Cal**SAWS** | *Chronicle*

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

Change Network Champion Spotlight: Julie Stuscavage

Julie with 12-year old border collie Frankie who loves hiking, jogging and playing with his stuffed pig which is his tenth pig toy.

Julie, who loves the outdoors, recently competed in the Spartan Race, near Sacramento, which included 20 obstacles over a four-mile course.

CalSAWS "Go Live" COUNTDOWN

7

MONTHS

By Alan Wang, EHSD Community Relations/Media Specialist

When she's not riding her horse, hiking with her dog, or crawling in the mud through an outdoor obstacle course, **Julie Stuscavage** is lending her veteran expertise in foster care to the statewide CalSAWS project.

"Right now, California eligibility workers use three separate eligibility determination systems that are unable to share information," says Julie who is a program analyst for EHSD's Children and Family Services Bureau (CFS). "So when a policy change is made, it can take months before every county can implement the change."

Contra Costa and other CalWIN counties will soon join up with others in the state to form a single California Statewide Automated Welfare System (CalSAWS).

"So now when there's a policy change, we'll be able to pay our foster care providers without any delays," says Julie.

The automated case management system for county eligibility staff will also provide CalWORKs, CalFresh, Medi-Cal, Refugee Assistance, County Medical Services, and General Assistance to children, families, and individuals. CalSAWS will also determine eligibility, calculate benefits, issue benefits and inform management.

Julie was involved in the past conversion from EHSD's older system to CalWIN. "But, the difference with the new CalSAWS conversion is that more eligibility workers and other critical EHSD staff are being asked to

Cedar is Julie's 19-year old rescued mustang who enjoys trail rides, eating peppermint candies and practicing dressage in which rider and horse perform a set of artistic movements.

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Infographics: Tools to Use

Electronic Inter-County Transfers (eICTs)

The electronic Inter-County Transfer (eICT) process in CalSAWS provides a seamless transfer of participant data and documents from one California County to another without a break in benefits to the recipient.

The eICT process includes sending and receiving ICT data and images via a nightly batch interface to other California Counties. eICT transfers all active programs and all active persons within the active programs and the associated images.

The following programs transfer via the eICT functionality:
- CalWORKs (CW)
- CalFresh (CF)
- Medi-Cal (MC)
- Nutrition Benefit (TNB, SNB)
- Refugee Cash Assistance (RCA)

eICT Terminology

Sending County: County the customer is leaving (old address).

Receiving County: County the customer moved to (new address).

Requested eICT: An eICT that is sent in response to a request from the receiving County.

Example: Applicant arrives to new County office prior to informing the aid-issuing County they moved.

Non-Requested eICT: An eICT that is sent without a request from the receiving County.

Example: Recipient informs their aid-issuing County that they are moving to another County.

*Manual ICT: An ICT that cannot be sent via the eICT interface.

Example: All Foster Care, Domestic Violence and Partial ICTs are sent using a manual ICT.

*Partial ICT: An ICT where not all active persons in a program/case have moved to the receiving County.

Example: CW program with a mom and two kids; one child goes to live with a relative in another County.

*Not supported by the current eICT functionality and will continue to follow the current manual process

When an eICT is sent, the images of any transferred documents are automatically included in the interface process.

If you're looking for a quick "go-to" for understanding various CalSAWS functions, check out the new set of CalSAWS Infographics. Each has a condensed visual representation of basic processes for the new system. You can find these tools in STARS and on the recently refreshed **CalSAWS Intranet page**.

Below is a list of the new infographics and what each one covers. The CalSAWS Project will have more infographics soon to highlight the various aspects of the new system. These helpful resources are great for a sneak peek and handy reference as EHSD staff learns more during the transition from CalWIN to CalSAWS.

- **Application Registration Summary Infographic: Learn quick steps for the CalSAWS Application Registration process.**

- **EDBC in CalSAWS Infographic: Find out how EDBC works in CalSAWS.**

- **Electronic Inter-County Transfers (eICTs) Infographic: Learn about the CalSAWS eICT functionality.**

- **e-Applications Infographic: BenefitsCal will replace MyBCW. e-Applications is the CalSAWS term for External Referrals received from MyBCW. Learn how to access e-Applications in CalSAWS.**

- **Imaging Solution Infographic: The CalSAWS Imaging Solution, accessible directly in CalSAWS without needing a separate ancillary login, will replace Compass Pilot. This infographic shows how imaging will function in CalSAWS.**

- **Reception Log & and Message Center Infographic: Reception Log in CalSAWS is the equivalent to a Traffic Log in CalWIN. In CalSAWS, there is an accompanying Message Center to facilitate log entries. Get an overview of the Reception Log & and Message Center.**

Fresh Look for CalSAWS Intranet Page

Check out the new look of the **CalSAWS Intranet page**! You'll see it's a bit brighter and easier to find the tools you need as we prepare for implementation. Find tools like the new Infographics, updates, plus expandable menus highlighting info about activities, sandbox usage, timeline and training. Remember, you can access the CalSAWS page from the EHSD intranet home page by clicking on the CalSAWS logo. Thank you to **Josephine Chew, Leon Chan, Deb Johnson** and the **CalSAWS Team** for all they put into refreshing the page.

Who's New?

The EHSD CalSAWS Team is pleased to announce a few additional staff members! Please help welcome the newest CMO members who are already hard at work preparing for our February 2023 implementation:

David Griglock, Social Service Information Systems Analyst – Security

Asher Fawad, Information Systems Programmer Analyst IV - Ancillaries

Josephine Chew, Social Service Information Systems Analyst - Appointment Scheduling & BenefitsCal

Julie Stuscavage *Continued from page 1*

participate and provide feedback on the implementation of this system, so it works better for us," Julie explains.

In less than four months, the first wave of CalWIN Counties will migrate to CalSAWS. Contra Costa, part of Wave 2, will implement the news system in February 2023. By then, Julie will be spending more outdoor time with her animals as a retiree, but the County will continue to benefit from her expertise in shaping the new system in Contra Costa.

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CalSAWS Buzz:
Focus on Communications

CalSAWS successfully conducted the project's Communication County Focus Group in May, and gained many insights. The session was designed to be both informative and interactive which resulted in meaningful feedback from county participants.

Counties weighed in on their top communication priorities, which are being socialized within the project. Participants have received notification about the initial communication "experiments" teams will begin working on. Most will require smaller focus group sessions so CRFIs will follow the notification to identify county participants. The project also developed a communications infographic, and distributed it to session participants. The infographic highlighted a few questions that came up during the session and pointed readers towards available resources.

A "Did you Know" CIT was released, including the Communications infographic for distribution across all Counties. The CalSAWS Communication Strike Team would like to thank those who participated in the focus group, whose valuable feedback is directly influencing next steps related to CalSAWS Communication Evolution.

We look forward to working with all Counties on next steps and demonstrating the value that comes from the Power of 58!

Source: The CalSAWS Buzz

From CalWIN to CalSAWS – for Real

By Teri Howe, Program Lead

Contra Costa, along with Placer and Yolo counties, participated in its first County Data Validation (CDV) activity. Fifteen of our County staff reviewed CalSAWS to see how real-life CalWIN case data converted into the new system. Over two weeks, from June 20th through July 1st, the CDV team followed program-specific scripts to navigate in CalSAWS, making a side-by-side comparison of CalWIN data and how it is reflected in CalSAWS. This offered insight into what to expect when the actual conversion occurs in February 2023, and provided the CalSAWS vendor with information that will assist in improving it.

Special thanks to everyone who participated in the CDV activity:

Joyce E. Lepas	Children & Family Services
Gina Fabrizio	Fraud/Appeals/Collections
Tomi Smith	WFS West CalWORKs - Hercules
Veronica Hernandez	MCSC
Suzan Jordan	WFS Richmond Benefits Intake & CalWORKs Field
Zenda Johnson	General Assistance
Aileen Palompo	CalWIN Division
Bernadette Rees	CalWIN Division
Celso Lira	CalWIN Division
Patricia Viveros	CalWIN Division
Teri Howe	CalWIN Division

CalSAWS Application User Acceptance Testing (UAT)

By America Patterson, UAT Coordinator

Validating data and testing CalSAWS application functionality was the goal of User Acceptance Testing (UAT) that Contra Costa County EHSD staff members recently completed. This first group to participate in testing the CalSAWS application did so by executing script scenarios. The UAT included more than 300 participants from 18 different CalWIN counties, and took place over four weeks from late June through July 22nd.

