

CalSAWS | Chronicle

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

September 2022

CalSAWS Change Network Champion Maria Velez Wants You to Play in the Sandbox!



Maria Velez is a CalSAWS Change Network Champion who is helping to promote the new CalSAWS system at Delta Fair, and answer her coworkers' questions about the new system.

By Alan Wang, EHSD Community Relations/Media Specialist

Maria Velez loves showering her four dogs – one a hound mix and three Pit Bulls that she adopted -- with lots of attention. “They’re more spoiled than my own child,” says the Clerical and Building Supervisor at EHSD’s 4545 Delta Fair Boulevard office in Antioch.

Maria spends a lot of her free time playing with her dogs, but these days at EHSD, she is encouraging her coworkers to play in The Sandbox. It provides a virtual simulation of the new benefits platform that consolidates social services into the single California Statewide Automated Welfare System (CalSAWS).

The CalSAWS Sandbox gives our workers who currently use CalWIN a chance for simulated practice. As a current CalWIN County, Contra Costa is part of Wave 2 to transition to

CalSAWS in February 2023. The automated, integrated eligibility and case management system will support key public assistance programs on a cloud-hosted architecture. As a CalSAWS Change Network Champion, Maria says it’s important to try out the new system in The Sandbox to familiarize yourself with it before the launch date.

“We really want everyone to have the opportunity to schedule an hour to play in the Sandbox,” says Maria. “I played in the Sandbox and it seems like it’s going to be much easier to navigate the system. So far, all of the feedback that I’ve gotten has been positive.”



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CalSAWS "Go Live"
COUNTDOWN



CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES
Building Brighter Futures Together



Big Success for Training Previews

By Josephine Chew, Information Systems Analyst

The CalSAWS Training Team hosted a two-week Training Preview series from August 15th through 26th in order for CalWIN counties to get a glimpse of the CalSAWS system in action through demos. This series showcased CalSAWS functionality previews for various areas of the system, including:

- General Eligibility**
- CalFresh Eligibility**
- CalWORKs Eligibility**
- Medi-Cal Eligibility**
- GA/GR**
- Foster Care**
- Imaging**
- Employment Services**
- Clerical**
- Fiscal**
- Special Investigations (Fraud)**

The training previews were a success as attendees actively engaged and participated in asking questions to better their understanding of how to use CalSAWS, and to learn the differences and improvements from CalWIN.

If you could not attend, you can check out the training preview

recordings as well as a collection of Questions & Answers from the attendees who participated. We will share these with staff as they become available.



