

Distribution Date	December 5, 2025
To	PPOC.All; Committee.Training
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	<b>CalSAWS Quick Guide – Workload Reassignment</b>

PPOCs, please forward to the appropriate impacted staff in your county:

- General
- Policy
- CW
- CF
- MC
- CMSP
- FC/KG/AAP
- Child Care
- WtW
- Other Program(s): \_\_\_\_\_
- BenefitsCal
- Customer Correspondence
- OCAT
- Other \_\_\_\_\_

- Reports
- Fiscal
- Caseload Movement
- Management
- Batch and Interfaces
- Fiscal
- GA/GR
- Help Desk
- Imaging
- Security
- Task Management
- Technical
- Training

Description	<p><b>Purpose</b></p> <p>The purpose of this CIT is to inform Counties of updates to the Workload Reassignment Quick Guide. This Quick Guide is now available in the Learning Management System (LMS).</p> <p><b>Background</b></p> <p>The CalSAWS Quick Guides were created to provide users additional training resources to assist them in performing functions in CalSAWS. They include step-by-step instructions as well as screenshots to enhance the learning experience.</p> <p><b>Additional Information</b></p> <p>The <b>Workload Reassignment</b> Quick Guide provides users with current information on reassigning cases and programs from one Worker ID to another in the System. The topics included in this guide are:</p> <ul style="list-style-type: none"> <li>■ Workload Reassignment</li> <li>■ Individual Workload Assignment</li> </ul>
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**County Actions**

Please distribute this CIT and the CalSAWS Quick Guide to any County staff who perform these functions. The Quick Guide can be found in the LMS.

Access to the LMS is available to all users and is encouraged. A request for access can be submitted as a Single or Bulk LMS Access Request through CalSAWS ServiceNow. Users needing access to the LMS must follow their County's process.

If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.

**Primary Project Contact**

Corey Morris  
Policy Design Lead  
(916) 282-3711  
[MorrisC@CalSAWS.org](mailto:MorrisC@CalSAWS.org)

**Backup Project Contact**

Elizabeth Palm  
Trainer  
(916) 800-8363  
[PalmE@CalSAWS.org](mailto:PalmE@CalSAWS.org)

**Attachments**

CIT 0144-25 CalSAWS Quick Guide - Workload Reassignment.pdf

**Web Portal Link**

[REDACTED]

OR

You may also retrieve the CIT document and attachments by following these steps:

1. Click on the CRFIs & CITs link at the top of the page.
2. Click on the "CalSAWS Information Transmittal (CIT)" folder.
3. Click on the "2025" folder.
4. Click on the appropriate CIT # folder.