

CalSAWS

DATE	Thursday, October 16, 2025
TIME	1:30 PM
LOCATION	Teams Virtual Meeting
SUBJECT	Change Control Board (CCB) Meeting
INVITEES	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management
NEXT CCB MEETING DATE	Thursday, October 30, 2025
RELEASE SCHEDULE LOCATION	<a href="https://www.calsaws.org/system-updates/">https://www.calsaws.org/system-updates/</a>

**System Change Requests (SCRs)**

Release	Priority Release	SCR #	DESIGN APPROVAL	Hours	Funding Source	Emergency Approval	Team Responsible	Committee Review	Non-Committee Review	Other Agency Cross Reference
25.07	25.09.19	CA-294296	Replace RPA Browser Popup Allow-listing with GPO	40	CalSAWS M&O	Expedited Build Approved by Yogesh Patel on 9/9/25 and	Infra Contact Center	IVR & Contact Center	Approved by Yogesh Patel on 9/9/25	
25.09	25.10.09	CA-287845	Solano - Email Domain Name Change	127	CalSAWS M&E	Approved by Karen J Rapponotti on 09/23/2025	Online	Other	Approved by James Price 9/23/25	
25.09	25.10.09	CA-290515	Ventura - Email Domain Name Change	127	CalSAWS M&E	Approved by Karen J Rapponotti on 09/23/2025	Online	Other	Approved by James Price 9/23/25	
25.09	25.10.16	CA-290827	Non-utilized queues removal	6	CalSAWS M&O	Approved by Yogesh Patel on 09/23/2025	Infra Contact Center	IVR & Contact Center	Approved by Yogesh Patel on 09/23/2025	
25.09	25.09.23	CA-291180	Data Change- Imperial County Paid Warrant Issue	40	CalSAWS M&E	Karen Rapponotti approved 9/19/25	Fiscal	Fiscal	Approved by Claudia Pinto 09/23/2025	
25.09	25.09.25	CA-292164	CCB is not offered on a transferred call	66	CalSAWS M&O	Approved by Yogesh Patel on 08/22/2025	Infra Contact Center	IVR & Contact Center	Approved by Yogesh Patel on 08/22/2025	
25.09	25.10.xx	CA-292683	ACL 25-50 H.R. 1 Changes to ABAWD Exemptions and Expiration of Statewide Waiver (Accent	65	Premise		Eligibility	CalWORKs/CalFresh	Reviewed and approved by Norma Meza on 9/24/25	CSPM-80744
25.09	25.10.xx	CA-292684	ACL 25-50 H.R. 1 Limits to Standard Utility Allowance Subsidy (Accenture Design)	65	CalSAWS M&E		Eligibility	CalWORKs/CalFresh	Reviewed and approved by Norma Meza on 9/24/25	
25.09	25.10.xx	CA-292686	H. R. 1 ACL 25-50 Changes to CalFresh Eligibility for Most Lawfully Present Non-Citizens (Accer	50	CalSAWS M&E		Eligibility	CalWORKs/CalFresh	Reviewed and approved by Norma Meza on 9/24/25	CSPM-80927
25.09	25.09.25	CA-294152	Update Butte County Holiday to be closed on Christmas Eve 12/24/2025	12	CalSAWS M&E	Karen Rapponotti - Approved - 09/18/2025	Batch Operations	Fiscal	Brannon Hill (Butte) - Approved - 08/29/2025	CA-294113
25.09	25.10.xx	CA-294426	Fresno-IVR Queue Enhancements	4	CalSAWS M&O	Approved by Haikaz (Mike) Tombakian, 09/20/2025	Infra Contact Center	IVR & Contact Center	Approved by Haikaz (Mike) Tombakian, 09/20/2025	
25.09	25.09.29	CA-294651	LA County - Disable the IVR flow option to request in-office pickup in the EBT/BIC flow	16	CalSAWS M&O	Approved by Yogesh Patel on 9/24/2025	Infra Contact Center	IVR & Contact Center	Approved by Yogesh Patel on 9/24/2025	
25.11		CA-294275	Online Help: Update JA Lobby Management - Device Mgmt CA-213363	20	CalSAWS M&E	Expedited Approved by Karen Rapponotti on 9/23/2025.	Training	Other	Approved 9/16/25 by Sami Varney	
25.11		CA-294535	Online Help: Update the Forms Overview for the 25.11 Baseline Release	25	CalSAWS M&E	Expedited Approved by Karen Rapponotti on 9/23/2025.	Training	Other	Approved by Elizabeth Palm on 09/17/2025	
25.11		CA-294541	Online Help: Update JA Expense Management to Add SUAS Section CA-294576	20	CalSAWS M&E	Approved by Karen Rapponotti on 9/23/2025	Training	Other	Approved by Elizabeth Palm on 09/17/2025	
26.01		CA-267941	Update the MC 355 Verification Due Date Logic	128	CalSAWS M&E	09/24/2025 Karen J. Rapponotti	Client Correspondence	Medi-Cal/CMSP		
26.01		CA-277659	Update Batch Job Inventory to include county opt-in information	418	CalSAWS M&O	Michele Peterson - 9/11/25	Batch Operations	Other	Approved by Michele Peterson on 9/11/25	
26.01		CA-279370	Include Aid Code 38 in the Monthly EDR Process for Renewals	833	CalSAWS M&E	Approved by Karen J. Rapponotti via email on 9/16/2025	Medi-Cal/CalHEERS	Medi-Cal/CMSP		
26.01		CA-281496	Do Not Generate CF 377.1A for Other Reasons When CF Intake Application is Denied for Miss	300	CalSAWS M&E	Expedited Build approval: Karen J. Rapponotti 09/30/2025	Client Correspondence	Correspondence		
26.01		CA-282060	Create a Report to Track the EBT 2259	812	CalSAWS M&E	Karen Rapponotti approved 8/14/25	Reports	Fiscal, Management Reports		
26.01		CA-292946	26.01 Database Schema Comparison Support SCR	395	CalSAWS M&E	Karen Rapponotti - Approved - 09/23/2025	Eligibility	Usability	Sheryl Eppler - Approved - 09/23/2025	
26.01		CA-294077	Documentation: Update NOA FDD Inventory for 26.01	125	CalSAWS M&E	Approved by Karen Rapponotti on 9/17/2025	Client Correspondence	Correspondence	Approved by Janet Mitri on 09/12/2025	
26.03		CA-280453	Update ABCDM 228 to the latest state version 3/24	31	CalSAWS M&E		Client Correspondence	Correspondence	Reviewed and Approved by Franz Lightle on 09/25/2025	
26.03		CA-294335	26.03 Database Schema Comparison Support SCR	395	CalSAWS M&E		Eligibility	Usability	Sheryl Eppler - Approved - 09/23/2025	
26.03		CA-294697	Contra Costa - Opt-out of batch to generate CSF 125	45	CalSAWS M&E		Client Correspondence	Welfare to Work/WPR	Gingko Luna 9/26/25	RITM0096816

