



CalSAWS | Buzz



Volume 6 | Issue 3

Welcome Summer!

Summer is approaching! It's a time for counties to get out and have some fun and for CalSAWS that means embracing the changes and improvements that have been made and celebrating where we are and where we still want to go! Opportunities are endless! Changes are evident. Our CalSAWS Neighborhood is changing. We have new neighbors coming and going, and new opportunities. So, in this summer edition we celebrate some and we bring out the welcome mat for others. See more on page 2...

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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.

What would you like to learn or see in the next edition of the Buzz.
Send your response to askcalsaws@calsaws.org.



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

Upcoming Meetings & Events



Project Steering Committee May	05/16/24
4 th Quarter Fiscal Conference	05/16/24
County Webinar- BenefitsCal Case-Link MFA Orientation	05/20/24
R1 Regional Meeting	05/20/24
County Release Readiness Discover Sessions	05/21/24
County Release Readiness Discover Sessions	05/28/24
R2, R3, R5, Regional Meetings	05/28/24
R4 MSV	05/29/24
OPAC	06/11/24
CWDA Directors Meeting	06/13/24
R1, R4 Regional Meeting	06/24/24
R2, R3, R5, Regional Meetings	06/25/24
JPA Member Representative and Board of Directors Meeting	06/27/24
Joint Powers Authority July tentative	07/12/24
Project Steering Committee July tentative	07/18/24

The Six CalSAWS Regions



Welcome Summer continued.....

Our CalSAWS Neighborhood is Changing and with change comes new opportunities, new neighbors, some remodeling, and new construction ...

Back in the day, neighborhoods gathered together to celebrate special events and recognize individuals. Our CalSAWS family is no different and we have some news to share with all of you.

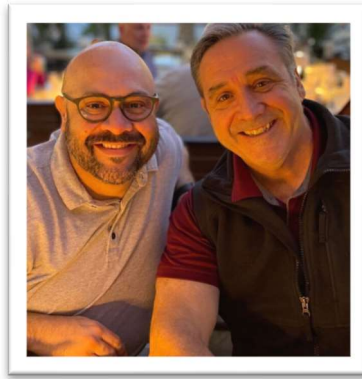
The CalSAWS neighborhood has some well-known neighbors moving out (into Retirement!) and a new Leader moving into our community.

Farewell John, Happy Retirement

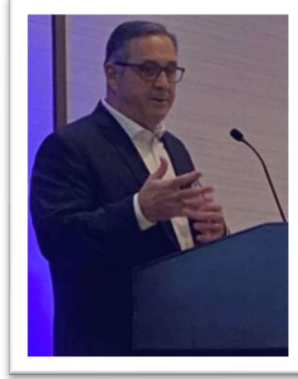
Our Executive Director, John Boule, is trading in his business attire for a more casual look as he moves off into a well-deserved retirement. John's last day in the CalSAWS neighborhood will be on May 17, 2024, but John will always have a home in our CalSAWS community. We hope you enjoy these memories and photos of John from us to you. Let's wish John well in his Retirement!



John at the R5 Manager Site Visit



Ricardo Miranda and John at R5 MSV

John at the 2024
Conference in San DiegoCEM Nicole Nava and John
celebrating the C-IV Migration

John has been hard at work easing us all into the Maintenance and Enhancement phase of CalSAWS and always a good neighbor, he has assisted our new Executive Director with her move into our neighborhood to ensure we have as seamless of a transition as possible.



Welcome to CalSAWS, Julia!

We would like to extend a warm greeting to Julia Erdkamp, our new CalSAWS Executive Director. Julia wasted no time physically moving in and facilitating discussions with staff in ideation of customer-focused communication and automation opportunities. Julia will soon be taking part in your regional activities such as CalSAWS Management Site Visits to get to know your Executive Leadership. Julia brings a lot of energy and knowledge to share and we look forward to our Summer of Change!

