

November–December 2021



C-IV Migration to CalSAWS – My Visit to Napa

By Shari Garrity, Senior Information Systems Analyst and CalSAWS Core Team Lead

There are now 40 counties using the CalSAWS system as of September 29, 2021. I was lucky enough to see firsthand what happened during the first five days of Go-Live during a five-day visit to Napa County.

Many thought that the state's thirty-nine C-IV counties had it easy by just moving to an enhanced version of their existing system. That is only partially true, as there were some things that changed that they were not prepared for and some defects or issues they identified.

A few changes/issues that came up during Go-Live for C-IV counties:

- Some hyperlinks had been moved to be more readily accessible
- Use of standard instead of county-specific correspondence
- Although similar, the imaging solution had many changes in the look, feel and functionality
- Various other functionality defects that counties reported (being fixed)

Since Go-Live, small and large issues/defects are and continue to be fixed and monitored.

Napa staff was very welcoming and great to work with. I even saw a fire drill on day one of Go-Live, so that was fun. I sat in the command center that was created for staff to be able to walk in and get assistance for their issues. For me, this was helpful to hear what was going on. Additionally, we had two daily checkpoint calls and could hear what other migration counties were experiencing and how the CalSAWS Project would implement fixes.

I observed staff members conducting day-to-day business along with viewing the new CalSAWS system live. I sat with various staff, including: Call Center, CalWORKS Intake and Field, Reception, and clerical responsible for Imaging.

My takeaway – We are moving to a new eligibility system that will *include* imaging and tasking – one-stop shopping. Additionally, all counties will be on the same system so the interfacing and sharing will be so much better. Plus, we will have 40 counties who can help us during our own Go-Live!



CalSAWS "Go Live"
COUNTDOWN





Migrating Millions of Documents

By Terri Rose, Senior Social Services Information Systems Analyst,
CalSAWS Region 1 RCM/SME

Document Migration is no small task as we have thousands of documents in use and approximately 1800 options to map to in CalSAWS. With the help of Hyland, we will be converting **31.5 Million documents** that are currently located in 409 Document Types.

I have been working with our Program Analysts to map all of our non-State forms/documents to the CalSAWS documents. For every form/document we currently have in our system and/or use (or may no longer use, but have filed in our system), we have to determine where to file it in CalSAWS. CalSAWS uses Hyland Perceptive as the document repository for archiving (filing) documents.

These are the five phases for document migration:

INITIATION

Confirm project scope, set project schedule, and identify resources. Conduct technical calls to review our hardware and access requirements.
– COMPLETED

DISCOVERY

Analyze current system, and define and detail business process requirements. Also define and complete document type mappings.
– IN PROCESS

IMPLEMENTATION

Things really ramp up as the solution design is completed based on our agreed upon requirements. Build and demonstrate the solution in order to move forward with the project. Internally build and test a custom conversion workflow. Following the successful testing, load our import sample into the Hyland test environment.

TESTING

Finally, the Hyland team will test the solution, and conduct appropriate meetings to provide orientation for conversion testing. Complete the User Acceptance Testing (UAT), and fix any issues discovered during testing.

GO-LIVE

Preparations for cutover planning and go-live support. Complete our document export. Send extracted and transformed data to Hyland's Import Team to load into CalSAWS.

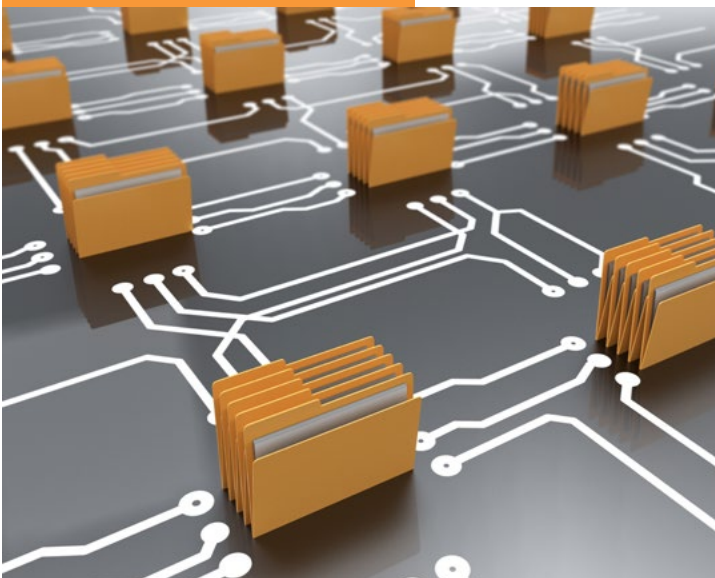
EHSD team working on Document Migration

Eileen Olson – Executive Sponsor

Terri Rose – Project Manager, System Administrator, Testing Coordinator

Subra Chidambaram – Technical Project Manager

Lindsey Lindayan, Ronald Berry, Jason Simone, Marties Tolentino – Infrastructure Resources



