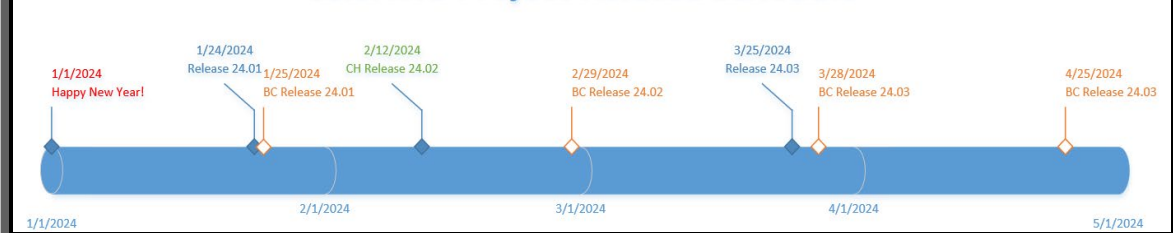# CalSAWS | Buzz

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

1/1/2024 Happy New Year!
1/24/2024 Release 24.01
1/25/2024 BC Release 24.01
2/12/2024 CH Release 24.02
2/29/2024 BC Release 24.02
3/25/2024 Release 24.03
3/28/2024 BC Release 24.03
4/25/2024 BC Release 24.03

CalSAWS
CalHEERS
BenefitsCal

In This Issue

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 <u>you</u> "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/UC0
Wl06iVeuvCjlFt7i26ZHA/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!!!
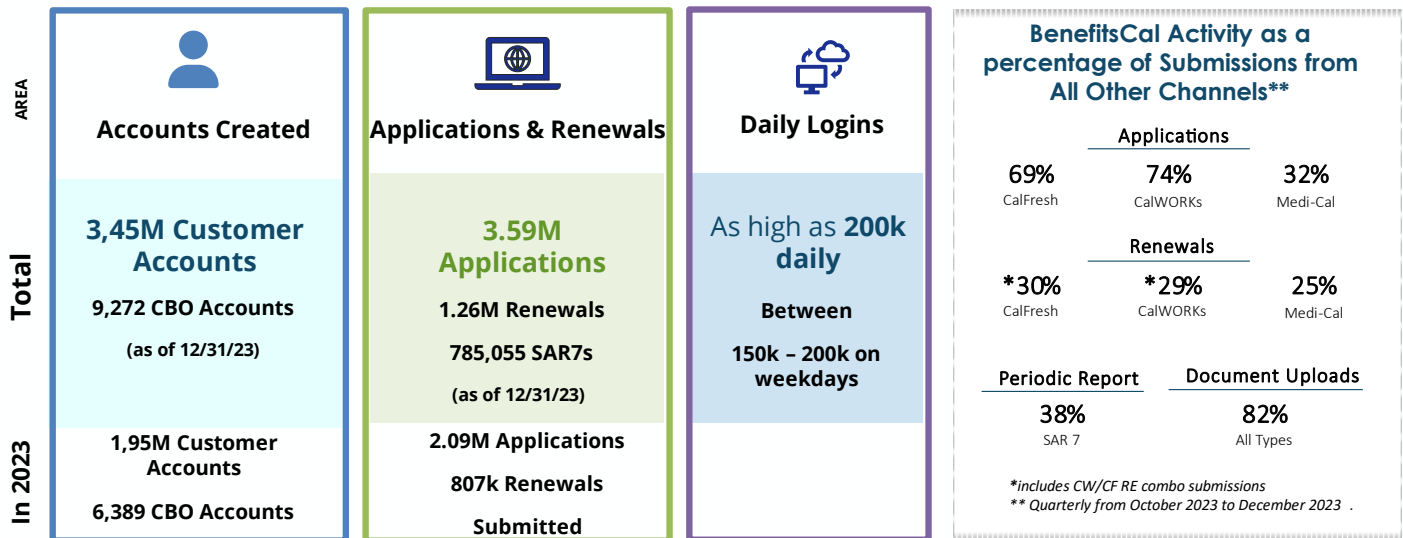
The best part about this event was that it created a feeling of community; the more we work together, the more our service will be optimized for you, our CalSAWS customers. 🐝

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.

