

Workload Management Bulletin

March 2026



PROJECT UPDATES

❖ The Project Team has planned the schedule and topics for Enhanced Demonstrations. The targeted functional demos will focus on these key areas:

- ❖ **Appointment Management**
- ❖ **Workload Management**
- ❖ **Schedule Management**
- ❖ **Admin Configuration**
- ❖ **Overall Management**

Design/Develop
(January 2026)

Demos
(April 2026)

System Go-live
(May 2026)



WORKLOAD MANAGEMENT UPCOMING ACTIVITIES

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 as we approach demonstrations and readiness activities.

Enhanced Demonstrations will take place **April 15-28** for county staff and will cover **end-to-end Workload Management functionality and workflows**. Sessions will include high-level walkthroughs of new and updated features, what's changing from today, and allow time for questions to help counties prepare for adoption. The demonstration schedule will be sent out to Regional Managers & County PPOCs by April 1st.

OCM Support: The OCM Team is actively working on analyzing change impacts and partnering with project and regional stakeholders to support readiness. This includes developing mitigation strategies. Regional Managers will receive an information packet detailing these impacts and can share key information on what is changing to County staff to help prepare them for Go-Live.

How Counties Can Prepare: County PPOCs can review the breakdown of demonstrations and inform staff to attend sessions as it applies to them. Counties will have session recordings & associated resources afterwards.

