CalSAWS | Information Transmittal (CIT)　　　0339-23

☐ **CalSAWS M&E**　　　☒ **CalWIN Migration**

Distribution Date:	September 25, 2023
To:	PPOC.Alameda; PPOC.Fresno; PPOC.Sonoma; Director.Alameda; Director.Fresno; Director.Sonoma; Consortium.RegionalManagers.R1; Julie Conwell; Consortium.RegionalManagers.R4; Consortium.SectionDirectors;
CIT Name:	**Wave 5 Counties T+6 Weeks 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 Wave 5 Counties (Alameda, Fresno, and Sonoma) of the intent to distribute the Post Go-Live Change Readiness Survey. **Background** The Post Go-Live Change Readiness Survey is intended to assess county internalization and adoption of CalSAWS 6 weeks after go-live. The results will assist in driving the organizational change management (OCM) approach to improve communications and other resources for subsequent go-live waves. Only internal stakeholders from each county will be assessed in the surveys. This survey will assess change metrics for "**Reinforced Expectations.**" **Additional Information** One week prior to survey launch, an email from **Bri South** will inform Wave 5 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 Tuesday, October 10, 2023, and will close by end of day on Monday, October 23, 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+6 week Change Readiness Survey.

The following section lists the questions the OCM Project staff intend to ask CalWIN users in the survey.

Survey Questions
1. I have the resources and support to complete my work successfully in CalSAWS.
   ☐Strongly Agree ☐Agree ☐Neutral ☐Disagree* ☐Strongly Disagree*
   *If you answered Disagree or Strongly Disagree, please tell us what can be done better.

2. I have the skills I need to complete my assignments in CalSAWS.
   ☐Strongly Agree ☐Agree ☐Neutral ☐Disagree* ☐Strongly Disagree*
   *If you answered Disagree or Strongly Disagree, please provide additional feedback.

3. Open Text Response: What post go-live resources and support do you find more useful as you work in CalSAWS? (e.g., Go-Live Packet, LMS, CalSAWS Online Help, Virtual Support, Infographics/Newsletters, etc.)

4. Open Text Response: Have you experienced any challenges using CalSAWS and, if so, what has been your biggest challenge?

5. Are you a Wave 5 Change Network Champion?
   ☐Yes* ☐No
   *(If the user answers yes, the following questions will appear)

   6. The information shared in the OCM CNC sessions prepared me to carry out my duties as a CNC.
      ☐Strongly Agree ☐Agree ☐Neutral ☐Disagree ☐Strongly Disagree

      a. Open Text Response: Please provide additional feedback on why you selected your answer.

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. Note: 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. 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 T+6 Week 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.