



CalSAWS Buzz



The Heat of the Summer

July in California always brings the heat. With the upcoming 2026 releases and into 2027 we're keeping it hot as we move forward with the H.R. 1 roll out, FCED implementation and phase 1 of Truv Income Verification Integration with BenefitsCal.

Upcoming releases will update CalSAWS with Medi-Cal and CalFresh policy changes, including the reduction of eligibility months for Retroactive Medi-Cal, new automation for CalFresh expense contributors and updated ABAWD work exemption logic.

Preparations for FCED implementation continue with ongoing functionality demos and Quick Guides to help our County partners transition to the new CARES CalSAWS interfaces.

The BenefitsCal self-service portal will be updated to include the Truv Income Verification tool, allowing customers to verify income information electronically. Phase 1 impacts new applications. Additional functionality will be added in 2027 expanding the use of Truv.

Volume 8 Issue 3 In this Newsletter:

The Heat of the Summer	<u>1</u>
The Six CalSAWS Regions	2
CalSAWS Meeting Events	2
Welcome New Customer Engagement Staff	2
Upcoming CLE Sessions	7
Upcoming Release	7
2026 SCR Tracker	7
Communications	8

The Six CalSAWS Regions



Upcoming Meetings & Events

JPA Board of Directors

7/17/2026

8/14/2026

9/11/2026

10/09/2026

Project Steering Committee

7/16/2026

8/20/2026

9/17/2026

10/08/2026

Region 6 Management Site Visit

8/26/2026

9/03/2026

Region 6 RCM/PPOC/SME Quarterly Forum

09/03/2026



From Customer Engagement

Customer Engagement is excited to share we have new staff joining the team. With the retirement of Nichole Nava and several Regional Managers moving on to new opportunities, we have brought on a new Customer Engagement Manager and three Regional Managers.

Please join us in welcoming them to the Customer Engagement Team!



Welcome



Cesilia (Cesi) Leon, Customer Engagement Manager!

Cesi brings more than 20 years of human services experience, most recently serving as Deputy Director of the Family Services Branch for Merced County Human Services Agency. Throughout her career, she has led major public assistance programs, including CalFresh, CalWORKs, and Medi-Cal, while fostering strong partnerships and driving operational excellence.

An active participant in CalSAWS governance as a Region 4 Project Steering Committee (PSC) member, Cesi brings a wealth of county knowledge, leadership experience, and a passion for supporting staff and improving service delivery.

We are excited to welcome Cesi to the Customer Engagement team and look forward to the leadership, collaboration, and county perspective she will bring in her new role as Customer Engagement Manager.

Welcome aboard, Cesi!



Nhật-Tân (Nathan) Trần, Customer Engagement Regional Manager!

Please join us in welcoming **Nathan** to the Customer Engagement team!

Nathan joins us from Orange County Social Services Agency, where he has served in a variety of operational, technical, and leadership roles supporting CalSAWS and county business operations. He brings extensive experience working with county staff, IT teams, and consortium partners to support system enhancements, business process improvements, reporting solutions, and statewide initiatives.

As an active CalSAWS Regional Committee Member and workgroup participant, Nathan has helped counties navigate system changes, advocate for business needs, and collaborate on solutions that improve program administration and service delivery. His unique blend of county operations, technical expertise, and stakeholder engagement will be a tremendous asset to our Region 5 counties and the Customer Engagement team.

We're excited to have Nathan on board and look forward to the knowledge, collaboration, and energy he brings to the team. Welcome, Nathan!





Welcome



Appolonia (Apple) Coan, Customer Engagement Regional Manager!

Please join us in welcoming **Apple** to the Customer Engagement team!

Apple joins us from Humboldt County, bringing more than 10 years of experience supporting CalFresh, Medi-Cal, and CalWORKs programs. Throughout her career, she has served in eligibility, outreach, training, and policy-focused roles, helping staff, partners, and stakeholders navigate system and program changes. She has also been an active participant in several CalSAWS committees and projects, including BenefitsCal and county feedback initiatives.

Known for her collaborative approach, training expertise, and passion for helping others succeed, Apple brings valuable county perspective and experience to the team. We are excited to have her on board and look forward to the contributions she will make in support of our Region 1 counties and the Customer Engagement team.

Welcome to the team, Apple!



Welcome



John Palm, Customer Engagement Regional Manager!

Please join us in welcoming **John** to the Customer Engagement team!

John brings more than 20 years of experience in human services, public benefits, customer relations, and project management. His career with Merced County included leadership roles across eligibility, operations, program management, and help desk support, providing extensive experience with Medi-Cal, CalFresh, CalWORKs, Foster Care, Covered California, policy implementation, training, audits, and operational improvement. He has also represented county interests through CWDA, C-IV, CalACES, and other statewide committees, giving him valuable experience collaborating on system enhancements and implementation efforts. Most recently, as an Enterprise Project Manager II, he led complex initiatives involving stakeholder engagement, project governance, risk management, vendor coordination, and implementation planning.

We are excited to have him on board and look forward to the contributions he will make in support of our Region 2 counties and the Customer Engagement team!

