CalSAWS | Enhancement Request (CER)

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

Submission Date	07-07-2022
Title	Request to add a form to trigger on the Family Plan page.

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

Program(s) Impacted:

☐ Adoptive Services	☐ ARC	☐ CalFresh	☐ Cal-Learn
☐ CalWORKS / RCA	☐ CAPI	☐ Child Care	☐ CMSP
☐ Foster Care	☐ GA/GR	☒ GAIN/REP/WTW	☐ GROW
☐ Kin-GAP	☐ Medi-Cal / RMA	☐	☐
☐ Other – specify			

Area(s) Impacted:

☐ Call Center	☐ Case Assignment	☐ Client Correspondence	☐ Eligibility
☐ Fiscal / Collections	☐ Hearings	☐ Imaging	☐ Lobby Management
☐ Reports	☐ Resource Data Bank	☐ Schedule Appt	☐ Security
☐ Self Service Portal	☐ Special Investigation	☐ Task Mgmt	☐ Time Limits
☐ Training			

☐ Interface(s) - specify

☒ Other – specify

Empl. Services

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Justification / Request Summary:

Request to add a form to trigger on the Family Plan page.

Typically if there is a 'Generate Form' button on a page in CalSAWS, and a user clicks the button, then a form is generated.

On the Family Plan page, nothing happens after the 'Generate Form' button is clicked.

Issue:
Nothing happens after clicking the 'Generate Form' button on the Family Plan page.

After navigating to Empl. Services > Case Summary > Family Plan > Family Plan, and clicking the appropriate check-boxes, and clicking the 'Generate Form' button, nothing happens.

Employment Services supervisor wrote:

"I am unable to get a form to generate from specific area in CalSAWS.

In CalSAWS, under the Empl. Services tab on the left hand side I select the Family Plan tab. After checking the appropriate boxes for the family, I select generate form and it doesn't generate anything. I have had another Supervisor and a worker try to generate the family plan and they also are not able to generate this form. Prior to the CalSAWS, C-IV had this tab and it generated a form. I was not sure if this was no longer an option or if it was just not working correctly."

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The expected outcome in this situation is that a form is generated after clicking the 'Generate Form' button on the Family Plan page.

ServiceNow tickets CS0086829 and INC0061400 were opened to report the problem.
They were resolved as follows:

VR
Vicente Romero

Work notes•
07-07-2022 09:45:41

Incident INC0061400 has been updated to state - Resolved
Resolution Code - Not a System Error - With Explanation
Resolution Notes - This button currently does not have a form to generate. Please submit a Calsaws Enhancement Suggestion to add a form to trigger. Logic has not been migrated to Calsaws yet.

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Proposed Recommendation:

Migrate CIV logic for the Family Plan page to CalSAWS so that a form is generated after clicking the 'Generate Form' button.

Prioirity/Implementation Consideration(s):

CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA) CA-247590	SCR #

Rejected By: Date:

Rejection Reason(s) or other Comments: