

CalSAWS Readiness Survey: Answers to Your Questions

Your feedback is extremely important as we consider our readiness to launch the California Statewide Automated Welfare System (CalSAWS) in Contra Costa County. Thank you to everyone who participated in the most recent CalSAWS Change Readiness Assessment Survey that the Project conducted from February 22nd to March 15th to help measure understanding of the County's migration to CalSAWS for Go-Live on February 27, 2023. More than half of the 886 Contra Costa County users responded. Based on the feedback, the CalSAWS team is addressing your questions and concerns:

The 411

While many responded that the CalSAWS information flow is working, 63 percent of EHSD survey participants believe they need more. To help increase understanding of the migration to the new system, our CalSAWS team has several tools for you:

- **CalSAWS Chronicle**
- **The Sandbox**
- [CalSAWS Intranet page](#)
- [SMART videos, infographics](#)



We are in the midst of various activities that involve staff participants:

- **Workgroups**
- **User Acceptance Testing (UAT)**
- **Conversion Data Validation (CDV)**

We are also ensuring that Division Managers receive regular updates, and we encourage including CalSAWS as a regular agenda topic for staff/unit meetings.

CalSAWS "Go Live"
COUNTDOWN



Answers to Your Questions *Continued from page 1*

Please remember to reach out to CNCs, SMEs and workgroup members for information and support. Look for the CalSAWS buttons and/or flags in your buildings, as well as the “CalSAWS Wall” coming soon to each building so you can know who to contact and where to get project updates and information at each site.



Representation

The survey showed that many of you – more than 55 percent – want to know more about your role’s representation during the migration to CalSAWS. Whether you are a clerical worker or EW, you want to understand that your needs are being considered in the planning of the transition.

Remember, your CNCs, SMEs, and workgroup members are involved in various activities and represent you. Connect with them about your questions, needs and feedback.



You can also see a list of CNCs and their locations in the [April issue of CalSAWS Chronicle](#). We encourage you to volunteer to participate in future activities leading up to Go-Live.Communication

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Communication

Survey participants (53 percent) indicated they need a clearer understanding of our project communication, for transparency and effectiveness. This includes knowing who to contact with questions about the CalSAWS migration activities.

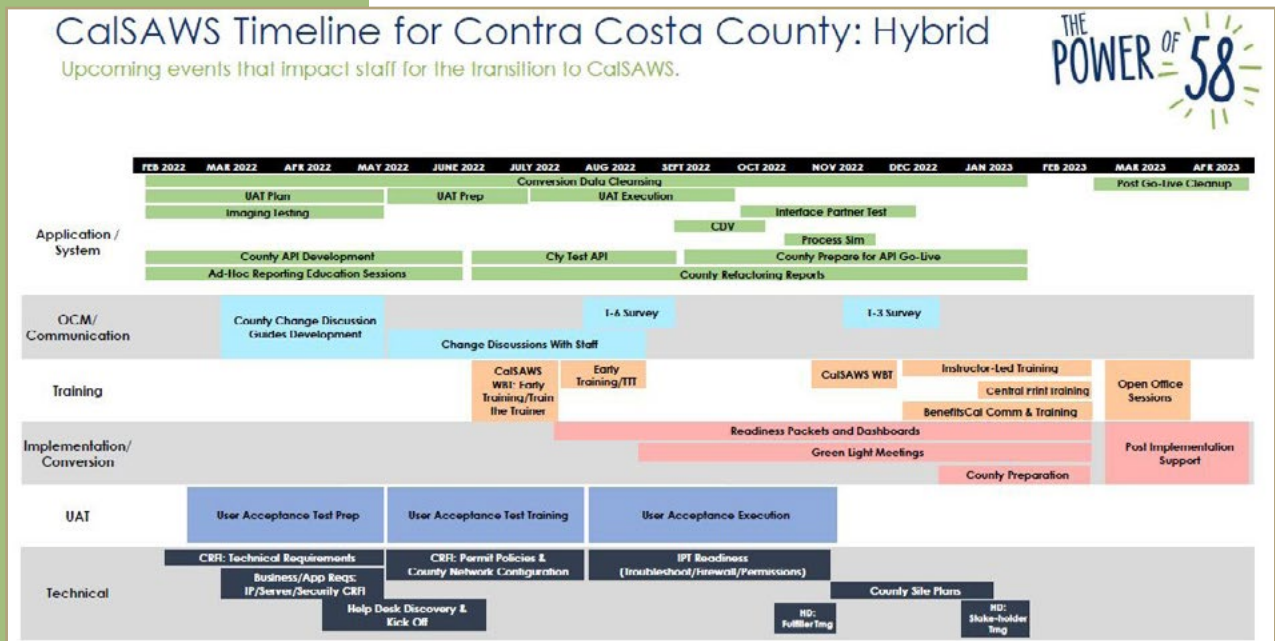


CNC Meeting on May 24th

Be sure to forward your CalSAWS questions and concerns to CNCs before May 24th so they can bring them up at the next CNC meeting.

Timeline

The survey shows that about 70 percent of Contra Costa County staff who responded have a clear understanding about the County's timeline and who is available to answer questions about migration activities. Here is the current timeline that leads to our new Go-Live date of February 27, 2023.



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Two-Way Feedback

It does seem that most workers (60 percent) understand how to use communication channels to



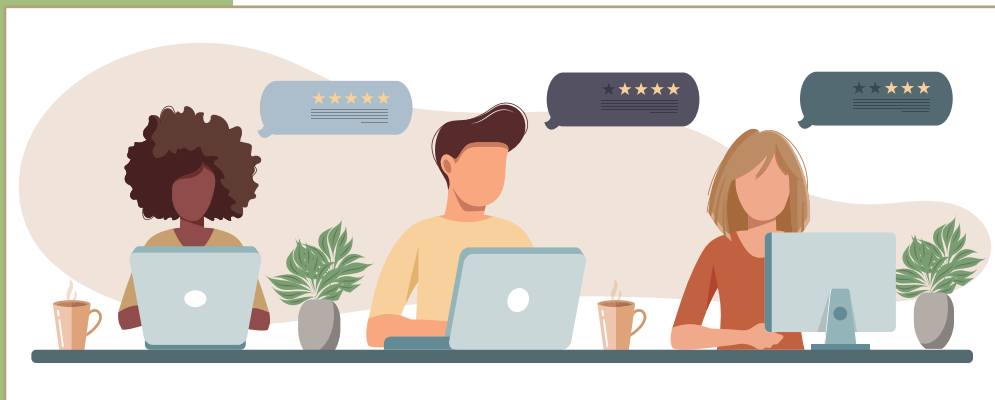
ask questions, get answers and provide feedback about the CalSAWS migration. However, just 25 percent responded that they receive timely and effective responses. The EHSD CalSAWS Team continues to advocate and get the information from the CalSAWS Consortium. The CalSAWS team will continue to send CalSAWS information and mediate duplicate questions. To that end, we will soon be launching **Forumbee**, a tool where you can ask questions, get prompt answers, and offer your feedback on the project. Learn more about how Forumbee works in the article on the next page.

Compelling Vision

Contra Costa County staff members who participated in the survey indicated they want more information about the benefits of migrating from CalWIN to CalSAWS. More than 57 percent say they understand why it's a beneficial change, but about 42 percent aren't clear on that yet.

Some of the benefits are:

- **Single system for most ancillary functions including Collections, Fraud, Imaging and Tasks**
- **More integrated Imaging & Task functions**
- **Elimination of interfacing issues between Collections and SAWS systems**
- **Improvements to electronic Inter-County Transfer (e-ICT)**





Forumbee

By Eileen Olson, CalSAWS Project Manager

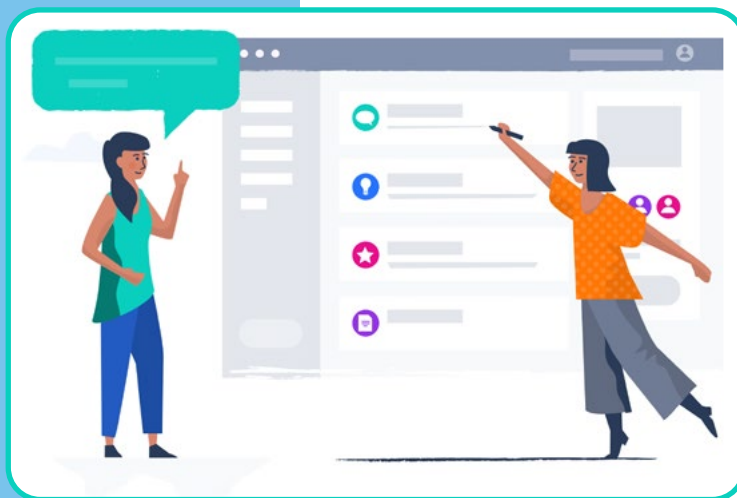
We are excited to pilot Forumbee as a tool for helping those involved in the transition to CalSAWS – and eventually all CalWIN staff members – better understand our new system as we prepare for Go-Live in February 2023.

