



System Outage Notification

June 30, 2023

The case management system we use to serve you is changing.

We are switching from our old eligibility case management computer system (CalWIN) to a new one CalSAWS. The old system will shut down at noon on Thursday, June 29, 2023. The new one will start up at the beginning of the business day on July 3, 2023.

What does this mean for you?

1. We will not have access to your case information on June 30th. For the best service, call or visit us on or before June 29th or after July 3rd.
2. During June 30th through July 2nd you can use our self-service options:
 - If you need to apply for CalFresh, you can do that at GetCalFresh.org
 - If you need to apply for Medi-Cal, you can do that at coveredca.com
 - If you need to apply for our cash programs, you can do that by completing a SAWS1 application form and submit it at one of our regional drop boxes located at the front of the building: 271 92nd Ave. Daly City, 400 Harbor Blvd Belmont, 2500 Middlefield Road Redwood City and 2415 University Ave East Palo Alto.
3. You may experience increase wait times or delays to see a worker in person the first few days after July 3rd.
4. July 4th is an observed holiday and all Human Services Offices will be closed.

We are upgrading our computer systems.



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