CalSAWS Migration:
Local Advocacy Toolkit Review

Tuesday, September 29, 2020

About the CalSAWS Advocates Group

We are advocates and entities who envision a CalSAWS development and implementation that:

- Maximizes ease of use for program applicants, participants, and workers,

- **Protects consumer rights; and**

- **Promotes continuous program improvement.**

Presenters
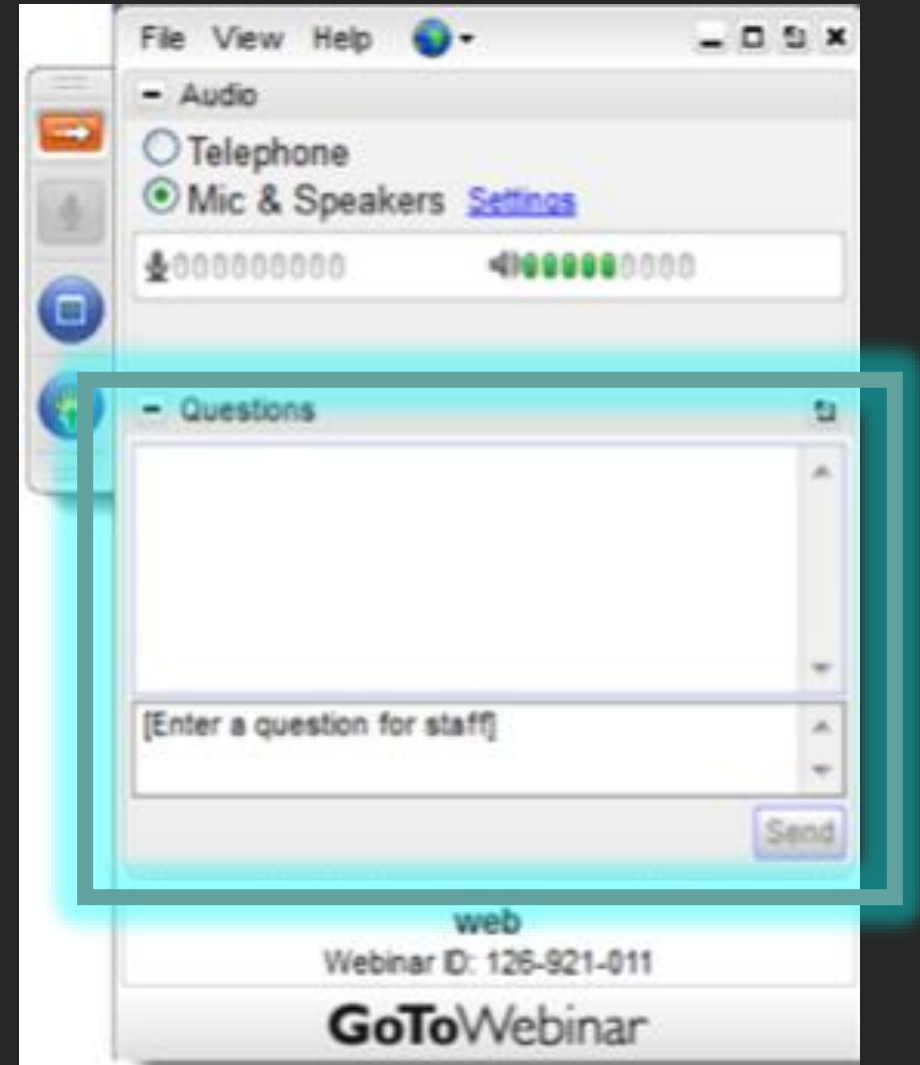
Becky Gershon, California Association of Food Banks

Erin Simonitch, California Coalition of Welfare Rights Organizations

Grace Song, Community Health Councils

Jennifer Tracy, California Association of Food Banks

Webinar Recording

Q&A Participation

Today's Flow

Background on the CalSAWS Migration

Migration Timelines & Schedule

Why is Local Advocacy Important

Priorities to Consider

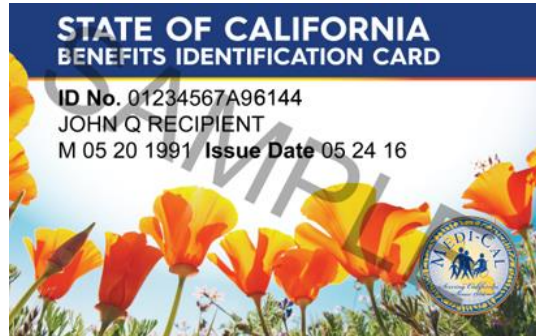**Walk through the Toolkit for Advocacy Planning**