And among our CalSAWS Counties there have been MANY movements in leadership as well (apparently retirement is calling, and they heard the call!):

- February** Humboldt County's Ryan Bishop was promoted to Deputy Director. Lassen County's Director Jayson Vial replaced outgoing Director, Laura Atkins.
- March** In Los Angeles, we said goodbye to Dorothy Avila with her retirement and welcomed Del Benavides, who was named the new LA County ITM III/CalSAWS Support Section Manager.
- Jan & May** In San Bernardino County, Gilbert Ramos was promoted at the beginning of the year to Deputy Executive Officer, with James Locurto being promoted as their new Director of the Transitional Assistance Department (TAD).
- April** Mendocino County's Director, Bekkie Emery retired, and her replacement is TBD. In Santa Cruz County, Julia Sheehan was promoted to IT Manager III.

May

Lake County's Director, Crystal Markytan retired May 3rd and her replacement is TBD. Tehama County's Teresa Curiel has been named Interim Director, as Director Laura Taylor recently retired.

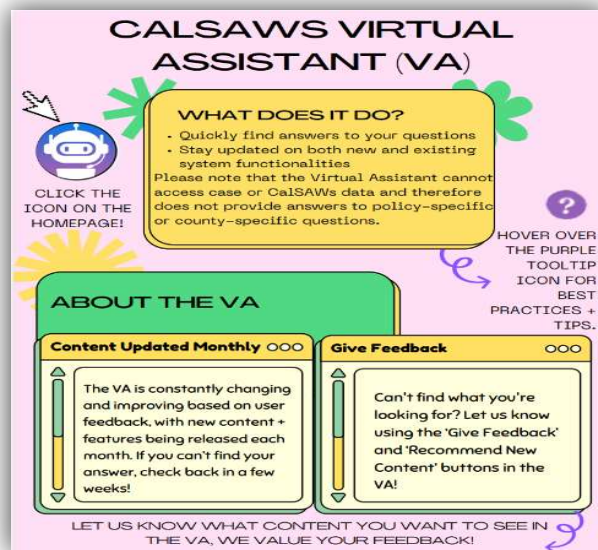
June

Plumas County Director, Neal Caiazzo is retiring. Fun fact, Neal also served as a volunteer firefighter! Trinity's Deputy Director Michael Cattone is retiring on June 1st.

Congratulations to everyone receiving promotions and to the retirees!

Our Member Representatives meeting on Thursday, June 27th from 9AM-Noon will bring some changes to our JPA and PSC members as we will hold our CalSAWS election for those seats and in other regions you will have the same 'neighbors' representing you! Whichever the case, we appreciate the opportunity to collaborate with your County Leadership and enjoy seeing the ways each of them approach networking with their respective regions and across the 58 CalSAWS counties.

New Structures in our CalSAWS Neighborhood ...



Coming Soon- Remodels or New Construction in our CalSAWS Neighborhood ...



SCR CA-266312	• ACL 23-80 - Increase ABAWD Age Limit and Add Exemptions for Homeless, Veterans, and Individuals in Foster Care.
SCR CA-217940	• ACWDL 21-22 - Suspension of MC Benefits for Incarcerated Beneficiaries.
SCR CA-237399	• ACL 21-139 Tracking Requirements for Otherwise Fed Eligible Children Whose Placement Do Not Meet the Requirements for Fed Payments
SCR CA-263291	• Archive Phase 1 - Implement Case Data Archive
SCR CA-239577	• BenefitsCal - Time Clocks

CalSAWS Neighborhood Watch ...

All neighborhoods keep an eye out on one another, lend a helping hand, and sometimes neighbors need to ask for help as well. If any of our CalSAWS Neighbors (Counties) have information to share with other counties or need some help, please remember to reach out to your PPOC to contact our RMs, who serve as your Neighborhood Leads for a CalSAWS Tips Hotline/Help Request Avenue! We've got your back!

