

Caseloads

Caseload Types

There are two different types of caseloads in CalSAWS:

1

Individual Caseload:

Cases which are assigned to a Worker ID for a specific worker.

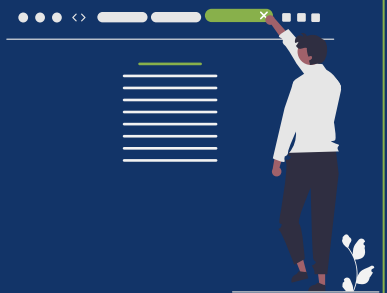
2

Banked Caseload:

Cases assigned to a Worker ID that has been set up to 'house' cases that meet certain County specific criteria for task-based case management. The name assigned to the Worker ID typically indicates the types of cases that belong in that banked caseload.

No Closed Caseloads

There are no closed caseloads in CalSAWS. Instead, 30 days after discontinuance, the Worker ID is removed from the discontinued program. Tasks associated to the program do not drop off (unless automatically expiring) and must be completed.



Case Assignment

Cases can be assigned automatically or manually.

Automatic Assignment:

When cases are assigned automatically, CalSAWS attempts to find a worker who has all four criteria:

1. Case Flag (e.g., Teen Parent, Convicted Drug Felon)
2. Case Type and Program Type
3. Language
4. Maximum Number of Cases a Worker Can Be Assigned

1

If no worker is found, CalSAWS looks for a worker with criteria 1-3. If no eligible worker is found again, no automatic assignment will take place and the case needs to be manually assigned on the **Pending Assignment List** page.

Program	Previous Worker	Worker Id	Disc./ Denied
CalWORKS			
CalFresh			
Homeless - Temp			
Immediate Need			
Medi-Cal			

Assignment Options:
 Automatic Assignment
 Manual Assignment
Select

Appointment Option:
 Appointment with Case Manager

Reassignment Option:
Automatically Reassign When Activated:

2

Manual Assignment:

Cases that are not automatically assigned can be manually assigned to a worker or banked caseload.

Caseloads

Viewing Caseloads

Workers can view their caseload on the applicable **Workload Inventory** page.

Eligibility Workload Inventory

Eligibility Workload Inventory







* Indicates required fields

Worker ID: 19DP344W16 Assignment Type: Primary 11/09/2021 11/09/2021

Search Results Summary Results 1 - 5 of 5

Total Assignments

Cases	4
Programs	5

Case Number	Primary	Program	Status	Application Date	Auth Date	RE Date	CFS
 B23X222	ABERCROMBIE, FINCH 57F	CF	Active	04/25/2016	04/09/2021	03/2022	
 L12BD12	ABARY, EMERSON 24F	MC	Discontinued	05/08/2020	06/03/2021	03/2021	
 B222E47	ABERDEEN, GAIL 31F	CW	Active	07/01/2016	05/08/2021	02/2022	
 B222E47	ABERDEEN, GAIL 31F	ECF	Active	09/01/2016	05/08/2021	02/2022	
 B0DBG00	LUTHINIA, LUDIVINA 39F	CW	Active	08/14/2018	05/07/2021	11/2021	

By default, the Worker ID displayed belongs to the logged in user. Other caseloads can be viewed by selecting another Worker ID on the **Workload Inventory** page.

The Imaging Indicator (circled in green) displays on the **Workload Inventory** page when there are new images uploaded to the case in the past 30 days.

Employment Services Workload Inventory






Employment Services Workload Inventory

Worker ID: 36LS00BR00 Display Workload: * 11/09/2021 12/01/2021

Search Results Summary Results 1 - 5 of 5

Total Assignments

Cases	1
Program	4

Case Number	Name	Program	Program Status	Program Status Reason	Program Review Date	Activity Review Date	Benefit Program Status
 M5000DZ	POTTER, HARRY 40M	CL	Pending				Pending
 M5000DZ	POTTER, HARRY 40M	FT	Pending				
 M5000DZ	POTTER, HARRY 40M	GE	Pending				
 Q5000DZ	testing, joanne 40F	RE	Pending				Pending
 Z5000DZ	ZANE, ZURIC 25M	WT	Pending				Pending

Child Care Workload Inventory





Child Care Workload Inventory

Worker ID: 36LS00BR00 Display Workload: * 11/09/2021 12/01/2021

Search Results Summary Results 1 - 3 of 3

Total Assignments

Cases	3
Programs	3

Case Number	Primary	Sub-Program	Status	Application Date	Re-Evaluation Date
 M5000D1	Gold, Lion 40M	 Stage 1	Active	10/01/2021	09/30/2022
 M5000E1	testing, Gold 40M	 Stage 1	Active	11/01/2021	10/31/2022
M5000DZ	testing, joanne 40F		Pending	10/01/2021	

The Child Care Workload Inventory page also displays the sub program.