

CalSAWS | Chronicle

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

February 2021



First Issue!

Get the latest news and updates about the first-ever California Statewide Automated Welfare System (CalSAWS) in the *CalSAWS Chronicle*. Contra Costa County and EHSD are preparing to transition to CalSAWS from CalWIN, and there are many updates along the way. Look for a new *CalSAWS Chronicle* every two months or so as we move toward Contra Costa County's "go live" date of October 2022 – just a year and a half from now. Full statewide implementation of CalSAWS will happen the following year. Welcome to our inaugural issue!

CONTRA COSTA COUNTY

Don't Kick CalWIN to the Curb Yet

By Michael Roetzer, Administrative Services Director

Even as we get ready for CalSAWS, CalWIN remains essential to our operations and we are ensuring it continues to work well during the time leading up to CalSAWS. We will also be looking at aspects of our operations that the transition to CalSAWS will affect, but we don't anticipate sweeping changes related to this effort until Go Live in 2022. We value your input throughout *the process*, and see you as vital to the overall success of CalSAWS.



Handling Ch-Ch-Change

CalWIN to CalSAWS

CalWIN, the current system that supports EHSD's key programs, is in 17 counties in addition to Contra Costa. The CalWIN counties will all be using CalSAWS by October of 2023, joining the rest of California on the cloud-based platform.

As Contra Costa and the other 57 counties in the state make the challenging transition to the single, cloud-based California Statewide Automated Welfare System (CalSAWS), there is likely to be some discomfort and stress while learning new ways of doing things. CalSAWS contracted Deloitte as its consultant to help navigate the process for Contra Costa and all the CalWIN counties. The transition will involve business process re-engineering, organizational change management, training, and implementation and conversion support. Deloitte began its work with CalSAWS in December.



CalSAWS Update: Contra Costa Leading the Change

By Tish Gallegos, Community/Media Relations Manager

Throughout dealing with the COVID-19 pandemic, the work toward implementing CalSAWS, the new single eligibility system for all California counties, has steadily moved forward and Contra Costa County is “Leading the Change.”

Contra Costa, along with Placer and Yolo Counties, is now part of Wave 1, the first of the CalWIN counties to “go live” with CalSAWS in October 2022. Contra Costa was previously part of a later wave, but shifted its conversion to the earlier point because the CalSAWS Executive Oversight Committee (EOC) wanted to ensure our county is at the forefront of providing input and influencing adjustments as the state establishes the new system. Full implementation for all counties will happen in October 2023, with final acceptance by March 2024.

Given that Contra Costa is quickly moving closer to its CalSAWS go-live date, several activities and workgroups are well underway with many EHSD staff already involved in requirements gathering, feasibility/analysis, design, development, testing, training and much more. Most of the current work focus is on Business Process Re-engineering,

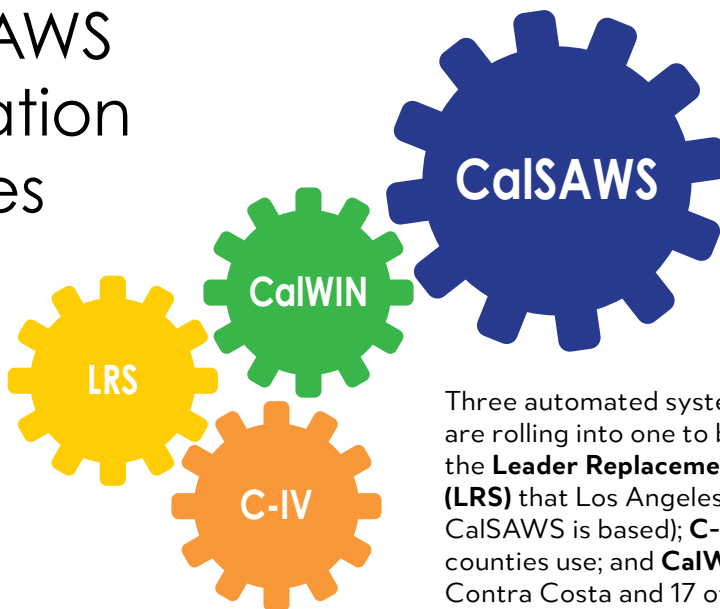


Kristina Miller (Delta Fair) and Sandy Bustillo (Ellinwood) were among the WFS Division Managers and Specialists excited to get a sneak peek of the new CalSAWS Lobby Management kiosk.

conversion of ancillary systems such as Imaging, Task Management, Collections, Contact Center, Fraud and QA/QC. CalSAWS now has Deloitte,

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CalSAWS Migration Stages



Three automated systems in California are rolling into one to become CalSAWS: the **Leader Replacement System (LRS)** that Los Angeles uses (on which CalSAWS is based); **C-IV**, a system 39 counties use; and **CalWIN**, the system Contra Costa and 17 other counties use.

The Team



Eileen Olson



Terri Rose



Shari Garrity



Curt Dodson



Subra Chidambaram

CalSAWS Lead Manager – Division Manager **Eileen Olson** works closely with EHSD's leadership and directs the work of project staff. She is supported by **EHSD's Core Team**: Information Systems Analysts **Terri Rose, Shari Garrity, and Curt Dodson**, and Information Systems Programmer/Analyst **Subra Chidambaram**.



Rob Barnard



Teri Howe

Project Track Leads – Systems Analysts **Rob Barnard, Teri Howe** and **David Rockholt** (not pictured).

Workgroups – We are already engaging various workgroups, with participant selection based on subject matter expertise. We will be inviting more staff members to be involved in CalSAWS planning, as we get closer to implementation. You will have opportunities to provide input, give feedback and be part of the transition to CalSAWS in various ways.

More Info

Check out our latest CalSAWS videos.

[CalSAWS Overview Video](#)

[CalSAWS Conversion featuring Subra Chidambaram](#)

Coming Soon: CalSAWS Intranet page, Fact Sheet, FAQs and more!

Key Dates



CalSAWS Update: Contra Costa Leading the Change

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an organizational change management vendor, on board to prepare a work plan for CalWIN counties.

Data Clean-up work is also underway, with data being corrected in batches as much as possible. For example, the address longitudes and latitudes were recently corrected in CalWIN. Staff is working on requests from other counties to research and correct cases and Client Index Numbers (CINs) as part of the CIN de-duplication effort. You will see instructions and more communication as we identify other data that

needs correcting.

EHSD staff members affected and involved in the multi-layered conversion will be receiving guidance, communication and training as the process unfolds. In the meantime, it is important that workers keep accurate and up-to-date case records in order to eventually help ease into the final stages of conversion. EHSD's leaders and key staff are diligently working to ensure the transition goes as smoothly as possible.

Contra Costa is in Wave 1 with a "go live" date of October 2022.

