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
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
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

C-IV

LRS

CalWIN

C4 Yourself®

YOUR BENEFITS
dpps.lacounty.gov
Now

My Benefits CalWIN
After migration (2023 and beyond)
Hello, CalSAWS!

Applications
Medi-Cal
Foster Care

Eligibility Determinations
CalFresh
Refugee Assistance

Case Management
CalWORKs
General Asst/Relief (GA/GR)
Child Care
Welfare to Work
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.

- **July 2020**
  - OCM Begins

- **2020**
  - Implementation Readiness Activities/OCM

- **2020 – June 2021**
  - Opportunities for Advocacy

- **July 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

- Now – June 2021 and beyond?

- Sept 2021
  - All C-IV Counties Migrate
  - New Portal Launches for LA & CIV Counties

Opportunities for Advocacy
Timeline for CalWIN Counties

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

- **Jan 2021**
  - OCM Begins

- **Jan 2021 - October 2023**
  - Opportunities for Advocacy (schedule depending on your county’s migration wave)

- **Oct 2022 - Oct 2023**
  - CalWIN Counties Migrate in 6 waves
  - Dates TBD for CalWIN Staff Training
  - 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

**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.

PRIORITIES

1. Culture of Access.
2. First Contact Resolution/Single Day Service.
3. Interview Scheduling Flexibility.
5. Goal to Reduce Churn.

Created in partnership by the CalSAWS Advocates Group
Contact [Jennifer@JennTracy.com](mailto:Jennifer@JennTracy.com) or the California Association of Food Banks for more information.
Contact/Call Center

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.

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.

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Contact jennifer@JennTracy.com or the California Association of Food Banks for more information
Online Web Portal

**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

**PRIORITIES**

1. Full integration of features (chat, email, text).
2. Training for CBO Partners.
3. Continued engagement on portal usage and enhancements.
Lead with Equity

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.

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.
Support Collaboration

**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

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.

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Contact Jenn@JennTracy.com or the California Association of Food Banks for more information
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.

**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 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 and 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...
NEXT STEPS

Survey

Text Feedback

Webinar Recording

Reach out for support
Q&A Time