


Distribution Date	May 15, 2026
To	PPOC.58;
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	CA-293073 Workload Management Redesign Phase 1 – Job Aid Package 1

PPOCs, please forward to the appropriate impacted staff in your county:

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| <input checked="" type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
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| <input type="checkbox"/> Child Care | <input type="checkbox"/> Help Desk |
| <input type="checkbox"/> WTW | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> Other Program(s)_____ | <input type="checkbox"/> Security |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Task Management |
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| <input type="checkbox"/> OCAT | <input type="checkbox"/> Training |
| <input type="checkbox"/> Other_____ | |

Description	<p>Purpose The purpose of this CIT is to provide the Counties with updated and new Job Aids related to changes implemented in CalSAWS as part of CA-293073 Workload Management Redesign Phase 1 (Release 26.05).</p> <p>Background The Workload Management business process flows have been redesigned to provide Counties with increased configurability and improved visibility into worker scheduling, availability, and case assignments.</p> <p>As part of SCR CA-293073 Workload Management Redesign Phase 1, several business processes and system pages have been updated, resulting in impacts to multiple Job Aids. This CIT includes the first set of updated and newly developed Job Aids intended to support Counties in understanding and navigating these system changes.</p> <p>Additional Job Aids, associated with this effort, will be distributed in future CIT as updates are finalized.</p>
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	<p>Additional Information</p> <p>The following Job Aids are included as part of this CIT:</p> <ul style="list-style-type: none"> • Add a Program to an Existing Case Immediate Need, Homeless Assistance - Temp and Perm • Appointment Durations - Manage • Authorizations - County Authorizations - Manage • Positions – Manage • Worker Assignment • Worker Schedule – Maintain • Worker Schedule Categories • Worker Schedule Templates • Workload Assignment - Manage <p>Final versions of these Job Aids will be added to Production in future release.</p> <p>County Actions</p> <ol style="list-style-type: none"> 1. Counties are encouraged to share the attached Job Aids with county staff. 2. Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.
<p>Primary Project Contact</p>	<p>Dymas Pena Penad@CalSAWS.org</p>
<p>Backup Project Contact</p>	<p>Araceli Gallardo GallardoA@CalSAWS.org</p>
<p>Attachments</p>	<p>JA Add a Program to an Existing Case Immediate Need, Homeless Assistance - Temp and Perm.docx JA Appointment Durations – Manage.docx JA Authorizations - County Authorizations – Manage.docx JA Positions – Manage.docx JA Worker Assignment.docx JA Worker Schedule – Maintain JA Worker Schedule Categories.docx JA Worker Schedule Templates.docx JA Workload Assignment – Manage.docx</p>
<p>Communication Portal Link</p>	<p></p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Hover over the Communications & Resources tab at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2026" folder. 4. Click on the appropriate CIT # folder.