

CalSAWS Enhancement Request (CER)

This form was automatically created and sent to CER@CalSAWS.org on behalf of Region 6 PPOCs.

Submission Date: 09/13/2023	;	;
Title: Add a Pending Not Ready Status to the eCCP	;	;

Region#: 6	County: Los Angeles	;
Submitter: Serna Rosa	Phone: 5629088432	Email: RosaSerna@dps.lacounty.gov

Area(s) Impacted: <ul style="list-style-type: none">• Call Center		
--	--	--

Program(s) Impacted: <ul style="list-style-type: none">• GA/GR• Medi-Cal / RMA• CalFresh• CalWORKS / RCA		
--	--	--

Justification/Request Summary

Requesting to enhance the eCCP to allow staff to select a pending Not Ready Status when on a call.

Issue

Currently, when users are on a call, they are not able to place themselves on a pending not ready status.

Proposed Recommendation

Requesting to enhance the eCCP to allow staff to select a pending not ready status while they are on a call. Example: The user is handling a call and will go to lunch immediately after the call, allowing the user to place themselves on Pending-Not Ready Lunch while actively talking. Once the call terminates, place the user into Wrap-up (ACW), and once wrap-up time (3 minutes) is over, automatically place the user on Not Ready.

Assumptions:

ACL/ACIN/ACWDL Number(s):

Senate/Assembly Bill Number(s):

NOA(s) and Form(s):

Required for this change?;No

Are NOA(s)/Form(s) being revised?;No

NOA(s) and Form(s) Description:

Priority/Implementation Consideration(s):

Implement as soon as possible

Approvals

Section Head Approval:;Electronically Signed by Sepulveda Michelle

Approval Date:;09/28/2023

Division Chief Approval:;Electronically Signed by Sepulveda Michelle

Approval Date:;09/28/2023

CalSAWS Response

CER Tracking #:

SCR #:

Rejected by:

Rejection Date:

Rejection Reason(s) or other Comments: