

CalSAWS | Enhancement Request (CER)

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

Submission Date	March 31, 2021
Title	Customer Gender Listed by Name

Region #: 1	County: Napa	
Submitter: Fawna L. Ruth	Phone: (707) 253-4733	Email: Fawna.ruth@countyofnapa.org

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 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 checked="" type="checkbox"/> Other – specify			
All programs			

Area(s) Impacted:			
<input type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input checked="" 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			
Individual Demographics – Customer information			

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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:

Customer gender will display as birth gender, regardless of Trans status/preferred gender in CalSAWS.

Gender will display per current system functionality as follows:

'M' for Male or Transgender: Male to Female

'F' for Female or Transgender: Female to Male

[Test_Case 20M](#)

Proposed Recommendation:

For Trans individuals, displayed gender should reflect customer preferred gender, not birth gender.

'M' for Male or Transgender: Female to Male

'F' for Female or Transgender: Male to Female

The reason for this request is that staff will utilize displayed gender when interacting and communicating with customers. Staff should use customer's preferred gender, not birth gender, when interacting with Trans customers.

Priority/Implementation Consideration(s): Prior to conversion.

CalSAWS Response:

CER Tracking #: CA-227111

SCR #

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

DRAFT