

# Workload Management Bulletin

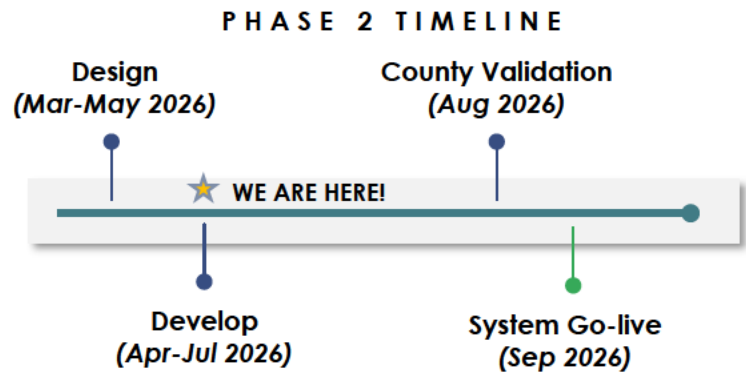
June 2026



## PROJECT UPDATES

Phase 1 went live with the 26.05 Release! Here ARE key resources staff can utilize, see more details below:

- **Job Aids**
- **Quick Guides**
- **Online Help Pages**
- **Post-Release Office Hours Q&A**
- **Demonstration Recordings**



## WORKLOAD MANAGEMENT HOT TOPICS

**CalSAWS Workload Management Phase 2 (CA-296462 & 293075):** will be delivering new and updated features. These updates will offer dedicated settings, automated functions, and new pages combined with updated assignment logic. Along with these SCRs will be CA- 296514 which will add new dashboards and features to Workload Management reporting.

**Post-Release Office Hours Q&A:** Thank you everyone who joined us for the Post-Release Office Hours for Workload Management Phase 1! The Q&A logged is available on the Communication Portal: [REDACTED]

**Training Material Updates:** Job Aids were distributed via CIT 0087-26 on May 15th and are available in the Communication Portal & CalSAWS LMS\*. In 26.07, these resources will also be available through Online Help. The new Worker Schedules – Administrative job aid consolidates content from the Worker Schedule Categories, Appointment Durations – Manage, and Worker Schedule Templates job aids. New & updated WBTs are now available! Take a look at the CalSAWS LMS for those resources.

**What to Expect for Workload Management Phase 2 – Reports (CA-296514):** In Phase 2 (26.09 Release) County staff can expect new dashboards for Applications & Customer Appointments, a reporting filter to view multiple dashboards specifically by district, and two new reports on Worker Availability and Worker Caseload.

*\*Follow County process to request LMS access for users who need to be added.*

CalSAWS