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**Content Revisions (CRs)**

Release	Priority Release	SCR #	DESIGN APPROVAL	Hours	Funding Source	Emergency Approval	Team Responsible	Committee Review	Non-Committee Review	CR Change Type	X-Ref SCR
RWR		CA-270365	Trigger M40-107A for Converted Counties that have not received a TL Notice	253	CalSAWS M&E	By Karen J. Rapponotti on 07/31/2025	Client Correspondence	Correspondence		[Estimate, Release]	
25.07	25.09.15	CA-250777	Update CF 377.1 NOAs in Threshold Languages	903	Premise	By Karen J. Rapponotti on 07/15/2025	Client Correspondence	Correspondence	Approved by Elsa Vaisau 07/15/2025	[Estimate]	
25.07	25.07.19	CA-287617	POC - GenAI (Generative Artificial Intelligence) Assistance for Technology Development Life Cycle use cases	160	CalSAWS M&E	Approved by Holly M. on 3/10/2025	Tech Arch	Tech	Approved by Holly M. on 3/10/2025	[Release]	
25.09	25.10.03	CA-213363	TLM-39: Lobby Device Platform Consolidation/Modernization	8798	Other	Michele Peterson - 6/3/25	Online	Lobby Management		[Recommendation]	
25.09	25.10.30	CA-290673	Imaging test support for BenefitsCal 10/30 Release	30	CalSAWS M&O	Karen Rapponotti 6/24/25	Infra Imaging	Imaging	Rhiannon Chin 5/15/25	[Recommendation, Estimate]	CSPM-75629, CSPM-81491
25.11		CA-245186	Update MC RE Date for Pregnant/Postpartum Individual	151	CalSAWS M&E	Approved by Karen Rapponotti on 08/01/2025	Medi-Cal/CalHEERS	Medi-Cal/CMSP		[Recommendation]	