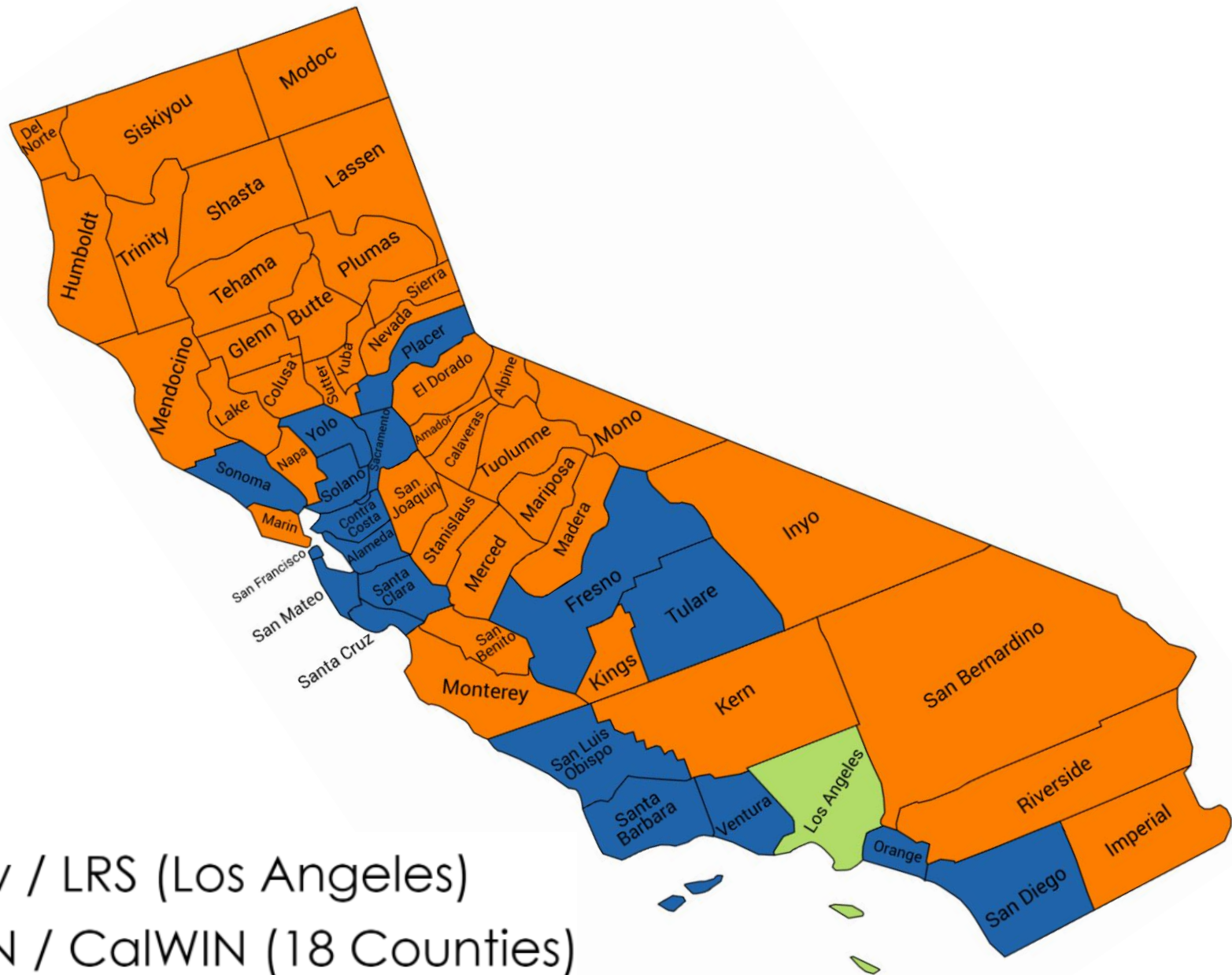# Goodbye, YBN, MyBCW, and C4Yourself! Hello, CalSAWS!
The CalSAWS Migration: What you need to know

CalSAWS Background

Tuesday, June 30, 2020 | CalSAWS Advocates Group

Your Benefits Now / LRS (Los Angeles)

MyBenefitsCalWIN / CalWIN (18 Counties)

C4Yourself / C-IV (39 Counties)

Hello, CalSAWS!

