Cal**SAWS** | Enhancement Request (CER)

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

Submission Date	May 1, 2023
Title	Appraisal Appointment Type

Region #: 6	**County: Los Angeles**	
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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			

Justification / Request Summary:

Issue:

Currently, CalSAWS doesn't create a calendar in CalSAWS on the **Activity Progress Summary** to allow staff to update actual hours when scheduling the Appraisal from the **Customer Appointment Detail** page with Category **"WTW/REP"** Appointment Type **"Appraisal Appointment"** and adding the Appraisal activity from same page. After clicking **"Save and Add Activity"** the worker is directed to the **Customer Activity Detail** page to add Appraisal activity; however, when the activity is added, the calendar on the **Activity Progress Summary** page is not created (see red validation message below).

Steps to reproduce:

Worker is directed to the **Customer Activity Detail** page after clicking "**Save and Add Activity**". Worker then adds Appraisal activity and clicks "**Save and Return**".

The worker will then be directed to the **Customer Activities List** page. When clicking the "**Progress**" button the worker will be directed to the **Activity Progress Summary** page. The calendar to update actual hours will not be created; hence, the case cannot be captured as Engaged for the Cal-OAR Engagement Rate measure.

The red validation message below displays when selecting "**Progress**" button.

Proposed Recommendation:

Request- Modify CalSAWS logic to create the calendar on the **Activity Progress Summary** page when selecting Category **"WTW/REP"** the Appointment Type **"Appraisal Appointment"** and Activity are created from the **Customer Appointment Detail** page. Currently, the calendar is <u>only</u> created when the Appointment Type **"General Appointment"** is selected and the Appraisal activity is created directly from the **Customer Activities Detail** page. We are requesting that the **"Appraisal Appointment"** Type has the same functionality as the **"General Appointment"** Type and creates a calendar to update actual hours.

Once the SCR is completed, it is expected all Appraisal Activities scheduled via "Appraisal Appointment" Type will have the calendar below visible to update actual hours.

Activity Detail

Type:	Provider:	Category:	Address:
Appraisal	G3057	Appraisal/Assessment	3216 ROSEMEAD BLVD EL MONTE, CA 91731-2807
Number:	**Start Date:**	**End Date:**	**Hours:**
OAP - G3057	02/10/2023	02/10/2023	Tue 8:00 AM - 5:00 PM (2 hours/week)

February 2023

▼ Actual Hours Information

Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
		1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
27	28						

Total Monthly Hours:

Average Weekly Hours:

Prioirity/Implementation Consideration(s): High

Based on internal data this issue of no calendar generating due to selection of the **"Appraisal Appointment"** Type is impacting 30%-40% of our participants scheduled for Appraisal activities.

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