Our UAT testers were able to test and learn about the system functionality in the program areas of CalWORKs, Cal Fresh/Non-Foster Care Resource Data Bank (RDB), WTW/FSET/Cal Learn, Child Care programs, Imaging and Lobby Management. They completed End-to-End script scenarios covering a variety of common and critical conditions across multiple programs and functions for a single case using converted data and new data. They mimicked our processes in the system, testing the system remotely.

UAT testers from EHSD included **Pam Horne, Natalie Guerra, Terri Rose, Teri Howe, Aileen Palompo, Alicia Samuel,** and **Celso Lira.**

Thank you to all Group 1 testing participants, and to the staff members who supported them while they were away from the office. This allowed them dedicated time to testing their program areas as the department continues to prepare for the implementation of our CalSAWS Application in 2023! We are looking forward for our Group 2 UAT participants to start testing other areas of CalSAWS.

Share Your Feedback!

By Antoinette Bailey-Nesbitt, Division Manager

August marks EHSD's six-month countdown to CalSAWS Go Live in February 2023, so it is time for another check-in! The T-6 Change Readiness Survey will be our third CalSAWS survey to staff. The CalSAWS survey measures how you're adapting to the idea of moving to CalSAWS and will be issued to all CalWIN users from August 8th through 19th, 2022, from **Joe Little.** Let us know how you're adapting to the idea of moving to CalSAWS by responding to the survey.

Additionally, let your Change Network Champion (CNC) know what information you are interested in learning more about, any questions you have, your ideas, and feedback. CNCs have regular meetings to share this feedback and can forward your questions for a response throughout implementation. We appreciate your questions and feedback!

CalSAWS Updates

- **BenefitsCal** will replace My Benefits CalWIN (MyBCW) and customers will need to create new accounts. We will help communicate to MyBCW users that they will need to set up BenefitsCall accounts. More info to come.

- **BPR:**
  - The Change Discussion Guide (CDG) is being finalized. It describes process changes, new functionality, and terminology that affects how staff members will perform their jobs when the County transitions to CalSAWS. There will be a three-hour CDG training for Supervisors and Change Network Champions (CNCs).

- **Central Print:** Program Analysts, DoIT, and Central Print are working with the new print vendor to complete the mapping of packets and configure the batch printing and mailing.

- **Collections:** The workgroup is reviewing results of the mock cut over (a conversion simulation).

- **Contact Center:** Workflow design is finalized and the system is being configured. Administrators and users will be trained later.

- **Conversion:**
  - **Case Data Validation (CDV)** is the first opportunity for users to see how our data would convert to CalSAWS. This activity took place June 20th through July 1st, and participants were able to validate the data and report findings that could be used to address and minimize issues.

- **Imaging:** 38 million documents have already been migrated to CalSAWS from Compass Pilot! Part of the imaging project involves CalSAWS form numbers being added to our county forms for Optical Character Recognition (OCR) purposes. Work efforts are on-going to find a solution to replace Compass Pilot Forms.

- **Lobby Management:** An equipment and service contract is officially approved and a kick-off meeting will be scheduled soon. We will engage reception staff and other SMEs in August.

- **Organizational Change Management:** Be sure to participate in the T-6 survey in August!

- **Task Management:** Preparations for configuring automated actions, document routing rules are underway.

- **Training:**
  - **Early, Early Training (June 14-August 5)** allows our Project Leads and other participants to be trained in the use of CalSAWS. This will help our leads gain the necessary knowledge to plan and prepare for our county implementation and to support users at Go-Live.
    - § **WBT – Web Based Training (10/31/22-2/24/23):** WBTs are video modules that teach staff how to use CalSAWS through the CalSAWS Learning Management System (LMS)
    - § **ILT – Instructor Led Training (1/3/23-2/24/23):** ILTs are in-person training to help enforce WBT content (WBT must be completed in order to attend ILT)
  - **ILT Walkthrough (August 22-26):** Subject Matter Experts (SMEs) will be going through all the ILT documents to finalize the training materials.
  - The CalSAWS Project will host a **Training Preview (August 15-26)** of the core courses in the instructor-led curriculum. More info soon on how to attend.

- **User Acceptance Testing (UAT), June 27 through August 19:** UAT staff are testing CalSAWS functionality by executing test scripts. Through UAT we are able to validate how CalSAWS works and identify any functionality issues that need to be reprogrammed.

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