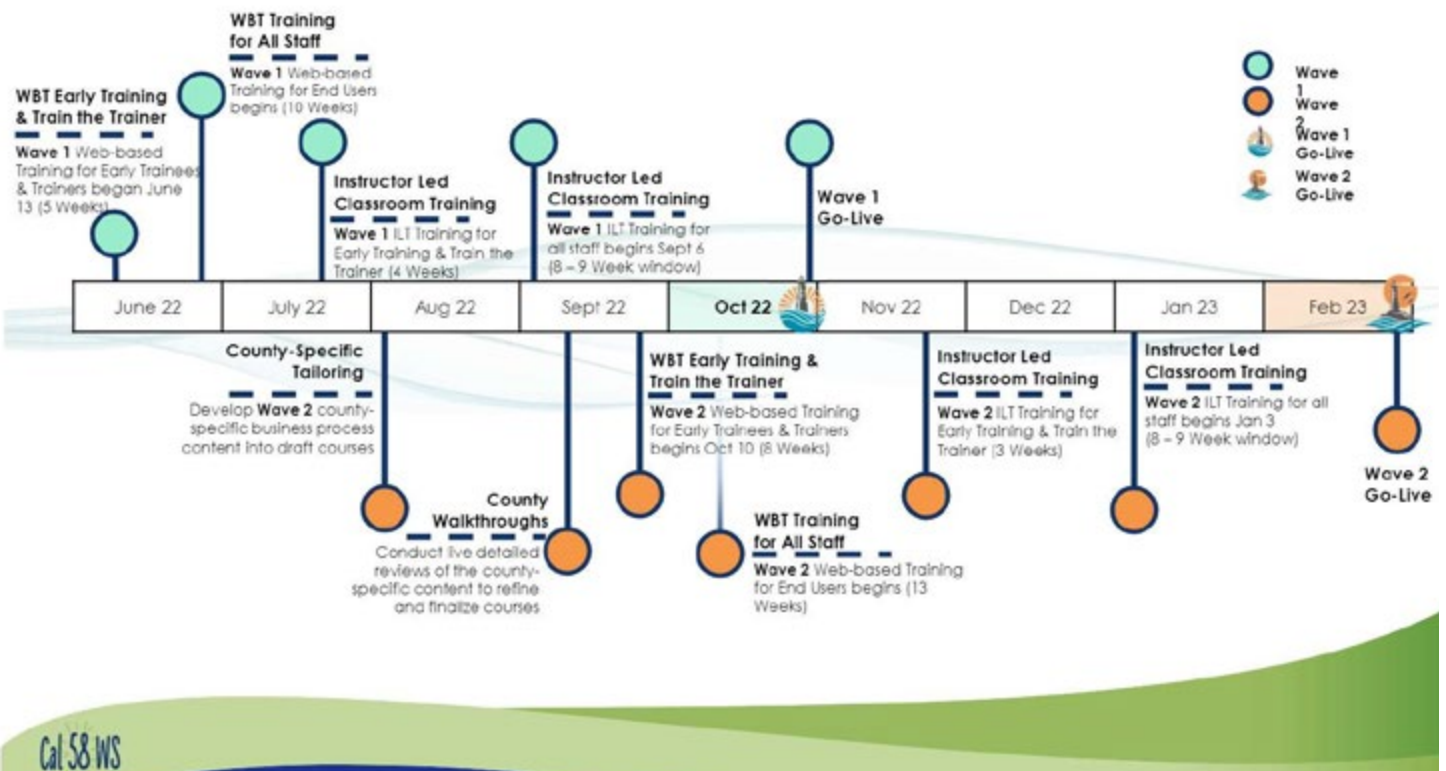
Training SCHEDULE

By Antoinette Bailey-Nesbitt, Division Manager

The CalSAWS Training sessions for end users are fast approaching! Hopefully you were able to take advantage of the Training Previews and continue to play in the Sandbox to reinforce concepts provided in these sessions. In the meantime, your CalSAWS Management Team and Staff Development Specialists have been diligently participating in Early Web-based Training (WBT), Early Training sessions, and Instructor-Led Training (ILT) Walkthroughs to sharpen their understanding of CalSAWS functionality and preparation for end user training. The images below provide an overview and timeline for the CalSAWS Training Schedule. Also, take an opportunity to review the CalSAWS Learning Journey Map Demo here: <https://360.articulate.com/review/content/2ba190d1-1926-4a60-92de-941e00136893/review>.

Training Timeline

Early Training, TTT, and General Training – Wave 1 and 2 Counties



Training continued on next page

Training SCHEDULE

Continued from previous page

CalSAWS Training A Learning Journey



Maria Velez *Continued from page 1*

You can login and create mock cases while navigating through all 58 counties to get a look and feel for the real CalSAWS. You can find video trainings in SMART, then ask your Supervisor to help log you in to start playing in the Sandbox.

The Sandbox play at work is a little different than dog play at home, but Maria wants EHSD workers to understand that the simulated practice will be time well spent in preparation for CalSAWS.

T-6 Change Readiness Survey Due on September 9th



If you are a CalWIN user, you likely received the T-6 Change Readiness Survey via email from Joe Little. Please disregard the due date in the email. You may submit your survey responses until close of business on Friday, September 9, 2022.

Be sure to notify your supervisor if you have not received the email. For more information, check out the CalSAWS Intranet Page [here](#).



Learning and Collaborating through UAT

By America Patterson, CalWIN Help Desk Supervisor

Our Group 2 User Acceptance Testing (UAT) for CalSAWS wrapped up in mid-August, proving to be a big learning experience for those involved.

Group 2 Testers from EHSD included **Bobby Stange, Shannon Sargent, Reece J. Bomagat, Gina Fabrizio, Joyce Eileen Lepas, Sandra Orellana, Zenda Johnson, Jon Woffinden, and Bernadette Rees.**

Conducted from late July through August 18th, UAT for Group 2 focused on Medi-Cal, Foster Care, General Assistance, and specialized areas such as Fiscal Issuance/Benefit Issuance Reports, Special Investigations, Fiscal OP/OI-Reports, Special Units-IEVS, and State Reports.

UAT helped Group 2 testers get a better grasp on the new system through accessing the UAT environment, and navigating various sites and portals. While overwhelming, the UAT testers did a fantastic job!

Not only did our testers help in making sure that the functionality works, they all gained knowledge about the system. They are now some of the first CalSAWS Subject Matter Experts! They expressed how they gained confidence in navigating in CalSAWS. It didn't stop there. Most of our testers reported that participating in UAT was a great experience and shared how much they enjoyed learning and collaborating with other Counties.

Some comments from our EHSD testers

“It was a great experience.”

“The more I use CalSAWS, the more familiar I am with it.”

“The breakout rooms were a great way to collaborate and network with other county staff in the specialized area.”

Thank you to all our UAT testers!

All About CalSAWS on the EHSD Intranet

CalSAWS is coming and EHSD is moving quickly to prepare in every way. To stay up to date and see the latest tools to help you get ready, check out the [CalSAWS intranet page often!](#) You'll find infographics, videos, activity updates, timelines, and training details. Plus, a real-time countdown and links to publications like the *CalSAWS Chronicle* and *Did You Know*.

Here's the latest from the What's Happening Now? section. Visit the intranet page for this and more!

- CalSAWS demo videos are available under the "Learning Videos" category of the Resources & Tools section
- What are Worker IDs? Learn more in [CalSAWS Worker ID Explained](#)
- Eager to know when you will get training on how to use CalSAWS? Check out the Training section under "What's Happening Now?"

CalSAWS

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Go Live! Feb. 27, 2023

6 MONTHS 5 DAYS 7 HOURS 15 MINUTES 28 SECONDS

General Info About CalSAWS

CalSAWS EHSD
CalSAWS Team

You'll find the latest CalSAWS news, updates, meeting minutes, resources and more right here! Contra Costa and EHSD are preparing to transition to CalSAWS from CalWIN on **February 27, 2023**, and full statewide implementation will happen a year later.

Check out the
[CalSAWS intranet page](#)

CalSAWS Timeline

The current CalSAWS Timeline includes these important activities in the works:

- **Imaging Validation**, September 14th to 28th: a two-week activity for designated staff participants to see how our 38 million imaging documents have migrated to CalSAWS from Compass Pilot!
- A second round of **Case Data Validation (CDV)** is slated for October 3rd to 14th with 23 staff identified to participate. In this activity, participants will be able to validate the converted data through script scenarios, and report findings that may be used to address and minimize issues.
- **Process Simulation** provides an opportunity to test and validate the To-Be Business Processes the county defined during BPR in a system environment with county converted data. From late August through November 23rd, the CalSAWS team will work on gathering configuration settings needed to be loaded into the environment to prepare for testing. From November 28 through December 9, participants will then be able to execute common business scenarios seen day-to-day to see how the planned configurations look in CalSAWS when executed.

CalSAWS Timeline: Contra Costa County

