



# CalSAWS | Buzz

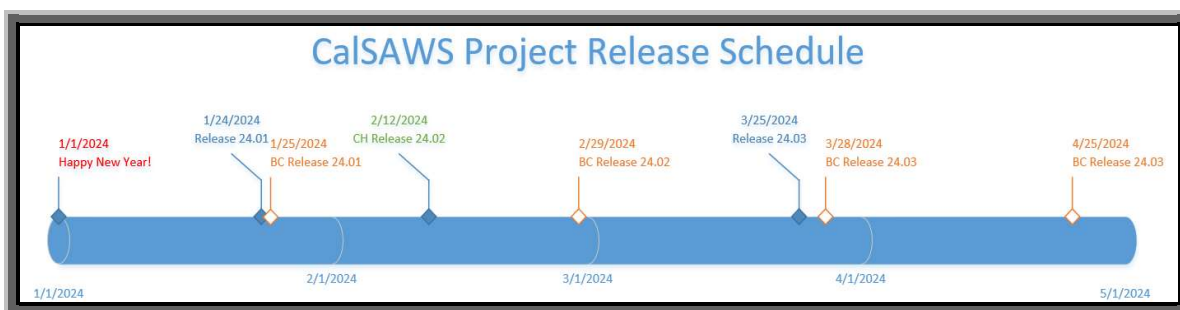


## Volume 5 | Issue 6: The Power of 58!

### Happy Holidays!

#### Farewell 2023, Hello 2024

Happy Holidays CalSAWS! As we enter this holiday season and head into a bright new year, we have a lot to be proud of as we bid farewell to 2023. With the considerable efforts of many talented individuals, together we successfully closed out migration and have all California counties now using CalSAWS. With Implementation complete, it is time to put the Power of 58 to work. Congratulations to all! 🐝



CalSAWS  
CalHEERS  
BenefitsCal

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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 or suggestion, 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



Region 2 Regional Meeting	01/16/2024
Region 3 Regional Meeting	01/23/2024
2024 CalSAWS Conference	1/24-1/26 2024
Project Steering Committee	02/15/2024
Joint Powers Authority	02/16/2024
Region 3 Regional Meeting	02/27/2024
Joint Powers Authority	03/15/2024
Project Steering Committee	03/21/2024
Joint Powers Authority	04/12/2024
Project Steering Committee	04/18/2024

## The Six CalSAWS Regions



## Regional Manager Updates

# WELCOME

Regional Managers:  
Arin Shahgholi  
Mara Jennings  
Raul Gonzalez

### County Sharing

Hosted by Regional Managers



### County Sharing Topics TBD

- Report Data Bank (RDB)
- Duplicate Persons

## From the Customer Engagement Team

The Customer Engagement team is excited to report that our Regional Manager team is at long last ... FULL!

**We welcome the following new Regional Managers to our team.** Note: *Final assignments to Regions are not yet complete, unless otherwise noted:*

**Arin Shahgholi** (name pronounced 'R-in' and 'Shaw-go-Lee'), Region 6, LA County employee- Arin was our most recent addition to the CalSAWS family and we are happy to have him on board. Arin is a newlywed and is currently on his honeymoon, then will happily join his peers and hit the ground running in service to his assigned county, LA, and support of the other 57 counties as well.

Arin is excited to be a part of the project and brings a wealth of experience to the table. His R6 RM peers, Ana White, Lorena Montes, and Ayana Alvarez were thrilled to round out their inner team and have already begun mentoring him with current activity updates and all the intricacies involved in managing Region 6.

**Mara Jennings-** Some counties have been lucky enough to know Mara due to her diligent support for them during the migration effort as she was an integral part of the Implementation Support team. Mara is from Sacramento County.

Mara brings a fresh energy and is all about process improvement and efficiencies. She will be a great addition to our Customer Engagement team as we identify ways to optimize our customer service and communications with you.

**Raul Gonzalez-** "Hello, my name is Raul Gonzalez. I am excited to join the CalSAWS Regional Manager Team! Over the last few years, I've been a member of the CalSAWS Implementation Team. I've had the great opportunity to collaborate with the awesome folks on the CalSAWS team, as well as various former C-IV and CalWIN counties throughout the CalSAWS Implementation Journey. Prior to CalSAWS my experience in human services derived from working for Merced County Human Services Agency and the California Department of Social Services – CalFresh Division. I look forward to working with the 58 CalSAWS counties, as a member of the CalSAWS Regional Manager team."

