



CalSAWS | Buzz

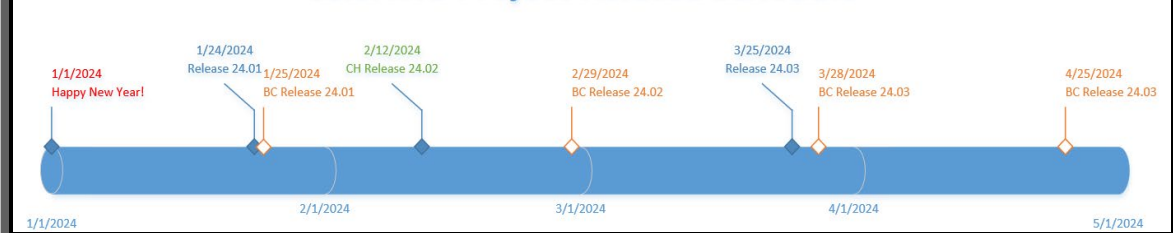
The Power of 58

Volume 6 | Issue 1:

Community ... Love your Neighbor ... Love our Counties.

At our January CalSAWS Annual Conference we kicked off the event with a visit from Mr. Rogers aka June Hutchison wearing the trademark sweater and sneakers and were treated to a song she wrote set to the theme of Mr. Rogers. Throughout the conference, we embraced our theme of a CalSAWS COMMUNITY. With February upon us, it seemed the perfect time to observe Valentine's Day by showering a little LOVE on our CalSAWS Community. This February Buzz Issue is mainly devoted to YOU, our counties and our appreciation for the work you do. We 'put a little love in our hearts' and are also gifting you with some tips and tricks to help you in your work day. 🐝

CalSAWS Project Release Schedule



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Question of the Counties?

What would you like to know about CalSAWS? Send your responses or questions to 'Ask CalSAWS'. You may see Barbara Bee responding in our next edition of the CalSAWS Buzz.



Do you have a question for us? 'Ask CalSAWS' at askcalsaws@calsaws.org and we will post the Q&A in the next edition of The Buzz.

Upcoming Meetings & Events



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



County Sharing

Hosted by Regional Managers

Future topics to be determined.



From the Customer Engagement Team



CalSAWS Kudos

I recently read an article on "Palentine's Day" that said the key takeaways from the day are celebrating relationships that boost your happiness. Additionally, friendships help you in stressful times. Anyone feel stressed this last year? I did! I just wanted to say Happy Palentine's Day to those county staff in Region 2 (and outside Region 2) who sent me a note, a coffee/Monday/Wednesday meme, or called and boosted my happiness for the day this last year. We made it. I couldn't have done it without you "pal"!

– Jen Hobbs, Region 2 RM



Communication Corner

- CIT 0011-24** HCBS Spousal Impoverishment and Institutional Deeming Functionality
- CIT 0013-24** Medi-Cal Renewal Text Messaging and Fact Sheet
- CIT 0016-24** CalSAWS Recruitment 2024.01 Business Analyst MEDS
- CIT 0017-24** FY2024-25 CalSAWS JPA Administrative Budget
- CIT 0018-24** 2024 Federal Poverty Level (FPL) Cost of Living Adjustment (COLA) Batch Memorandum
- CIT 0020-24** BenefitsCal Production Administrator Role for Counties Update

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/UC0Wl06iVeuyCjIf7i26ZHA/videos>

CalSAWS Conference, San Diego, CA



Who's Got Game?

On January 25th, 2024, the JPA General Representative's membership and Consortium Executives attended a conference with panels held on hot topic functional areas (Ex. A-I, Reporting and Task Management, etc.) to celebrate the successful conversion of 58 counties into the CalSAWS system. As a part of our journey, the Regional Managers presented a game consisting of 'Who's who?' and 'What's what?' at the Consortium hosted dinner.

This game of CalSAWS Jeopardy was created, planned and hosted by Yolanda Banuelos, Greg Postulka, Julie Conwell, Matthew Vandereyck and Nichole Nava (CEM). The challenge was for each table to create a team name for which they would then attempt to score as many points as possible while answering questions about our project, the CalSAWS system, JPA members and our Executive Leadership.

Question after question, you could feel the energy and engagement of each team collectively discussing what could be the correct answers in hopes of taking home the bragging rights. After a series of fun and correct responses, we came close to the last points to be earned, and the room was buzzing with excitement. Two teams were tied for the lead which required a bonus question to decide the winning table.

Triumphantly, the table in the back right corner of the room cheered loudly, as they had answered correctly and won the game. The winners then proceeded to take the announcer's sparkly gold hosting jacket and proudly took a victory lap for all to see. Way to go Team!!!

