

☒ CalSAWS M&E☐ CalWIN Migration

Distribution Date:	September 28, 2023
To:	Director.All, PPOC.All, Consortium.RegionalManagers.All
CIT Name:	CalSAWS Virtual Assistant Workgroup Disbanding
From:	CalSAWS Project

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

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| <input checked="" type="checkbox"/> General | <input type="checkbox"/> Reports |
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| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Conversion |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Technical |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Training |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Help Desk |

Description:	<p>Purpose The purpose of this CIT is to communicate that the CalSAWS Worker Facing Virtual Assistant (VA) workgroup will disband effective 10/01/2023.</p> <p>Background The VA was developed to assist users with getting answers to common system functionality questions. Users can ask questions through free-type or using static text boxes; the VA will answer and connect users to helpful links in CalSAWS.</p> <p>Additional Information The Virtual Assistant Work Group that consists of (2) representatives from each region will no longer be meeting as of 10/01/2023.</p> <p>The process to review/approve new Virtual Assistant use cases will be done through the CalSAWS Committees.</p> <p>County Action None</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
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Primary Project Contact:	Lucy Her 916-633-0559 HerL@CalSAWS.org
Backup Project Contact:	Connie Buzbee 916-282-3709 BuzbeeC@CalSAWS.org
Attachments:	N/A
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> OR You may also retrieve the CIT document and attachments by following these steps: <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.