



CalSAWS Buzz



HR 1 and Workload Management Rollout

This spring at CalSAWS we’re busy growing the HR 1 updates. With the 26.03.31 Priority Release ACL 20–50 changes to eligibility for most lawfully present non–citizens was added to the System.

Looking forward to upcoming releases, in April the CF 377.11E form will be added to CalFresh and CalWORKs/CalFresh Renewal/Recertification packets. In the May baseline release ABAWD exemption changes will be implemented, updates to the CF 886 will be added, and eligibility requirements for incarcerated household members will be updated.

We’re also busy with the long–awaited Workload Management updates coming in the May release. Briefings were held with county leadership to provide details on Workload Management and allow for questions.

In June, the 26.06 release will add the reduction to the timeframes for retroactive Medi–Cal applicants.

We will continue updating in the next issue of the Buzz!

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The Six CalSAWS Regions



Upcoming Meetings & Events

| | |
|------------------------|-----------|
| | 4/10/2026 |
| JPA Board of Directors | 5/15/2026 |
| | 7/17/2026 |

| | |
|---------------------------|-------------------------|
| CalSAWS Annual Conference | 6/24/2026– 6/26/2026 |
|---------------------------|-------------------------|

| | |
|----------------------------|-----------|
| Project Steering Committee | 4/16/2026 |
| | 5/21/2026 |
| | 7/16/2026 |



From Customer Engagement

Spring has arrived – and with it comes a season full of energy, growth, and new beginnings!

The sun is shining, flowers are blooming and trees are bursting to life all around us. Inspired by this spirit of renewal, Customer Engagement is excited to introduce fresh ideas and enhanced approaches to better serve our counties, and communities. Here’s to embracing what’s new and making this season one of connections, innovation, and impact!



The Customer Engagement team showed off their green thumbs by learning to graft by becoming ONE with CDSS to host our first joint effort CalSAWS Learning Exchange on the Payment Error Rate! Our goal was for counties to avoid the propagation of error rates and instead learn how to control invasive problems!

In another example of things ‘popping up’ all over, in response to the seeds of an idea from some clever county gnomes we launched the CalSAWS County Opt-in Catalog, where Counties can get out their trowels and start digging through the many rows of a garden (okay, data, lots and lots of data) overflowing with opt-in opportunities. Connect with your Regional Managers if you need help enhancing your County landscape with some fresh blooms (aka available functionality)!

And we know our garden runneth over, but to highlight the bounty you will receive this spring and present you with an ongoing seed catalog of CalSAWS happenings and new functionality, CalSAWS brings you the new Communication Portal set to launch on March 30th, 2026! This effort is in large part due to our county gnomes once again brainstorming how to keep growing the CalSAWS garden!

The Customer Engagement team wishes you all a wonderful Spring Break. But now we must hip-hop back to work to make sure all your magic seeds come to full bloom!





Upcoming CLE Sessions

| Upcoming CLE Sessions | | |
|-----------------------|--------------------------------------|------------------------|
| April 2026 | Collections | 4/29/2026 4/30/2026 |
| June 2026 | RCM/Workgroup Member/SME Overview | Dates TBD |
| August 2026 | Skipped Issuance Report | Dates TBD |
| October 2026 | Self Service for PPOCs | Dates TBD |

Upcoming Releases

| | April | May | June | July | August |
|------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| CalSAWS Release | | 26.05 5/18/2026 | | 26.07 7/20/2026 | |
| BenefitsCal Release | 26.04 4/30/2026 | 26.05 5/28/2026 | 26.06 6/25/2026 | 26.07 7/30/2026 | 26.08 8/27/2026 |
| CalHEERS Release | | | 26.06 6/15/2026 | | |

2026 Release SCR Tracker

| Release | SCR | Production Defects | Total |
|---------------|------------|--------------------|------------|
| 26.01 | 130 | 55 | 185 |
| 26.03 | 112 | 282 | 394 |
| Totals | 242 | 337 | 579 |



Ventura County Food Share



Serving Together: Community Partnership and Human Impact of Our Work

As part of Ventura County's year end reflection, the Community Services Department (CSD) took time to recognize the accomplishments and progress made throughout 2025. During this gathering, updates highlighted not only operational successes, but also moments that connected our work inside the office to the communities we serve every day.



