

CalSAWS | Enhancement Request (CER)

PPOCs: Please send the completed request to CER@CalSAWS.org and cc your RM.

Submission Date	09/13/2023
Title	Enter historical Housing Support requests

Region #: 2	County Name: Placer	
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Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input type="checkbox"/> CalWORKS / RCA	<input type="checkbox"/> CAPI	<input type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input type="checkbox"/> Foster Care	<input type="checkbox"/> GA/GR	<input checked="" type="checkbox"/> GAIN/REP/WTW	<input type="checkbox"/> GROW
<input type="checkbox"/> Kin-GAP	<input type="checkbox"/> Medi-Cal / RMA	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other – specify			

Area(s) Impacted:			
<input type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input type="checkbox"/> Central Print	<input type="checkbox"/> Client Correspondence
<input checked="" type="checkbox"/> Eligibility	<input type="checkbox"/> Fiscal / Collections	<input type="checkbox"/> Hearings	<input type="checkbox"/> Imaging
<input type="checkbox"/> Lobby Management	<input type="checkbox"/> Reports	<input type="checkbox"/> Resource Data Bank	<input type="checkbox"/> Schedule Appt
<input type="checkbox"/> Security	<input type="checkbox"/> Self Service Portal	<input type="checkbox"/> Special Investigation	<input type="checkbox"/> Task Mgmt
<input type="checkbox"/> Time Limits	<input type="checkbox"/> Training		
<input type="checkbox"/> Interface(s) - specify			
<input type="checkbox"/> County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify			
<input type="checkbox"/> Other – specify			

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Justification / Request Summary:

Add ability to enter historical Housing Support requests

Issue:

Current design for the housing support page does not allow new records to be entered more than three months in the past:

The screenshot displays the 'Housing Support Detail' form. At the top, there is a navigation bar with tabs for 'Placer PROD', 'Case Info', 'Eligibility', 'Empl. Services', 'Child Care', 'Resource Databank', 'Fiscal', 'Special Units', 'Reports', 'Client Corresp.', and 'Admin Tools'. The 'Eligibility' tab is active. On the left, a sidebar menu lists various options, with 'Housing Support' selected. The main form area has a title 'Housing Support Detail' and a 'Save and Return' button. Below the title, a red asterisk indicates required fields. A red error message reads: 'Request Date - This date cannot be more than three months in the past.' The form contains several input fields: 'Status' (a dropdown menu set to 'Pending'), 'Begin Date' (a date field with '08/17/2022' and a calendar icon), 'Request Date' (a date field with '08/17/2022' and a calendar icon), and 'End Date' (an empty date field with a calendar icon). There are two 'Save and Return' buttons and one 'Cancel' button. At the bottom of the form, a blue status bar indicates 'This Type_1 page took 0.34 seconds to load.'

There are multiple reasons why a worker may need to go back and add the housing support more than three months later. These reasons include: worker error, conversion issues (ca-256708), CalOAR accuracy etc.

Proposed Recommendation:

We would like the limitation of entering Housing support requests more than three months in the past removed or extended.

Priority/Implementation Consideration(s):

CalSAWS Response:

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CER Tracking #: (automatically generate by JIRA)	SCR #
Rejected By:	Date:
Rejection Reason(s) or other Comments:	