California
Statewide
Automated
Welfare
System

Your Benefits Now & LRS
(Los Angeles)

C4Yourself & C-IV
(39 Counties)

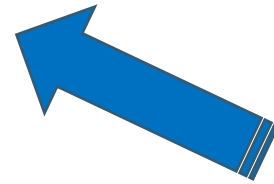**MyBenefits CalWIN & CalWIN**
(18 Counties)

Current Systems

State & Federal Interfaces

After migration (2023 and beyond)
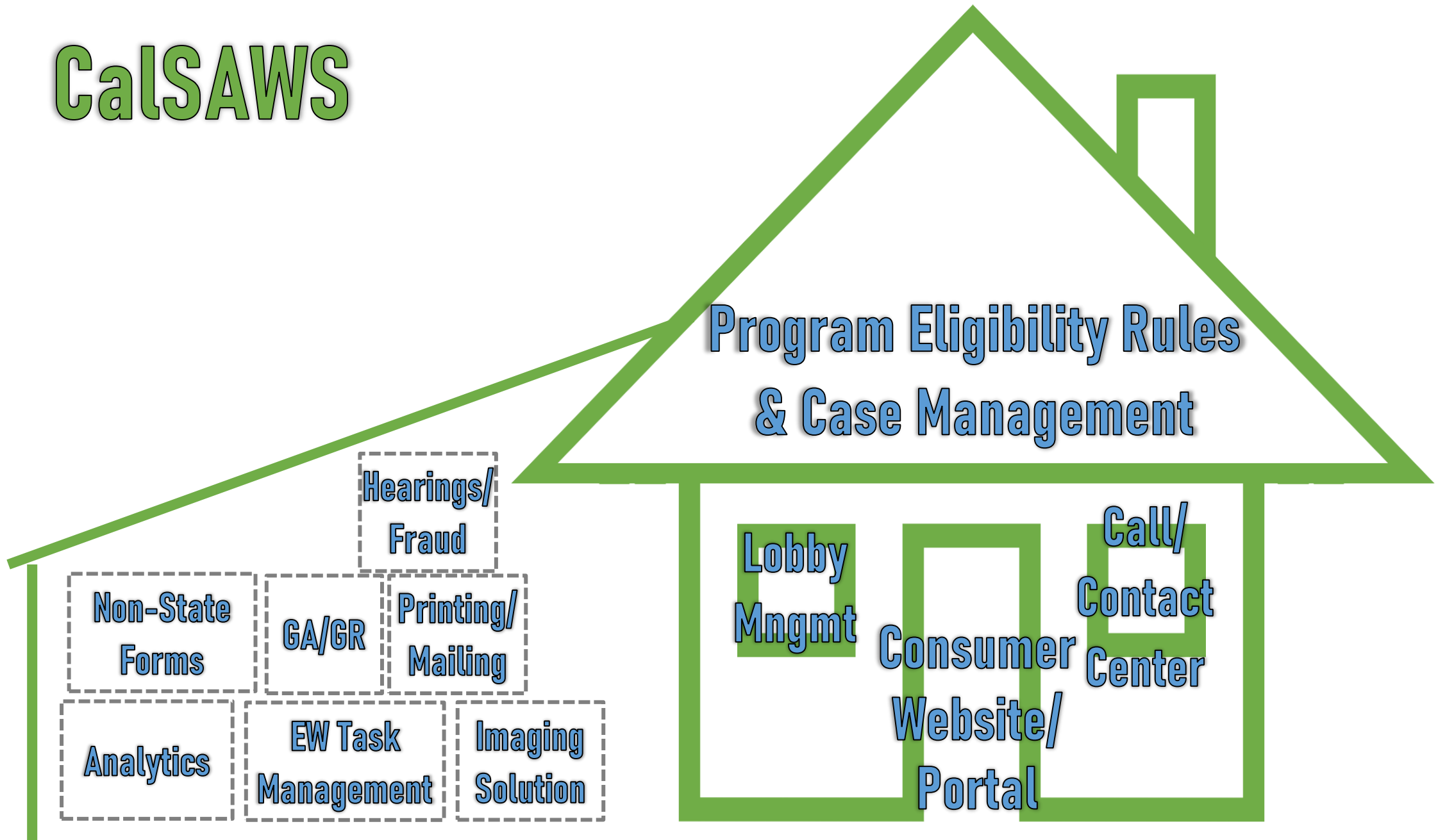
Hello, CalSAWS!

