

Distribution Date	September 15, 2026
To	PPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	CalSAWS Workload Management Phase 2 - Change Impacts Resource One-Pagers

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

☒ General

☐ Policy

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☐ BenefitsCal

☐ Customer Correspondence

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☐ 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 Counties with Change Impact One-Pagers that detail impacts associated with the CalSAWS Workload Management effort. The Change Impacts One-Pagers provide information on upcoming system changes and how County staff may be impacted by Workload Management enhancements. Background As part of the Organizational Change Management (OCM) efforts supporting Workload Management Phase 1 (SCR CA-293073), and Phase 2 (SCRs CA-293075, CA-296462, CA-296514), scheduled for September 2026, Change Impact One-Pagers are being 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 One-Pagers serve as detailed communications that supplement the previously distributed CIT 0146-26 Change Impacts Resource Package. The attached Change Impacts One-Pagers covers the following workload management enhancements: • CA-293075 - Workload Management Redesign Phase 2 • CA-296462 - Create new Task Setting for Get Customer Appointment • CA-296514 Workload Management Redesign Phase 2 - Reports County Actions 1. Share the attached Workload Management updates with impacted 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	CalSAWS Workload Management Phase 2 CA-293075 Change Impact One-Pager.pdf CalSAWS Workload Management Phase 2 CA-296462 Change Impact One-Pager.pdf CalSAWS Workload Management Phase 2 CA-296514 Change Impact One-Pager.pdf
Web Portal Link	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.