



CalSAWS Buzz



CalSAWS Innovation

To provide a structured, transparent mechanism for collecting and evaluating innovation ideas, the project has launched the CalSAWS Innovation Process.

The Innovation Team has built a catalog of the 36 submitted ideas and reviewed each one individually, identified areas of overlap and have correlated the ideas into themes.

The overall theme has been catching payment errors before EDBC: looking at pre-EDBC validation messages; automated verifications through new or current APIs such as IHSS, IEVS, PVS and The Work Number; fraud or altered-document detection; new risk-scoring dashboards; and how to utilize AI to assist in tasks such as journaling or interview support.

The Innovation Team will work with submitters and continue to group overlapping ideas before moving on to the scoring process. The team will meet with the Innovation Panel in October to review the ideas.

Volume 8 Issue 4 In this Newsletter:

CalSAWS Innovation	<u>1</u>
The Six CalSAWS Regions	2
CalSAWS Meeting Events	2
Welcome New Customer Engagement Staff	2
Kudos	5
Fresno Call-Summary Go-Live	6
Upcoming CLE Sessions	8
Upcoming Release	8
2026 SCR Tracker	8
Communications	9

The Six CalSAWS Regions



Upcoming Meetings & Events

JPA Board of Directors

10/09/2026

11/20/2026

12/18/2026

Project Steering Committee

10/08/2026

11/12/2026

12/17/2026



From Customer Engagement

Please join us in welcoming our new Regional Managers, Angelina Waldron who supports Region 3 and Joseph Gonzales who supports Region 4!





Welcome



Angelina Waldron **Customer Engagement** **Regional Manager Region 3**

Welcome, Angelina!

We're excited to welcome Angelina Waldron to the Customer Engagement team, where she will be supporting Region 3!

Angelina joins us with 15 years of dedicated county service in Riverside County, where she held a variety of roles throughout her career. Most recently, she served as an Administrative Services Officer, supervising a team of six responsible for DPSS Self-Sufficiency contracts, purchasing and the state-mandated Cal-OAR program.

She brings extensive expertise in Welfare to Work, Child Care, and Time Limits. Her deep program knowledge, strong leadership experience, and commitment to public service make her an outstanding addition to our team.

Please join us in giving Angelina a warm welcome!





Joseph Gonzales Customer Engagement Regional Manager, Region 4

Welcome, Joseph!

Please join us in welcoming Joseph Gonzales to the Customer Engagement team, where he will be supporting Region 4!

Joseph brings more than 10 years of experience with San Bernardino County, where he served in a variety of roles, including Eligibility Worker Supervisor, Corrective Action Supervisor, and, most recently, Program Specialist II for the past four years. He also served as the county's backup PPOC.

Joseph has extensive program knowledge in CalWORKs, CalFresh, General Relief, and Foster Care. In addition, he is highly skilled in CalSAWS system functionality and navigation, as well as ServiceNow and JIRA. His strong program expertise, system knowledge, and leadership experience make him an excellent addition to our team.

Please join us in giving Joseph a warm welcome!





Thank you

Kudos to Napa County from Region 1!

The Region 1 Regional Managers would like to acknowledge and thank Napa County for their partnership.

Napa County spearheaded and piloted both the disaster recovery and ROI CBO clean-up efforts. Lynn Perez, Deputy Director for Napa Self Sufficiency, is an executive sponsor for the Data Analytics workgroup. Their county has remained a strong voice and supporter for this effort with Supervising Staff Services Analyst Shanna Gardner always providing important knowledge and perspective.

In August they hosted a team from CalSAWS to discuss county pain points and complete observations with staff. Napa provided important perspective from a small/medium sized county.

A very special thank you to Shanna, who has continually helped support both the county and region with every ask, no matter how big or small. Her engagement and contributions are very much appreciated.

Thank you Napa County!

