

CalSAWS

DATE	Thursday, February 12, 2026
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, February 26, 2026
RELEASE SCHEDULE LOCATION	https://www.calsaws.org/system-updates/

System Change Requests (SCRs)

Release	Priority Release	SCR #	Summary	Estimate	Team Responsible	Committee	Other Agency Cross Reference
25.07	25.07.31	CA-286755	Create SB1289 Contact Center Medi-Cal Standards and Reporting	494	Infra Contact Center	IVR & Contact Center	
25.09	25.11.18	CA-294115	Fresno-IVR - Call Tree Change (Max Call Queue Capacity)	70	Infra Contact Center	IVR & Contact Center	
25.11	26.01.20	CA-295945	Provide the CAPI Discontinuance Monthly Case List for January 2026	4	Client Correspondence	CAPI	
26.01	26.02.12	CA-292607	GAGR Prior County Time Limits Entry Incorrect in Case	64	Fiscal	GA/GR	
26.01		CA-294660	H. R. 1 ACL 25-68 Add Energy Assistance Payments Made Under State Law Income Type	464	Eligibility	CalWORKS/CalFresh	CSPM-82693
26.01	26.01.29	CA-296187	Update FTP Password for Interfaces - (QCIS, IEVS, CalOAR, HORIZONTAL INTG, UPLOADCALSAWS, CBO REPORT) Ja	10	Batch Operations	Security	
26.01	26.02.26	CA-296408	Call Summarization Pilot	406	Infra GenAI	IVR & Contact Center	
26.01	26.02.19	CA-296859	Update the scheduling of the FNS 209 for 2026	16	Reports	State/Fiscal Reports	
26.01	26.01.27	CA-296975	Los Angeles - Add an additional Message on Hold (MOH) and change order	22	Infra Contact Center	IVR & Contact Center	
26.01	26.02.13	CA-297080	Santa Clara - create a Vietnamese queue for the BAC Clerical routing profile	14	Infra Contact Center	IVR & Contact Center	
26.02	26.02.22	CA-296929	Quarterly release testing for EBT vendor FIS - February 2026	40	Fiscal	Fiscal	
26.02	26.02.11	CA-297030	Java Upgrade On Jenkins	15	Infra Tech Ops	Tech	
26.03		CA-217258	Update MC 358 S to the latest version and the Generation Conditions	404	Client Correspondence	Medi-Cal Correspondence	
26.03		CA-291166	Create a new MEDS Alerts Performance Standards Dashboard	1136	Reports	Management Reports	
26.03	26.04.15	CA-294718	San Bernardino - 4/16/26-4/30/26 Update the Contact Center Queue Prompts and the Menu Prompts	5	Infra Contact Center	IVR & Contact Center	
26.03		CA-294731	San Francisco - Update Address on Warrant Pickup Location Detail page dropdown.	70	Fiscal	Fiscal	
26.03		CA-295472	Online Help: Update Job Aid for Issuance Thresholds	20	Training	Training	
26.03		CA-295720	Child Care Portal - Upgrade Node.js Lambda functions to nodejs22 version	258	Tech Arch	Tech	
26.03		CA-295726	SCATL- Upgrade Node.js Lambda functions to latest Node.js version	348	Tech Arch	Tech	
26.03		CA-296054	Online Help: Update JA Imaging Capture and Virtual Printing- per CA-285734	25	Training	Other	
26.03		CA-296192	Meds Alert: Upgrade Node.js Lambda functions to nodejs22.x version	272	Tech Arch	Tech	
26.03		CA-296193	Journal: Upgrade Node.js Lambda functions to nodejs22.x version	179	Tech Arch	Tech	
26.03		CA-296418	Virtual Assistant Expansion - Release 26.03 (Release 34)	200	Virtual Assistant	Other	
26.03		CA-296430	Change Exceeded Gross Negative Action Reason to Over Income	34	Eligibility	Tech	
26.03		CA-296770	Online Help: Update JA Income Categories and Types in the System	20	Training	Other	
26.03		CA-296772	Online Help: Update JA Change Reason	20	Training	Other	
26.03	26.03.31	CA-296832	San Bernardino - 4/01/26 - 4/15/26 Update the Contact Center Queue Prompts and the Menu Prompts	5	Infra Contact Center	IVR & Contact Center	
26.03		CA-296864	Online Help: Update the MEDS Alert Search OIH page CA-279620	20	Training	Other	
26.03		CA-296959	Online Help: Update the Reports & Dashboards Overview and Calendar for the 26.03 Baseline Release	25	Training	Other	
26.03		CA-296992	Online Help: Update the Forms Overview for the 26.03 Baseline Release	25	Training	Other	
26.05		CA-276615	Obsolete CF 215 - CalFresh Notification of Inter-County Transfer	203	Client Correspondence	Correspondence	
26.05		CA-283188	Add Ability to Add External Agencies by County and Associate to Staff	869	Online	Usability	
26.05		CA-288392	Task Mgmt: Document Routing Rule Program Hierarchy and Consolidation Configurability	761	Task Management	Task Management	
26.05		CA-289265	Delink Medical Conditions Page from WTW Program and Work Registration Status	566	Eligibility	Welfare to Work/WPR	
26.05		CA-290336	Reduction of the Refugee Medical Assistance Period and Termination of Categorical Parole Programs	125	Client Correspondence	Medi-Cal/CMSP	
26.05		CA-292445	Update the MC 239F Notice for TPN/Dialysis and add to the Template Repository	246	Client Correspondence	Medi-Cal Correspondence	
26.05		CA-294267	Enhance e-Application Office Routing Functionality	733	Batch/Interfaces	Self Service Portal	CSPM-82005
26.07		CA-294122	Documentation: Update NOA FDD Inventory for 26.07	125	Client Correspondence	Correspondence	
26.07		CA-294123	Documentation: Update Form FDD Inventory for 26.07	125	Client Correspondence	Correspondence	
26.07		CA-294331	Implement CF 886 in threshold languages	723	Client Correspondence	Correspondence	

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These SCRS do not have a change to the CalSAWS System

GAGR Exstream Correspondence SCRs

Release	Priority Release	SCR #	Summary	Team Responsible	X-Ref SCR
<i>None</i>					

GAGR Exstream Correspondence SCRs Content Revision

<i>None</i>					

BenefitsCal SCRs

Release	Priority Release	SCR #	Summary	Team Responsible	X-Ref SCR
26.01.29		CSPM-82246	Update the Interview Nudge Text Message Language to Meet Character Limit	200	
26.01.29		CSPM-80064	Update CBO YouTube Video	1000	

BenefitsCal SCRs Content Revision

Release	Priority Release	SCR #	Summary	Team Responsible	X-Ref SCR
<i>None</i>					

CalSAWS CCB Questions and Answers for Thursday, February 12, 2026

SCR Number	County/Region	Question	Answer	Team Responsible
CA-296408	San Bernardino County	Does call summarization work when calls are handled using Amazon CCP? The current design provides details of call handling within specifically in eCCP, but call summarization utilizes AWS call analytics to generate the summary. Occasionally agents will use AWS CCP to handle calls and I am wondering if the call summarization will be seamless between both CCP applications.	Call Summarization is only linked to the eCCP and NOT the default CCP. Calls would need to be made from the eCCP in order for them to be summarized. As we are moving forward with our native ccp effort (eCCP Replacement Effort) in the future, call summarization would be fully integrated through that effort. Also, CA-296408 is the SCR for the Placer County Pilot Call Summarization effort only and not the overall project effort.	Infra GenAI

