

Distribution Date	August 18, 2026
To	PPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	CalSAWS Workload Management Phase 2 - Change Impacts Resource Package

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

- ☒ General

☐ Policy

☐ CW

☐ CF

☐ MC

☐ CMSP

☐ FC/KG/AAP

☐ Child Care

☐ WtW

☐ Other Program(s)_____

☐ BenefitsCal

☐ Customer Correspondence

☐ OCAT

☐ Other_____
- ☐ Reports

☐ Fiscal

☐ Caseload Movement

☐ Management

☐ Batch and Interfaces

☐ Fiscal

☐ GA/GR

☐ Help Desk

☐ Imaging

☐ Security

☐ Task Management

☐ Technical

☐ Training

Description	Purpose The purpose of this CIT is to provide the counties with a resource package detailing change impacts specific to the CalSAWS Workload Management effort, called the "Workload Management Change Impacts Resource Package." The Workload Management Change Impacts Resource Package is designed to provide details on upcoming system changes and how County staff may be impacted as they pertain to Workload Management enhancements. Background As part of the Organizational Change Management (OCM) efforts supporting Workload Management Phase 1 (SCR CA-293073), and Workload Management Phase 2 (SCRs CA-293075, CA-296462, CA-296514), scheduled for September 2026, a change impacts package is provided to counties to support awareness and readiness. This effort builds on foundational work completed by the 2024 Workload Management Workgroup, SCR CA-274189. In 2025, a new workgroup was assembled with representatives from all six regions to review the requirements approved by the 2024 Workload Management Workgroup and to ensure the system design aligned with the
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approved requirements. The 2025 workgroup reviewed and approved the final design on January 5, 2026.

Additional Information

The change impacts package will be distributed once, and other communication resources will be made available in advance of implementation to support county readiness.

The change impacts package content attached covers the following:

- Workload Management Phase 2 Change Impact Summary
- CA-293075 Change Impact Details
- CA-296462 Change Impact Details
- CA-296514 Change Impact Details

County Actions

1. Disseminate information on Workload Management updates to county staff.
2. Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.

Primary Project Contact

Araceli Gallardo
GallardoA@CalSAWS.org

Backup Project Contact

Dymas Pena
PenaD@CalSAWS.org

Attachments

CIT 0146-26 CalSAWS - Workload Management Phase 2 - Change Impact Resource Package.pdf

Web Portal Link

[REDACTED]

OR

You may also retrieve the CIT document and attachments by following these steps:

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.