Community Partnership In Action

In October, prior to any news of a potential government shutdown, Ventura County leadership demonstrated their commitment to community partnership through direct service. County executives, managers, and policy analysts volunteered with Ventura County Food Share, assembling food packages for local families in need.

In total, 3,200 packages were completed, enough to support a full week of food distributions. This effort reflected the power of collaboration and the importance of showing up for our community beyond our day-to-day roles.

A Letter That Reflects Collective Impact

This year, Ventura County also received a heartfelt letter from a community member expressing gratitude for the compassion, patience, and care provided while supporting a Medi-Cal customer. While the letter recognized the efforts of one employee, it reflected something much larger, the commitment of an entire agency, county partners, and the state working together to service California's communities.



November 21, 2025

To: the Leadership of the Ventura County Medi-Cal Office

From: [REDACTED]

Re: [REDACTED]



I am writing to express my heartfelt gratitude for Elisa Fernandez, whose extraordinary care and dedication made a tremendous difference during a complex Medi-Cal case for my friend and neighbor, [REDACTED]. Her presence, kindness, and commitment were a gift not only to [REDACTED] but to me as well.

In recent weeks, I have spent significant time in the Ventura County Medi-Cal office. I have witnessed the constant flow of people seeking help, the urgency in their voices, and the overwhelming volume of need your staff must navigate every day. It is clear that your team is working tirelessly in a system that is stretched far beyond its limits. I see the exhaustion, the pressure, the emotional labor required to meet so many needs with compassion. I am deeply grateful for the work your staff does, often unseen and unacknowledged.

It was in this environment, one filled with both immense need and immense effort, that Elisa's actions stood out in such a meaningful way. After several visits trying to sort out a difficult case, it was Elisa who offered not just assistance, but *human connection*. She listened fully. She cared deeply. She made eye contact. She smiled. She treated [REDACTED] not as a case number, but as a person deserving of dignity and support. Her willingness to take the time, to think carefully through the complexities, and to follow through to completion with heart made all the difference.

As a mother of an autistic young adult, I often worry about what will happen to my son when I am no longer here to advocate for him. Families like mine rely on the humanity within systems and on you, the people who remember that behind every folder is a life. Elisa gave me hope. She reminded me that it is the individuals within Medi-Cal who bring compassion, patience, and genuine care to the work they do, even amid overwhelming demands. You are more than a system at work, you are people with heart, families and your own cares and concerns.


I want your entire staff to know this: ***you are seen***. The strain you carry, the long days you endure, the emotional weight of serving the most vulnerable members of our community does not go unnoticed. The work you do matters deeply. For many people, your office is the only lifeline they have and maybe the only kindness they experience. Thank you!

Elisa exemplifies the heart of your mission. She showed us what it looks like when someone chooses to show up with empathy, clarity, and a steadfast commitment to helping others. Her kindness changed [REDACTED]'s trajectory and restored our sense of hope.

Elisa, thank you for seeing, hearing, and caring. Words can not express how much your humanity touched me and changed [REDACTED]'s life. And to the leadership team: please

recognize the extraordinary asset you have in her. Thank you for creating an environment that inspires your team to connect, to care and to serve.

With deepest gratitude and wishes for a Happy Thanksgiving,


[REDACTED], LMFT

Advocate, neighbor and friend for [REDACTED]



Carrying Purpose Forward

Together, these moments remind us that public service is more than process and systems. It is about dignity, empathy, and consistently showing up for those who rely on us. Every role across the organization contributes to this impact, often in ways that go unseen but are deeply felt by the people we serve.

As we move into the new year, we carry forward this reminder: the work matters, the people matter, and the service provided each day continues to make a meaningful difference in our communities.

