

CalSAWS | Enhancement Request (CER)

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

Submission Date	09-14-2022
Title	Request to Add the WTW 15 Form to CalSAWS

Region #: 3	County: Lake	
Submitter: Carlton Barker	Phone: 707-995-4237	Email: carlton.barker@lakecountyca.gov

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 checked="" type="checkbox"/> Client Correspondence	<input 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"/> Other – specify			

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Justification / Request Summary:

The WTW 15 form 'Simplified CalFresh Program Unpaid Work Experience and Unpaid Community Service Hours Worksheet' is not in CalSAWS.

Our Employment Services (ES) workers use the WTW 15.

Please add the WTW 15 to CalSAWS.

Issue:

The WTW 15 form 'Simplified CalFresh Program Unpaid Work Experience and Unpaid Community Service Hours Worksheet' was in CIV prior to COVID. It is not in CalSAWS.

Our Employment Services (ES) workers use the WTW 15.

CalSAWS ServiceNow tickets CS0096688 / INC0068050 were opened asking if the WTW 15 is going to be added to CalSAWS, or if we have to submit a CER to request it be added.

CalSAWS resolved the tickets as follows:

RR
Rekha Jaguva Rajan

Work notes*
09-13-2022 13:21:58

Incident [INC0068050](#) has been updated to state - Resolved
Resolution Code - How To - Steps to Proceed Provided
Resolution Notes - There is no current SCR to add the WTW 15 to the system. A CER would be best to move forward an SCR to add the WTW 15 to the system. Please create a CER request to move forward and create a SCR.

Proposed Recommendation:

Please add the WTW 15 to CalSAWS.

Priority/Implementation Consideration(s):

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CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA) CA-250248	SCR #
Rejected By:	Date:
Rejection Reason(s) or other Comments:	