

CalSAWS	DATE	Thursday, July 30, 2026
	TIME	1:30 PM
	LOCATION	Teams Virtual Meeting
	SUBJECT	Change Control Board (CCB) Meeting
	INVITEES	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management
	NEXT CCB MEETING DATE	Thursday, August 13, 2026
	RELEASE SCHEDULE LOCATION	https://www.calsaws.org/system-updates/

System Change Requests (SCRs)							
Release	Priority Release	SCR #	Summary	Estimate	Team Responsible	Committee	Other Agency Cross Reference
26.06	26.07.14	CA-302362	LA County - IVR - Welcome page call flow update	6	Infra Contact Center	IVR & Contact Center	
26.06	26.07.14	CA-302982	Contra Costa - Create new Outbound queue for Call Summarization	7	Infra GenAI	IVR & Contact Center	
26.07	26.07.24	CA-293921	Synchronize WIS and CalSAWS Tax Intercept Balances 2026 (Excluding LA, SAC & SD)	70	Fiscal	Tax Intercept	
26.07	26.07.31	CA-300792	CalSAWS - eGain Decommission Changes	50	Infra Contact Center	IVR & Contact Center	
26.07	26.08.27	CA-300921	Create Call Summarization KPI Dashboard in Amazon Quick	178	Infra Contact Center	IVR & Contact Center	
26.07	26.08.13	CA-301206	Remove Title Requirement for Immediate Workload Reassignments	309	Online	Usability	
26.07	26.07.30	CA-301488	Ventura County - Update Direct Deposit file layout	48	Fiscal	Fiscal	
26.07	26.08.13	CA-301927	ACW update in eCCP to update all ACW channels	55	Infra Contact Center	IVR & Contact Center	
26.07	26.07.30	CA-302660	Mass Mail Notice to Inform Individuals of Full Scope Benefits.	197	Client Correspondence	Medi-Cal/CMSP	
26.07	26.08.13	CA-302723	Call Summary - Voter Registration verbiage update	6	Infra GenAI	IVR & Contact Center	
26.07	26.08.13	CA-302724	Call Summary - Account for transferring agent/translator	6	Infra GenAI	IVR & Contact Center	
26.07	26.07.30	CA-302929	San Mateo - Update PCS distribution list	2	Infra Contact Center	IVR & Contact Center	
26.07	26.08.13	CA-302930	Call Summary - Classify Callbacks as Outbound	6	Infra GenAI	IVR & Contact Center	
26.07		CA-302948	26.07 Database Schema Comparison Support SCR	395	Eligibility	Usability	
26.09		CA-296504	Upgrade Aurora Mysql from 8.0.mysql_aurora.3.04.1 to 8.0.mysql_aurora.3.10	634	Infra Cloud Ops	Tech	
26.09		CA-296822	Online Help: Update the Office Schedule - Maintain Job Aid due to CA-293073	20	Training	Other	
26.09	26.09.30	CA-298439	Assessment to move from WODM to Java Rules	5124	Eligibility	Other	
26.09		CA-298615	Online Help: OLH Updates for FCED CA-298632	1775	Training	Other	
26.09		CA-299906	Additional journal entries for ABAWD related actions	528	Eligibility	CalWORKs/CalFresh	
26.09		CA-299967	Enable PVS automation functionality for pilot counties ensuring identified issues are resolved	810	Batch/Interfaces	IEVS	
26.09		CA-300438	Emulator Changes for 26.9 MC H.R. 1 Changes	319	Medi-Cal/CalHEERS	Medi-Cal/CMSP	
26.09		CA-301573	Online Help: Update and Create OLH pages for Workload Mgmt Phase 2 CA-293075	60	Training	Other	
26.09		CA-302243	Online Help: Create OLH Pages for Report Inmate Release Dates from CDCR to Counties CA-284412	40	Training	Other	
26.09		CA-302323	Online Help: Create JA Work Number (TWN) Verification CA-296429	30	Training	Other	
26.09		CA-302791	Online Help: Update the Workload Reassignment Detail OLH page per CA-301206	20	Training	Other	
26.11		CA-249440	ACL 23-07 Update Welfare Intercept System (WIS) suspension of FTB debts	454	Fiscal	Tax Intercept	
26.11		CA-281067	Update CF Work Registration Functionality for RSDI Income	617	Eligibility	CalWORKs/CalFresh, Foster C	
26.11		CA-284853	Develop synching process between multiple CalSAWS environments and GAGR Correspondence Service	593	Client Correspondence	GA/GR	GAGR-744
26.11		CA-288201	Add Change and Disc Notices for CF Mandatory Optional Rules	451	Client Correspondence	CalWORKs/CalFresh, Correspo	
26.11		CA-296138	Add Updated Medi-Cal Forms to Template Repository	1035	Client Correspondence	Medi-Cal Correspondence	CSPM-84673
26.11		CA-297868	ABAWD Enhancement HR1 Workgroup - Enhancements to the CF 888 and CF 887 Form Generation, and Work Regi	496	Online	CalWORKs/CalFresh, Usability	
26.11		CA-298078	Update the DHCS Reports with H.R.1 Updates	637	Reports	State/Fiscal Reports	CSPM-80929, CH CR 312739
26.11		CA-299032	Update Management Reports with H.R.1 Changes	1505	Reports	Management Reports	
26.11		CA-300080	Riverside - Update template for Rush and Routine warrants	209	Fiscal	Fiscal	CA-286929

