

CalSAWS | Notes from Usability Committee

Date: December 14, 2021
Time: [10:00 am – 11:00 am]
Meeting Called by: Dymas Pena
Attendees: [Name], [Name], [Name]

Notes Location: Teams Meeting
Meeting Materials: [Document Name or file path]
[Document Name or file path]

Topic

Important Points

SCRs

- CA-233919 – Update office details page to no longer require Fridays
- Discussions regarding opening a different SCR to change BenefitsCal from using the correspondence hours to the public hours of operation.
- Participant: stated that they have an outstation that isn't open on Fridays. Will this show up on the correspondence
A: No correspondence hours are different
- Participant: Can we set the hours from 8AM-8AM?
A: Yes, this may be able to be used as a workaround for offices that are not open
- If the office is closed to public, does that mean that the app will be dated with the following business day?
A: Yes
- Participant: Can we set the office to be open for a 24 hr period?
A: No solid answer captured however it appears that a user could select 12AM-11:45PM potentially

- There are concerns that policy requires that clients have the option to apply for benefits M-F
- E-apps submitted outside of set office hours would be dated with the following business day as an app date.
- One option being considered
 1. Leave Fridays "mandatory" for offices that have the BenefitsCal/E-apps checkbox marked
- App dates can be modified once the E-app is received
- Public hours of operation impacts BenefitsCal
- Correspondence hours impacts a variety of forms
- Several counties reported having offices that are not open to public, but were concerned that the office would display with "open hours" causing clients to show up at the office.
- E-apps submitted outside of set office hours would be dated with the following business day as an app date.
- Vote requested to MODIFY existing SCR to leave Fridays mandatory for offices with the BenefitsCal/e-app checkbox. Shari and Gloria requested more time so an email vote will be requested.

Automated journals discussion

- CA-235880 – Update auto Journal creation for individuals.
- Placer asked if option 1 and 2 could be combined?
A: They could be. Placer misunderstood CalSAWS terminology of the word "active". Once confirmed that active ≠ aided. Placer is okay with option 2.
Counties chimed in and a vote was gathered on how we would like to proceed.

- There are concerns that the auto journal is being applied to all cases that an individual is listed on. This can cause confidentiality issues across cases
- Three options were given for making the journal applied more specifically
 1. Only Auto journal when person is marked in the home
 2. Only Auto-journal when the person is active on a case (included in HH)
 3. Only auto journal on the active case that the journal pertains to.
- Option 1 is most simple, Option 2 will result in auto journals becoming available the following day, Option 3 would require more work and research.

Topic

Regions 1,2,3,5,6 all selected that they would like to move forward with option 2.

Important Points

- SCR will come to the usability committee following design

Other discussion topics

- Upcoming design preview for SCR-221945 special circumstances

- No Notes captured

Wrap up Items

- Next meeting January 13th 9:30-11:00

- This committee will become very busy for 2022

(Optional Items)

#	Action Item	Assigned To	Assigned Date	Due Date	Status
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1

2

#	Decision Made	Who Made the Decision	Date
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1

2