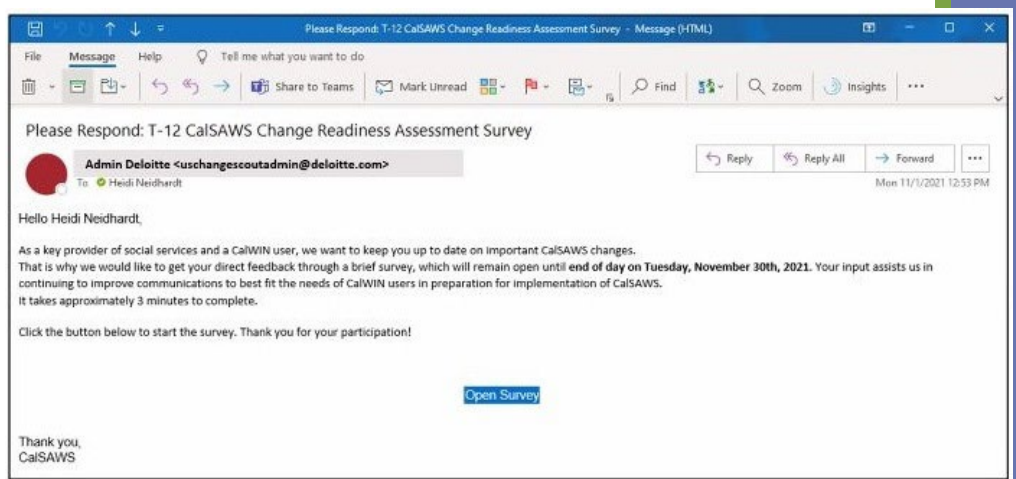
SURVEY

CalSAWS Pulse Surveys Are On the Way!

With the countdown to October 2022 approaching for CalSAWS to go live in Contra Costa County, current CalWIN users have the opportunity to offer feedback to the Organizational Change Management (OCM) team.

Pulse surveys will go out this month, and in February, May and August of 2022, to Eligibility Workers, Social Workers, Supervisors, Managers, Clerks, Fiscal and Executive Staff. The survey link will arrive in email inboxes with Admin Deloitte

If you're a CalWIN user, you'll receive a survey email that looks like this:



(uschangescoutadmin@deloitte.com) as the sender.

Each survey will take about three minutes to complete, and your participation is critical for the team to gather the best information in preparing for the transition to CalSAWS. Thank you for providing your valuable insight as EHSD leads the change for CalWIN counties to implement the statewide system.

The November survey will close by end of day on Tuesday, November 30, 2021.

Championing the Change

By Alice Dietrich, Division Manager, MCSC - West and Central

A Change Network is a group of individuals selected from offices or internal stakeholder groups that will be highly impacted by a change. This group of Change Champions for CalSAWS will attend monthly implementation preparation meetings and facilitate communication of information back to their offices. They will collect and share feedback, guide others to CalSAWS project resources, and provide on-site support to co-workers. Change Network Champion Kick-Off Activities are coming soon!



Clean Up to Ease Conversion

Data Clean-up is very important in preparing for CalSAWS conversion since some of the data needing correction could impact eligibility. The good news is that the CalSAWS conversion team is automating the correction of CalWIN data wherever possible. However, we still must do some of the work manually and we are counting on you!

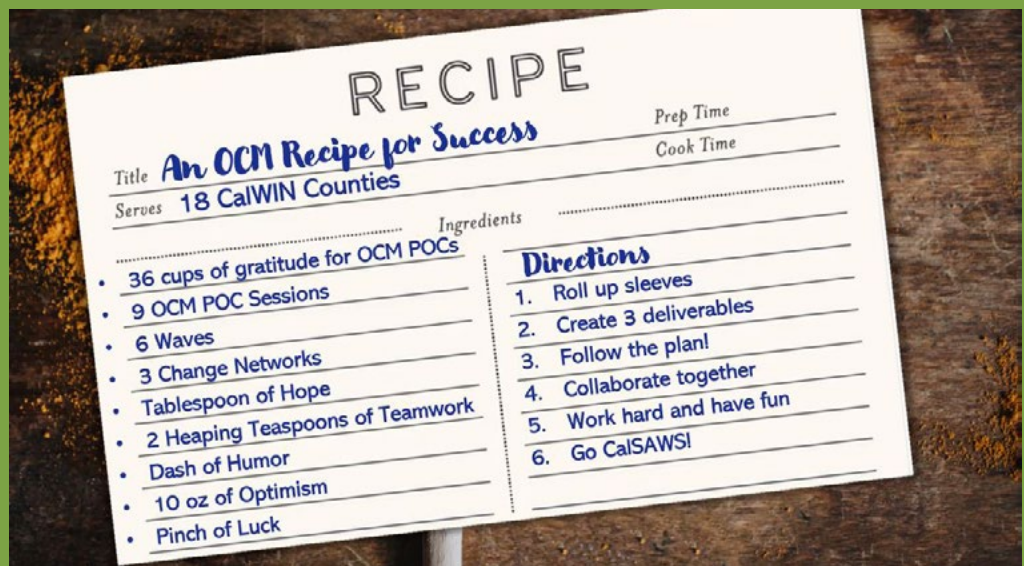
Preparing the data prior to conversion will be to everyone's advantage. Your help with correcting the data now will ensure a smoother transition and minimize any possible issues, making it easier on you to process your cases. Fixing cases during CalSAWS Go-Live next October, as you are getting used to the new system, may be more complicated. Some of the data cleanup includes:

- **Citizenship**
- **Client Address**
- **Authorized Rep Address**
- **Provider Location**
- **Vehicle switch**
- **Phone Area Code**

Thank you for continuing to work on correcting data now so we can look forward to a smooth conversion from CalWIN to CalSAWS!



Just in time for the holidays – and Contra Costa's lead up to Go Live – OCM is sharing its recipe for success. Happy Holidays from the CalSAWS Team!



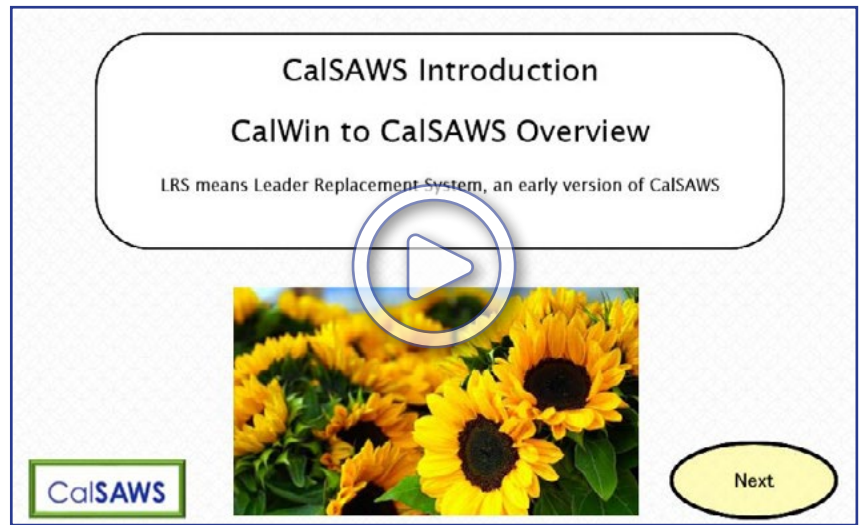
You Can See the Difference!

Contributed by Staff Development

Are you curious to see some of the differences between CalWIN and CalSAWS?

CalSAWS is the new statewide system that will be replacing CalWIN, and it's coming soon! Unlike our transition to CalWIN many years ago, we now have the opportunity to become familiar with our new system prior to its implementation.

In the last *CalSAWS Chronicle*, Staff Development announced there were several learning/demo videos available to watch. One of the videos highlights some of changes between the two systems. We strongly recommend that you watch this video to begin to familiarize yourself with CalSAWS and the upcoming changes.



To access the CalWIN to CalSAWS Overview and other videos, go to SMART.

A screenshot of the SMART website. The navigation bar includes "Home", "My Learning", "My Resources", "My Team", "Reports", and "IL". The main content area has a "Welcome Hamid to your *NEW* SMART training and prof" message. Below this is a "Quick Links" section with links for "CalWin Data Entry - Race and Ethnicity Training", "eXemplar Reports Training", "App/Reg, Clearances, and DERs e-Learnings", "Click here for 'Q3 Training Handout'", and "Click here for 'Ecotime E-Learning for Employees'". There is also a "SMART Featured Trainings" section with links for "Browse All Available Training", "My Transcript and Upcoming Classes", "Staff Development Catalog 2020/2021", "Vector Solutions (formerly Target Solutions) - Employee Login", "Reimbursement Forms 3.1, TR 1, and M-8154 rev 03/18/18", and "External Training". At the bottom, there are three icons: "CalSAWS" with the tagline "One Team, One System, One Goal", "Calendar" for "Mandatory Training Annual Training Cycle", and "Webinar" for "EHSD Dept Webinars Available Here Prerecorded".

Staff Development will provide additional links to new videos in upcoming issues. If you are interested in watching more CalSAWS videos, you can always access them through SMART!

CC Achievement

There are now more than 30 GA Client Correspondence (CC) forms created for use both in CalWIN and CalSAWS. More GA CC's are under development and will be available to staff by December. We appreciate GA Staff working with the Client Correspondence Track Lead and vendors to help make this happen!



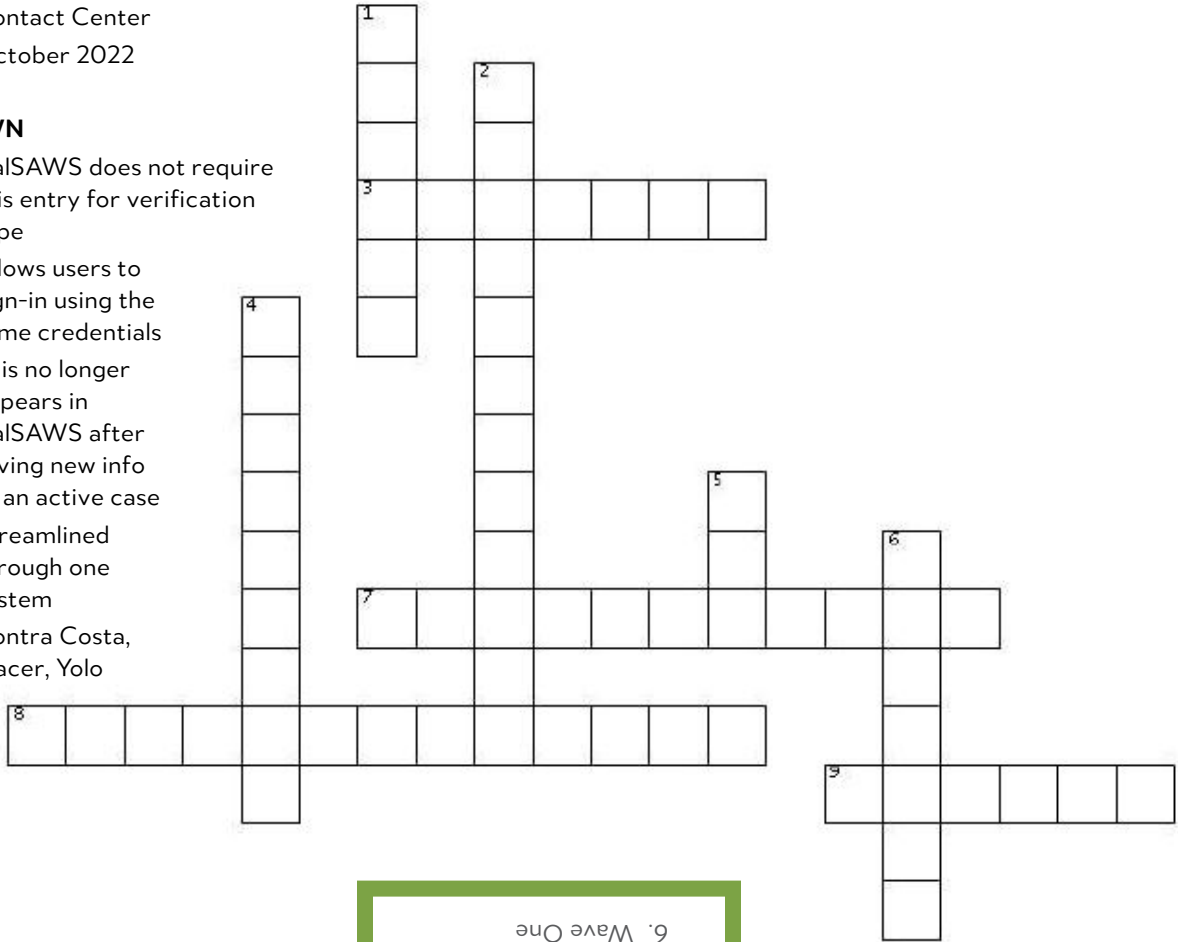
CalSAWS Crossword

ACROSS

- 3. CalSAWS will not do this in overnight batch
- 7. Online Application Portal
- 8. Contact Center
- 9. October 2022

DOWN

- 1. CalSAWS does not require this entry for verification type
- 2. Allows users to sign-in using the same credentials
- 4. This no longer appears in CalSAWS after saving new info to an active case
- 5. Streamlined through one system
- 6. Contra Costa, Placer, Yolo



- ANSWERS**
- ACROSS
- 3. Run EDBC
 - 7. BenefitsCal
 - 8. AmazonConnect
 - 9. Colive
- DOWN
- 1. Source
 - 2. Single Sign On
 - 4. UEM Window
 - 5. ICT
 - 6. Wave One