CalSAWS	DATE	Thursday, July 30, 2026
	TIME	1:30 PM
	LOCATION	Teams Virtual Meeting
	SUBJECT	Change Control Board (CCB) Meeting
	INVITEES	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management
	NEXT CCB MEETING DATE	Thursday, August 13, 2026
	RELEASE SCHEDULE LOCATION	https://www.calsaws.org/system-updates/

Content Revisions (CRs)								
CR Change Type	Release	Priority Release	SCR #	Summary	Estimate	Team Responsible	Committee	Other Agency Cross Reference
[Release]	TBD		CA-297131	PVS Automation: CW Supplement Automated Task and PVS No-Impact Case Auto-D	369	Batch/Interfaces	Task Management	
[Recommendation, Release]	26.06	26.07.30	CA-294978	Training: WBT Updates for Workload Mgmt Redesign CA-293073	2200	Training	Other	
[Release]	26.07		CA-276457	Update ES Target Value Report	105	Reports	Management Reports	
[Estimate]	26.11		CA-291890	ACL 14-98-Add M40-105C-Immunization NOA in Threshold languages	78	Client Correspondence	Correspondence	

	DATE	Thursday, July 30, 2026
	TIME	1:30 PM
	LOCATION	Teams Virtual Meeting
	SUBJECT	Change Control Board (CCB) Meeting
	INVITEES	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management
	NEXT CCB MEETING DATE	Thursday, August 13, 2026
	RELEASE SCHEDULE LOCATION	https://www.calsaws.org/system-updates/

These SCRS do not have a change to the CalSAWS System

GAGR Exstream Correspondence SCRs

Release	Priority Release	SCR #	Summary	App Development Estimate	X-Ref SCR
None					

GAGR Exstream Correspondence SCRs Content Revision

None					

BenefitsCal SCRs

Release	Priority Release	SCR #	Summary	App Development Estimate	X-Ref SCR
Release 26.07.30		CSPM-84702	Create a YouTube video for the Truv functionality in BenefitsCal	0	
Release 26.09		CSPM-84131	Update BenefitsCal Dashboard for Case and Program Details for the new MC 216	415	
Release 26.07.30		CSPM-83506	Update BenefitsCal Help Center Messaging for Non-Citizen / Immigration Content (Public Charge & CFAP Guidance)	45	
Release 26.07.30		CSPM-82185	Update the 'How To submit a Medi-Cal Renewal' YouTube Video	4	
Release 26.07.30		CSPM-81865	Update Application/Case Dropdown Selection for users in BenefitsCal	84	
Release 26.07.30		CSPM-80062	Update Document Upload YouTube Video	4	

BenefitsCal SCRs Content Revision

Release	Priority Release	SCR #	Summary	App Development Estimate	X-Ref SCR
Release 26.07.30		CSPM-80929	HR1 - Semi-Annual Redeterminations for MAGI New Adult Group	1021	

CalSAWS CCB Questions and Answers for Thursday, July 30, 2026				
SCR Number	County/Region	Question	Answer	Team Responsible
CA-302724	San Bernardino / Region 5	1.How will a 3rd party (spouse, parent, etc.) be recognized by summarization? 2.What persona will be assigned to EWill or EWS? 3.If customer is using their own interpreter, will this persona be identified differently from a translation service?	1.These participants would be recognized either as a customer or authorized representative in the summary - This enhancement expands the current known personas by adding transferring agent and translator to the current list of "agent", "customer", and "authorized representative". 2.They would be classified either as Agent, or Transferring agent, it is derived from the conversation- it will use the transcript discussion and attempt to classify the persona in the summary based on conversational context. 3.An interpreter would generally be expected to classify as a "translator" under the new persona.	Infra GenAI
CA-302930	San Bernardino / Region 5	1.Currently CCB are considered inbound calls for contact center reporting purposes. Will recognizing as an outbound contact for call summarization impact reporting? 2.Will Callbacks be classified as "Outbound callback" or included with the existing outbound classification.	1.This is being updated, we are going to be changing the design per feedback to attempt classifying "Callbacks" as their own category - "Callback" vs "Outbound". 2.After design update, these will be classified as "Callback" please note, all classifications are based on transcript context only, not based on the initiation method of the call from AWS.	Infra GenAI
CA-300921	San Bernardino / Region 5	1.Will KPI #3-5 be available by queue? 2.What is the definition of unedited? If a worker makes minimal changes or updates punctuation, is this considered edited? 3.Will counties have the option to add additional reporting metrics such as # of call summaries not generated?	1..Yes, they will be available by queue. 2.Any change in content including punctuation is considered edited. The metric will give an edited content % changed value - so in the case of just modifying punctuation you may expect a 90%+ similarity rate or "Unedited Rate" 3.Specifically for # of call summaries not generated, the project monitors error rates to ensure summary generation, as this is a monitoring metric the project does not publish this for business metrics/dashboards. For additional reporting metric requests they would be evaluated on a case by case basis and a CER would be recommended since these metrics are global.	Infra Contact Center
CA-301927	San Bernardino / Region 5	Is there a design document available?	The design document is attached to the SCR in JIRA: [CA-301927] ACW update in eCCP to update all ACW channels - CalSAWS Change Management	Infra Contact Center

CalSAWS CCB Meeting Minutes for Thursday, July 30, 2026

The following questions were received

SCR #	County/Region	Question	Response
CA-302724	San Bernardino / Region 5	1.How will a 3rd party (spouse, parent, etc.) be recognized by summarization? 2.What persona will be assigned to EWIII or EWS? 3.If customer is using their own interpreter, will this persona be identified differently from a translation service?	1.These participants would be recognized either as a customer or authorized representative in the summary - This enhancement expands the current known personas by adding transferring agent and translator to the current list of "agent", "customer", and "authorized representative". 2.They would be classified either as Agent, or Transferring agent, it is derived from the conversation- it will use the transcript discussion and attempt to classify the persona in the summary based on conversational context. 3.An interpreter would generally be expected to classify as a "translator" under the new persona.
CA-302930	San Bernardino / Region 5	1.Currently CCB are considered inbound calls for contact center reporting purposes. Will recognizing as an outbound contact for call summarization impact reporting? 2.Will Callbacks be classified as "Outbound callback" or included with the existing outbound classification.	1.This is being updated, we are going to be changing the design per feedback to attempt classifying "Callbacks" as their own category - "Callback" vs "Outbound". 2.After design update, these will be classified as "Callback" please note, all classifications are based on transcript context only, not based on the initiation method of the call from AWS.
CA-300921	San Bernardino / Region 5	1.Will KPI #3-5 be available by queue? 2.What is the definition of unedited? If a worker makes minimal changes or updates punctuation, is this considered edited? 3.Will counties have the option to add additional reporting metrics such as # of call summaries not generated?	1..Yes, they will be available by queue. 2.Any change in content including punctuation is considered edited. The metric will give an edited content % changed value - so in the case of just modifying punctuation you may expect a 90%+ similarity rate or "Unedited Rate" 3.Specifically for # of call summaries not generated, the project monitors error rates to ensure summary generation, as this is a monitoring metric the project does not publish this for business metrics/dashboards. For additional reporting metric requests they would be evaluated on a case by case basis and a CER would be recommended since these metrics are global.
CA-301927	San Bernardino / Region 5	Is there a design document available?	The design document is attached to the SCR in JIRA: [CA-301927] ACW update in eCCP to update all ACW channels - CalSAWS Change Management
Approvals Received		Notes	
1	X		
2	X		
3	X		
4	X		
5	X		
6	X	All 6 Regions submitted the CCB Packet approval via email.	