Communications

| | |
|----------------|---|
| 26-008 | County Security Leadership Contacts |
| 26-009 | Recruitment for CF Processing Design Workgroup |
| 26-010 | Recruitment for Mid-Period Design Workgroup |
| 26-011 | Annual CalSAWS Security Compliance Memorandum |
| 26-012 | CalSAWS.org Usage: Volunteer Feedback Sessions |
| 26-013 | Recruitment for Death Match Processing Workgroup |
| 26-014 | SFY 2025-26 CalSAWS M&O Line-Item Shift Requests/Return of Allocation/Request for Additional Allocation |
| 26-015 | Opt-In for ARC 2 Mailing Automation |
| 26-016 | Request for Updated County Contacts for County Reference Material |
| 0006-26 | CA-290473- ACIN I-56 -25 CalFresh SSI COLA 2026 Exception Lists |
| 0007-26 | CA-290474 ACIN I-56 -25 - Batch EDBC for 2026 CalFresh SSI COLA |
| 0008-26 | ACIN I-59 -25 2026 CAPI COLA -Batch EDBC Listing |
| 0009-26 | CA-296567 List of RCA/TCVAP Cases |
| 0011-26 | 2026 Case Data Removal Identification and Override Reports for January 2026 |
| 0013-26 | January 2026 Postage Rate Changes |
| 0014-26 | CA-297062 List of ICTs not discharged for Minium Nutrition Benefit (MNB) |
| 0015-26 | CalSAWS Recruitment Release Test Manager |
| 0016-26 | CA-289103 Lists of RCA/TCVAP cases affected by Cash Assistance Time on Aid from 12 Months to 4 Months |
| 0017-26 | CalSAWS Scheduled System Outage Calendar for 2026 |
| 0018-26 | CalSAWS Quick Guide – Notices of Action (NOAs) |
| 0019-26 | Remaining Counties to Opt into Automatic Return Mail Processing SFY 2025-26 v1 County Allocations |
| 0021-26 | Remaining Counties to Opt into Automatic Return Mail Processing - County Claim Form and Claiming Instructions for SFY 2025-26 |
| 0022-26 | Request New Lobby Device Registration Accounts |
| 0024-26 | FY2026-27 CalSAWS JPA Administrative Budget |
| 0025-26 | 2026 Federal Poverty Level (FPL) Cost of Living Adjustment (COLA) Batch Memorandum |
| 0026-26 | CalSAWS Quick Guides - FCED Navigation and FCED E-Data Overview |
| 0027-26 | CA-261473 – List of Cases with 'Homeless Shelter' Living Arrangement Type |
| 0028-26 | Recruitment of CalSAWS Business Analysts due March 13, 2026 |
| 0029-26 | Recruitment of Product Strategy and Policy Design Director (CalSAWS Core) and Release Management & Delivery Governance Director (Enterprise) Closing on April 3, 2026 |
| 0030-26 | Scheduled Downtime Notification – 3/15/2026 |
| 0031-26 | CalSAWS Workload Management Bulletin – February 2026 |
| 0032-26 | Scheduled Downtime Notification – 3/22/2026 |
| 0033-26 | Contact Center – Calabrio Update Smart Desktop Client |
| 0034-26 | CalSAWS Training Manual Updates for Release 26.01 |
| 0035-26 | CalSAWS Multi County User Access (C92) |
| 0036-26 | CalSAWS County Cost Summary – March 2026 Update |
| 0039-26 | Posted Lists for CA-290454 2026 Federal Poverty Level (FPL) COLA Batch |
| 0040-26 | Web Portal Transition to Read-Only |
| 0041-26 | Upcoming Demos for CARES Foster Care Eligibility Determination (FCED) |
| 0042-26 | CalSAWS Project SFY 2025-26 v3 County Reallocations |
| 0043-26 | CalSAWS Workload Management Bulletin – March 2026 |
| 0044-26 | List for CA-270886 Automate Reasonable Opportunity Period |
| 0045-26 | Recruitment of Customer Engagement Manager (CEM) Closing on April 17, 2026 |
| 0046-26 | New Communication Portal Co-Live & Training Materials |
| 0047-26 | Scheduled Downtime Notification – 4/12/2026 |