Forumbee is a cloud-based platform that we can tailor to share information, get feedback, and provide answers to frequently asked questions.



EHSD will use Forumbee to holistically respond to questions. This means we will offer a single answer for repeat or overlapping questions rather than providing a “chat” or one-to-one responses in real time. Our goal is to support CalWIN/CalSAWS staff in the best way possible and enable everyone to have access to key information and resources. Forumbee is a robust tool, however we are streamlining our use of the platform to maximize existing EHSD resources, which are currently stretched.

We are rolling out the EHSD Forumbee site for CalWIN/CalSAWS users who are involved in the transition in two phases:



Phase 1 – DMs, WFSS, Supervisors, CNCs, Workgroup SMEs and Program Analysts can view and submit questions that Systems Analysts/Track Leads will answer

Phase 2 – Following Phase 1 user review & feedback, and needed adjustments, CalWIN/CalSAWS users (800 staff members) will be invited to submit questions

All staff will be able to access the frequently asked questions (FAQ) and answers in Forumbee at all times. We also plan to post a one-page FAQ

each month on the CalSAWS intranet page as well as in *CalSAWS Chronicle*.

Thank you for your support as we pilot this tool for EHSD. We look forward to your feedback!

Your CaISAWS Support Teams and Roles

The CaISAWS Project has many teams dedicated to the new system transition. We are featuring two that are essential to supporting you through the migration process. EHS staff members on these two teams provide their expertise and insight to your individual needs. They work closely with the Implementation and Organizational Change Management (OCM) project teams, and are a great resource for your CaISAWS questions!

IPOC

The Implementation Points of Contact (IPOC) team works to prepare counties for implementation by focusing on the following areas of readiness:

- Organizational
- Implementation
- Conversion
- System
- Technical

In-depth planning and execution of activities in these areas leads to a successful transition to CaISAWS.

CNC

Each county has Change Network Champions (CNCs), staff members at various levels and roles who help prepare their colleagues for the CaISAWS changes. CNCs help their teams and coworkers by:

- Supporting project communications
- Answering questions and directing staff to resources
- Providing valuable feedback to improve communications and project engagement

Source: *CaISAWS Scoop*

Ca/SAWS Benefit Highlight: Change Reason

CALWIN

- Utilizes the Use Effective Month (UEM) to calculate when to apply a change to a case.

CALSAWS

- Automatically takes action on the case based on the information provided in the Change Reason and New Reported Date fields.
- Does not use the UEM.

Ca/SAWS Change Reason Overview

Household Status Detail

Indicates required fields

Save and Add Another Save and Return Cancel

Change Reason

New Change Reason: *
Participant Provided - Verbal

New Reported Date: *
3/1/2021

Name: *
Smith, Jane 25F

Retrieves Information

Living in the Home Status: *
In the Home

Program Exclusions:

HH Status HC Exceptions:

Does this person plan to leave California for more than 30 days?

Planned Departure Date: Expected Return Date:

Begin Date: * End Date:

3/1/2019

- When adding new or updating existing case data, Ca/SAWS requires:
 - A **Change Reason** to indicate how the County received the information.
 - A **Reported Date** to tell Ca/SAWS when this information was received.
- While processing EDBC, Ca/SAWS uses this information to apply the data changes to the benefit determination.

