

CalSAWS | Enhancement Request (CER)

DRAFT

PPOCs: Please send the completed request to CER@CalSAWS.org and cc your RM.

Submission Date	1/14/21
Title	OCAT Coordinator List Addition to the OCAT System

Region #: 2	County: Sacramento	
Submitter: Jasmin Perrigo	Phone: (916) 875-3508	Email: perrigoj@saccounty.net

Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input type="checkbox"/> CalWORKS / RCA	<input type="checkbox"/> CAPI	<input type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input type="checkbox"/> Foster Care	<input type="checkbox"/> GA/GR	<input checked="" type="checkbox"/> GAIN/REP/WTW	<input type="checkbox"/> GROW
<input type="checkbox"/> Kin-GAP	<input type="checkbox"/> Medi-Cal / RMA	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other – specify			

Area(s) Impacted:			
<input type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input type="checkbox"/> Client Correspondence	<input type="checkbox"/> Eligibility
<input type="checkbox"/> Fiscal / Collections	<input type="checkbox"/> Hearings	<input type="checkbox"/> Imaging	<input type="checkbox"/> Lobby Management
<input type="checkbox"/> Reports	<input type="checkbox"/> Resource Data Bank	<input type="checkbox"/> Schedule Appt	<input type="checkbox"/> Security
<input type="checkbox"/> Self Service Portal	<input type="checkbox"/> Special Investigation	<input type="checkbox"/> Task Mgmt	<input type="checkbox"/> Time Limits
<input type="checkbox"/> Training			
<input type="checkbox"/> Interface(s) - specify			
<input checked="" type="checkbox"/> Other – specify			
OCAT System Enhancement			

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Justification / Request Summary:

Issue:

Currently the OCAT County Coordinator List is not maintained by the OCAT vendor or CalSAWS. Since the implementation of the prior OCAT system, the OCAT County Coordinator List has been voluntarily maintained by Thomas De La Cruz from Monterey County and consists of all of the designated staff from each county who would transfer an OCAT from the old OCAT system to the new county in order for them to complete a new OCAT. This list is sent out to counties at least once or twice a year for review and to submit any updates as they occur. However, with the new OCAT share feature in the new modernized OCAT system, counties don't need to transfer an OCAT anymore since anyone can initiate a new OCAT for a customer as long as they are active in their SAWS system. As a result, there will be a need to know who is the designated point of contact or OCAT County Coordinator to contact should a county worker need to request a prior OCAT to be shared. At minimum, we would need their name and preferred contact method such as email address and/or phone number. Having a centralized list that is maintained within the OCAT system similar to the RDB process, will ensure accurate information is available to counties especially, when we all 58 counties migrate over to CalSAWS.



OCAT County
Coordinators List UPE

Proposed Recommendation:

Enhance the OCAT system to add a OCAT County Coordinator List that can be visible to the OCAT Users in the Help section or other agreed upon location once it is discussed and voted on within the WTW CalSAWS Committee.

Priority/Implementation Consideration(s):

High

Region 2 comment: adding the list within the Resources or as a PDF document under Help like we have the OCAT User Guide or ChatBot/HelpDesk maintaining this list should someone request assistance.

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)
CA-223943

SCR #

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Rejected By:	Date:
Rejection Reason(s) or other Comments:	