

[CA-214405] Reception Log - Worker ID

Issue Type:	CER	Team Responsible:	Assignee:	Erick Arreola
Fix Version/s:		Designer Contact:	Change Type (SCR):	
Minor Version:		Expedite Changes: No	Estimate:	
Reporter:	Elisa Miller	Regulation Reference:	Created:	03/16/2020 08:56 AM
Status:	In Progress	Impact Analysis:	Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:	Funding Source:	
Project Phase (SCR):		Funding Source ID:		
Other Agency Cross Reference:				

Current Design:

Request:

The "Worker ID field is not populating in the Reception Log when a client checks in via the kiosk. An eligibility worker (EW) and/or Reception Information Assistant (RIA) must hover on the "Visit Status" entry to view the worker who received the notification. (See Attachment)

The eligibility worker is NOT able to use the "Unit" filter to search since the "Worker ID" field is not populated. Eligibility teams are having to hover over each entry which is impacting threshold wait time in the lobby. (See attachment)

The Worker ID show in the attachment was entered by the RIA via the "add" button.

Recommendation:

CIV populate the "Worker ID" for each entry in the reception log.

EW & RIA to filter by

Outreach

Description:

Operational Impact: