

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	December 22, 2022
To:	PPOC.Placer; PPOC.Yolo; Consortium.RegionalManagers.R2
CIT Name:	List for CA-253505 SAR 7/QR 72 Customer Reporting Status is Not Saving Properly
From:	CalSAWS Project

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

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| <input type="checkbox"/> General
<input checked="" type="checkbox"/> Policy
<input checked="" type="checkbox"/> CW
<input checked="" type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input checked="" type="checkbox"/> Other Program(s): <u>RCA</u>
<input type="checkbox"/> BenefitsCal
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
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Description:	<p>Purpose The purpose of this CIT is to inform Placer and Yolo counties that the list of cases associated with CA-253505 'SAR 7/QR 72 Customer Reporting Status is Not Saving Properly' has been posted.</p> <p>Background The Periodic Report (PR) records in CalSAWS always have two entries, one for CalFresh (CF) program and one for CalWORKs (CW)/Refugee Cash Assistance (RCA) programs. If one of the programs is not active or not available, then a 'Not Applicable' record is added for that program. However, after conversion, if on the back end there is only one entry or if there are more than two reporting records (i.e., CF, CW, and RCA), then the user cannot either view the record in the 'Customer Reporting' page or update the SAR 7/QR 72 status and complete the PR process. Defect CA-253505 was opened to fix this issue and was implemented on December 21, 2022.</p> <p>County Action The case list associated with CA-253505 has been posted to the CalSAWS Web Portal in the following location:</p> <div style="background-color: black; height: 20px; width: 100%; margin-top: 10px;"></div>
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	<table><tr><th>List</th><th>County Action</th></tr><tr><td>Impacted Cases</td><td>Review the case, update the status for the SAR 7/QR 72 and process the SAR 7/QR 72 as applicable.</td></tr></table>	List	County Action	Impacted Cases	Review the case, update the status for the SAR 7/QR 72 and process the SAR 7/QR 72 as applicable.
List	County Action				
Impacted Cases	Review the case, update the status for the SAR 7/QR 72 and process the SAR 7/QR 72 as applicable.				
	<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>For CalFresh: Caroline Bui BuiC@CalSAWS.org</p> <p>For CalWORKs/RCA: Sarah Rich RichS@CalSAWS.org</p>				
Backup Project Contact:	<p>For CalWORKs/CalFresh/RCA/Nutrition Benefit: Committee.CalWORKs_CalFresh.Facilitator@CalSAWS.org</p>				
Attachments:	None				
Web Portal Link:	<div></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none">1. Click on the CRFIs & CITs link at the top of the page.2. Click on the "CalSAWS Information Transmittal (CIT)" folder.3. Click on the "2022" folder.4. Click on the appropriate CIT # folder.				