

Caseloads

Caseload Types

There are two different types of caseloads in CalSAWS:

1 Individual Caseload:
Programs which are assigned to a Worker ID for a specific worker.

2 Banked Caseload:
Programs assigned to a Worker ID that has been set up to 'house' cases that meet certain County specific criteria for case management. The name assigned to the Worker ID typically indicates the types of programs that belong in that banked caseload.

No Closed Caseloads

There are no closed caseloads in CalSAWS. Instead, CalSAWS discontinues programs rather than cases. When a program is discontinued, the worker assignment is ended for that program, and the Worker ID is removed. The timeframe of this removal may be County and program specific. Tasks associated to the Worker ID remain assigned until the task is completed or expires.



Case Assignment

Cases can be assigned automatically or manually.

1 Automatic Assignment:
When cases are assigned automatically, CalSAWS attempts to find a worker in the office (of the worker assigning) with automatic assignment ON in the admin pages 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

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

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. To navigate to the **Eligibility Workload Inventory** page, workers hover over Eligibility on the Global Navigation bar and then click **Workload Inventory**.

Eligibility Workload Inventory

Eligibility Workload Inventory

Indicates required fields

Worker ID:

19DP344W16

Select

Assignment Type:

Primary

Display Workload:

11/09/2021

Status Effective Date:

11/09/2021

Status:

All

Results per Page: 100

View










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.

Employment Services Workload Inventory

Employment Services Workload Inventory

Worker ID:

36LS00BR00

Select

Display Workload:

11/09/2021

Status Effective Date:

12/01/2021

Program Status:

All

Results per Page: 100

View








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
 M5000D7	POTTER , HARRY 40M	CL	Pending				Pending
 M5000D7	POTTER , HARRY 40M	FT	Pending				
 M5000D7	POTTER , HARRY 40M	GE	Pending				
  Q5000D7	testing , joanne 40F	RE	Pending				Pending
  Z5000D7	ZANE, ZURIC 25M	WT	Pending				Pending

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.

Child Care Workload Inventory

Child Care Workload Inventory

Worker ID:

36LS00BR00

Select

Display Workload:

11/09/2021

Status Effective Date:

12/01/2021

Program Status:

All

Results per Page: 100

View







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
  M5000F1	testing, Gold 40M	 Stage 1	Active	11/01/2021	10/31/2022
M5000D7	testing , joanne 40F		Pending	10/01/2021	

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