Applications	Eligibility Determinations		Case Management
Medi-Cal	CalFresh	CalWORKs	Welfare to Work
Foster Care	Refugee Assistance	General Asst/Relief (GA/GR)	Child Care

Why is local advocacy important?

Define Priorities

Influence Implementation Choices

Improve Business Processes

What is at stake without advocate engagement?

Advocacy Timelines

Timeline for C-IV Counties

CIV Counties will migrate to CalSAWS all at once.

Implementation Readiness Activities/OCM

2020
2021

July 2020

OCM Begins

July 2020 – June 2021

Opportunities for Advocacy

July & August 2021

Supervisor and Eligibility Worker Training for CalSAWS System

Sept 25, 2021

All C-IV Counties Migrate

New Portal Launches for LA & CIV Counties
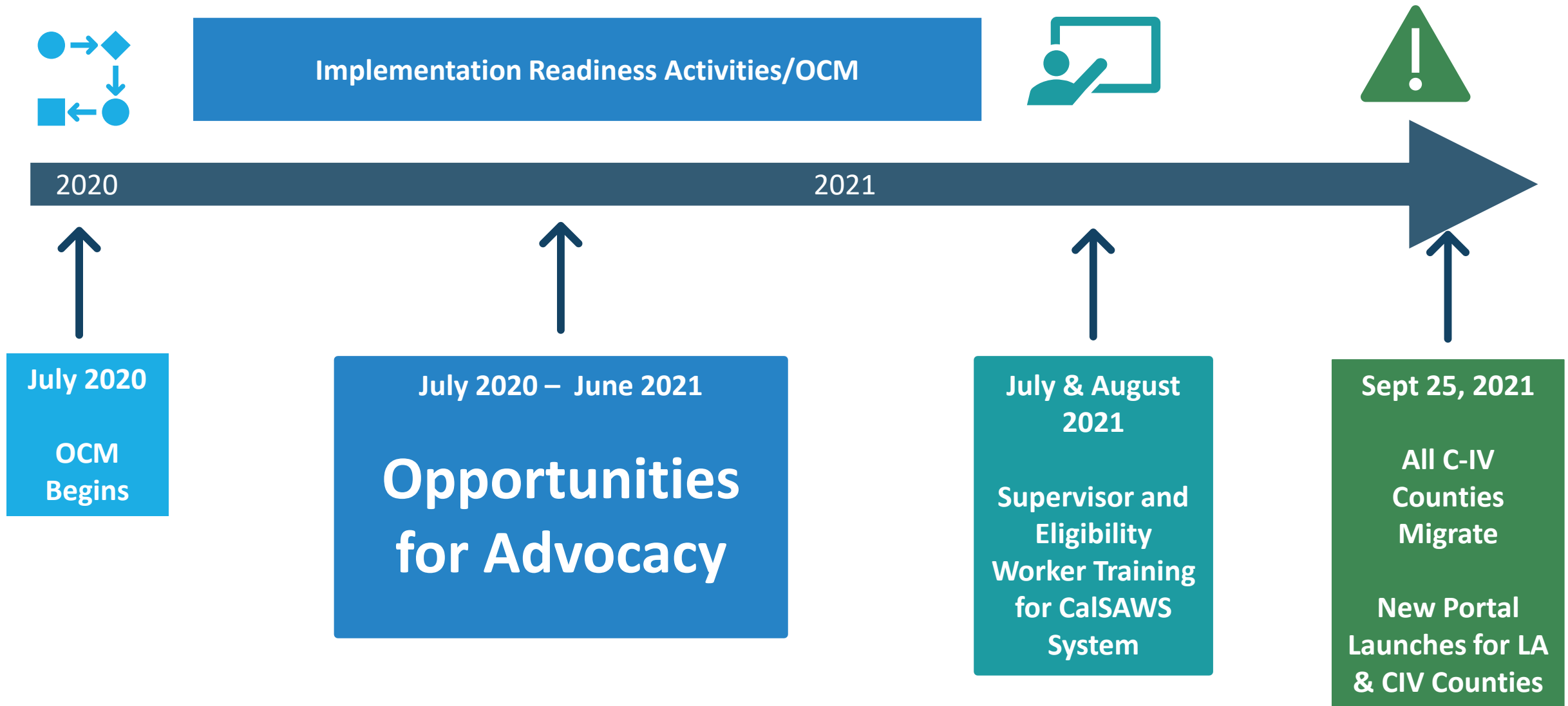
Timeline for LRS/Los Angeles County