And speaking of having your backs ... your Customer Engagement team provided county staff with the following and will be continuing efforts at meeting county needs on functionality or environment/tool education:

- March - M&E Roadshow #1- CalSAWS Governance
- April - M&E Roadshow #2- Ticketing
- May - M&E Roadshow #3- SCR Lifecycle /County Release Readiness Discovery Sessions (CE team is partnering with our Release team)
- June 13, 10:00 AM to 12:00 PM - RCM/SME Orientation
- July 8 (tentative), 9, 11- M&E Roadshow #4- Release Management/CCCV (end of M&E Roadshows!)
- Potentially coming to your neighborhood - We are exploring the idea of Hot Topic Sessions (a collaboration of project teams, RMs, Counties as facilitators) **TBD**.
 - **Do you have feedback as a Neighborhood Suggestion Box?** Counties who have an interest in a specific topic should submit it with details to your RMs. Be sure to indicate whether it has a Low/Medium/High priority for your county.

CalSAWS Release and Policy Update

	3/2/24	3/5/24	3/7/24	3/25/24	TBD	5/20/24	TBD	6/6/24	6/15/24	7/22/24
	March 2024			April		May		June		July
Major Releases	★ R24.03 - 3/25/24 Key Highlights <ul style="list-style-type: none"> • ACL 23-80 - Increase ABAWD Age Limit and Add Exemptions • ACL 23-13 - Update EBT 2259 - Theft Replacement Form • ACWDL 21-22 - Suspension of MC Benefits for Incarcerated Beneficiaries 					★ R24.05 - 5/20/24 Key Highlights <ul style="list-style-type: none"> • ACL 23-30 - Paid Family Leave CW Time Limit Exemption • ACL 22-67 - STAT 47 to Match CalFresh E&T Rule • ACL 19-19 - Increase the Threshold for CW Overpayments Phase II • ACL 23-83 - Homeless Assistance Additional at Risk Populations 				★ R24.07 - 7/22/24 Key Highlights <ul style="list-style-type: none"> • ACL 18-43 - Revise CalWORKs M40-107D • ACL 21-140 - Changes in CW Pregnancy Verification and Pregnancy Special Need • ACWDL 17-36 - NOA Snippets for Medi-Cal Inmate Program • ACL 19-102 - Update Fraud Determination When Suspending CW Recovery Accounts
Minor Releases	◆ R.24.03.02 - 3/2/24 Key Highlights <ul style="list-style-type: none"> • 2024 FPL COLA Batch (No system downtime) ◆ R.24.03.05 - 3/5/24 Key Highlights <ul style="list-style-type: none"> • Turn on DCF for San Diego County ◆ R.24.03.07 - 3/7/24 Key Highlights <ul style="list-style-type: none"> • Mas Replacement CF Benefits for Feb 3rd to 4th Storms 			◆ R.24.04.xx - TBD Key Highlights <ul style="list-style-type: none"> • MEDIL 1 22-01 - Turn off Second Medi-Cal Reminder Notice Batch Job at Conclusion of CCU (tentative) 		◆ R.24.05.xx - TBD Key Highlights <ul style="list-style-type: none"> • ACL 22-85 & 21-25 - Update CalFresh Reports (tentative) 		◆ R.24.06.06 - 6/6/24 Key Highlights <ul style="list-style-type: none"> • 2024 IIK COLA Values ◆ R.24.06.15 - 6/15/24 Key Highlights <ul style="list-style-type: none"> • 2024 IIK COLA Batch 		

CalSAWS Maintenance and Enhancement (M&E) Roadshows are driving their way to you!

Background-

The CalSAWS Regional Manager team have worked to provide counties with a series of Roadshows for 2024. These Roadshows will cover a variety of topics designed to assist counties with understanding the CalSAWS structure and processes. The county PPOCs will be responsible for identifying the participants for each roadshow, noting that the participants may change from month to month in lockstep with each topic. Attendees are encouraged to share the information from the session throughout their counties as appropriate.

Logistics-

Meeting invites will be sent to the individuals identified in the CRFI. The RMs will present the same information in 3 meetings, just let us know who you want to send to each meeting. We will do our best to give you at least 3 different meeting options in the presentation week. The CalSAWS M&E Roadshow materials, recordings and Q & A will be posted to the CalSAWS Web Portal at the end of that weeks session.



