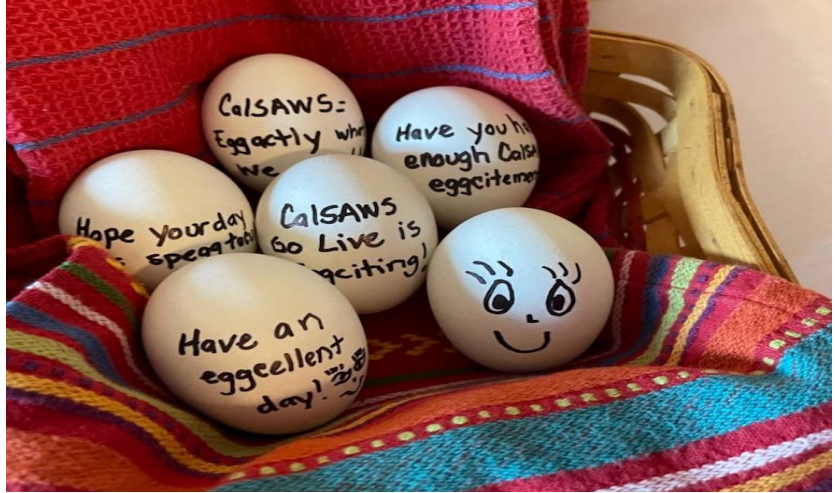


October 2023  
October 2023

# CalSAWS | BUZZ

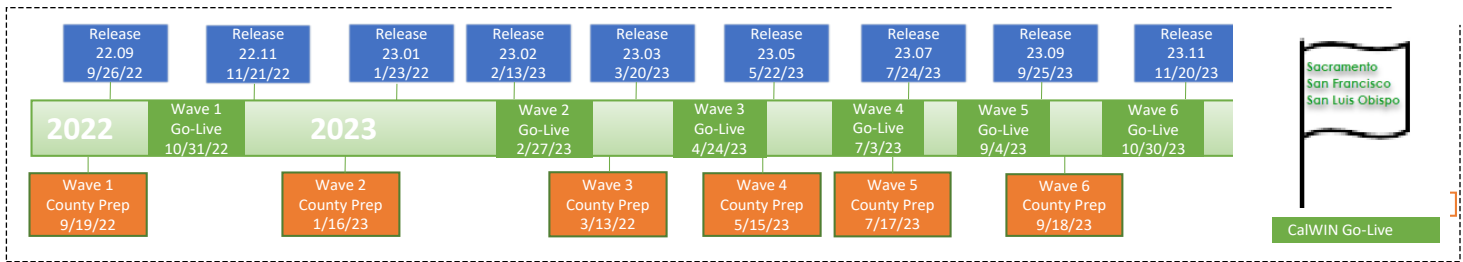


Sunsetting CalWIN (L) and Breakfast at Alameda (R)

## Volume 5 | Issue 5: Wave 6 Go Live!

### WE DID IT!! WE MADE HISTORY!!

We'll begin by CONGRATULATING our Wave 5 counties on their successful Go Live. As we WELCOME our Wave 6 counties (Sacramento, San Francisco, San Luis Obispo), we are proud to say TOGETHER WE DID IT! We made history! *Our date with 58 has arrived!* As of Monday, October 30<sup>th</sup>, 2023, our 58 California Counties are all on CalSAWS. What an achievement! We could not have accomplished this herculean effort without the hard work and dedication of our counties, stakeholders, vendors, and Project teams. Together we are Stronger and can fully realize the Power of 58! Congratulations to all! 🐝



## In This Issue

CalWIN Implementation Roadmap .....	1
CalSAWS Meeting Events .....	2
The Six CalSAWS Regions .....	2
Regional Manager Updates.....	3
County Sharing Topics.....	3 & 4
CWDA Conference .....	4
Communication Corner.....	4
CalWIN Implementation Framework.....	5
OCM Update.....	5
BenefitsCal Update .....	6
Welcome Home Wave 6.....	7
CalSAWS Kudos.....	7

