup> , 2023
Wave 5 CalSAWS Scoop Special Edition	Newsletter highlighting soundbites and photos from Wave 5 Go-Live	Early October
Wave 6 Change Network Champion Meeting	Agenda Highlights <ul style="list-style-type: none"> <li>Project Updates</li> <li>Go-Live Prep</li> </ul>	October 10 <sup>th</sup> , 2023
Wave 6 Infographic Packet	Infographics covering: <ul style="list-style-type: none"> <li>Add vs. Edit Income</li> <li>Packing for Go-Live</li> </ul>	Late October
Wave 5 T+6 Change Readiness Survey	Survey sent to Wave 5 staff 6 weeks after go-live to assess county internalization and adoption of CalSAWS	October 9 <sup>th</sup> – 20 <sup>th</sup> , 2023
Wave 6 T+6 Change Readiness Survey	Survey sent to San Francisco County staff 6 weeks after go-live to assess county internalization and adoption of CalSAWS. San Luis Obispo and Sacramento will have readiness check-ins in place of the survey.	December 4 <sup>th</sup> -15 <sup>th</sup> , 2023

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)
<b>Wave 1:</b> Placer, Yolo Go-Live Oct 31, 2022	Nov 2021	Jan 2022	May 2022	June 2022	Dec 2022
<b>Wave 2:</b> Contra Costa, Santa Clara, Tulare Go-Live Feb 27, 2023	Feb 2022	April 2022	Aug 2022	Sept 2022	April 2023
<b>Wave 3:</b> Orange, Santa Barbara, Ventura Go-Live April 24, 2023	April 2022	June 2022	Oct 2022	Nov 2022	June 2023
<b>Wave 4:</b> San Diego, San Mateo, Solano, Santa Cruz Go-Live July 3, 2023	Aug 2022	Aug 2022	Dec 2022	Jan 2023	Aug 2023
<b>Wave 5:</b> Alameda, Fresno, Sonoma Go-Live Sept 4, 2023	Oct 2022	Oct 2022	Feb 2023	Mar 2023	Oct 2023
<b>Wave 6:</b> 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](mailto:Implementation@calsaws.org) if you have any questions.









# CalsAWS Kudos



 Riverside County- thank you for graciously opening your doors to the project staff to come and tour a day in the life at the County buildings. You put together a robust agenda and provided a wealth of knowledge and experience. We truly appreciate your efforts.

 San Bernardino County - Thank you for hosting the project staff on a tour through the Call Centers, Lobbies, ITSD and Eligibility. The team gained a great deal of background information and made several connections between the different roles and how we are all connected. Your eagerness to always assist and the professionalism for which you deliver are acknowledged and greatly appreciated. 🙌

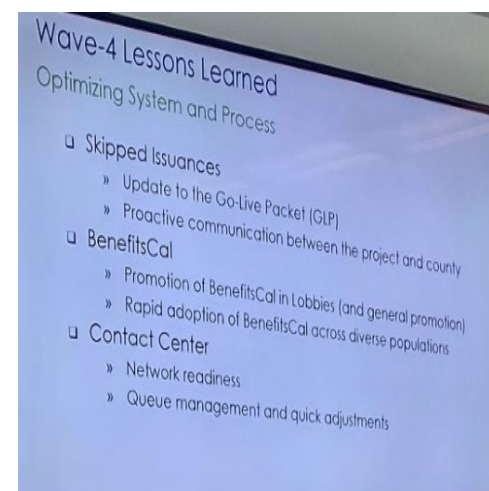
## BenefitsCal

### CalWIN Wave 4 Metrics since the Rollout

BenefitsCal usage for Wave 4 counties since rollout on July 2, 2023.

31,124 Applications Submitted	288,297 Documents Uploaded	5,415 Changes Reported	84,650 Customer Accounts Linked
3,269 Renewals Submitted	1,622 Periodic Reports Completed	871 CBO Accounts Converted	

\*Metrics collected from 07/03/23 to 08/02/23

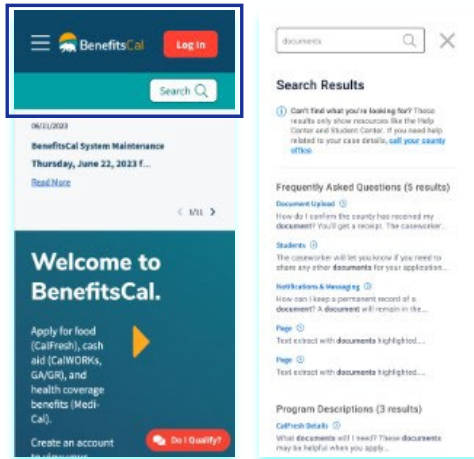


If everyone is moving forward together, then success takes care of itself. Henry Ford

# BenefitsCal

New Global Search Feature added to BenefitsCal in July! Also, New and Revised Video Tutorials on YouTube are available for Customers.

## Global Search (July 2023)



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

## YouTube Tutorials



**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.

