Caseloads

Caseload Types

There are two different types of caseloads in CalSAWS:

Individual Caseload:

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

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 more 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.

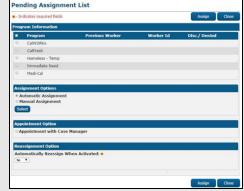
Automatic Assignment:

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.



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Manual Assignment:

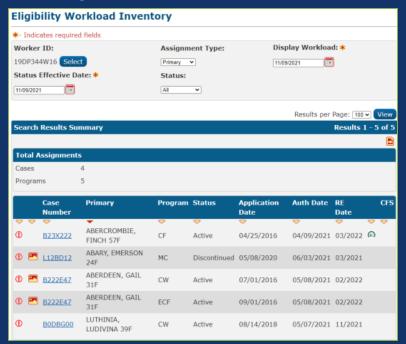
Cases that are not automatically assigned can be manually assigned to a worker or banked caseload.

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.

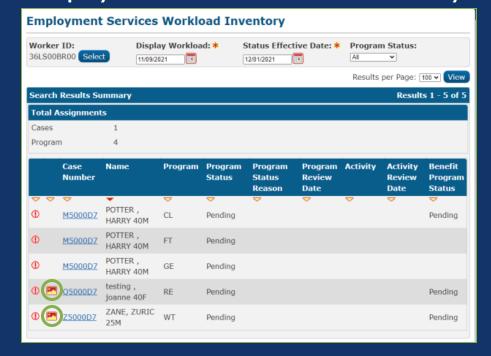
Eligibility Workload Inventory



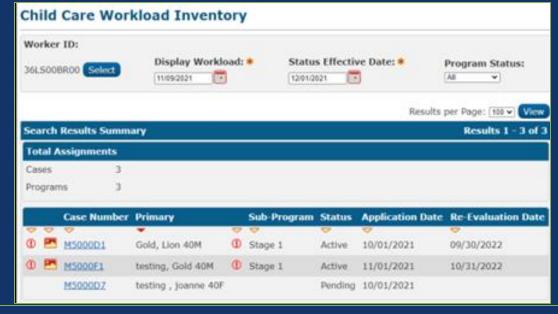
By default, the Worker ID displayed belongs to the logged in user. Other caseloads can be viewed by selecting another Worker ID on the Workload Inventory page.

Employment Services Workload Inventory

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



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