



## Script Writing and Reviews – Is Hollywood Calling?

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

We are not headed to Hollywood just yet, but an important part of the CalSAWS journey does involve script writing and reviews.

In preparation for migration to CalSAWS, counties must conduct testing to ensure that we have incorporated the new system functionality into our end-to-end business flows, along with understanding the functionality of the new system by testing data from the old system. As a Wave 1 county, we

have the awesome opportunity to test our own converted Contra Costa County data from CalWIN. This is called User Acceptance Testing or UAT.

One part of UAT is Script Writing and Review, which kicked off at the end of January. Scripts are scenarios that county staff will write and review for accuracy. Once the scripts are approved, UAT testers can use these scripts to test the scenarios to ensure the results are correct in the new system.

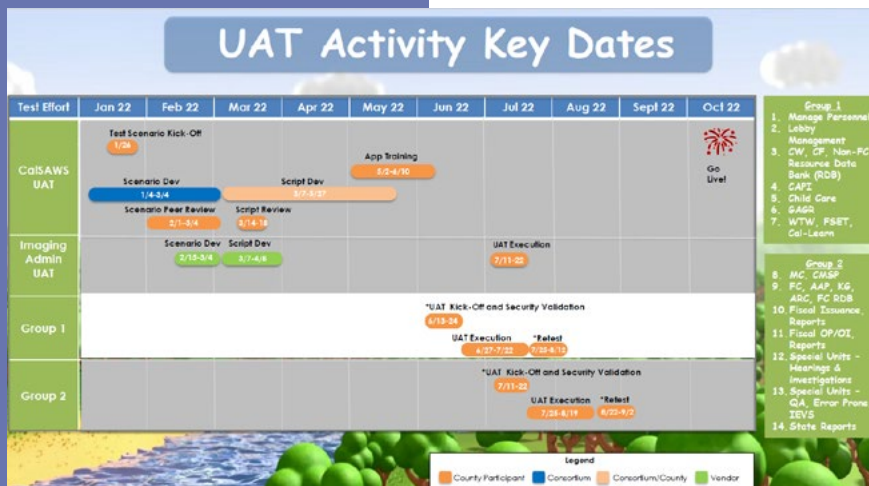
Training for testing begins in May 2022. This will include in-person and online training. Testing scenario scripts will

begin in June, and handled in two groups.

The program/functional areas are:

1. Security Admin/Manage Personnel
2. Lobby Management
3. \*CW, CF, Non-FC RDB (Resource Data Bank (Providers))
4. \*WTW, FSET, Cal-Learn
5. Child Care
6. GA/GR
7. Special Units - Hearings Investigations
8. Special Units - QA, Error Prone, IEVS
9. MC
10. FC, AAP, KG, ARC, FC RDB (Foster Care Resource Data Bank (Providers))
11. Fiscal Issuance and Fiscal Reports
12. Fiscal OP/OI and Fiscal Reports
13. State Reports

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CalSAWS "Go Live" COUNTDOWN

**7** MONTHS

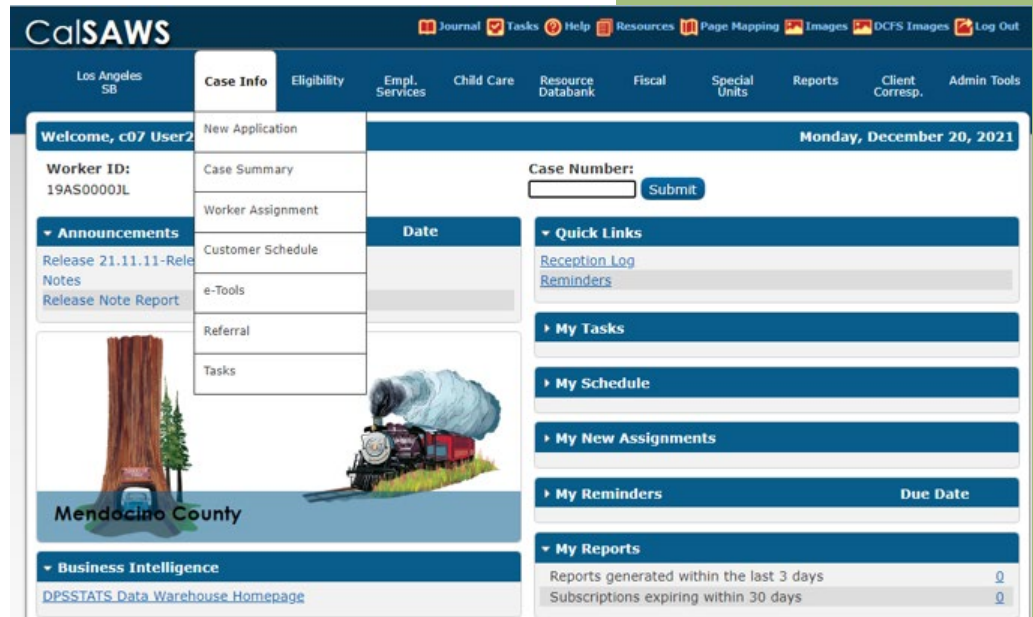
# What's the Word?

Moving to a new system also means using new terminology.  
Here are some CalSAWS terms and their equivalent in CalWIN.

