

CalSAWS | Chronicle

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

April 2022



Contra Costa County New Go-Live: February 2023

By Marla Stuart, EHSD Director

To help ensure a successful transition to CalSAWS, we are pushing back implementation of the new statewide system in Contra Costa County to early next year.

As many of you know, we are transitioning from our CalWIN system, which supports our public assistance services, to CalSAWS. To date, Los Angeles and C-IV counties have already transitioned. The 18 CalWIN counties are scheduled to transition in six waves beginning in October, 2022, with Wave 1, and ending with Wave 6 in December, 2023. We are scheduled as the first and only large county in Wave 1. There are also two small counties in Wave 1.

As you may also know, the CalSAWS transition requires considerable changes to EHSD's business processes, and significant work to convert and configure our various ancillary systems including the contact center, lobby management, task management, imaging, appointment scheduling, and others. We have a fantastic CalSAWS team who has been working with CalSAWS project leadership and supporting vendors to achieve a successful transition for our workforce and our community.

To achieve a successful transition, we need adequate support and time to fully prepare our staff and systems. As the first large CalWIN county to transition, we, along with the CalSAWS team, have been learning the full scope of what is required by counties and the CalSAWS team for success. Based on our experience to date, we and the CalWIN Consortium have come to a joint decision that we move to Wave 2 with a go-live date of February, 2023. Although I am confident that we, led by Eileen Olson, could have been ready to transition in October, 2022, I support this decision because it gives us time to be better prepared which will result in a more successful transition.

I'm extremely grateful to our whole CalSAWS team who provided me a thorough briefing upon my arrival to EHSD, and who has and continues to display excellent project management. My thanks to everyone involved with our CalSAWS transition for an unwavering commitment to ensuring quality services to our community as we journey towards CalSAWS go-live in **February 2023!**

If you have any questions, please direct them to our CalSAWS transition team.

CalSAWS "Go Live"
COUNTDOWN



CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES





Map Out Your Learning

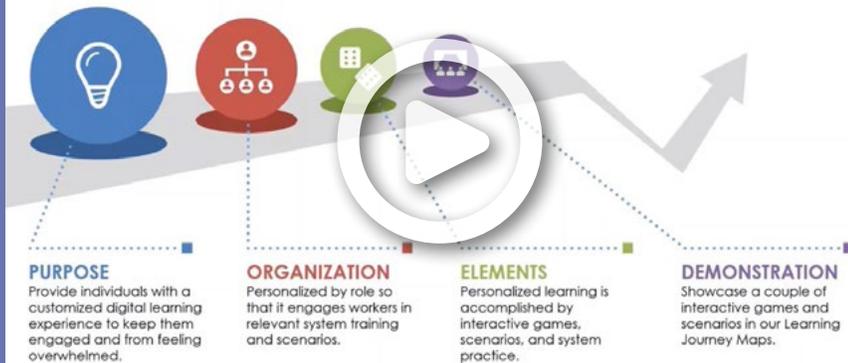
By Tracey Lee, Staff Development Division Manager

The Learning Journey Map is the customized road map each learner will use to navigate the Web-based training (WBT), which staff must complete prior to the in-person, classroom instructor-led training (ILT) slated to begin in late August. It will be available to line staff on July 1st, 2022. For those in Early Training or Train the Trainer, the Learning Journey Map will be available on May 31, 2022. Viewing the demo will provide a glimpse into what the WBT experience will look and feel like. The WBT incorporates games, learning activities and the idea of going

on a journey which, when complete, will fully prepare the learner for the in-classroom experience.

Learning Journey Map

Demonstration



CLICK the play button to take you to the demo.

KEY DATES FOR TRAINING

May 31, 2022

- Learning Journey Map available to those in Early Training or Train the Trainer

July 1, 2022

- Learning Journey Map / Web based training available to line staff

Late August

- In-person, classroom instructor-led training starts

Why is Working on the Non-Citizen Data Clean-up List Important?



Eileen Olson



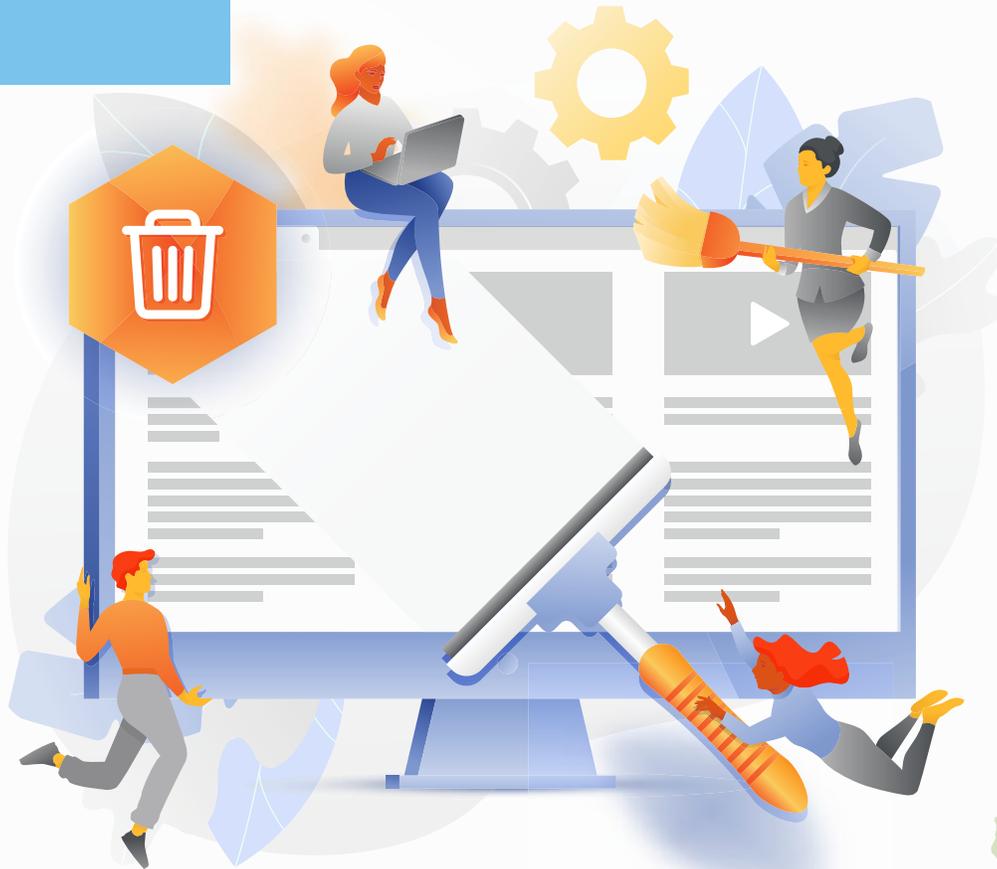
Shari Garrity

Now is the
time for
data cleanup

By Eileen Olson, CalSAWS Project Manager and
Shari Garrity, Information Systems Analyst

Now is the time to work on the Non-Citizen Data Clean-up List. It is critical that we complete the non-citizen section codes in CalWIN in time for conversion to CalSAWS.

Eligibility Determination and Benefit Calculation (EDBC) uses the non-citizen section codes in CalSAWS. If we do not complete the section codes in CalWIN before Go-Live, they will not convert to CalSAWS. Since we are rolling benefits from the last CalWIN EDBC, benefits will continue for these non-citizens – until the next EDBC is run in CalSAWS after go-live. In CalSAWS, we must enter the section code to complete the EDBC. Otherwise, the individual will be discontinued. Note that there is no batch indicator in CalSAWS. The EDBC will run during COLA and the individual may be discontinued. Just like in CalWIN, there are many batch jobs that run in CalSAWS. The first major COLA will be the SSA COLA which is typically the first weekend in December, so we need to update the non-citizen section codes in CalWIN now because that first COLA will be upon us before we can blink at migration.



User Acceptance Testing (UAT) Phase One

EHSD staff participated in the first phase of our User Acceptance Testing (UAT) preparation phase which included script review. This first UAT phase, which took place in February and wrapped up in early March, included staff reviewing the program and business area script scenarios. Staff reviewed 50 to 100 different scenarios in each designated area. The CalSAWs Project will use these scenarios to build full scripts for our UAT

testing. Our County staff was able to review, add, and get familiar with potential scenarios being developed for our User Acceptance Testing.

For the next phase, we are gearing up to execute our UAT activities. We have recruited 14 staff members who will be testing their designated program and business areas. We will have two groups testing from the end of June through mid-August.

Fourteen UAT Testing Areas and Staff Members Involved:

GROUP 1 JUNE 27 – JULY 22

Lobby Management	Alma Ceja, Clerk Specialist Level
CW, CF, and Non-FC Resource Data Bank (RDB)	Pamela Horn, Social Service Program Assistant
CAPI (*2 wks.)	Aileen Palompo, CalWIN Help Desk Specialist
Child Care (*2 wks.)	Teri Howe, SR Social Service Information System Analyst
WTW, FSET, Non-FC Resource Data Bank (RDB), Cal-Learn	Natalie Guerra, Social Service Program Assistant

GROUP 2 JULY 25 – AUGUST 19

GA/GR	Zenda Johnson, Social Service Program Assistant
MC/CMSP	Sandra Orellana, Eligibility Work Supervisor
FC, AAP, KG, ARC and FC RDB	Joyce (Eileen) Lepas, Social Service Program Analyst
Fiscal Issuance & Reports	Reece J. Bomagat, Clerk Specialist Level
Fiscal OP/OI & Reports	Shannon Sargent, Accounting Technician
Fiscal OP/OI & Reports	Gina Fabrizio, Collection Supervisor
State Reports**	Bobby Stange, Accounting Technician
Special Units - Hearings and Special Investigations (*2 wks.)	Jon Woffinden, Fraud Prevention Supervisor
Special Units - QA, Error Prone, IEVS (*2 wks.)	Rumita Raj, Soc Svc Program Assistant
Imaging Admin (*2 wks.)	Terri Rose, SR Social Service Information System Analyst

The Latest from EHSD's CalSAWS Team

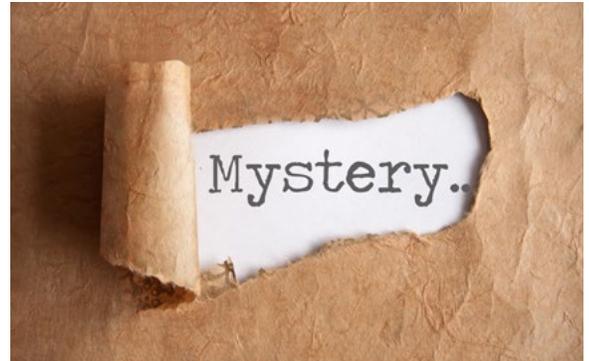
RECENT ACTIVITY



Mystery Revealed

By Terri Rose, Information Systems Analyst

We now know what documents will look like in CalSAWS! We completed testing and validation on approximately 8,500 documents converted from Compass Pilot (Hyland) to a CalSAWS testing/development environment on March 18th. The imaging system is not available in the sand box, so it has been sort of a mystery. Although we had access only to document retrieval, it is very exciting to “touch” the imaging system we will actually use.



Business Process Re-Engineering Close Out

By Shari Garrity, Information Systems Analyst

Our Workgroup Subject Matter Experts (SMEs) are busy documenting our current business processes and designing our new ones. These activities have been well underway since January 2021. The workgroup reconvened in March 2022 to do a BPR Close Out wherein we finalized our TO-BE processes. These documented business processes are vital to a successful CalSAWS migration. A shout out to all who participated!

HAPPENING NOW

By the Bulk

By Terri Rose, Information Systems Analyst

We began our Bulk Export, the conversion of the majority of our documents to the new imaging system, on April 1st. That means copying documents in our current repository into storage, awaiting the transformation and importing process into the CalSAWS production environment. The bulk export documents include all through March 31, 2022. We expect to complete this process by the end of June, in time for our July 1st User Acceptance Testing (UAT).

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UPCOMING

Supplemental Exports

By Terri Rose, Information Systems Analyst

In addition to the Bulk Export, we will have three supplemental exports of documents with the first taking place on October 21st, 2022. This export will include documents from April 1st through September 30th, 2022. The second supplemental export will be on October 31st (documents scanned from October 1 through 27). Our third and final export will happen soon after Go-Live, and will include demographic updates, such as name changes and re-indexed documents during this period.

We will be converting approximately **34 million** documents to CalSAWS!

Change Discussion Guides

By Shari Garrity, Information Systems Analyst

CalSAWS is developing Change Discussion Guides (CDG) to provide information on target areas and processes in the new system. The CDGs are designed to help increase staff members' CalSAWS awareness and knowledge by highlighting the differences between CalWIN to CalSAWS, even before training begins. This advance information will help users understand the changes to their daily processes and learn key system differences. Stay tuned!



Be the First!

By Subra Chidambaram, Information Systems Programmer/Analyst

Our Mock Conversion Data Validation (CDV) is on the horizon. This is an exciting opportunity for EHSD staff members to be the first users to view how data will appear in CalSAWS! Validation activities include review of Case Summary information, Benefit Issuance, and Data Collection pages. CDV participants are also the first to have access to the CalSAWS Web-based Training (WBT) and get a glimpse of the new system. We look forward to our CDV participants' findings and feedback.



Mock CDT Dates:

- Connectivity Testing – May 2022
- UAT System Training Kick Off – May 2, 2022
- Learning Management System (LMS) Self-Paced System Training – May 2–June 10, 2022
- Facilitated webinars – June 6–10, 2022
- Kick-off – June 13, 2022
- Testing and validation – June 20, 2022 through July 1, 2022

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Thank you
Thank you

Thank you to all our Mock CDV participants.
If you would like to be involved in future CalSAWS activities, be sure to look out for resource requests.

Joyce (Eileen) Lepas	Foster Care Eligibility
Gina Fabrizio	Collections Supervisor
Rumita Raj	Eligibility (IEVS)
Tomi Smith	Multi Program-Intake EW- Hercules
Claudia Lam	Multi Program-Intake EW- Richmond
Veronica Hernandez	CF/MC Ongoing EW - Medical Service Center
Shamia Bell	CalWORKs Field EW
Rebecca Fisher	CF/MC Ongoing EW - Medical Service Center
Teri Howe	Sr. Systems Analyst
Barbara Henry	Employment Services - SSPA
Zenda Johnson	GA - SSPA
Alicia Samuels	Help Desk Specialist
Aileen Palompo	Help Desk Specialist
Bernadette Rees	Help Desk Specialist
Celso Lira	Help Desk Specialist
Patricia Viveros	Help Desk Specialist



CalSAWS Sandbox Open to All

When is the last time you took a pail and shovel to a playground for some fun in the sandbox? The CalSAWS Sandbox may not have the same grainy feel on your hands that you remember as a child, but you can still get some “play” time in now that it is open to all.

We encourage you to log in to the virtual sandbox so you can learn to use the new statewide system and view videos. You’ll get a hands-on idea of how CalSAWS will work when Contra Costa implements it in February of next year. Divisions are coordinating their own scheduling over the next few months, so check with your supervisor to find out how you can get access for a little “sand play” as we all prepare for Go-Live.



What's the WORD

The CalSAWS Project Team has created a glossary of terms, acronyms and definitions that will help you with your CalSAWS vocabulary. The CalSAWS Glossary is now available on the EHSD CalSAWS intranet page [here](#). You can also find it on the CalSAWS Sharepoint for all counties.

Who and Where Are Your CNCs?

EHSD Change Network Champions (CNCs) have been getting up to speed on CalSAWS and are a great resource for you if you have questions about the new system during the lead up to Go Live. Here's a directory of your CNC's by name and location. Also, look for your "Change Champions" to be wearing buttons and/or posting "flags" in their workspaces to help you identify a CNC near you.

RICHMOND

1305 Macdonald

LaSonya Davis, SSPA
LaChawn Robinson, SSPA
Leenetta Bailes, Social Worker
Claudia Lam, Multi-Program
Intake EW

1275 Hall Ave

Ulises Rios Bolanos, EW
Supervisor
James Camacho, EW Supervisor
Vanessa Munoz, EWIII
Thais Fenceroy, SSPA
Frances Hughes, SSPA

HERCULES

151 Linus Pauling

Pedro Ramos, SSPA
Maria Preciado, EW Supervisor
Aaron Perez, EW Supervisor
Guy Walker, EW Supervisor
Tomi Smith, Workforce Services
Specialist
Tim Stiles, EW Supervisor
Dawn Faoliu, SSPA
Dayana Rodriguez, SSPA
Brittany Melendez, SSPA
Patricia Ruiz, SSPA



ANTIOCH

1650 Cavallo

Alice Dietrich, Division Manager
Sonya Sandoval, EW III
Corey Jones, EW II
Michelle Milum, MPA
Sophia Moreno, SSPA

4545 Delta Fair Blvd

Lloyd Amog, Workforce Services
Specialist
Kristina Miller, Workforce
Services Specialist
Laura Daviess, SSPA
Cassandra Amador, SW
Supervisor
Renata Pierce, Social Work
Supervisor I
Susan Childers, MPA
Maria Velez, Clerical Supervisor
Rosalinda Hernandez, Clerk-
Specialist Level
Nadia Robles, EW Supervisor
Nicole Sherman, Clerk -
Experienced Level
Keith Green, EWIII
Jacqueline Horne, Clerk-
Experienced Level

4549 Delta Fair Blvd.

Elisa Connell, SSPA

CONCORD

2600 Stanwell

Donald Brown, EW Supervisor
Mario Montes, Clerical
Supervisor
Kathleen Dumlao, EW Supervisor
Sandra Orellana, EW Supervisor
Yves (Jay) Roi David, Social
Service Staff Development
Specialist
Krystina King, Senior Level Clerk
Kylie Bigornia, SSPA

PLEASANT HILL

300 Ellinwood

Jackie Foust, EW Supervisor
Julie Stuscavage, Policy Analyst
America Patterson, Help Desk
Supervisor
Celso Lira, Soc Svc Info System
Analyst
Roy Dela Vega, SR Soc Svc Info
System Analyst
Shari Garrity, SR Soc Svc Info
System Analyst
Subra Chidambaram, Info Sys
Programmer/Analyst IV
Teri Howe, SR Soc Svc Info
System Analyst
Terri Rose, SR Soc Svc Info
System Analyst
Willie Balitaan, Soc Svc Info
System Analyst
Eileen Olson, CalWIN/CalSAWS
Division Manager

CNC list continued on next page



Who and Where Are Your CNCs? *continued from previous page*

PLEASANT HILL

400 Ellinwood

Lora Duncan , EW Supervisor
Magdelene Gabel, Social Service
Program Analyst
Karla Gilliam , EWIII
Michael Chatham, EWIII
Marco Ruiz-Madrigal , EWIII
Ryan Madison, SSPA
Tiffany Tittle, EWIII
Heather Henn, Clerk- Senior
Level
Jackie Page, SSPA
Claudia Lam, Workforce
Services Specialist
Michael Schwartz, SSPA
Angelique Robinson, SSPA

500 Ellinwood

Jessica Connolly, SSPA
Rachel Burt, SSPA

MARTINEZ

40 Douglas

Patricia Perez, Workforce
Services Specialist
Nanci Powers, Workforce
Services Specialist
Bobby Stange, Accounting
Technician
Shannon Sargent, Accounting
Technician
Antoinette Bailey-Nesbitt,
Division Manager (CaSAWS
Project Admin. Coordinator)

