



# CalSAWS Buzz



## Here's to 2026

2026 will bring major updates to CalSAWS, especially HR 1. One-way CalSAWS is ensuring the successful implementation of HR 1 is The Project Delivery Office (PDO). While HRI is not the PDO's only responsibility, it is one of the first initiatives the PDO will support. The PDO is responsible for reporting on the end-to-end delivery of HR 1, ensuring the initiatives are completed on time, within budget and meeting scope and quality standards.

The PDO's scope includes:

- Portfolio Management
- New Project Planning Services
- Continual Improvement (metric management)
- Providing ITIL Best Practices
- Process Improvement
- Short-Term Project Support

Volume 8 Issue 1  
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# The Six CalSAWS Regions



## Upcoming Meetings & Events

CalSAWS Member  
Representatives and JPA Board  
of Directors

1/29/2026

Project Steering  
Committee

2/19/2026

3/19/2026

Joint Powers Authority

2/20/2026

3/13/2026

R6 CalSAWS Management  
Site Visits

1/22/2026

4/22/2026

8/26/2026



## From Customer Engagement

**The Gift that Keeps on Giving ...**

**The CalSAWS Learning Exchange (CLE)!**

In 2025 we wrapped up the county CLE Wish List with a bow; handing out those gifts throughout 2025, the sessions included ICT/Duplicate Persons (February), Task Management (April), Imaging (June), BenefitsCal (August), and ABAWD (October). Those CLEs were deemed a big success by the counties and were well attended by all the workers of Whoville. We had over 2,000 participants join us on the last session of 2025!





That said, we'd love to hear where we can better address functional areas where county staff could use a refresher session or robust overview to gain a better understanding of how CalSAWS works and how it can lighten your load. To that end, please email your Regional Managers with any requests for a topic for a 2026 CLE session and we will consider it for possible addition to the CLE Wish List!

The Customer Engagement team will then cozy up to the fire and decide which areas have the bandwidth and most need to address throughout 2026 and they will be sure and use the Broadcast Notification system throughout all of Whoville so that all you 'Who's will be informed of the opportunity to attend!

# Upcoming CLE Sessions

The schedule for 2026 CLEs is still being developed. Our focus is going to be on high priority items from HR1 and CDSS updates. Keep an eye out for these session updates!

## Upcoming Releases

	January	February	March	April	May
CalSAWS Release	26.01 1/26/2026	26.02 2/23/2026	26.03 3/23/2026		26.05 5/18/2026
BenefitsCal Release	26.01 1/29/2026	26.02 2/26/2026	26.03 3/26/2026	26.04 4/30/2026	26.05 5/28/2026
CalHEERS Release		26.02 2/23/2026			

## 2025 Release SCR Tracker

Release	SCR	Production Defects	Total
25.11	27	75	104
25.09	91	11	102
25.07	73	92	165
25.05	70	88	158
25.03	64	94	158
25.01	78	78	156
Totals	403	438	838

In 2025 CalSAWS implemented 838 SCRs! Keep an eye out for future Buzz issues for the 2026 count.



# Cozy Winter Traditions from Region 3

Former Shasta County PPOC Autum Britton

I would like to take this opportunity to share a cherished tradition that has been passed down through my family for at least three generations.

Although I have made a slight adjustment by adding an additional gift, the core concept remains unchanged.

Each year on Christmas Eve, our family has the practice of opening two specific gifts. While everyone knows what these gifts will be, it is the anticipation and joy of unveiling them that is so fun. Unfortunately, the attached photo does not include our second gift, which is a pair of slippers (we had just woke up Christmas morning). The first gift, however, is always matching pajamas.

There is such pleasure in waking up on Christmas morning in fresh, matching pajamas, especially alongside my children and grandchildren. I also purchase pajamas and slippers for my parents as to carry on the tradition. I have to admit my favorite part is the selecting of the slippers. The possibilities are endless; they may feature whimsical designs such as ducks or dinosaurs or perhaps even a pair of stylish Uggs that can be enjoyed year-round. It truly depends on my mood during the shopping process.

Thank you for allowing me to share this delightful aspect of our holiday celebrations. Wishing you a Merry Christmas, filled with joy and warmth.



From left to right, the individuals are: Skyler (20, son), Blakelyn (2 months, celebrating her first Christmas), Belle (21, daughter), Xander (2.5, grandson), Chris (future son-in-law, 24, marrying on December 13, 2025), and in the back row, Autum (44, myself) and David (44, my husband).



## Lassen County PPOC Yvonne Hawkes

Mine is a little bit of both tradition and a special recipe... from my wonderful mother “Bonnie” and grandmother “Dot” who are watching over from above. My grandmother Dot always made persimmon cookies every year for the holidays, and my brother has a persimmon tree which produces many persimmons annually.



Grandma Dot passed the tradition down to my mother and now I keep it alive by baking these special Persimmon Cookies, Made with LOVE, every year after the fall harvest. Sharing our family recipes is also a tradition that I actively share with my lovely daughters and grandchildren, year after year, now 4 generations we will continue to pass on to our grandchildren.



# Merced Customer Engagement Visit



The Customer Engagement section is charged with assisting our counties with all things CalSAWS. Most of the time, we support our counties virtually, but sometimes we go visit our counties in person to share CalSAWS knowledge and engage in dialogue. Earlier this Fall, Regional Manager Matt vanderEyck from R4 had the opportunity to travel to Merced at the request of the Region 4 PSC Member.

