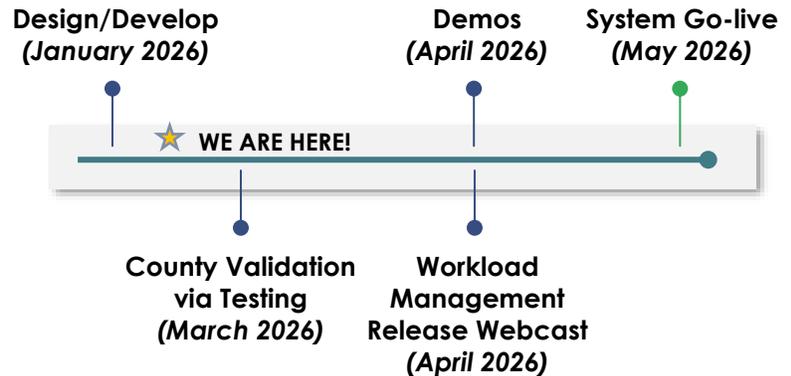# Workload Management Bulletin
February 2026

PROJECT UPDATES

❖ System design (CA-293073) was approved on January 5th.

❖ **System Demonstrations** are targeted for early to mid-April. You'll have an opportunity to see what's coming and ask questions during the demos.

❖ The Project Team is working towards multifaceted communications and outputs such as demos, quick guides, and job aids, monthly bulletins to name a few.

Design/Develop (January 2026)

Demos (April 2026)

System Go-live (May 2026)

⭐ **WE ARE HERE!**

County Validation via Testing (March 2026)

Workload Management Release Webcast (April 2026)

WORKLOAD MANAGEMENT AT A GLANCE

CalSAWS Workload Management (CA-293073) will be receiving several new and updated features*. These updates will add and improve functionality for how users **manage schedules, manage workload, and maintain appointments** with customers. Below is a high-level summary of what to expect:

Scheduling Assistant will be a new page that streamlines scheduling appointments. It will allow users to filter and identify the best staff member for each appointment, view staff availability, and book the best available time. This new page is accessed through the Pending Assignment List and Customer Appointment Detail pages.

Workload Assignment Assistant will be a new page that makes workload reassignment easier. Users will have ability to filter staff, view staff capacity, and distribute assignments more evenly. This page is accessed through the Pending Assignment List and Workload Reassignment pages.

Workload Reassignment will have updated features like the ability for staff to upload mass reassignment instructions via a template, save reassignment rules for reoccurring use, view reassignment results, and update the reassignment logic available to the Counties.

* The design enables new features without the Counties having to make a single update and continue their current workflow, while other features and functionality would require the County to turn them on and set up the new features.

Questions?
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CalSAWS