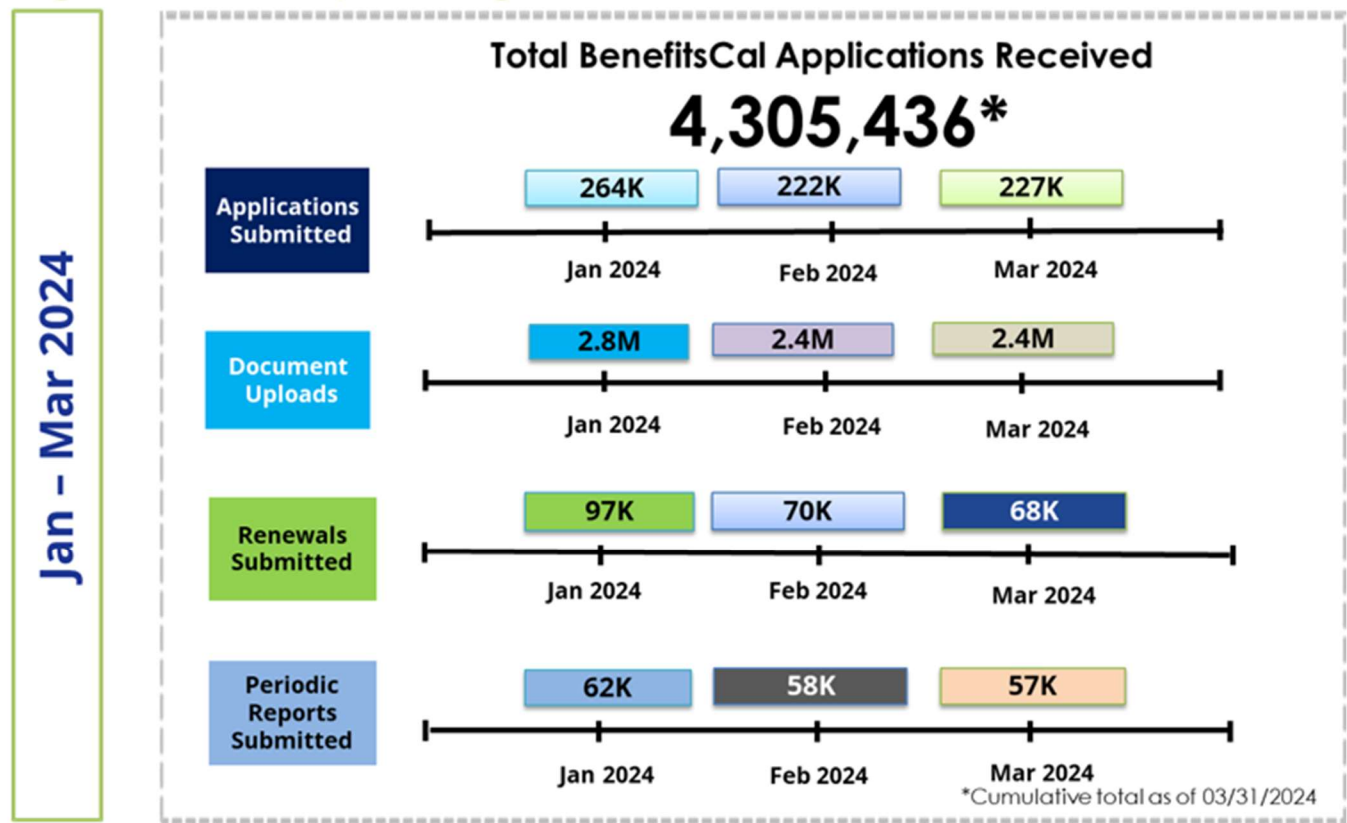
Rewind-

In March, we covered the CalSAWS Governance and in April we talked about Ticketing. Both events were well attended and did a great job of setting the series up for success for the rest of the year. Special shoutout to our inaugural presenters– Julie Conwell, Yolanda Banuelos, Jennifer Hobbs and Melissa Thomas



BenefitsCal

January through March 2024, BenefitsCal maintained a consistent positive trend in terms of overall usage and since Go-live in 2021, we exceeded 4.3 million Applications submitted by customers as of end of March. 🐝



Enter the following information to link your case to your account.