LA is not migrating; the only changes will be increased functionality.

Functionality updates and expansion of LRS to become CalSAWS

2020

2021

Now – June 2021 and beyond?

Opportunities for Advocacy

Sept 2021

All C-IV Counties Migrate

New Portal Launches for LA & CIV Counties
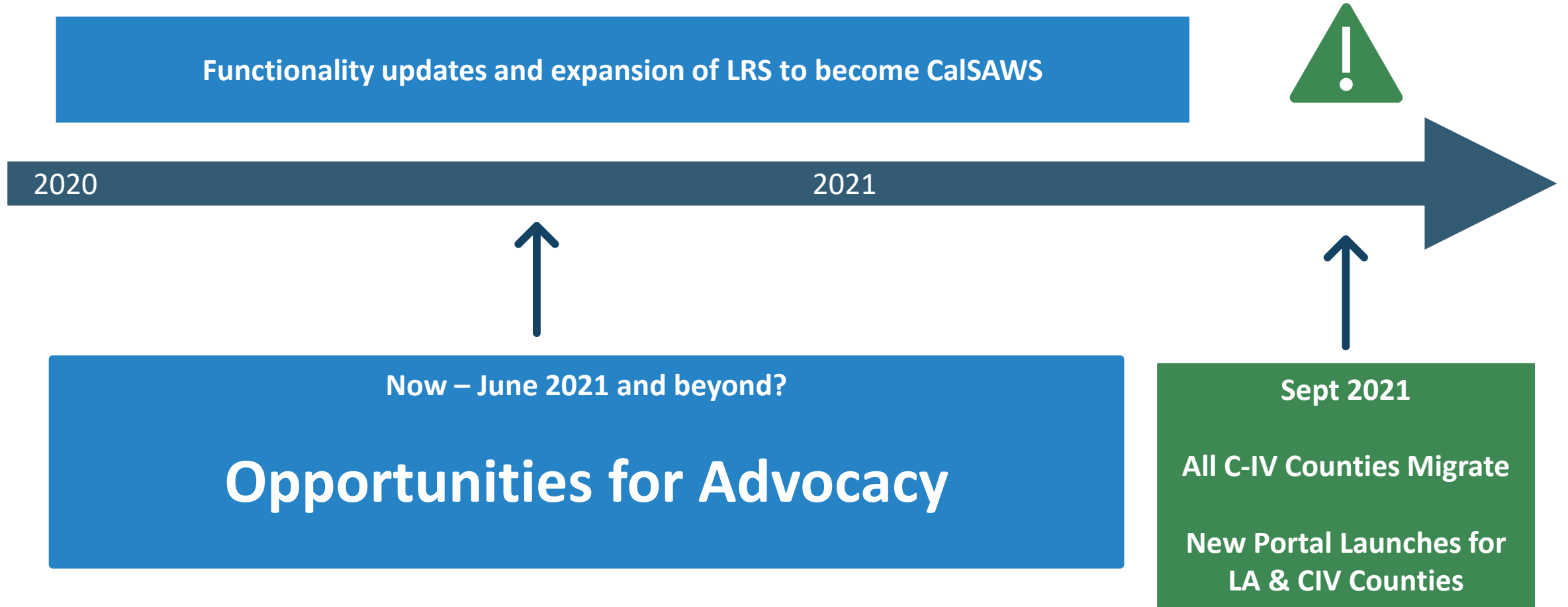
Timeline for CalWIN Counties

