

☒ CalSAWS M&E      ☐ CalWIN Migration

<b>Distribution Date:</b>	January 3, 2023
<b>To:</b>	Consortium.RegionalManagers.All;PPOC.Butte;PPOC.Calaveras;PPOC.El Dorado;PPOC.Kern;PPOC.Kings;PPOC.Lake;PPOC.Los Angeles;PPOC.Madera;PPOC.Merced;PPOC.Monterey;PPOC.Placer;PPOC.Riverside;PPOC.San Bernardino;PPOC.San Joaquin;PPOC.Stanslaus;PPOC.Sutter;PPOC.Yuba
<b>CIT Name:</b>	<b>CA-254511-Appointments for 2023 were Generated and Scheduled on Holidays</b>
<b>From:</b>	CalSAWS Project

**PPOCs, please forward to the appropriate impacted staff in your county:**

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| <input checked="" type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input type="checkbox"/> BenefitsCal <input type="checkbox"/> MyBCW<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input type="checkbox"/> Training<br><input type="checkbox"/> Help Desk |
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Description:	<p><b>Purpose</b> This CIT is to provide the counties with a list of cases with customer appointments that were scheduled by an automated batch process or by the worker that are on days identified as a county holiday, such as the Martin Luther King Day holiday on 1/16/2023.</p> <p><b>Background</b> The county holiday schedule is updated annually at the end of the current year. The county holiday schedule for 2023 holidays was updated with SCR CA-251310 on 12/16/2022. This SCR was implemented after the automated process that generates appointments for upcoming redetermination (RE) appointments ran on 12/5 &amp; 12/6/2022. Therefore, appointments were scheduled on days that have since been identified as a county holiday.</p> <p><b>Additional Information</b> The system does not have an automated process to reschedule customer appointments and an automated process cannot be implemented in time for the</p>
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	<p>January 16, 2023, appointments. Counties must manually reschedule appointments scheduled on a county holiday.</p> <p><b>County Action</b> Share this CIT with the applicable staff and reschedule appointments scheduled on a county holiday.</p> <p>A list of cases with customer appointments scheduled on a county holiday is available on the CalSAWS Web Portal (see below for location). Because the January 2, 2023 holiday was also missed and that date has already passed, it is included in a separate tab in this spreadsheet.</p> <p><b>List Location:</b> [REDACTED]</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact:	<p>Grady Howe <a href="mailto:howeg@calsaws.org">howeg@calsaws.org</a></p>
Backup Project Contact:	<p>Michele Peterson <a href="mailto:petersonm@calsaws.org">petersonm@calsaws.org</a></p>
Attachments:	<p>Go to the CalSAWS Web Portal - [REDACTED]</p>
Web Portal Link:	<p>[REDACTED]</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2023" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>