Change Reason Dropdown Options

- Participant Provided-Verbal
- Participant Provided-Written
- Fraud Findings
- Reported on PR/RE
- Intake
- State Hearing Decision
- Foster Care/KinGAP

Impacted Programs

The following programs utilize Ca/SAWS Change Reason automation:

- CalWORKS (CW)
- Refugee Cash Assistance (RCA)
- CalFresh (CF)
- General Assistance/General Relief (GA/GR)
- Cash Assistance Program for Immigrants (CAPI)
- Nutrition Benefit (NB)

Source: *Ca/SAWS Scoop*

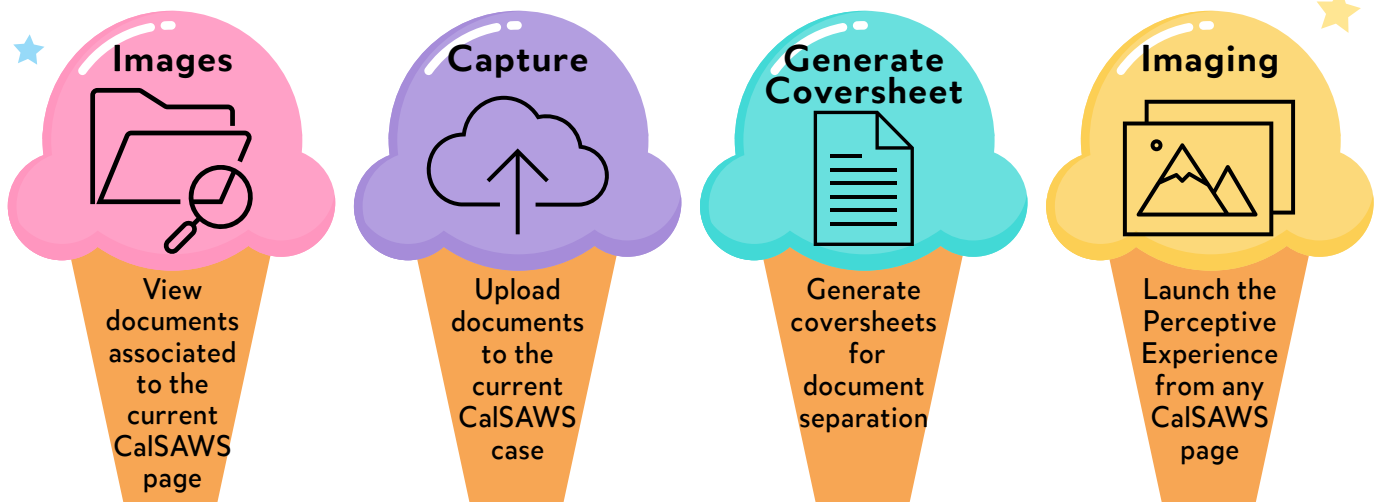
What is the CaISAWS Imaging Solution?

CaISAWS Imaging is the part of the CaISAWS system that handles documents. It allows staff to upload, modify, view, and store document images.

The CaISAWS Imaging Solution has all-in-one access. Logging into the CaISAWS System automatically logs you into imaging.

CaISAWS Imaging Buttons

There are four buttons in CaISAWS related to Imaging.



Perceptive Experience

Perceptive Experience is the web application that houses the Imaging functionality. You open it from the CaISAWS System. No separate login is required.

- Use predefined searches to find documents
- Create and save custom searches to find documents
- Capture and upload documents
- Add annotations or notes to documents
- Modify and manage pending documents in workflow queues*
- Route documents to other workflow queues*

*Workers use imaging workflow queues to manage, update, and edit documents.

Source: *CaISAWS Scoop*

FAQ

How will CaSAWS impact my role?

The new system will impact each worker classification uniquely. Supervisors will use Contra Costa County's Change Discussion Guide to talk with staff members about the changes. Training will follow to address role-specific impacts.

When will we learn more about CaSAWS functionality?

Staff will learn in-depth CaSAWS functionality during Web-Based Training (WBT) and Instructor-Led Training. Newsletters and infographics will continue to highlight CaSAWS functionality and important system information prior to Go-Live.

How can we prepare ourselves for the migration prior to training?

Staff will receive infographics about key CaSAWS functionalities every month leading up to Go-Live in February 2023. Some forthcoming topics include Reception Log and Message Center, e-ICTs, and Resource Databank. We encourage staff to watch videos and play, play, play in the Sandbox!



Source: *CaSAWS Scoop*