Engagement timelines may vary by county depending on where they are in the migration wave schedule

Implementation Readiness Activities/OCM

2021

2022

2023

Jan 2021

OCM Begins

Jan 2021- October 2023

Opportunities for Advocacy

(schedule depending on your county's migration wave)

Dates TBD for CalWIN Staff Training

Oct 2022- Oct 2023

CalWIN Counties Migrate in 6 waves

Join the CalWIN Web Portal
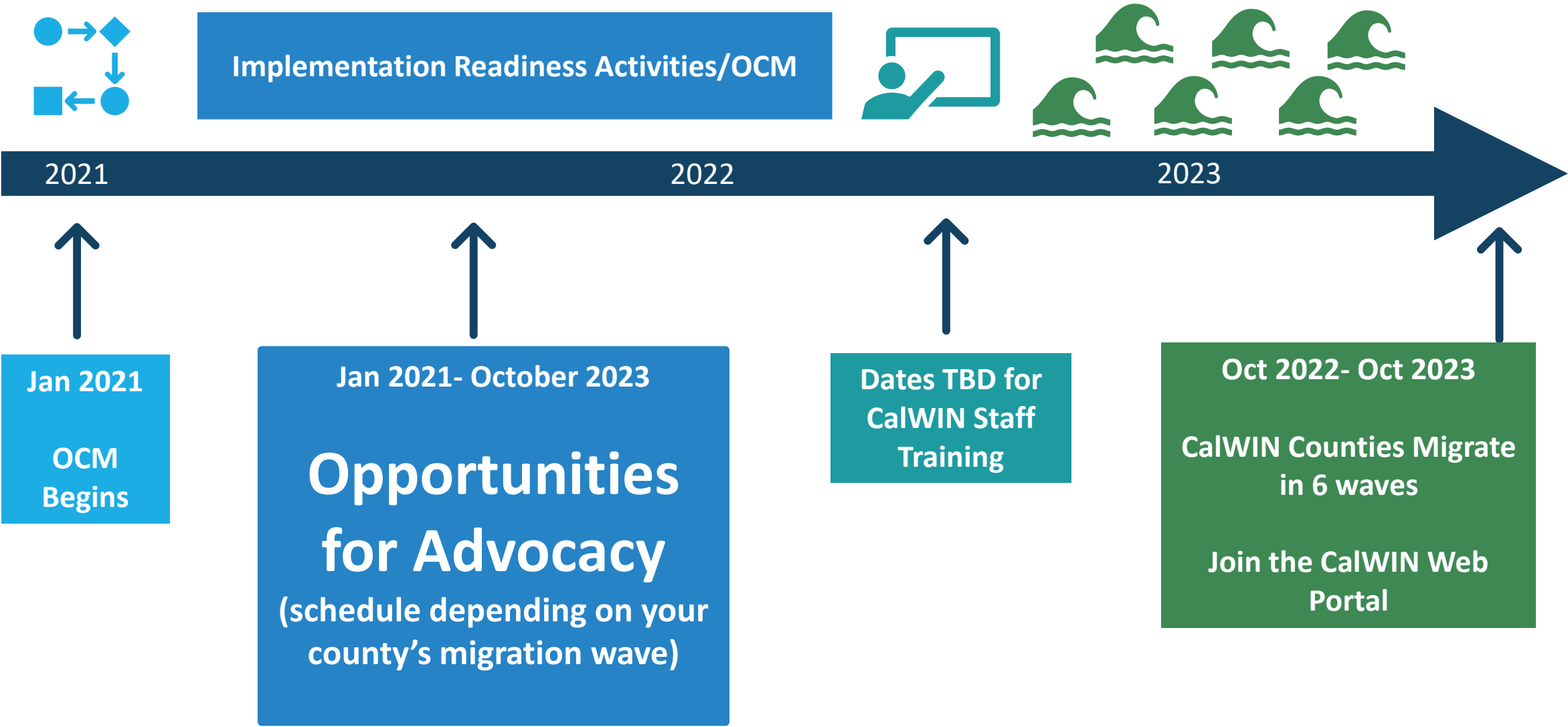
Priorities for Advocacy