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 6 Live in CalSAWS

Region 5 Management Site Visit	10/30/2023
Project Steering Committee	11/13/2023
JPA Meeting	11/16/2023
Region 1 Regional Meeting	11/17/2023
Region 6 Regional Meeting	TBD
CalSAWS Liaison Meeting	11/02/2023
Region 3 Regional Meeting	11/13/2023
Region 4 Regional Meeting	11/28/2023
RCM/SME Orientation	11/29/2023
Project Steering Committee	12/07/2023
JPA Meeting	12/14/2023
2024 CalSAWS Conference	12/15/2023
	1/24-1/26 2024

## The Six CalSAWS Regions

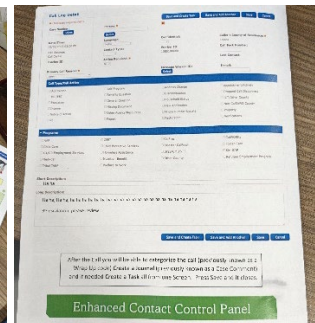


### From CalWIN Executive Director, Diane Alexander

As we reach this historical milestone of all 58 California Counties being on one system, I want to congratulate all the counties for all you have done to accomplish this effort. I want to personally acknowledge our 18 CalWIN counties along with our vendor partners and consortium staff for all the hard work and dedication it took to achieve a successful migration. On behalf of your CalWIN team it has been our honor to be part of the migration efforts and we are excited to see where you all take CalSAWS in the future. To the Power of 58. Cheers!



In Fresno County, the team visited the 9/11 memorial located in Clovis (L). It is said to be is the largest memorial West of the Mississippi. After some team bonding (R) over Fresno go live...Off to the Batcave where staff have useful information at their fingertips complements of *The Joker*.



## Regional Manager Updates

### From the desks of Regional Managers



### County Sharing Topics TBD

- Report Data Bank (RDB)
- Duplicate Persons

As we approach the end of what has been a historic journey to get to a 58 County Statewide Automated Welfare System; I find myself reflecting on the collective resolve it took to get to CalSAWS. We can all agree that this mission has not been easy; it has been filled with challenges, setbacks, pivots, and quite a few risks. The courage it took for all of us to rise to the occasion when the hard times came makes me feel extremely proud to be part of such a strong team. **The resilience of the Project and of our partners in this journey is truly what has made this mission successful. We are stronger together and it is amazing what we can do with the power of 58!**

No matter where in the timeline you may have joined the CalSAWS Project, collectively we are feeling the end of a cycle where a lot of hard work, a lot of hours, a lot of meetings, a lot of understanding, a lot of patience, and even more support was given to a common goal. It brings tears to my eyes in the best of ways, to see our shared mission manifested. **We made history together!**

*It is important to me to take this moment to **thank all of you for contributing and accomplishing such an important goal.*** The commitment does not go unnoticed, the dedication does not go unnoticed, and it deserves recognition. **Congratulations CalSAWS!** I cannot wait for what's ahead as we build on this success.

- R1 Regional Manager, Daisy Villasenor- Proud member of the tribe I call CalSAWS 🍷

\*\*\*\*\*

"When I was hired by San Bernardino County in the early 90's, eligibility determinations were completed 100% by manual budget/paper process. There was buzz about "automation" and having an automated system, however, some thought it was just a pipe dream. In 2001, I was asked to participate in an effort that would be part of an automated system called "C-IV". Our group selected the application's colors from a storyboard of options, provided input on what we expected to find on tabs called "Individual Graphics" or under "non-Financial", etc. That was the beginning of our journey. Since then, I have been part of the team that trained the original four counties and brought them up on C-IV. Then the 39 ISAWS counties migrated to C-IV. We became 'CalACES' for a short time, until we upgraded to CalSAWS with Los Angeles. And now, as 2023 closes, our long journey to take over the world (cough, cough) and migrate all 58 counties on to a single statewide system has come to an end. It took a little time, a lot of hard work by amazing people, with some unprecedented challenges along the way, but our family of 58 counties is now complete.

