



## Spring Has Arrived - Welcome to 2025

As we move into 2025 change is in the air. The time for M&E is here at CalSAWS which like the spring brings change and growth. We are looking at how we collaborate with our stakeholders and the current committee structure. The CER and SCR processes are being evaluated for evolution in our 58 County system.

Evaluating and updating our processes, some which have been in use since the formation of the C-IV system, will allow us to become more time and cost efficient. We will be looking at our enhancement process from a larger objectives-based lens.

We are looking forward to this new year of growth and sharing the plans as they develop.

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# The Six CalSAWS Regions

## Upcoming Meetings & Events

Project Steering Committee 4/14/2025 & 5/15/2025

Joint Powers Authority 4/11/2025 & 5/9/2025

CalSAWS Annual Conference 6/26/2025-6/27/2025

R6 RCM/SME/PPOC Quarterly Forum 3/26/2025

R6 Management Site Visit 4/22/2025



# From Customer Engagement

Greetings from Customer Engagement!

As we continue to support the dynamic needs of our 58-County CalSAWS family, the Customer Engagement (CE) team remains committed to providing relevant, timely, and transparent information via various communication channels, as we have transitioned from conducting Road Shows to hosting our new CalSAWS Learning Exchange (CLE) sessions. These sessions offer refresher training on key topics of interest and create opportunities for counties to partner with us more directly. They are designed to promote collaboration and provide targeted support where it's needed most. Below is a snapshot of what sessions have been completed to date and what is on the horizon.

# CalSAWS Learning Exchange Sessions

CLE Planning Schedule 2024/2025



Cultivating CalSAWS Community



As CalSAWS continues to refine its current committee structure, CE will actively participate in sessions to help counties stay informed, build confidence in the changes, and ensure we are equipped to support counties through every stage of the transition. The JPA Directors provided their feedback about the Committee process and identified some challenges. The Project responded to the need to restructure plans on how to optimize the process to minimize the impact on county staff.

While we anticipate a few bumps along the way, we will take feedback under consideration and quickly pivot and adapt, where indicated to get to an end state that is optimal. We are excited to share this journey with you and assist you and your staff as we move toward full adoption of the improved processes.

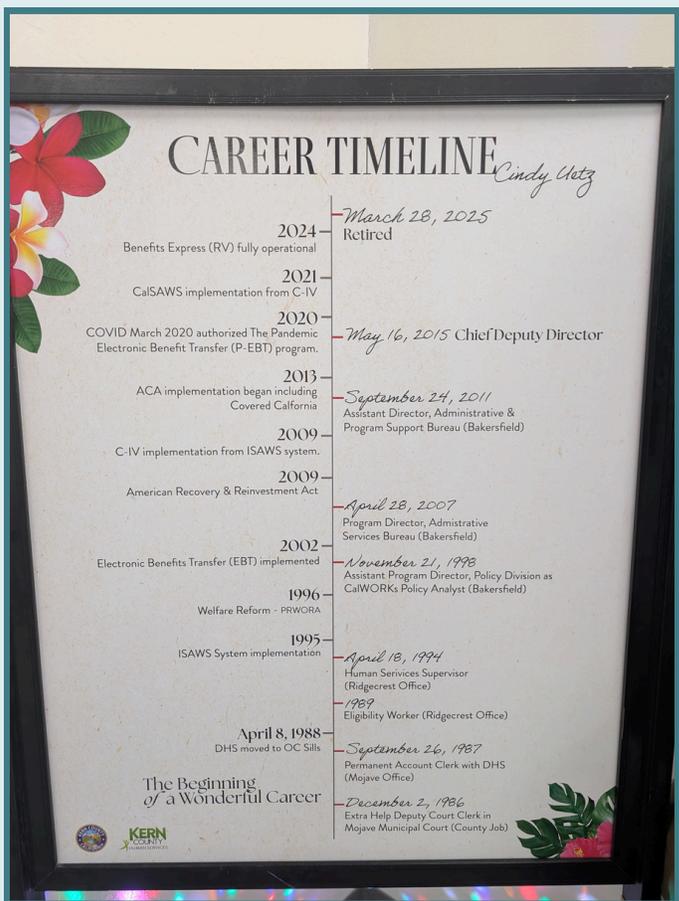


# Cindy Uetz is Retiring!

Cindy Uetz has been a mainstay for Kern County and Region 4 for all of her career. Cindy started in Kern Human Services in 1987, working as an Account Clerk. She promoted to various positions over the years before becoming the Chief Deputy Director in 2015, a title that she will hold until she enters the next phase of her life-Retirement.



Outside of her duties with the county, Cindy has been incredibly participatory in a number of other organizations, namely, CalSAWS. Cindy has served as a Project Steering Committee (PSC) Member for a good portion of her 38-year career. Cindy has selflessly volunteered to help chair the PSC for multiple years throughout our organizations transition. On March 25th Regional Managers from the Customer Engagement team had the privilege to go to Kern County to help celebrate Cindy at her retirement luncheon. It was an amazing event filled with wholesome and personal stories from a number of friends and colleagues that Cindy made across her career. Nearly every story reflected Cindys impact both inside of Kern DHS, as well as in her community and across the state.





As Cindy transitions from a life in service of the public, and Kern County, to a life in service of the golf course and her grandchildren, we wanted to extend a heartfelt thank you for all that you have done. Thank you for your time and your well-informed input. Thank you for helping guide what we know as CalSAWS from its infancy to where we are today. And thank you for leading with compassion and kindness in all of your dealings. Wishing you the absolute best in retirement!