CalSAWS Migration – Local Advocate Priorities Guide
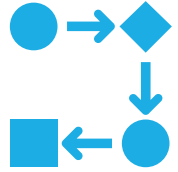
Business Process Redesign

Lead with Equity

Contact/Call Center Software

Support Collaboration

Online Application Portal

Define Worker Readiness

Business Process Redesign

PRIORITIES

1. **Culture of Access.**

2. **First Contact Resolution/Single Day Service.**

3. **Interview Scheduling Flexibility.**

4. **Real Time Document Upload.**
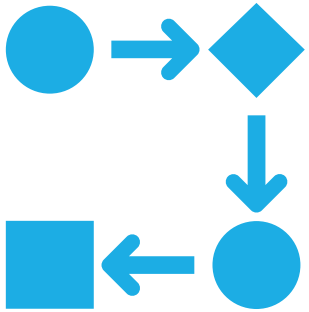
5. **Goal to Reduce Churn.**

CalSAWS Project Role: Providing a support team.

County Role: Internal decision-making process and part of the Organizational Change Management (OCM)

CBO/Advocate Role: Identify priorities and advocate to their local county for inclusion.

Timeline:
C-IV & LRS: Right now; opportunities more limited
CalWIN: January 2021; potentially more opportunities for change.

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Contact/Call Center

PRIORITIES

1. **Full integration of features.**

2. **Clear and easy-to-navigate Self Service Phone Tree (IVR menu).**

3. **Hold message customizations and priorities.**

4. **Dedicated Line for Assisters.**

CalSAWS Project Role: Managing the contract with Amazon Connect Services (ACS).

County Role: Decide on and implement the functionality they want to use.

CBO/Advocate Role: Identify priorities and advocate for their inclusion; track consumer experience.

Timeline: See the timeline link in the toolkit.

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Online Web Portal

PRIORITIES

1. **Full integration of features (chat, email, text).**

2. **Training for CBO Partners.**

3. **Continued engagement on portal usage and enhancements.**

CalSAWS Project Role: Contracting the development to Deloitte and ensuring it is ready for launch by Sept 2021.

County Role: Decide on and implement the functionality they want to use.

CBO/Advocate Role: Participate in UCD; advocate for implementation of features in your county.

Timeline:

Development: Now – August 2021
LRS & C-IV: Sept 2021
CalWIN: Oct 2022-2023

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Lead with Equity

PRIORITIES

1. **Accurate translations for threshold Languages.**

2. **Prioritize accessibility for people with disabilities.**

3. **Use data to identify barriers for BIPOC.**

4. **Create regular and transparent feedback loops with consumers.**

CalSAWS Project Role: Currently developing an internal "D&I plan."

County Role: Identify and prioritize opportunities to improve equitable access.

CBO/Advocate Role: Ask your county about their equity approaches.

Timeline: Ongoing.

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Support Collaboration

PRIORITIES

1. **Engage with CBOs to represent all programs (Medi-Cal, CalFresh, CalWORKS, CAPI, etc).**

2. **Include CBOs and advocates in the OCM process with regular updates.**

CalSAWS Project Role: The vendors tasked with supporting Organizational Change Management (OCM) are supposed to include recommendations to engage/community with CBOs.

County Role: Include CBO partners in communications and planning for the CalSAWS Migration.

CBO/Advocate Role: Connect with your county for meetings and work with your partners to bring in more advocates from your county.

Timeline:
C-IV & LRS: Right now
CalWIN: Right now in anticipation of the January 2021 OCM launch

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Define Worker Readiness

PRIORITIES

1. What percentage of staff must achieve a "certificate of completion" in order for the county to be ready for migration?

2. What other measures will be used to define worker readiness?

CalSAWS Project Role: Create the web-based training and testing for eligibility workers. 80% pass rate = "certificate of completion."
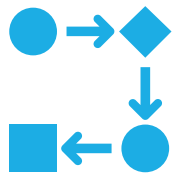
County Role: Counties are creating their own plans to define if they are "ready" for the migration.

CBO/Advocate Role: Encourage your county to identify meaningful training goals.

Timeline:
C-IV and CalWIN: Trainings launch 4-8 weeks before migration.

