

# CalSAWS | Enhancement Request (CER)

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

<b>Submission Date</b>	11/8/2021
<b>Title</b>	Senior Program Specialist (Welfare-to-Work Committee SME)

<b>Region #: 3</b>	<b>County: Mendocino</b>	
<b>Submitter:</b> Candy Prairie	<b>Email:</b> Prairiec@mendocinocounty.org	<b>Phone:</b> 707-467-5566

<b>Program(s) Impacted:</b>			
<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			

<b>Area(s) Impacted:</b>			
<input type="checkbox"/> Call Center	<input checked="" type="checkbox"/> Case Assignment	<input 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 checked="" type="checkbox"/> Task Mgmt	<input type="checkbox"/> Time Limits
<input type="checkbox"/> Training			
<input type="checkbox"/> Interface(s) - specify			
<input checked="" type="checkbox"/> Other –WTW Work Program Status			

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## Justification / Request Summary:

**First Issue:** When CalWORKs Program is granted, WTW Program Status is auto-updated from Pending to Active for WTW non-sanctioned participants and auto-WTW task is generated regarding program status change, beginning WTW flow. When CalWORKs Program is granted for WTW participant in WTW sanction i.e. CalWORKs role of FRE/Role Reason CW Non Part., the WTW Program Status is not auto-updated, remains in Pending Status and no WTW task is generated.

Per state direction, especially during the COVID-19 pandemic, counties have become more proactive with WTW sanctioned participants. Cal-OAR also uses sanction information statistics. The WTW program sitting idle for any period of time once the CalWORKs Program is granted, is contrary to these processes. Additionally, even though they are in WTW Sanction Status at time of CalWORKs grant, these individuals are WPR Work Eligible Individuals (WEI).

**Second Related Issue:** In the C-IV system, counties could monitor and manually update the WTW Program Status of these individuals fairly easily, because although in WTW sanction status, once the CalWORKs Program was granted, we could assign these participants to a WTW sanction banked caseload for monitoring and ongoing outreach. Unfortunately this is no longer possible, due to the CalSAWS system auto-removal of the assigned WTW worker for sanctioned WTW participants, creating increased risk of these individuals falling through the cracks. This issue was identified and brought forward by both Mendocino and Humboldt counties during CalSAWS UAT. We inquired numerous times whether or not CalSAWS would continue to auto-remove the WTW worker, if we reassigned a sanction participant to a worker or banked caseload. Although question was documented pending a response, none was received.

In addition, Mendocino County has had a sanction outreach process in place for many years, for active WTW participants placed in sanction once CW grant amount is reduced; The assigned WTW worker holds sanctioned participant case for 30-days after CalWORKs reduction, using this time to intensify sanction outreach efforts to return individuals to active WTW Program Status. If unsuccessful during 30-day hold, case is moved into WTW banked sanction caseload, to continue and document ongoing long term outreach on a regular basis. Losing the ability to assign these cases to a banked caseload will result in an increase in workload to manually track these participants outside of the CalSAWS system.

On 10/21/21 we submitted CalSAWS problem ticket #CS0038409 regarding WTW worker auto-removal for sanctioned participants and received these Resolution notes: As per the design, as long as that WTW program is in a Sanctioned status, we will continue to unassign their workers every night. To modify this behavior, an SCR has been created to update the Ending Worker Assignment batch job (PB00M100) to not ending the worker assignment on WTW programs if they are Sanctions as a "30-day Sanction outreach period". The SCR number is CA-235801.

To my knowledge, there is no release date scheduled for this SCR.

## Proposed Recommendation:

**First Issue Request:** Auto-update of WTW Program Status from Pending to Sanction for participant in WTW Sanction Status when CW application is granted and auto-WTW task of Program Status change generation.

**Second Related Issue Request:** We appreciate CalSAWS responding to counties concerns regarding WTW worker removal however, the limitation of "30-day Sanction outreach period" simply does not work based on reasons stated above. We respectfully request resolution of stopping CalSAWS from ending the worker assignment on WTW programs, as long as CW Program remains Active for these individuals, if they are in WTW Program Sanction Status. Once CW Program is discontinued, a 30-day limitation prior to removing WTW worker is appropriate.

**Priority/Implementation Consideration(s):** If request for stopping CalSAWS from ending worker assignment on WTW programs for these individuals while CW Program is Active is denied, please cancel request of system auto-update of WTW program status. These requests work together to provide the best overall customer service for our WTW sanctioned individuals.

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CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA) CA-237070	SCR #
Rejected By:	Date:
Rejection Reason(s) or other Comments:	