



EMPLOYMENT &
HUMAN SERVICES

M E M O R A N D U M

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To: All Staff, Code 2A

Date: February 17, 2022

cc:

From: Alice Dietrich, Division Manager
Antoinette Bailey-Nesbitt, Division Manager

Subject: CalSAWS Survey #2

As previously described in the CalSAWS Survey memo dated November 9, 2021, the project's Implementation Support Services (ISS) Organizational Change Management (OCM) Team is launching a series of change readiness surveys to assess how EHSD is preparing for CalSAWS Go-Live in October 2022.

Current CalWIN users, including Eligibility Workers, Social Workers, Supervisors, Managers, Clerks, Fiscal and Executive Staff, will receive the second survey link in their email inboxes from Joe Little – joelittle@deloitte.com.

The Survey will be distributed to users on Tuesday, February 22, 2022 and will close by end of day on Tuesday, March 8, 2022.

Participation is strongly encouraged and provides valuable information to ensure a successful transition to CalSAWS for EHSD and its stakeholders.

Refer to page 2 of this memo for the CalSAWS Survey #1 Results Overview.

CalSAWS Survey #1 Results Overview

A. The survey was conducted from **November 15** to **December 3, 2021** and distributed to **886 County Users across Contra Costa County**. **347 complete responses** were received (39% response rate). The County is aiming for a 50% response rate for the next survey!

B. Takeaways from the first survey:

1. A new survey system is going to be used to generate the surveys, so logging into the survey will be easier.
2. A high majority of Contra Costa County Workers understand why they are transitioning to the CalSAWS system.
3. Contra Costa County Workers indicated moderate levels of understanding the CalSAWS system benefits with 65% of workers currently understanding the benefits of moving to CalSAWS.
4. Around 64% of staff understand the projected Go Live date.
5. Contra Costa Staff prefer receiving information directly through their supervisors or committee meetings, although a significant number also prefer receiving information through emails and newsletters.
6. Staff want to learn more about system functionality and job specific training and they want to know about the differences between CalSAWS and CalWIN. 50% of workers specifically requested more information on system functionality.