CalSAWS | Information Transmittal (CIT) 0189-26

Distribution Date	October 28, 2026
To	Notify.All; Operator@CalHEERs.ca.gov; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage; Accenture.BenefitsCal.ProductionOperations
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.org
CIT Name	**Scheduled Downtime Notification – 11/15/2026**

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

- ☒ General
- ☐ Policy
  - ☐ CW
  - ☐ CF
  - ☐ MC
  - ☐ CMSP
  - ☐ FC/KG/AP
  - ☐ Child Care
  - ☐ WtW
  - ☐ Other Program(s)_____
- ☒ BenefitsCal
- ☐ Customer Correspondence
- ☒ OCAT
- ☒ Other: CalSAWS Production
- ☒ 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 notify CalSAWS counties of a scheduled downtime window and services impacted during system downtime.

Background

- The CalSAWS application is scheduled for maintenance on **Sunday, November 15, 2026, from 12:00 PM to 6:30 PM.**
- In addition, the CalSAWS Adhoc Reporting database is scheduled for maintenance on **Sunday, November 15, 2026**, from **12:00 PM to 4:00 PM.**

Additional Information:

During the CalSAWS Maintenance period:

- The CalSAWS application will be unavailable for users.

- CalSAWS users will be redirected to a read-only version of the CalSAWS application.
- IVR self service will be unavailable for customers.
- The Enhanced Call Control Panel (eCCP) will be unavailable.
    - Users will be able to access default CCP to handle/place calls.
- The Statewide Cash Aid Time Limits (SCATL) application will be unavailable for users.
- The BenefitsCal application will be available for customers and Community Based Organization (CBO) users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities.
    - The following features will not be available
        - Message Center (notices, messaging, actions, 2-way messaging)
        - Appointments
        - Verification of benefits (VOB)
        - CBO account creation
        - Case-link
        - Communication preference updates
        - Support requests
    - E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default county office.

During the Adhoc Reporting Database Maintenance period:

- The Adhoc Reporting database will be unavailable for Apex, EDR, and Adhoc reports users.

In addition, the Read Only version of the CalSAWS application (PRT) will be refreshed at 1:30 PM on Saturday, November 14, 2026, with the latest production data available during that time. PRT will be updated back to the 26.09 baseline code/data by 5:00 PM on Sunday, November 15, 2026.

Systems Impacted:

CalSAWS Application and APIs	X
BenefitsCal	X
OCAT Application	X
SCATL Application	X
Learning Management System (LMS)	
CalSAWS Training	

ServiceNow	
Jira	
CalSAWS Adhoc Reporting Database	X
Batch	X
Reports/Dashboards	X
Imaging	X
Tasks	X
IVR	X
Contact Center	X
Lobby Management	X
EBT	X
NOAs / Forms	X
Central Print	

County Actions:

1. Share this CIT with any impacted staff of your county who typically work weekends. Workers are advised to plan their work accordingly considering the system maintenance schedule.
2. If you have questions on this CIT, please reach out to the contacts listed below and cc your Regional Manager(s).

Primary Project Contact	Communications.Infrastructure <Communications.Infra@CalSAWS.org>
Backup Project Contact	Pete Quijada <QuijadaP@CalSAWS.org>
Attachments	None
Communication 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.