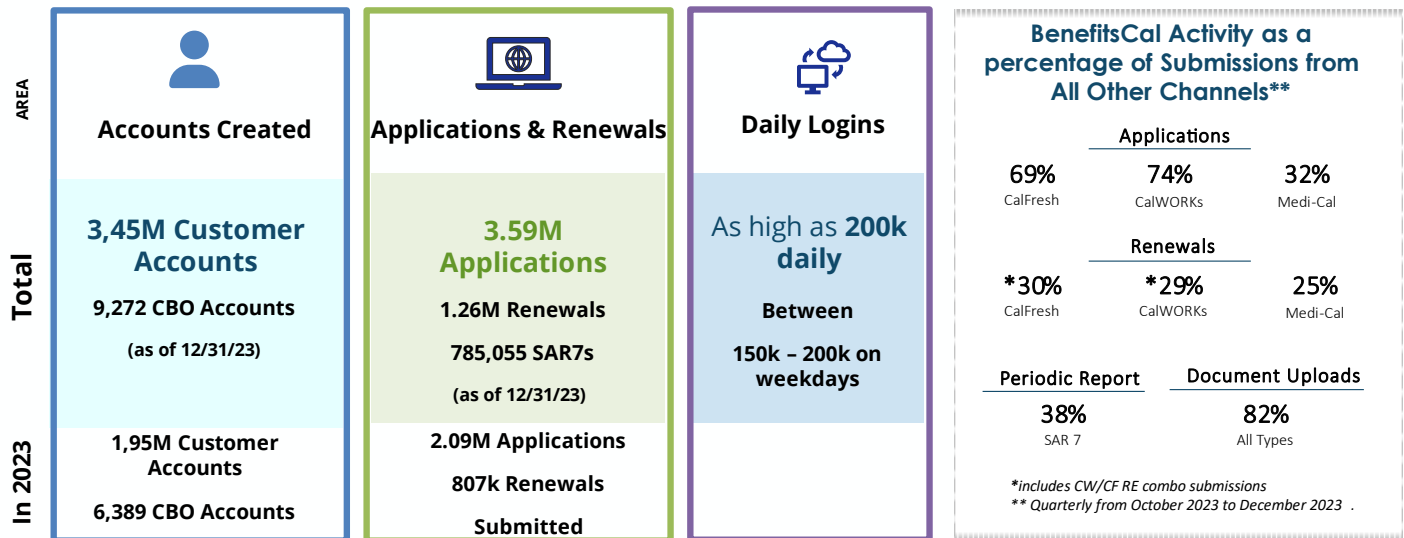
The best part about this event was that it created a feeling of community; the more we work together, the more our service will be optimized for you, our CalSAWS customers. 🍷

By Melissa Thomas R3 RM



BenefitsCal

BenefitsCal had a successful and strong finish for the calendar year 2023. As we kick -off 2024, looking forward to have an even stronger year in terms of usage, adoption and system improvements.



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

LMS TIPS and Tricks

Are you tired of always searching for the same items in the LMS?

Did you know you can **Save** content for quick access?

On any item in the LMS there is a **Save** button, click on it and now that item will appear on your Saved Content page.

Catalog / JA Add a Person to an Exist...