**CalSAWS CCB Questions and Answers for Thursday, October 16, 2025**

SCR Number	County/Region	Question	Answer	Team Responsible
CA-292683	Stanislaus/Region 4	CA-292683 ACL 25-50 H.R.1 Changes to ABAWD Exemptions and Expiration of Statewide Waiver (Accenture Design) -Will the release be implemented sooner since the ABAWD Waiver was revoked effective 11/2/2025 (See attachment, link, and supported screenshot)?	SCR [CA-292683] ACL 25-50 H.R. 1 Changes to ABAWD Exemptions and Expiration of Statewide Waiver (Accenture Design) - CalSAWS Change Management is used to track the pre-design efforts provided by Accenture. SCR [CA-294575] ACL 25-50 H.R. 1 Changes to ABAWD Exemptions and Expiration of Statewide Waiver - CalSAWS Change Management is for design and implementation of this policy. I have set both to R. 26.01.10 for now. We are working with CDSS regarding implementation.	Policy/Design Team
CA-270365	Stanislaus/Region 4	CA-270365 Trigger M40-107A for Converted Counties that have not received a TL Notice -The content revision is cut off the SCR in the review packet. This SCR is pending rejection because the requirements were already implemented. However, that is not clear in the CCB materials.	Since we are not clear about your questions related to the content revision for CA-270365, I am providing more information and hope it helps answering your questions. CA-270365 – has a content revision to remove all estimated hours as this SCR is no longer required and will be rejected after the CCB approval.	CCB Prep Team
CA-250777	Stanislaus/Region 4	CA-250777 Update CF 377.1 NOAs in Threshold Languages -The content revision is cut off the SCR in the review packet.	Since we are not clear about your questions related to the content revision for CA-250777, I am providing more information and hope it helps answering your questions. CA-250777 – has a content revision to increase estimated hours for the design from 216 hours to 232 hours.	CCB Prep Team
CA-292164	San Bernardino/Region 5	In regard to CA-272164, can your team please clarify if the CCB estimate on transferred calls will be based on: •The oldest contact age, or •Another metric (i.e., oldest contact age minus time spent in the queue). Our concern is the CCB estimate on transferred calls could be 45-55 minutes when the customer would actually be called back in 15 minutes or less.	That item did not change any functionality with estimated wait time, it will continue to utilize "The oldest contact age" for their landing queue, irrespective of their IVR timestamps. As far as opting out, county can disable CCB offers via the admin page for any queue they would like, previously we saw issues with how CCB was being offered via transfer scenarios, SCR CA-292164 addressed this.	Contact Center Team

**CalSAWS CCB Meeting Notes for Thursday, October 16, 2025**

**The following questions were received**

SCR #	County/Region	Question	Response
CA-292683	Stanislaus/Region 4	CA-292683 ACL 25-50 H.R.1 Changes to ABAWD Exemptions and Expiration of Statewide Waiver (Accenture Design) -Will the release be implemented sooner since the ABAWD Waiver was revoked effective 11/2/2025 (See attachment, link, and supported screenshot)?	SCR [CA-292683] ACL 25-50 H.R. 1 Changes to ABAWD Exemptions and Expiration of Statewide Waiver (Accenture Design) - CalSAWS Change Management is used to track the pre-design efforts provided by Accenture. SCR [CA-294575] ACL 25-50 H.R. 1 Changes to ABAWD Exemptions and Expiration of Statewide Waiver - CalSAWS Change Management is for design and implementation of this policy. I have set both to R. 26.01.10 for now. We are working with CDSS regarding implementation.
CA-270365	Stanislaus/Region 4	CA-270365 Trigger M40-107A for Converted Counties that have not received a TL Notice -The content revision is cut off the SCR in the review packet. This SCR is pending rejection because the requirements were already implemented. However, that is not clear in the CCB materials.	Since we are not clear about your questions related to the content revision for CA-270365, I am providing more information and hope it helps answering your questions. CA-270365 – has a content revision to remove all estimated hours as this SCR is no longer required and will be rejected after the CCB approval.
CA-250777	Stanislaus/Region 4	CA-250777 Update CF 377.1 NOAs in Threshold Languages -The content revision is cut off the SCR in the review packet.	Since we are not clear about your questions related to the content revision for CA-250777, I am providing more information and hope it helps answering your questions. CA-250777 – has a content revision to increase estimated hours for the design from 216 hours to 232 hours.
CA-292164	San Bernardino/Region 5	In regard to CA-292164, can your team please clarify if the CCB estimate on transferred calls will be based on: •The oldest contact age, or •Another metric (i.e., oldest contact age minus time spent in the queue). Our concern is the CCB estimate on transferred calls could be 45-55 minutes when the customer would actually be called back in 15 minutes or less.	That item did not change any functionality with estimated wait time, it will continue to utilize "The oldest contact age" for their landing queue, irrespective of their IVR timestamps. As far as opting out, county can disable CCB offers via the admin page for any queue they would like, previously we saw issues with how CCB was being offered via transfer scenarios, SCR CA-292164 addressed this.
<b>Approvals Received</b>		<b>Notes</b>	
Region 1	x	CA-292683 - Priority Release dates were updated from 25.09 to 25.11 and from 25.10.xx to 25.01.10. after the CCB packet was generated.	
Region 2	x	All 6 regions submitted the CCB Packet approval via email	
Region 3	x		
Region 4	x		
Region 5	x		
Region 6	x		