CalSAWS | Enhancement Request (CER)

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

Submission Date	03/31/2021
Title	Housing Support List Screen

Region #: 1	**County: Napa**	
Submitter: Alba Bulman	**Phone**: (707)259-8135	**Email:** Alba.bulman@countyofnapa.org

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
Tracking for Housing Support Program participants.

Cal**SAWS** | Enhancement Request (CER)

Justification / Request Summary:
Unable to determine who entered a case flag in order to get additional information. Request is to enter a created by field.

Issue:

Housing Support Detail Page is not able to be completed with a Pending or Active Status for HSP when CalWORKs case is discontinued regardless of whether the customer is in receipt of CalWORKs in the current benefit month. Additionally HSP is allowable when CalWORKs is discontinued if the discontinuance reason is for Over Income.

Example #1 - On March 15, 2021, customer reported they started a new job and that they were homeless. Worker took action to discontinue CalWORKs April 1, 2021 prior to entering the HSP Detail Page with a pending HSP referral. Housing Support Detail Page will not allow an entry ontot his page. Instead a Hard Validation comes up reading

"<u>Status</u> – The CalWORKs program must be Active to set the Housing Support Program to Pending or Active."

In the example above the customer was still on active on CalWORKs however the come up month was Discontinued.

Proposed Recommendation:

Allow Housing Support Detail Page Update the Status as Pending and Active on cases that have active CW in the benefit month regardless of the future CalWORKs status.

Prioirity/Implementation Consideration(s):

CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA)	**SCR #**

CalSAWS | Enhancement Request (CER)

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