To link your case, make sure you're the Primary Applicant.

Who's the Primary Applicant?

What if I have more than one case?

Date of Birth required

Zip Code required

County required

Case Number required

You can find this on your EBT card (if you have one) or in your notices.
Notes: The first two digits on your EBT card are your county code. Enter the next seven digits for your case number.

Users can choose to receive a verification link to the email address on their case details

Let's verify it's you linking your case. How do you want to receive your link to verify?

We got this email from your case details, it might be different from the email you use to log into your BenefitsCal account. If you don't have access to the email below, [contact your county office](#) to update your email.



Training Schedule and Updates

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)*
24.05	5/17/2024	5/19/2024	5/20/2024	5/20/2024
24.07	7/19/2024	7/21/2024	7/22/2024	7/22/2024
24.09	9/20/2024	9/22/2024	9/23/2024	9/23/2024
24.11	11/22/2024	11/24/2024	11/25/2024	11/25/2024
25.01	1/24/2025	1/26/2025	1/27/2025	1/27/2025



Be on the Lookout....

The Training team will be bringing you:

- CalSAWS Neighborhood Newsletter – What's New in 24.05 (5/15/24)
- Training Updates Preview (last week of May – expect a CIT soon!)
- A new Quick Guide – Duplicate Persons (targeted for distribution via CIT by 5/24/24)



Happy Cruising into Retirement and the Summer of 2024!

Communication Corner

- 🐝 **CIT 0047-24** CalSAWS Training Manuals – Service Arrangements for Employment Services
- 🐝 **CIT 0048-24** CalSAWS LMS Alternate Home Page
- 🐝 **CIT 0049-24** BenefitsCal CBO Accounts and County Delegated Admin
- 🐝 **CIT 0050-24** Year Ending June 2023 CalSAWS Final Single Audit Report, Financial Statements, and Final Governance Letter
- 🐝 **CIT 0052-24** Listing for CAPI Couple Cases Property limits over \$2000 less than or equal to \$3000
- 🐝 **CIT 0053-24** CalSAWS Reports Meetings and Resources
- 🐝 **CIT 0054-24** CalSAWS Project County Reallocations SFY 2023-24 v4.1
- 🐝 **CIT 0055-24** CalSAWS SFY 23-24 Second Quarter County Share Adjustment
- 🐝 **CIT 0056-24** CalSAWS Case Data Removal Schedule For 2024; Case Data Removal Identification and Case Data Removal Override Reports (04-12-2024)
- 🐝 **CIT 0057-24** Lobby Tablet 1.0 Device End of Life
- 🐝 **CIT 0059-24** Enable MFA on Lobby Devices
- 🐝 **CIT 0061-24** Lists Posted for CA-270293 - Update Child Support Direct Income Treatment in CalFresh Budget-Run Batch EDBC
- 🐝 **CIT 0063-24** CA-276107 Update JA - Self-Service Portal (SSP) - Case Link Requests Due to CA-261398
- 🐝 **CIT 0064-24** New Alternative Worker Name on Correspondence
- 🐝 **CIT 0065-24** BenefitsCal Fact Sheet for Case Linking and MFA Case Linking Verification
- 🐝 **CIT 0066-24** July 2024 Postage Rate Changes
- 🐝 **CIT 0070-24** CalSAWS Prepopulated Medi-Cal Redetermination Claim Form and CAP SFY 2023-24 Effective April 2024
- 🐝 **CIT 0071-24** Adtran Network Switch Replacement

See **CalSAWS Web Portal** under **Resources** for the **CalSAWS Handbook** and **CalSAWS Maintenance and Operations (M&O) Plans**. 🐝 CalSAWS YouTube Channel
<https://www.youtube.com/channel/UC0Wl06iVeuvCjlfTz26ZHA/videos>