Welcome to the team, John!



Upcoming CLE Sessions

Upcoming CLE Sessions	
October 2026	Maximizing CalSAWS for Successful Medi-Cal Redeterminations
December 2026	Delegated Admin Training for Okta
January 2027	RCM/WM/SME Overview

Upcoming Releases

	July	August	September	October	November
CalSAWS Release	26.07 7/19/2026		26.09 9/21/2026		26.11 11/23/2026
BenefitsCal Release	26.07 7/30/2026		26.09 9/21/2026		26.11 11/23/2026
CalHEERS Release			26.09 9/21/2026		

Note: Following the 26.07 release BenefitsCal releases will align with CalSAWS releases.

2026 Release SCR Tracker

Release	SCR	Production Defects	Total
26.01	130	55	185
26.03	112	282	394
26.05	89	524	613
Totals	331	861	1192

Communications

26-023	TPX SD-WAN Maintenance Scheduling
26-024	Request for County staff/EDR users - EDR connectivity and Functional Testing
26-025	Request for County Participants - APEX Upgrade Connectivity and Functional Testing
26-026	Analytics Dashboards Preview and Validation - Intake Module Participation
26-027	Recruitment of Regional County Representatives for BenefitsCal User-Centered Design (UCD)
26-028	Request for Analytics Position Hierarchy for Report Access
0051-26	CalWORKs/CalFresh Workaround for AB 42
0053-26	CalSAWS Quick Guide - PVS Automation
0054-26	Updated Lobby Tablet Recommendations 2026
0055-26	End of Support - Lobby Tablets Running Android OS 14 and Below
0057-26	CA-299036 County List of CalFresh Cuban/Haitian and Interim Process
0059-26	Medi-Cal Adult Expansion Freeze Impacts to the Breast and Cervical Cancer Treatment Program (BCCTP)
0060-26	CalSAWS SFY 25-26 Second Quarter County Share Adjustment
0062-26	CalSAWS Quick Guide - FCED Glossary
0064-26	Disbanding of the CalSAWS Correspondence Committee
0065-26	CA-297075 ACL 26-03 CFAP Parolee Eligibility Interim Process
0067-26	Year Ending June 2025 CalSAWS Final Single Audit Report, Financial Statements, and Final Governance Letter
0069-26	Updated Scanner Compatibility Requirements
0070-26	Imaging Solution - Webscan Toolkit Certificate Troubleshooting Steps - Ready for Distribution
0072-26	Disbanding of the CalSAWS Medi-Cal Correspondence Committee
0073-26	CalSAWS Quick Guide - Medi-Cal Adult Expansion Freeze
0079-26	CalSAWS Project SFY 2025-26 v4 County Reallocations
0083-26	CalSAWS Quick Guides for Workload Management
0084-26	CalSAWS Job Aid- ABAWD
0085-26	CalSAWS Quick Guide - ABAWD
0087-26	CA-293073 Workload Management Redesign Phase 1 - Job Aid Package 1
0095-26	CalSAWS Quick Guide - Child Support Referral
0096-26	Second Series of Demos for CARES Foster Care Eligibility Determination (FCED)
0097-26	Overview of Lobby Device Procurement Process
0098-26	CalSAWS Quick Guides - Child Placement API and Individual Demographics API
0101-26	CalSAWS flyers-Upcoming changes to Retroactive Medi-Cal
0102-26	CalSAWS County Cost Summary - June 2026 Update
0103-26	CalSAWS Workload Management Bulletin - June 2026
0104-26	CalSAWS Quick Guides - FCED Navigation, Kin-GAP Summary API, Placement Authority API
0105-26	CA-292648 CalHEERS eHIT: Updates to Federally Recognized Tribes
0106-26	Communication Portal: Environments Catalog
0107-26	CalSAWS Training Manual Updates for Release 26.05
0108-26	CalSAWS FCED Bulletin - June 2026
0109-26	CalSAWS Postage Rate Changes
0110-26	CalSAWS BenefitsCal Quick Guide - CalFresh ABAWD Work Requirements
0111-26	Scheduled Downtime Notification - 7/19/2026
0112-26	CalSAWS - Truv - New Source for Income Information
0113-26	CalSAWS Pop-Up Store - COMING SOON
0114-26	Recruitment of CalSAWS Data Protection & Privacy Manager Closing on July 31, 2026
0115-26	CalSAWS SFY 25-26 Third Quarter County Share Adjustment
0116-26	Recruitment of CalSAWS Data Integration Team - Developer/Analyst Closing on August 7, 2026
0117-26	CA-297470 Truv income Verification Phase 1 Job Aid
0118-26	CalSAWS BenefitsCal Quick Guide - Truv
0119-26	ACL 26-39 COLA Increase for Minimum Basic Standards of Adequate Case (MBSAC) and Income-In-Kind (IIK) Lists
0120-26	Scheduled Downtime Notification - 7/26/2026
0121-26	One Pager for CalFresh SCRs CA-296576 and CA-298215
0122-26	Scheduled Downtime Notification - 7/31/2026