

Workload Management Bulletin

September 2026



PROJECT UPDATES

Workload Management Phase 2 Goes Live September 21, 2026:

- See hot topics for further details on key resources available
- Upcoming | September 21st – 25th – Post Implementation Support**
 - Daily office hours intended to provide Counties support after Phase 2 Go-Live

KEY ACTIONS & RESOURCES FOR GO-LIVE

Review Change Impact Resource Package	Communications Portal → CalSAWS Information Transmittal → CIT-0146-26
Review Change Impact One-Pagers	Communications Portal → CalSAWS Information Transmittal → CIT-0165-26
Review Training Resources	CalSAWS LMS*
Review Release Webcast	Communications Portal → Release Communications → 2026 Releases → Release 26.09 → 26.09 CalSAWS Release Webcast

WORKLOAD MANAGEMENT HOT TOPICS

CalSAWS Workload Management Phase 2 (CA-296462 & 293075): will deliver new and enhanced functionality designed to improve workload management and assignment processes. These updates will introduce dedicated settings, automated functions, new pages, and updated assignment logic. Along with these SCRs, CA-296514 will add new dashboards and features to Workload Management reporting.

Available Change Impact Resources: The Workload Management team has developed a Change Impact Resource Package (CIT-0146-26) and Change Impact One-Pagers (CIT-0165-26) to help staff understand the upcoming changes and how they may impact day-to-day work. These resources provide an overview of the changes associated with all three Workload Management Phase 2 SCRs: CA-293075, CA-296462, CA-296514.

Available Training Resources:

Updated Online Help Pages

- Reassignment Prioritization List
- Reassignment Prioritization Detail
- Select Reassignment Prioritization
- Workload Reassignment Detail

Updated Job Aid

- Office Schedule – Maintain

Updated Web-Based Trainings

- 004 – Clerical Support: 02 – Case Establishment
- 004 – Clerical Support: 03 – Workload Reassignment
- 033 – Workload Management: Supervisor

Post-Release Office Hours: Daily Office Hours will be available September 21st – 25th for County staff to ask questions and receive assistance from CalSAWS SMEs following go live. Q&A will be made available in the Communications Portal

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

CalSAWS