With sincere appreciation,
Region 1 Regional Managers

Fresno Call Summary

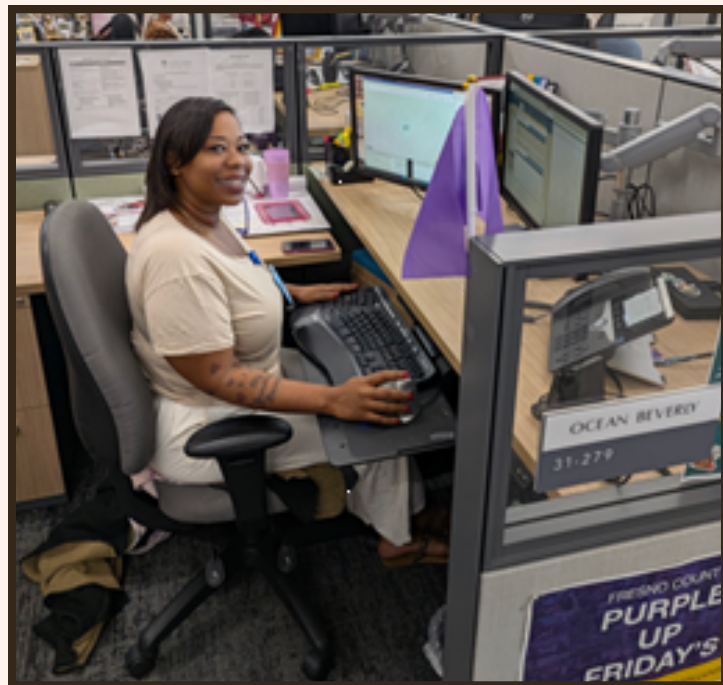
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VOLUME 8 ISSUE 4
OCTOBER 2026

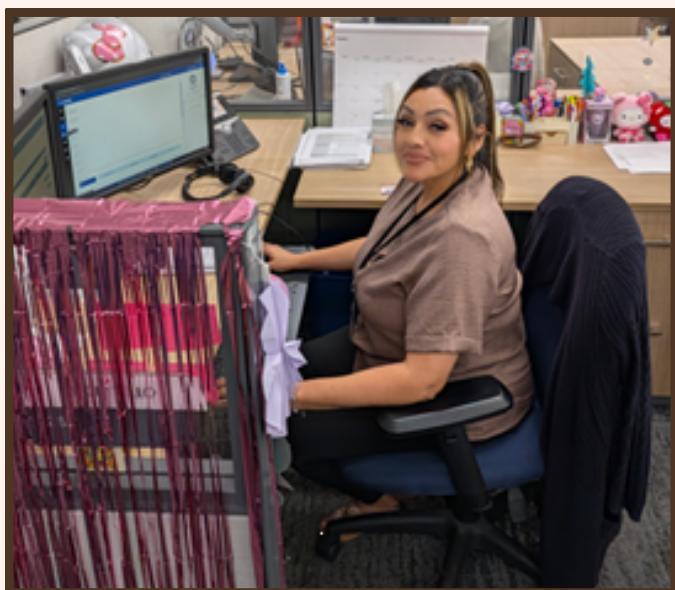


During the January 2024 CalSAWS Conference, Counties and the Consortium were busy recognizing the efforts and successes of their recent migration to CalSAWS. As with every conference, a number of innovative and informative sessions were presented, but one offering a peek into the world of Artificial Intelligence caught the eye of Fresno County.

Fresno reached out to inquire on the viability of technology summarizing the conversations their Contact Center workers had with customers, and less than 6 months later, the idea moved from a concept to a reality.



The project team and Fresno County worked together over the next year and a half to expand and refine the work product which would eventually be the blueprint for the Call Summarization functionality offered to all CalSAWS Counties utilizing a Call Center. The Call Summarization solution was rolled out to Placer earlier this year and will continue to be implemented by counties through the rest of the year. On September 4th, Fresno County implemented the new Consortium Call Summarization technology, creating a full circle moment.





A big thank you to the Contact Center teams for their efforts in rolling all counties onto the new Call Summarization solution and making the process as seamless as possible. A special thank you to Fresno County for leading us towards this advancement which will now be realized by the whole Consortium.





Upcoming CLE Sessions

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

Upcoming Releases

	November	December	January	February	March
CalSAWS Release	26.11. 11/23/2026		27.01 1/25/2027		27.03 3/22/2027
BenefitsCal Release	26.11. 11/23/2026		27.01 1/25/2027		27.03 3/22/2027
CalHEERS Release				27.02 2/22/2027	

2026 Release SCR Tracker

Release	SCR	Production Defects	Total
26.01	130	55	185
26.03	112	282	394
26.05	89	524	613
26.07	83	364	447
26.09	78	533	611
Totals	492	1758	2250