*Happy Retirement*

## Farewell, Lynn Bridwell

Lynn Bridwell launched her career with Siskiyou County as an Eligibility Worker in 1990, she promoted to an Eligibility Supervisor before transitioning to the world of technical training with UC Davis then Solutions West. In November 2008 she took on the role of Track Lead with the WCDS Consortium. In this role Lynn worked hard for the counties to ensure the CalWIN application served their business needs. In 2014 she was promoted to Application Deputy Director, where her positive leadership and dedication to her team and the counties was instrumental in the success of CalWIN. In this role she cultivated and sustained relationships across the consortia and with our State partners. She played a key role in CalWIN's successful transition to CalSAWS where Lynn was the CalSAWS Policy and Design Manager before moving over to the BenefitsCal team as Section Director in 2023. Her hard work and dedication have made a lasting impact on our staff, the counties, and as well as the customers who use BenefitsCal. We wish her all the best as she embarks on her next journey.



# Upcoming Releases

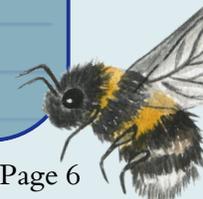
	March	April	May	June	July
CalSAWS Release	25.03 - 3/24/2025		25.05 - 5/26/2025 WDTIP Migration		25.07 - 7/21/2025
BenefitsCal Release	25.03 - 3/27/2025	25.04 - 4/27/2025	25.05 - 5/29/2025	25.06 - 6/26/2025	25.07 - 7/25/2025
CalHEERS Release				25.06 - 6/16/2025	

## 2025 Release SCR Tracker

Release	SCR	Production Defects	Total
25.03	64	94	158
25.01	78	78	156
Totals	142	172	314

## Communications

- 0164-24 OCAT Ticket Submission Process Change
- 0167-24 Revised CalSAWS County Claim Form for SFY 2024-25
- 0174-24 CalSAWS RCM | SME Semi Annual Orientation on Hold
- 0175-24 Updates Required to Lobby Monitor Customer Dashboard Link (URL)
- 0182-24 CalSAWS County Cost Summary – December 2024 Update
- 0185-24 CalSAWS Case Data Removal Schedule for 2025
- 0190-24 CalSAWS Project SFY 2024-25 v2 County Reallocations
- 0004-25 CalSAWS SFY 24-25 First Quarter County Share Adjustment
- 0017-25 CalSAWS Updated Urgent After Business Hours Support and CalSAWS Service Desk Hours
- 0019-25 FY2025-26 CalSAWS JPA Administrative Budget
- 0026-25 Scheduled Downtime Notification – 4/6/2025
- 0031-25 CalSAWS County Cost Summary – March 2025 Update
- 0035-25 Recruitment of CalSAWS BenefitsCal Director Closing on April 4, 2025
- 0037-25 SCATL Materials Posted to Web Portal
- 0039-25 Scheduled Downtime Notification – 4/11/2025





# Glenn County Going the Extra Mile with Style!

In September, Willows Unified School District, Community Back to School event was held at the Willows Intermediate School. This event was opened for all school-aged students in the Willows Unified School District. The event was able to serve 87 families and a total of 195 students.



Mirella Madrigal Eligibility Specialist, Sara Lozano-Nunez Employment and Training, Jerry Reyes Employment and Training

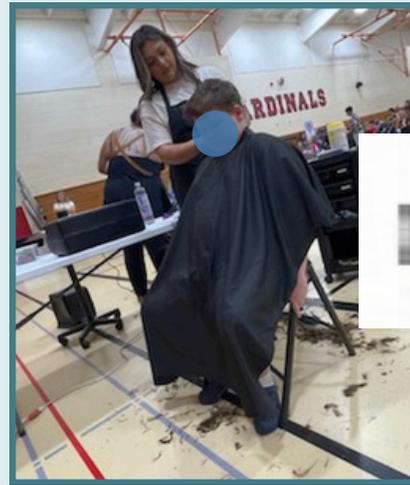
The school auditorium hosted a few back-to-school stations that were stocked with different types of goodies, one station housed brand-new pairs of shoes for which a student could choose one single pair that fit to keep. Another table contained a backpack for each student filled with necessary school supplies. Lastly, they had a station set up with three licensed Cosmetologists who volunteered their time and skill set to offer free haircuts to the students.



Ed Hall Eligibility Specialist, Suzane Sanchez, Eligibility Specialist Supervisor, Consuelo Cervantes Eligibility Specialist

The free haircuts were a popular choice amongst students and ultimately the three volunteer Cosmetologists were able to complete a total of 60 haircuts between the three of them. One of those volunteers was Glenn County Social Services' very own Eligibility Specialist Supervisor, Suzanne Sanchez.

In her words, "I know what a fresh haircut can do to boost a student's confidence, making them feel ready for a new school year with excitement and eagerness. I got that expression from every single student I made contact with. Its more than just a haircut; it's about helping kids start off on the right foot, knowing that their appearance reflects their best self. Giving my time and skill to support families who need a little extra help, fills me with a sense of purpose and connection to my community. Those smiles on students and families were rewarding itself."



Suzanne Sanchez Eligibility Supervisor Specialist providing a complimentary haircut

Just when you thought they were done, Glenn County also participated in its annual Orland National Night Out, where the city hosts the local law enforcement to come out and educate the public on their services and provide an opportunity to see their special equipment. The Glenn County outreach team had broken off into two groups servicing both events on the same day. The team that went to Orland National Night Out provided brochures and informational flyers on the locations and services offered all made available to the public. This event always brings the community closer together by building trust and awareness between the residents and its public safety and social services agencies. Glenn county keeps on moving forward with the future in mind.



Kristi Lemburg Orland HHSA OA, Jerry Reyes Employment and Training, Tonantzin Trujillo Eligibility Specialist

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