Welcome Arin, Mara, and Raul to the Customer Engagement team. **And to our counties— feel free to introduce yourselves** to our new RMs if you see them out in county or on a video call. We want to continue developing a rapport with all our counties and connecting with you personally is a good way to begin. Our future is fueled by the Power of 58. Our Customer Engagement team is looking towards M&E and, with county feedback, are identifying opportunities for improving our approach in supporting our 58 counties. 🐝

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A personal introduction from new RM, Mara Jennings...

Hello, my name is Mara Jennings and like most deadlines, I will keep this short. 😊 I have two children who are the best kids a mom could ask for. I began my eligibility career in Kern County as an idealistic 20-year-old, first as a continuing Medi-Cal/Food Stamps case worker, before moving to intake and processing Expedited Food Stamp applications. For two years, I was a trainer for the bilingual Medi-Cal/Food Stamp units, before moving to work Cal-WORKs/Cal-Learn intake. I had the great opportunity to work on special pilot projects, such as the Renewal Outbound Caller unit, that later paved the way for the pilot Contact Center phone unit (some staff claiming a welfare call center would never catch on).

Upon earning my degree in Economics from the University of the Pacific, and after a brief detour as a Purchasing Agent in the wine industry, I returned to the world of eligibility and started back on the front lines as a Service Center call agent in Sacramento County. In my 7 years at Sacramento's DHA, I held the positions of Human Service Specialist, Supervisor and Administrative Services Officer/Analyst, and was a member of the newly created My Benefits CalWIN and Text Messaging committees. As lead Analyst for Sacramento County's Service Center, I worked closely with the Department of Technology to develop managerial dashboards (task management and call center statistics), reports and was a founding member of the Data Governance committee. I joined the CalSAWS Project in 2020 as an Implementation Coordinator, working closely with both C-IV and CalWIN counties, assisting in county migration readiness and promoted to Lead Implementation Coordinator in 2022. I consider myself fortunate to have been provided the unique opportunities in helping to develop better county processes as a county employee, and I look forward to working as a Regional Manager in tackling the challenges of tomorrow. 🐝



## Training Update











### 2024 Baseline Release Schedule for Training Staging and Training Production Environments

Release #	Unavailable after 7pm (Friday)	Code Deployment Completion Date (Sunday)	Training Staging Release Date (Monday)*	Training Production Release Date (Monday)*
24.01	1/19/2024	1/21/2024	1/22/2024	1/22/2024
24.03	3/22/2024	3/24/2024	3/25/2024	3/25/2024
24.05	5/17/2024	5/19/2024	5/20/2024	5/20/2024



See CalSAWS Kudos – Pg 9

### Communication Corner

-  **CIT 0388-23** 2023/2024 Family Members Base Allocation Amount Update
-  **CIT 0389-23** Home and Community-Based Services and Spousal Impoverishment Provisions
-  **CIT 0394-23** CA-242763 2024 Social Security Title II and Title XVI Cost of Living Adjustments (SSA COLA) Batch Memorandum
-  **CIT 0397-23** One-time Batches to Transition Adults (26 thru 49 years old) from Restricted to Full Scope Medi-Cal
-  **CIT 0398-23** CalSAWS County Cost Summary – December 2023 Update
-  **CIT 0399-23** CA-242762 Posted Lists for 2024 SSA COLA Data Changes
-  **CIT 0400-23** List for CA-228955 CW and CF with Awards/Scholarships Income Type
-  **CIT 0401-23** CalSAWS Case Data Removal Schedule for 2024
-  **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/UC0WI06iVeuvCjIFt7i26ZHA/videos>



## TulareWORKS Change Network Champions



### DDO staff was asked:

*"What are some things you found difficult or frustrating but now has become more manageable?"*

"At the beginning, whenever I would see a yellow banner case it was very intimidating. I didn't know even where to begin. It was overwhelming and stressful but after a couple weeks and with the help of my co-workers, I felt much more confident. I discovered that comparing last run EDBC results to current results was helpful. Also looking at the IAP summary."

"NOAs and other forms didn't automatically print, and we were not provided a list of necessary required forms. However, after several weeks working with CalSAWS, I found that a simple form search can display form by program/action. Better yet, I liked the ease with which forms could be updated and reviewed before printing!"

"At first not being able to open multiple tabs, like I was used to in CalWIN, was frustrating but being able to open multiple windows in CalSAWS, is just as helpful."

