

# CalSAWS | Enhancement Request (CER)

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

<b>Submission Date</b>	May 1, 2023
<b>Title</b>	Appraisal Appointment Type

<b>Region #: 6</b>	<b>County: Los Angeles</b>	
<b>Submitter:</b> Magin Argueta/Gricelda Huizar	<b>Phone:</b> (562) 908-8306	<b>Email:</b> <a href="mailto:MaginArgueta@dpss.lacounty.gov">MaginArgueta@dpss.lacounty.gov</a>

<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 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 checked="" 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:

### 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:

**General Information**

Category: \* WTW/REP Appointment-Type: \* Appraisal Appointment Status: \* Scheduled Status Reason: \* Worker Initiated

Office: GAIN - SAN GABRIEL VALLEY REG Select

Location: \* 3216 ROSEMEAD BLVD EL MONTE, CA 91731-2807

Appointment Letter Comments: Appointment Comments:

☒ Print Appointment Letter ☐ Outbound IVR Call

Addressee: \* 39F

**Dates**

Begin Date: \* 03/02/2023 Begin Time: \* - Select - Duration: \* Suggest Time(s)

System Suggested Time(s): No Suggestions.

Save and Add Activity Save Cancel

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"**.

## Customer Activity Detail

\*- Indicates required fields

Images Save And Return Cancel

Name: \* 39F

**Activity Detail**

Type: Appraisal Number: Category: Appraisal/Assessment

Provider: GAIN - SAN GABRIEL VALLEY REG Address: 3216 ROSEMEAD BLVD EL MONTE, CA 91731-2807 Program Type: \* Welfare to Work

Review Date: Verification Date:

**Schedule**

Start Date: \* 03/02/2023 End Date: \* 03/02/2023

Start Time: 8:00 AM End Time: 9:00 AM

Scheduled Hours per Week for this Activity: \* 2 Core: \* No

Activity Days: ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

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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.

**Customer Activities List** Templates

Images

Activity Participation	
Name	Engagement Hours
39F	32
Total	32

Display by Name: 39F From:  To:  View

**Search Results Summary** Results 1 - 17 of 17

Add Activity

Type	Activity Number	Name	Start Date	Status	Status Reason	Status Date	Hours	GROW Non-Compliance
Appraisal		39F	03/02/23	Active	Referred	03/02/23	2	

Edit Progress View History

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

**Activity Progress Summary** View Excused Absence Close

Name:

**Activity Detail**

Type:	Provider:	Category:	Address:
Number:	Start Date:	End Date:	

Valid weeks have not yet been entered for this activity on the Class Performance List page.

View Excused Absence Close

This Type 1 page took 1.64 seconds to load.

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 only 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.

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Activity Detail			
Type: Appraisal	Provider: G3057	Category: Appraisal/Assessment	Address: 3216 ROSEMEAD BLVD EL MONTE, CA 91731-2807
Number: OAP - G3057	Start Date: 02/10/2023	End Date: 02/10/2023	Hours: 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:							

Priority/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:	