CalSAWS Migration – Local Advocate Priorities Guide

Business Process Redesign

- Culture of Access
- First Contact Resolution/Single Day Service
- Interview Scheduling Flexibility
- Real Time Document Upload
- Goal to Reduce Churn

Contact/Call Center Software

- Full integration of features
- Clear and easy-to-navigate Self Service Phone Tree (IVR menu)
- Hold message customizations and priorities
- Dedicated Line for Assisters

Online Application Portal

- Full integration of features (chat, email, text)
- Training for CBO Partners
- Continued engagement on portal usage and enhancements

Lead with Equity

- Accurate translations for threshold Languages
- Prioritize accessibility for people with disabilities
- Use data to identify barriers for BIPOC
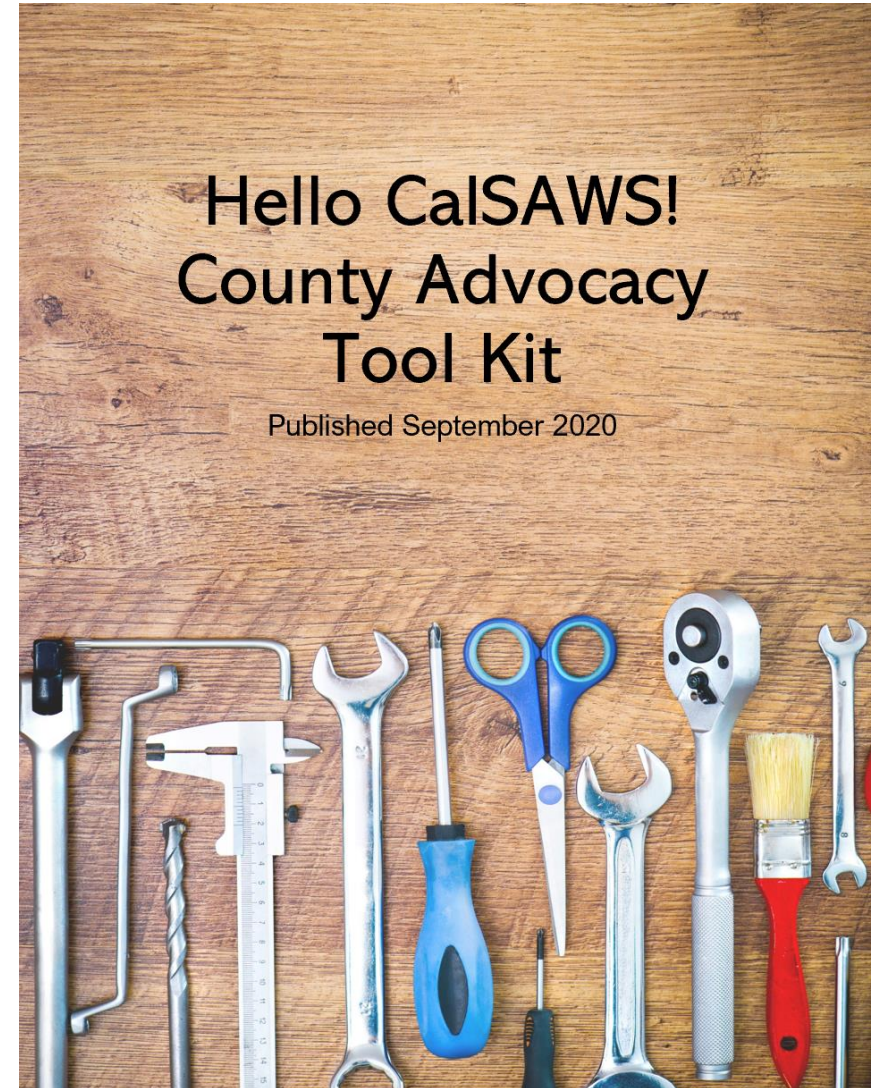- Create regular and transparent feedback loops with consumers

Support Collaboration

- Engage with CBOs to represent all programs (Medi-Cal, CalFresh, CalWORKS, CAPI, etc)
- Include CBOs an advocates in the OCM process with regular updates

Define Worker Readiness

- Know how worker training scores and other measures will define Readiness levels before migration

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Let's review the toolkit…

Hello CalSAWS!
County Advocacy
Tool Kit

Published September 2020

Q&A Time