Communications

- 26-031 Request for Actions related to FCED Conversion Case Matching lists
- 26-032 Treatment of High School Student Board Member Compensation Income Type for GAGR
- 26-033 County Plans for End-of-Life (EOL) Lobby Tablets
- 26-034 Truv Phase 3 Income Verification Workgroup Participant Recruitment
- 26-035 Q3 2026 Innovation Theme Early Checks Better Outcomes
- 26-036 Request for Actions related to FCED Conversion Case Matching
- 26-037 CA - 216821 Deceased Responsible Party Batch County Option
- 26-038 Data Analytics Workgroup – Fiscal Participant Request
- 26-039 Request for County Point of Contact for Community Based Organization (CBO) Data Cleanup Effort
- 26-040 GAGR Eligibility for New Citizenship Section Codes in CalSAWS
- 0123-26 CalSAWS Workload Management Bulletin - July 2026

Communications

0124-26	26.07 CalFresh Change Impact Resource Package
0125-26	CalSAWS FCED Readiness Survey
0128-26	CalSAWS FCED Bulletin – July 2026
0129-26	CalSAWS Project SFY 2025-26 v5 County Reallocations
0130-26	List for CA-284412 - Report Inmate Release Dates from CDCR to Counties
0131-26	CalSAWS Pop-Up Shop – NOW OPEN
0132-26	CalSAWS Project SFY 2026-27 v1 County Allocations
0133-26	CalSAWS Project County Claim Form and Instructions for SFY 2026-27
0134-26	CalSAWS Quick Guides - FCED Case Link, FCED API Data Mapping and Kin-GAP Application Processing
0136-26	New BenefitsCal YouTube Video – How to Report Your Income with Truv
0137-26	CalSAWS Job Aid- ABAWD with CDSS Exemption File Information
0138-26	CalSAWS: Upcoming Implementation of CDSS CalFresh ABAWD Auto Exemption
0139-26	CA-48379 Automate the Mailing of the AAP 3 Interim Process
0142-26	End of Support – Lobby Kiosk Touch Monitors (Elo and TPK)
0143-26	CalSAWS Administrative Budget Year End Statement SFY 2025-26
0144-26	SFY 2026-27 Administrative Invoices for the CalSAWS JPA Administrative Budget
0145-26	CalSAWS FCED Bulletin – August 2026
0146-26	CalSAWS Workload Management Phase 2 - Change Impacts Resource Package
0148-26	CalSAWS Workload Management Bulletin – August 2026
0149-26	CalSAWS Training Manual Updates for Release 26.07
0150-26	End of Support – Imaging Scanner Ricoh fi-7160
0152-26	CalSAWS: Integration of The Work Number Income Information
0153-26	Consolidation of the CalSAWS Technical Committee and the Network TPOC Group
0154-26	2027 County Holiday Calendar Request – Due September 30, 2026
0155-26	Memorandum for SCR CA-290337 AAP CNI Batch Run & SCR CA-290341 FC/KG CNI Batch Run for 2026-2027

Communications

0156-26 CalWORKs/CalFresh COLA FFY 2027 Batch Memorandum

0157-26 CalSAWS FCED Bulletin – September 2026

0158-26 H.R. 1 Impacts to Medi-Cal – 26.09 User Impact Summary

0159-26 26.09 Medi-Cal H.R. 1 One-Pagers

0162-26 Lobby Kiosks - Maintenance & Power Reminder

0163-26 CalSAWS County Cost Summary – September 2026 Update

0164-26 Scheduled Downtime Notification – 10/4/2026

0165-26 CalSAWS Workload Management Phase 2 - Change Impacts Resource One-Pagers

0166-26 CalSAWS Analytics Modernization Phase I: Upcoming Change Management & Training Activities

0167-26 CalWORKs/CalFresh COLA FFY 2027 COLA Lists

0168-26 CalSAWS Workload Management Bulletin – September 2026

0169-26 CalSAWS Job Aid- ABAWD; 26.07 and 26.09 Release Updates

0170-26 CalSAWS Workload Management Phase 2 – Go-Live Readiness Resource One-Pager

0171-26 CalSAWS FCED Quick Guides – Foster Care Application Processing and Adoption Assistance Program Application Processing

0172-26 CalSAWS Quick Guide – ICT Processing

0173-26 Recruitment of CalSAWS Business Analyst, PMO Analyst, and Security Manager -Security Architect & Data Protection Closing on October 16, 2026

0174-26 Third Series of Demos for Foster Care Eligibility Determination (FCED)

