

Distribution Date	December 19, 2025
To	PPOC.All ; Committee.ICT.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	ICT Worker-to-Worker Contact List

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 - ICT Worker-to-Worker List

☐ Reports

☐ Fiscal

☐ Caseload Movement

☐ Management

☐ Batch and Interfaces

☐ Fiscal

☐ GA/GR

☐ Help Desk

☐ Imaging

☐ Security

☐ Task Management

☐ Technical

☐ Training

Description	<div><div>Purpose</div><p>The purpose of this CIT is to introduce the Intercounty Transfer (ICT) Worker-to-Worker Contact List and provide instructions on how to provide updates.</p><div>Background</div><p>In October 2010, the ICT Protocol was created by the ICT California Consortia Group, and it established the communication method and escalation process for ICTs. With the introduction of electronic ICTs in 2011, and county operational changes such as banked caseloads, the direct communication between counties can be challenging. An ICT Workgroup met from the end of 2024 through spring 2025 to refine the ICT Protocol to make necessary updates to the document to better improve county-to-county communication and customer service. A handoff was made to the ICT Committee to discuss and raise any issues that were not fully addressed by the changes to the Protocol, and they recommended the identification of a first level point-of-contact in situations where a direct contact is unclear or not available in CalSAWS (no direct worker).</p></div>
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Additional Information

The ICT Worker-to-Worker list was created to assist counties with a direct contact when one is not listed in the ICT Summary, when an ICT has not yet been linked, or when the worker information listed in CalSAWS includes a contact center phone number or generic email address.

The list will be maintained by CalSAWS Project Staff. The Worker-to-Worker Contact List will be updated monthly, and the updated list will be sent to the county Primary Points of Contact (PPOC) for distribution, and to ICT Committee Members.

The ICT Worker-to-Worker Contact List is posted to the CalSAWS Web Portal in the following location:

[REDACTED]

County Actions

As needed, send ICT Worker-to-Worker changes to ICTCoordinator@CalSAWS.org.

Please include the following information in your emails:

- Email Subject Line: ICT Worker-to-Worker Contact List Change
- Email Body: Provide the Program, Contact Type, and Specific Contact Information (if necessary) for all changes

Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.

Primary Project Contact

Bobbi Wibbenhorst
WibbenhorstB@calsaws.org
 (916) 999-8797

Backup Project Contact

ICT Coordinator
ICTCoordinator@calsaws.org

Attachments

CIT 0158-25 ICT Worker-to-Worker Contact List.xlsx

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.