Search Results

JA Add a Person to an Existing Case and Existing Program

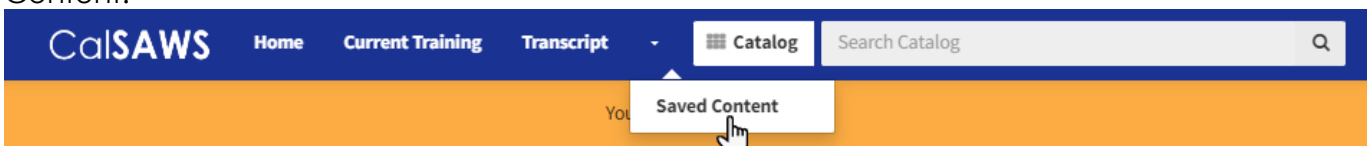
Document

Start

Overview

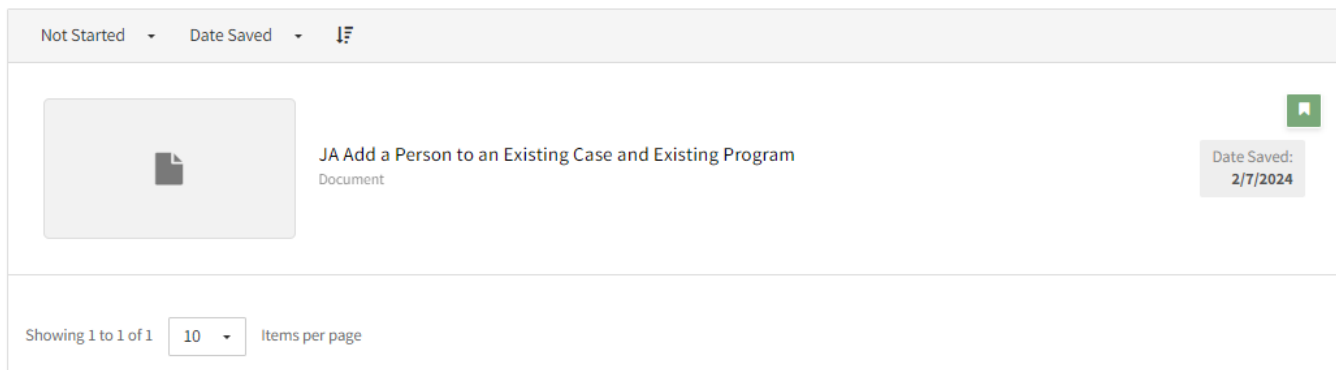
Save

To access the Saved Content page, click on the down caret on the toolbar and select Saved Content.



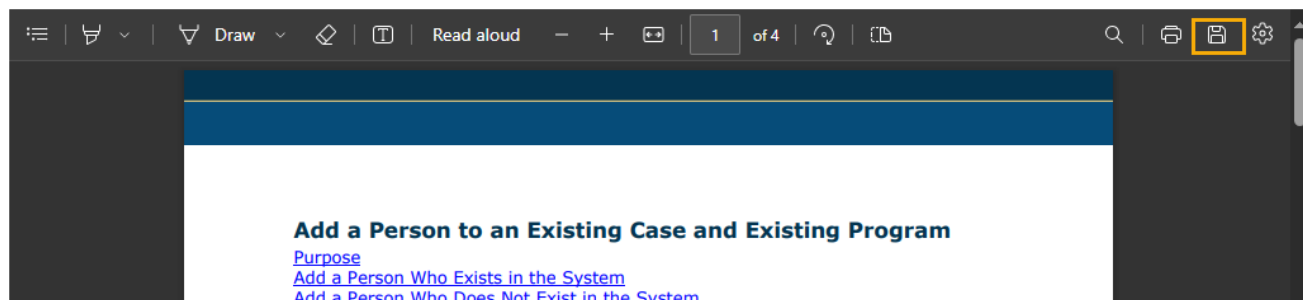
All items you have saved are available on this page.

Saved Content



Did you know you can download documents like Job Aids and Quick Guides from the LMS if you want to keep your own copy?

When you open a document in the LMS click the **Save** icon on the top right of the document. This allows you to keep a frequently used document readily available.



Imaging TIPS and Tricks

CalSAWS Imaging Tricks and Tips: Viewing Images

CalSAWS Pages

- **Images** buttons within CalSAWS
 - Most pages in CalSAWS have an Images button at the top.
 - The **Case Summary** > **Images** button displays all images captured within the last 365 days.
 - Other **Images** buttons are based on the context of the page.
- **Point of Service** button within CalSAWS
 - The **Case Summary** > **Point of Service** button displays all BenefitsCal and CalSAWS Kiosk uploads within the last 90 days.

Case Summary

Case Number: Go

Person Search:

EBT Account Search:

Application Registration:

Case Summary

Contact:

Authorized Representative:

Application Questions:

Negative Action:

New Program:

New Person:

Hide Person:

EBT Account List:

Issuance History:

Auxiliary Authorization List:

Expungement History:

Child Support Collections:

Time Limit Aid Summary:

Housing Support:

Home Visiting:

Special Circumstances:

Legacy Case:

Confidentiality:

ICT Summary:

IAT Summary:

MAGI Case Search:

Customer Contact History:

SB B7:

Invoice History:

Linkages:

General Ledger:

Valuable History:

Point of Service

Case Copy List:

Case Summary

Case Name:

County:

San Bernardino

Images Capture Generate Coversheet

Companion Cases

Display: View

CalFresh

Medi-Cal

All People Associated with the Case

Name	DOB	Age	Gender	SSN	CIN	Person #	Household Status
Peter DemoPete	09/23/1978	45	M		750583758	01	

This page took 0.72 seconds to load.

Wolf Wisdom: Documents customers uploaded from BenefitsCal are available in near real-time! Click Point of Service to see them.

CalSAWS Imaging Tricks and Tips: Viewing Images

Document Viewer

- Use the **Related Documents** button to view up to 500 documents for the Case Number or CIN without a date restriction
 - Open any image for the needed Case Number or CIN.
 - In the top right, select the middle button.
 - Update the **Relationship** to "Scope Related Documents".

Documents > Case Summary \321279T_07EJZVPT40006ZN

HOWARD BANK

RETURN SERVICE REQUESTED

John Doe
123 Main Street
Baltimore, MD 21224

Managing Your Accounts

Primary Branch: Canton
Phone Number: 443-573-4800
Online Banking: HowardBank.com
Telephone Banking: 1-877-827-2793
Mailing Address: 3301 Rowles Street, Baltimore, MD 21224

Statement Ending 09/21/2018

Page 1 of 4

DOCUMENT PROPERTIES

PATH: San Bernardino Case

CASE/PERSON UID: 4000140441

CASE NUMBER/CIN: 1126139

CASE/PERSON NAME: Sam TestingSam

BARCODE:

FORM NUMBER:

Relationship: **Scope Related Documents (Non-eAPP/eICT)**

Drawer	Case/Person Name	Case/Resource Number/CIN	Form Number	Form Name	Pages	Created
San Bernardino Case	1126139	Sam TestingSam	IMG 100	Imaging Case Cover...	1	9/26/2023 11:17 A
San Bernardino Case	1126139	Sam TestingSam	IMG 539	Bank Verif	2	9/26/2023 10:46 A
San Bernardino Case	1126139	Sam TestingSam	IMG 520	Drivers License	1	8/1/2023 1:21 PM
San Bernardino Case	1126139	Sam TestingSam	IMG 539	Bank Verif	1	8/1/2023 1:21 PM

12 items

Wolf Wisdom: You can open multiple documents in different windows/tabs when opening from Relationship panel

See the full content - [CalSAWS - Imaging Searching Demo.mp4](#)

Resources > Resources by Functional Area > Imaging > 58 County Imaging Solution > Functional Resources > Quick Tip Videos



Wave 6 San Luis Obispo

We get by with a little help from our friends..

Project RM's
SLO, FRESNO & TULARE
PPOC's



- On October 30th, 2023, the last and final CalWIN Wave 6 cutover was successful moving Sacramento, San Francisco and San Luis Obispo (SLO) into the CalSAWS system. The journey to the power of 58 has been filled with hard work, sleepless nights, unwavering commitment and most importantly the treasured relationships we have built along the way.
- With pep in our steps, we eagerly entered the SLO command Center expecting to find some level of angst among the Leadership only to be welcomed with smiling faces, welcome bags, badges, treats and Hawaiian leis (used to identify support on the floor). The calm and organized leadership set the tone for success, and we could see it right away.
- SLO was not only going live with a new operating system (CalSAWS) but they were piloting a call center and introducing kiosks in the lobbies for the first time. As if this wasn't enough, they also achieved a 100% completion rate on their web-based trainings (WBT'S). This allowed the staff a sense of confidence as they utilized the on-site support staff and virtual assistants to supplement their learning process.
- In addition to the positive responsiveness to questions and resources the county leadership embraced the staff by hosting certain days of Go Live by dressing up for Halloween to dressing in Hawaiian style. The Regional Managers not only participated in the activities, but they also facilitated the county comradery by having the PPOC's from Fresno and Tulare join the PPOC and RM's in the command center of San Luis Obispo.
- Finally, we did it! We are One!

Wave 6 San Luis Obispo



Region & Counties	Regional Managers (RM)	Region & Counties	Regional Managers (RM)
Region 1		Region 4	
Alameda Contra Costa Marin Monterey Napa San Benito San Francisco San Mateo Santa Clara Santa Cruz Solano Sonoma	Greg Postulka Bobbi Wibbenhorst Mara Jennings Team Email: Consortium.RegionalManagers.R1@CalSAWS.org	Fresno Inyo Kern Kings Madera Mariposa Merced San Joaquin San Luis Obispo Stanislaus Tulare	Joe Mendoza Matt van der Eyck Raul Gonzalez Team Email: Consortium.RegionalManagers.R4@CalSAWS.org
Region 2		Region 5	
Alpine Amador Calaveras El Dorado Mono Nevada Placer Sacramento Sierra Sutter Tuolumne Yolo Yuba	Jennifer Hobbs Julie Conwell Team Email: Consortium.RegionalManagers.R2@CalSAWS.org	Imperial Orange Riverside San Bernardino San Diego Santa Barbara Ventura	Justin Stephenson Ricardo Miranda Veronica Lara Yolanda Banuelos Team Email: Consortium.RegionalManagers.R5@CalSAWS.org
Region 3		Region 6	
Butte Colusa Del Norte Glenn Humboldt Lake Lassen Mendocino Modoc Plumas Shasta Siskiyou Tehama Trinity	Daisy Villasenor Melissa Thomas Team Email: Consortium.RegionalManagers.R3@CalSAWS.org	Los Angeles	Ana White Arin Shahgholi Ayana Alvarez Lorena Montes Team Email: Consortium.RegionalManagers.R6@CalSAWS.org

“The pessimist complains about the wind; the optimist expects it to change; the realist adjusts the sails.” ~William Arthur Ward