**We are 58 – We are CalSAWS!!!**" – Jen Hobbs, R2 Regional Manager 🍷



# CWDA Conference

## Through the Eyes of a Regional Manager

On October 11<sup>th</sup>, 2023, the County Welfare Directors Association (CWDA) held their three-day conference in Anaheim California. This annual conference provides an engaging opportunity for Leaders in the Community, County Directors, Fiscal Teams, Vendors, Program Managers and many other essential roles in the field of Human Services to share new technology, initiatives, services, findings and upcoming changes.

As I made my way through the over 1,200 participants at this year's CWDA event and I found myself recognizing many faces. I stopped at several booths to introduce myself and exchange business ideas. While visiting these booths, I was accumulating pounds of company swag (important later) to help me remember my interactions and share what I have learned.

I then made my way to the CalSAWS Customer Service presentation led by Customer Engagement Director, Peggy Macias, along with Policy Director, Karen Rapponotti, Lead Policy Analyst, Fred Gaines and Training and DEI Manager, Ashley Arnold which focused on four areas of the project. The 1<sup>st</sup> being our newest LEAP initiative, 2<sup>nd</sup> Virtual Assistant, 3<sup>rd</sup> Task Management and finally Training & DEI. This presentation was delivered to a standing room only crowd and provided a wealth of useful information as well as providing a path moving forward with all 58 CalSAWS Counties.

Next, I sat in the Call Center Presentation given by San Bernardino County Assistant Director James Locurto, Deputy Director of the Call Center, Ariana Michel and Project Contact Center Team Lead, Jared Kuester. This presentation focused on the Technology and Innovation the County, with the support of CalSAWS, have been utilizing in the Call Center such as the Welcome/Authentication BOTS, Web Chat, Emergency Queue and Appointment Rescheduling. These items garnered excitement and curiosity within the Call Center crowd and rumblings of anticipation as we move into a Power of 58 mindset.

After some great food, presentations and conversations, I was ready to call it a day when I received a phone call to go to the CGI vendor booth. I went through the usual, did I leave my keys, phone, wallet etc... Nope, I had won the Raffle!... What a fantastic way to end.

My future hopes are for all CalSAWS Regional Managers to get a chance to participate as the CWDA conferences are an excellent way to listen, observe and get a pulse of what counties are thinking and feeling about CalSAWS. It allows us RM's to identify additional tools, resources and opportunities to provide counties needed support/information.



## County Sharing – Welfare to Work Hosted by Regional Managers September 2023

On September 20, 2023, LA County WTW Supervisors along with Program Analysts hosted a demo on WTW and provided an overview of the below topics for the CalWIN counties that have migrated and Wave 6 counties migrating at the end of October 2023.

- Non-Compliance/Sanction/cure sanction
- Adding activities and case management
- Exemptions
- Transportation and Ancillaries

The session was attended by ~ 300 staff from across all counties and the recording and additional support material is posted and available in the Project's Web Portal for all counties to access.

## Communication Corner

**0359-23** Wave 6 CalSAWS Infographics #12

**CIT 0361-23** Monthly CalSAWS De-Duplication Report Posted

**CIT 0362-23** CalSAWS SFY 22-23 Fourth Quarter County Share Adjustment

**CIT 0363-23** Update to Medi-Cal Redetermination Packet Name when Uploaded to BenefitsCal

**CIT 0364-23** CalSAWS Reports, (EDR) and Dashboards Availability Post Wave 6C Cutover Go-Live

**CIT 0365-23** CalSAWS Handbook

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

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/UC0Wl06iVeuvCjIf7i26ZHA/videos>

## CalWIN County Implementation Dates & Framework

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

## Organizational Change Management (OCM) – Update

### Waves 5 & 6 Change Readiness Highlights and Updates



#### Wave 5 OCM Journey

The Counties received 30 Infographics, and 4 CalSAWS Scoop newsletters.

