CalSAWS | Enhancement Request (CER)

DRAFT

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

Submission Date	1/5/2021
Title	Discontinuance Hold task type / Tasks due date

Region #: 5	County: Riverside	
Submitter: Fregoso, Esthela N	**Email:** ENfregos@RIVCO.ORG	**Phone**: **17607702403**

Program(s) Impacted:

☐ Adoptive Services	☐ ARC	☐ CalFresh	☐ Cal-Learn
☐ CalWORKS / RCA	☐ CAPI	☐ Child Care	☐ CMSP
☐ Foster Care	☐ GA/GR	☐ GAIN/REP/WTW	☐ GROW
☐ Kin-GAP	☒ Medi-Cal / RMA	☐	☐
☐ Other – specify			

Area(s) Impacted:

☐ Call Center	☐ Case Assignment	☐ Client Correspondence	☐ Eligibility
☐ Fiscal / Collections	☐ Hearings	☐ Imaging	☐ Lobby Management
☐ Reports	☐ Resource Data Bank	☐ Schedule Appt	☐ Security
☐ Self Service Portal	☐ Special Investigation	☒ Task Mgmt	☐ Time Limits
☐ Training			
☐ Interface(s) - specify			
☐ Other – specify			

Justification / Request Summary:
Discontinuance Hold task type due dates be updated to 12/31/2021 viea batch process.
Issue: As a result of the public health emergency (PHE), the County of Riverside has implemented the use of a Discontinuance Hold task type. They task type assists with identifying cases for which negative action is being held, pending State instructions. As a result, thousands of tasks have become overdue resulting in repeated manual adjustments to move the due dates into the future. Automating the due date advancement to 12/31/2021 via a batch process would reduce the manual process of adjusting the due dates enabling efficiency and resource allocation in other areas.
Proposed Recommendation: The recommendation is for all Riverside County Discontinuance Hold task type due dates be updated to 12/31/2021 viea batch process.   Prioirity/Implementation Consideration(s): As soon as possible.

CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA)	SCR #
Rejected By:	Date:
Rejection Reason(s) or other Comments:	