CalSAWS	CalWIN
Accept and Save	Authorize
Distributed Documents	Search for Printed Correspondence
Templates Repository	Print a NOA Manually
Financially Responsible Excluded (FRE)	Excluded Individual
Financially Responsible Included (FRI)	Ineligible Individual
Initial Assignment	Manage Case Assignment
Issuance History	Benefit Issuance
Job Aids	Online User Manual (OLUM)
Journal	Case Comments
Manage Personnel	Maintain Security Information
Manual EDBC	Non System Determined Issuance
Medi-Cal Member Only (MMO)	Medi-Cal Only Individual
Medicare Premium Payment Program (MPPP)	Medicare Savings Program (MSP)
Person Search	Client Inquiry or Inquire on Individual
Reception Log	Traffic Log
Root Questions	Collect Case Questions
Routine	Batch
Rush	Online
Skipped Issuance	Batch Exception Report
Summary	Data Collection Wrap-Up
Template Repository	Print a Form or Other Correspondence
Unaided Person (UP)	Excluded Individual
Worker ID	Caseload #
Workload Reassignment	Manage Case Assignment

## Electronic Applications

Customers and external partners can submit electronic applications to counties. Sometimes these are referral applications from other agencies and counties. To learn more about handling electronic applications in CalSAWS, take a look at the reference document now posted on the [CalSAWS intranet page](#).



# CalSAWS

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

## Partner Overview

### STAKEHOLDERS IN THE KNOW

EHSD is ensuring the department's primary stakeholders and community partners in Contra Costa have information about the transition to CalSAWS. Outreach to our partners is in progress, and we recently provided the [CalSAWS Partner Overview](#) to give a sense of the changes and possible impacts on programs and services that may involve them. EHSD will continue to connect with other County departments and community-based organizations as we prepare for the transition to CalSAWS.

### Script Writing and Reviews – Is Hollywood Calling? *Continued from page 1*

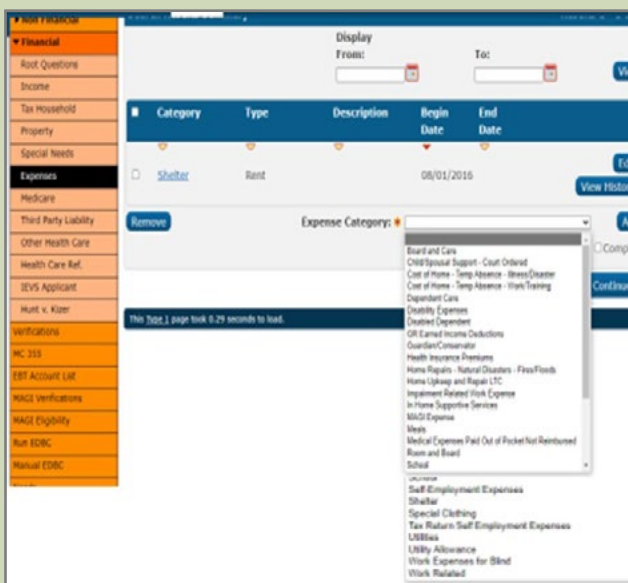
The following are covered and/or integrated into the end-to-end scenarios:

- Intake and Ongoing real production workflow scenarios
- Journal entries, Task management, BenefitsCal e-Applications, Imaging, EDDB, and Correspondence in all applicable program areas.

UAT will help prepare us for the CalSAWS premiere in October, 2022.



# CalSAWS Insights: Expense Page



In CalSAWS, there is one page for Expenses.

Important to note is that there are two Expense Categories for Utilities in the drop down:

1. Utilities
2. Utility Allowance

**TIP:** For **SUA/TUA/LUA** to be considered, the user **MUST** select *Utility Allowance* from the drop down. This gives the user more questions to respond so for SUA, TUA and LUA.

### Utility Allowance Type Detail

\* Indicates required fields

Save and Return Cancel

Does this person have heating or cooling expenses? (SUA) \*

Yes

Does this person not have heating or cooling expenses, but does have two separate other types of utilities? (LUA) \*

No

Does this person have telephone costs only? (TUA) \*

No

Utility Allowance Type

SUA

Begin Month: \*

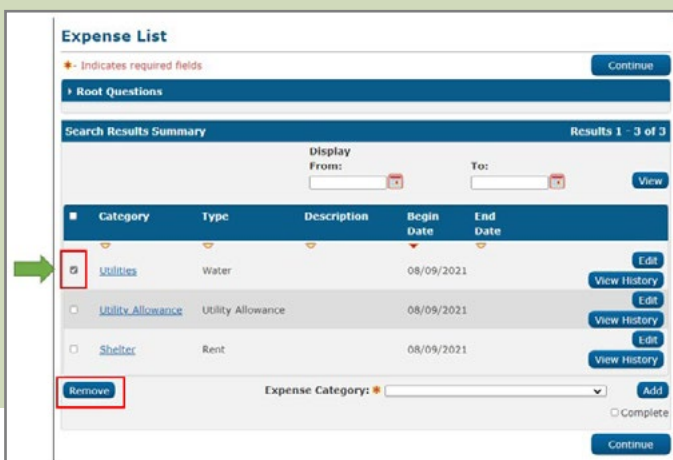
08/2021

End Month:

Verified: \*

Verified  View

Save and Return Cancel



**TIP:** To remove an expense that has been incorrectly added, the user can mark the radio button from the main Expense List page and click "Remove".