"BenefitsCal was new territory and being on phones, I was being asked questions on how to navigate the new site when I didn't even know how to myself. I familiarized myself with it though and in no time was able to assist callers with their questions. Clients have expressed how much easier it is to navigate and understand and I also really like that updates made by the client are done in real time which makes it easier for me to help the caller while on the phone with them."

### Onsite and virtual help for Wave 3

**Adelina Alvarez:** Onsite support for Santa Barbara County, Santa Maria Workforce Center, Week 1.

**Elsa Gonzalez:** Virtual Support for Orange County, Week 2.

**Sophia Garcia:** Onsite support for Orange County, Santa Ana CMIC and IHSS Office, week 7.

### A Note From DDO Manager:

"As uncomfortable as change can be, the Dinuba Team approached the CalSAWS program change fearlessly. They applied the LMS and ILT training during go-live but the most important aspect of the CalSAWS program change was reaching out to peers for help or to provide help. The CalSAWS program implementation allowed the T.E.A.M (Together Each Accomplish More) to be seen and demonstrated in action by the DDO Team.

I can't express how grateful and proud I am of the Dinuba Team.

Thank you all so very much. "

-Angie Stanfill

# What We Love About CalSAWS



Tulare says goodbye to CalWIN and celebrates joining CalSAWS.



# CalSAWS County Field Trips

Project Staff will be visiting the County office to meet County Worker Staff and observe how the CalSAWS System is being used on a day-to-day basis. As many of our staff have yet to visit a county office, this is a “learning journey” to show our project staff a day in the life of a worker and show them how all the wheels turn together.



## Benefits:

- Give our Project Staff an opportunity to learn more about how the system is being utilized by the Counties
- Connect our Project Staff closer to the counties and the overall mission of CalSAWS
- Give the Counties an opportunity to meet the people “behind the scenes”
- Builds trust with the Counties and Project
- Opportunity to service the counties with the greater understanding of their overall needs

## Marin County – The room with a view

Can you guess which mountain can be seen from this room?



Terri Prior (Marin County PPOC), Akira Moriguchi, Anand Dattatni Kulkarni, Sreekanth Kalvoju, Balakumar Murthy, Thao Ta, Geetha Ramalingam, Sidhanth Garg, Daisy Villasenor, Marcos Villanueva (Marin County PPOC Backup)  
Answer: Mount Tamalpais (Mt. Tam), who knew

## Refueling



- The CalSAWS team in Marin County lunch at Calgang Thai Eatery. Delish!

## Organizational Change Management Updates

### OCM engagement with Wave 6 counties



The OCM Team conducted the last Wave 6 Change Network Champion Session on November 14<sup>th</sup>, 2023. In this session, the Wave 6 Change Network Champions highlighted their experience throughout the migration.



The CalSAWS Scoop Special Edition for Wave 6 Go-Live was distributed to all counties on November 28<sup>th</sup>. The Special Edition includes highlights, photos, and soundbites from Wave 6's successful Go-Live!



The Wave 6 T+6 Change Readiness Survey will go out to San Francisco during December 4<sup>th</sup>-15<sup>th</sup>. Virtual check-ins will be conducted for San Luis Obispo and Sacramento during these dates to gather post go-live information.

*The Implementation Support team continues to assist Wave 6 counties with onsite and virtual support, working closely with end users and other stakeholders to provide CalSAWS guidance and transfer of knowledge by answering questions and assisting in troubleshooting challenging cases. We are honored to have helped usher all 6 waves through the finish line and welcome all 58 counties to a single CalSAWS system. Congratulations California!*

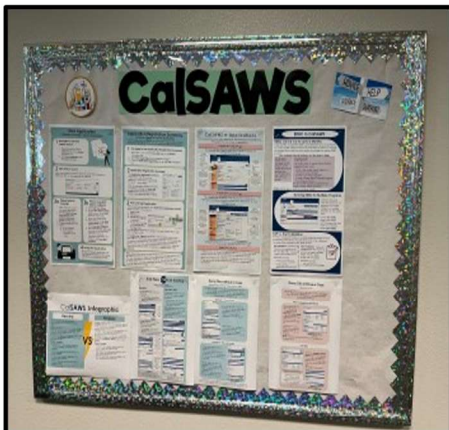


### Sacramento County's Highlights and Soundbites



"People are willing to try and learn and use the resources." – Sacramento County

"We are the CNCs, but we focused on disseminating the information and leveraging the Supervisors." – Sacramento County



"We made it fun, jeopardy and trivia to get people excited while sharing knowledge about CalSAWS. We used CalSAWS swag to get people excited and engaged." – Sacramento County





## San Francisco County's Highlights



"CalSAUCE" team is ready to go live!



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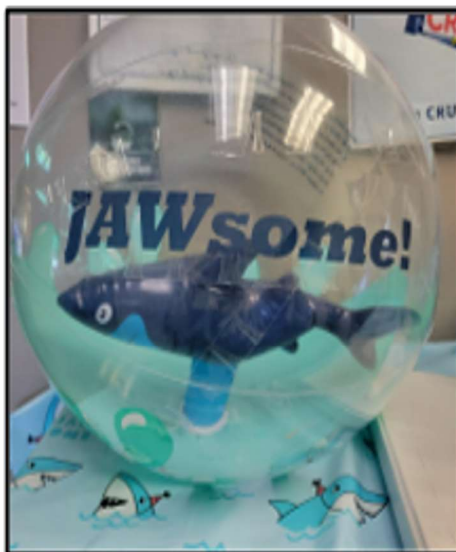
The power of 58 is sweet in San Francisco with a cake to celebrate the transition!



## San Luis Obispo County's Highlights



SLO is always celebrating the JAWsome team and their incredible efforts.



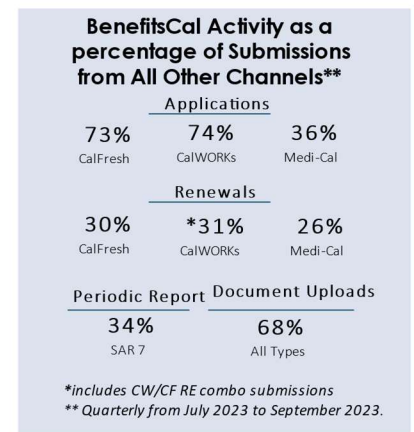
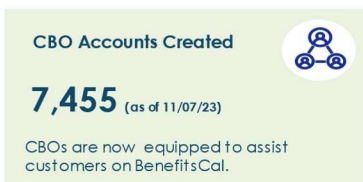
CalSAWS | THE POWER OF 58

Fiesta Friday allowed the SLO team to enjoy a little fun during the busy give!



## BenefitsCal

In November 2023, following the Wave 6 Roll out, celebrated a major milestone with having one eligibility system, as well as BenefitsCal being Statewide customer portal and serving Californians across all 58 counties.



## CalWIN Wave 6 – Metrics

BenefitsCal usage for Wave 6 counties since rollout on October 30, 2023.



\*Metrics collected from 10/30/23 to 11/30/23.

# CalSAWS Kudos



I would like to send a BIG thank you to Jamala Rule for her hard work and dedication in assisting the regional managers and counties with tickets. She has assisted the RMs in implementing improved communication processes for the RMs and counties, as well as continues to meet with us on how other changes may improve the process. If she had a \$1 for each time we said, "Jamala can you..." I'm pretty sure she could retire by now. She is always there for us. 🐝 **Jennifer Hobbs, R2 RM**



I would like to take a moment to express my sincere gratitude to every single Accenture team member who traveled to Napa and Marin County in the month of November: **Akira Moriguchi, Sreekanth Kalvoju, Sidhant Garg, Balakumar Murthy, Geetha Ramalingam, Anand Dattatri Kulkarni and Thao Ta.** Your expertise, dedication and professionalism contributed to the success of the work trip. I was impressed by the way everyone worked together to achieve our goals and made the most of the time we had with the counties. I am especially grateful to be part of such a talented, supportive, and committed team. I look forward to working with all of you again soon. It was truly a wonderful experience. On behalf of Region 1, thank you for your continued contributions to the success of CalSAWS. – **Daisy Villaseñor, R1 RM**



The hospitality from Napa and Marin County and the experience they organized for our team exceeded our expectations. Thank You Napa and Marin County for allowing us the opportunity to get a glimpse into the day-to-day operations from your team and the ability to connect with our front-line workers. A huge shout-out to **Daisy** for being an excellent host. Your leadership really helped make it an amazing experience for our team! – **Akira Moriguchi, Accenture CalHEERS and DD&I System Test Manager**



It was a pleasure of meeting all of you. I hope you were able to experience CalSAWS at the operational level. Thanks again for all your support and efforts to make CalSAWS the best automated system in the State of California!! I'm looking forward to working with you to enhance the system to make it even better for the end user and the clients we serve. You make a difference!!

**Lynn Perez, Napa County Deputy Director**