

DRAFT



# [CA-218795] Homeless Case Indicators and Case Reassignment

Created: 08/18/2020 11:47 AM - Updated: 08/24/2020 09:04 AM

<b>Status:</b>	New
<b>Project:</b>	CalSAWS
<b>Component/s:</b>	None
<b>Fix Version/s:</b>	None

<b>Type:</b>	CER		
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<b>Labels:</b>	None		

<i>Main</i>	
<b>Region #:</b>	5
<b>County:</b>	Riverside
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<b>Programs Impacted:</b>	AAP, CalFresh, CalLearn, CalWORKs, CAPI, Child Care, Foster Care, GA - Managed, General Relief, GROW, Kin-GAP, Medi-Cal/MSP/CMSP, RCA/RMA, Welfare-to-Work/Gain
<b>Request:</b>	<p>Issue:</p> <ol style="list-style-type: none"> <li>1. System users are unable to easily avoid homeless customers (with no access to a phone and requires face-to-face customer service at their local office) cases from being assigned to offices that are less convenient to travel to due to distance and/or lack of transportation.</li> <li>2. Continued expansion of non-face-to-face customer service and increased employee telework provides opportunities to assign work more equitably across the county regardless of assigned zip code boundaries. Cases of homeless customers who require in-office visits are being or can become assigned to offices that are less accessible than others. Workers are continuously developing alternate workflows to service these customers.</li> <li>3. Without creating specialized caseloads or manual tracking, there is no way to ensure that cases of this population remain assigned to a specific and most convenient office.</li> </ol>
<b>Recommendation:</b>	Add indicators within a case when a customer is homeless with no access to a phone and requires face-to-face customer service at a local office. Include a validation message for a user on the Individual Workload Reassignment page to verify correct office of assignment. Add functionality so that these coded customers are bypassed when shifting cases using the Workload Reassignment Detail page. These changes would allow users to reassign individually or in bulk numbers but retain customers at the local office without creating specialized caseloads. The additional functionality would prevent accidentally sending a customer to a distant office and minimizes the need to make arrangements with other offices to complete courtesy interviews.
<b>Area(s) Impacted:</b>	Case Assignment
<b>Committee:</b>	CalWORKs/CalFresh

<b>Attachments</b>
CER - Homeless Case Indicators and Case Reassignment.doc (84 kB)