AREA	Accounts Created	Applications & Renewals	Daily Logins
Total	**3,45M Customer Accounts** 9,272 CBO Accounts (as of 12/31/23)	**3.59M Applications** 1.26M Renewals 785,055 SAR7s (as of 12/31/23)	As high as **200k daily** **Between** **150k – 200k on weekdays**
In 2023	1,95M Customer Accounts 6,389 CBO Accounts	2.09M Applications 807k Renewals Submitted	

BenefitsCal Activity as a percentage of Submissions from All Other Channels**

Applications

69%	74%	32%
CalFresh	CalWORKs	Medi-Cal

Renewals

*30%	*29%	25%
CalFresh	CalWORKs	Medi-Cal

Periodic Report	Document Uploads
38%	82%
SAR 7	All Types

*includes CW/CF RE combo submissions
** Quarterly from October 2023 to December 2023 .

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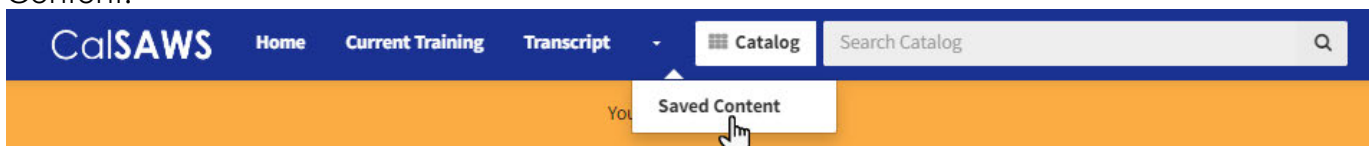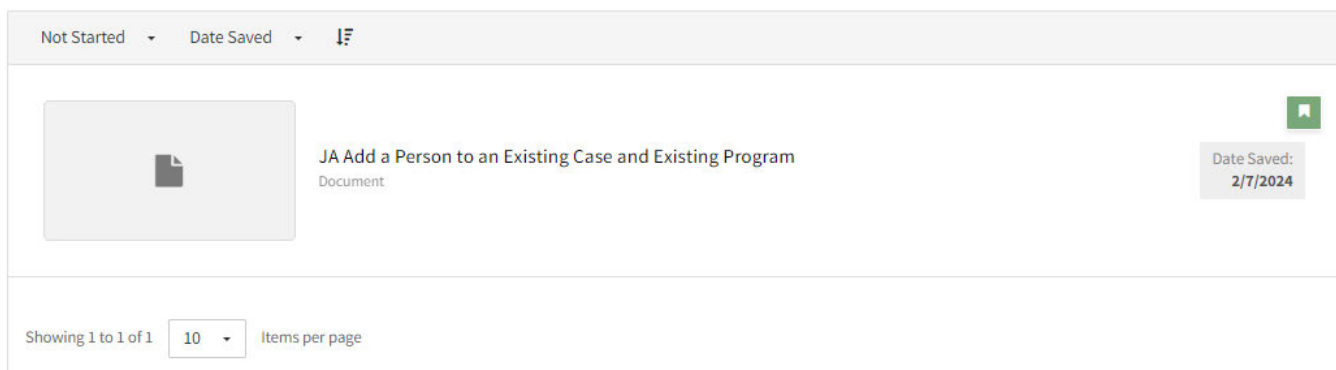
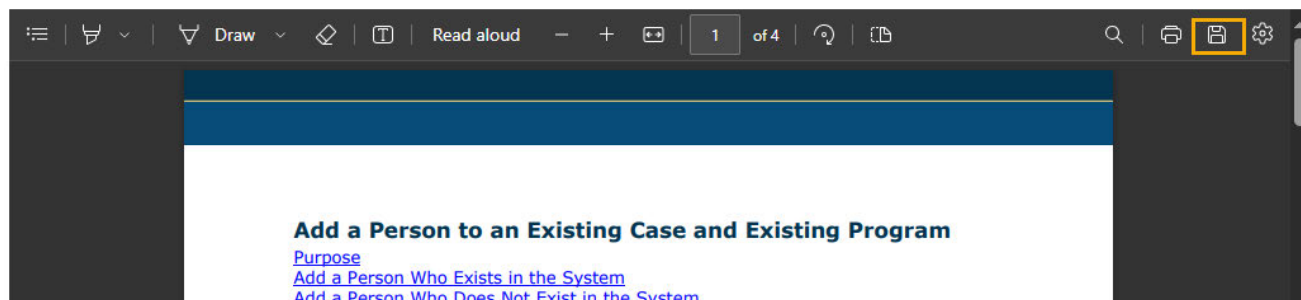To access the Saved Content page, click on the down caret on the toolbar and select Saved Content.

All items you have saved are available on this page.

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.

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".

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

See the full content -

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 cut-over 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