The Regional Manager team carries a bevy of knowledge from across multiple technical and functional areas, as well as various processes related to CalSAWS and our partners. Matt highlighted some new CalSAWS process changes and how revisions to existing processes might impact the county in the future. The RMs are always here for our counties, so feel free to reach out to your RM team if you identify any topics you would like to hear more about.



# San Bernardino County Launches the Transitional Assistance Department (TAD) Mobile Office



In June 2025, the San Bernardino County Transitional Assistance Department (TAD) officially launched its new Mobile Office, an innovative unit designed to bring essential services directly to residents across the nation's largest county.

Spanning 20,105 square miles and serving 51 cities, 24 of which are unincorporated communities, San Bernardino County faces unique challenges in ensuring equitable access to resources. The TAD Mobile Office was created to address these challenges by providing residents with convenient, on-the-spot services in their own neighborhoods.

The Mobile Office is equipped to:

- Accept and assist with applications for public assistance programs,
- Provide case assistance for existing clients, and
- Scan and print documents on site.

Beyond direct client services, the TAD Mobile Office plays a broader role in community engagement and collaboration. Staff work closely with community-based organizations (CBOs) to provide education on self-service options and train partners on how to help clients apply for benefits through their own agencies. The TAD Mobile Office also collaborates with agencies outside of the CBO network, extending its reach and impact across sectors.



With fully equipped workstations and office technology, the Mobile Office ensures staff can perform their duties seamlessly, creating a “mobile extension” of TAD offices anywhere in the county.

“Accessibility and convenience were at the forefront when designing this Mobile Office,” said James LoCurto, TAD director. “Our Mobile Office allows us to extend our reach into communities that may otherwise face challenges accessing services, ensuring individuals have the support they need to thrive.”



The Transitional Assistance Mobile Office represents a significant step forward in the county’s mission to strengthen communities and expand equitable access to services. Residents can look forward to seeing the TAD Mobile Office at scheduled community events, resource fairs, and strategic locations throughout the year.





# *Cheers to* **RETIREWMENT!**

Happy Retirement Joel Acevedo and  
Janet Mitri

Happy Retirement, Joel Acevedo and Janet Mitri! As integral members of the CalSAWS Consortium they have provided crucial support to our county partners. We will miss them both and wish them all the happiness and success in their well-deserved retirement!



# Communications

<b>25-036</b>	Windows Operating System (OS) Confirmation
<b>25-035</b>	Lobby Kiosks - Microsoft Intune Network Service Endpoint Change Verification
<b>25-034</b>	Workgroup Participants Requested for HR-1 Work Requirements/Community Engagement and Six-Month Redeterminations for MAGI Medi-Cal Adult Group
<b>25-033</b>	Recruitment for CFAP Expansion Workgroup
<b>25-034</b>	Workgroup Participants Requested for HR-1 Work Requirements/Community Engagement and Six-Month Redeterminations for MAGI Medi-Cal Adult Group
<b>25-035</b>	Lobby Kiosks - Microsoft Intune Network Service Endpoint Change Verification
<b>25-036</b>	Windows Operating System (OS) Confirmation
<b>25-037</b>	Lobby Kiosk Asset Inventory
<b>25-038</b>	CARES-FCED Extended User Scenario Testing (EUST)3
<b>25-039</b>	Request for Counties to Identify Staff for BenefitsCal Research
<b>0153-25</b>	CA-290450 Posted Lists for 2026 SSA COLA Batch
<b>0151-25</b>	CA-290449 Posted Lists for 2026 SSA COLA Data Changes
<b>0150-25</b>	CA-290450 2026 Social Security Title II and Title XVI Cost of Living Adjustment (SSA COLA) Batch Memorandum
<b>0148-25</b>	CalSAWS Project SFY 2025-26 v2 County Reallocations
<b>0147-25</b>	CA-209344 Lists of SSP Only OPA records for CalWORKs and Medi-Cal
<b>0146-25</b>	CA-295605 ACIN I-45-25 2026 Minimum Wage Run Batch EDBC Lists
<b>0145-25</b>	CA-295605 ACIN I-45-25 2026 State Minimum Wage Batch Memorandum
<b>0143-25</b>	Scheduled Downtime Notification - 12/21/2025
<b>0142-25</b>	CalSAWS Recruitment Closing on January 5, 2026
<b>0141-25</b>	CalSAWS Case Data Removal Schedule for 2026
<b>0140-25</b>	Change to CalSAWS GAGR County Purchase Process
<b>0141-25</b>	CalSAWS Case Data Removal Schedule for 2026
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<b>0148-25</b>	CalSAWS Project SFY 2025-26 v2 County Reallocations
<b>0150-25</b>	CA-290450- 2026 Social Security Title II and Title XVI Cost of Living Adjustment (SSA COLA) Batch Memorandum
<b>0151-25</b>	CA-290449 Posted Lists for 2026 SSA COLA Data Changes
<b>0153-25</b>	CA-290450 Posted Lists for 2026 SSA COLA Batch
<b>0154-25</b>	Updated Lobby Support Process
<b>0155-25</b>	CalSAWS County Cost Summary - December 2025 Update
<b>0156-25</b>	CA-290474-2026 CalFresh SSI COLA Batch Memorandum
<b>0158-25</b>	ICT Worker-to-Worker Contact List
<b>0159-25</b>	Recruitment of CalSAWS Security Analyst II position Closing on January 30, 2026
<b>0160-25</b>	Scheduled Downtime Notification - 1/9/2026
<b>0161-25</b>	Scheduled Downtime Notification - 1/18/2026