There were a total of 286 CNCs that participated in a total of 11 CNC Sessions.

8 Demos were provided to the CNCs over the course of a year.

5 Change Readiness Surveys were distributed assessing key readiness measures, in preparation for CalSAWS Go-Live.

35 Prep Sessions were conducted with 318 County staff in attendance!



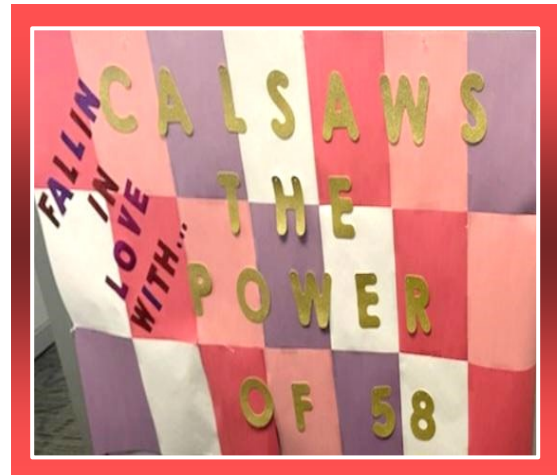
#### Waves 5&6 Updates

- Wave 5 T+6 Weeks Change Readiness Survey opened on October 10th and closes on October 23rd
- Wave 5 Special Edition Scoop was distributed on October 9th and featured highlights from Wave 5 GoLive
- Wave 6 CNC meeting will be held on October 17th and highlights PostImplementation Support

★ Wave 6 Go-Live 10/30/23 ★



Sonoma County Support



Alameda celebrates Wave 5 Go Live

## BenefitsCal

### CalWIN Wave 5 Initial Metrics since the Rollout

BenefitsCal usage for Wave 5 counties (Alameda, Fresno, Sonoma) since rollout on September 5, 2023.

25,587 Applications Submitted	212,369 Documents Uploaded	5,078 Changes Reported	33,595 Customer Accounts Linked
2,452 Renewals Submitted	2,436 Periodic Reports Completed	609 CBO Accounts Converted	



# WELCOME HOME WAVE 6



Sacramento, San Francisco and San Luis Obispo...  
Move on in Wave 6!



## Pre-Implementation

- County Prep underway through 10/27
- Weekly IPOC/TOSC meetings
- Readiness checklists and dashboards
- Governance activities (Pre Green Light and Green Light)
- Workstreams wrapping up (Contact Center, Imaging, Central Print)



## Home!

On October 30, 2023, **all 58 counties in California** will now reside under a single statewide eligibility case management system.



## Post-Implementation

- Finalizing onsite support resources and modifying based on County feedback
- Trip Books, Virtual Support Meet and Greet underway
- Support Team orientations
- Virtual Support access links going out soon
- Go-Live Packet orientations



# CalSAWS Kudos



Thank you to Rama Kuchibhotla, Gopal Vedula, and Amy Gill for their in-depth research for wave 6 Yellow Banner CAPI cases. Their quick proactive efforts and communication with us and the County was a herculean task at the final hour. The breakout of detailed results and DCRs was very much appreciated. R2 Regional Managers 🐝



Thank you to James Price who has made my dashboards in SNOW, a work of art. I appreciate all the work and improvements you have made for transparency and ease of use. It is much easier for me to assist our region with the changes that have been put in place this last year. One day I'll be a pro at creating a report myself, but for now so thankful we have you!!

Jennifer Hobbs 🐝

The race for excellence has no finish line. ~ Mohammed bin Rashid Al Maktoum