CalSAWS | Chronicle

California Statewide Automated Welfare System | Contra Costa County Employment & Human Services

Videos on SMART Give You a CalSAWS Preview

Contributed by Staff Development

You can find a full slate of preview videos on SMART to help orient you to CalSAWS, the case management system that will provide all 58 counties in California with eligibility determination, benefit calculation, benefit issuance, and information management for human services programs.

The videos give you a chance to become familiar with the new system's look and functionality, and see the key differences between CalWIN and CalSAWS.

Staff Development encourages you to view the videos now, increase your comfort with the new system, and help make training and implementation an easy transition.

A BIG thank you to Hamid Vahidizadeh, Antonio Vasquez, Dan Young, and the CalSAWS Team for making these videos available for EHSD staff.

Click here to go directly to the CalSAWS page in SMART or click the CalSAWS logo on the home page in SMART.

Staff Development has posted videos covering a range of CalSAWS topics to help orient and demonstrate the new system. They include a CalWIN to CalSAWS Overview, orientation videos such as Navigating in LRS, How to Search for Case Information, and Task Management, plus demonstration videos for Financial Data Collection and Managing Verifications. Peruse all video topics on the **CalSAWS page in SMART**

Note: The online videos do not replace official and specific CalSAWS training that EHSD develops in the future. They are informational only and are not mandatory. As we add more CalSAWS functionality, implementation may vary from what is reflected in the videos.

CalSAWS "Go Live" COUNTDOWN

13 MONTHS

CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES

CalSAWS
LEADING THE CHANGE

Contra Costa Reaches a BPR Milestone

By Shari Garrity, CalSAWS Core Track Lead

Business Process Re-engineering (BPR) is looking at the way we do business, and redesigning the process to streamline and achieve better efficiency and productivity.

Our county started documenting our "As-Is" processes in January 2021. We tracked every step from the first time a customer contacts the county, to EHSD issuing benefits, to processing reported changes.

On June 21st, 2021, Contra Costa County kicked off our "To-Be" sessions. Contra Costa's CalSAWS Team, Deloitte staff and our own workgroup Subject Matter Experts (SME's) met daily starting the next day through the end of July. Our task at hand was to design and document every step of our new processes, with the vision of streamlining them and using the CalSAWS system functionality when possible.

Thanks to everyone involved, we have reached a milestone in our To-Be process, resulting in approval and sign off.

The Contra Costa CalSAWS Team wants to commend and thank all who participated in this process. Your knowledge and input was invaluable. We could not have done it without all of you.

Insights into CalSAWS

By Shari Garrity, CalSAWS Core Track Lead

CalWIN and CalSAWS both have similar processes and functionality. This month we would like to highlight the Income & Eligibility Verification System (IEVS) process in CalSAWS.

In CalSAWS, *IEVS Applicant Reports* are automatically requested when a case is App Reg on all new applications. Additionally, CalSAWS has an automated job to request *Applicant IEVS* on all Redeterminations/Recertifications/Renewals, also known as RE's. This will be an added benefit to staff.

To view the *IEVS Applicant Report* the user can get to the *IEVS Applicant List* page from the *Customer Information* within a case. Enter the *Display From* date and click *View.*
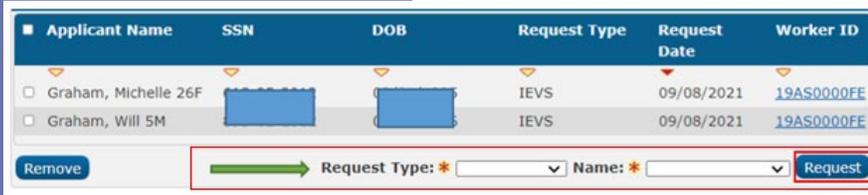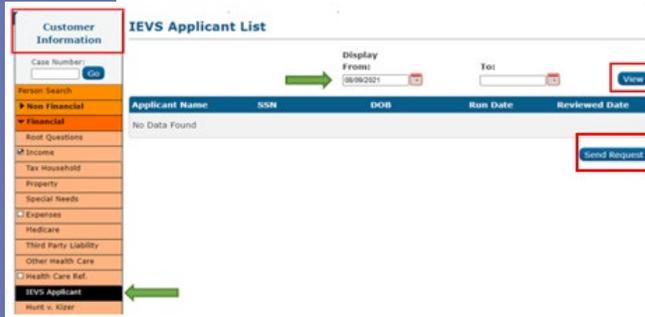
When users need to manually request an *IEVS Applicant Report* in CalSAWS it is as easy as in CalWIN. A user can click *Send Request* (above). This will activate two additional drop downs: *Request Type* (IEVS and IEVS/SAVE) and *Name*. Drop down the appropriate choices and click *Request* (left).
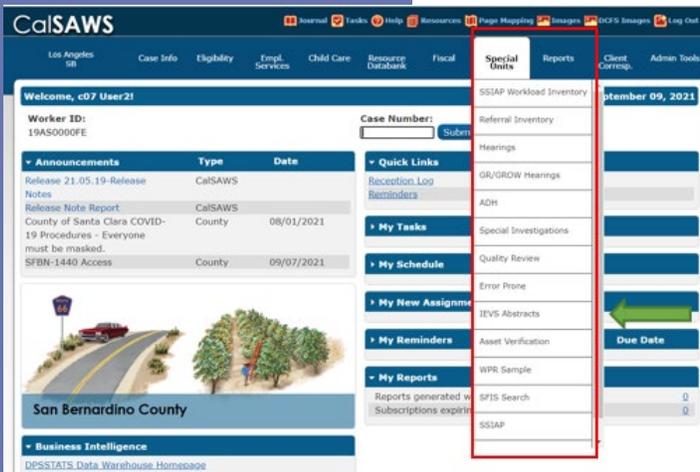
There is no change in the frequency of the *IEVS Recipient Reports* as they are loaded on a monthly/quarterly basis. To view *Recipient IEVS Reports* the user must go to *Special Units* in the local Navigator and from the list choose *IEVS Abstracts* (left).

Below is an example of the IEVS Abstract for a PVS Report.