

CalSAWS | Enhancement Request (CER)

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

Submission Date	8/2/2023
Title	Request to Add Cancel Status

Region #:	County: Santa Clara	
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Program(s) Impacted:			
<input checked="" type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input checked="" type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input checked="" type="checkbox"/> CalWORKS / RCA	<input checked="" type="checkbox"/> CAPI	<input type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input checked="" type="checkbox"/> Foster Care	<input checked="" type="checkbox"/> GA/GR	<input type="checkbox"/> GAIN/REP/WTW	<input type="checkbox"/> GROW
<input checked="" type="checkbox"/> Kin-GAP	<input checked="" 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 type="checkbox"/> Central Print	<input type="checkbox"/> Client Correspondence
<input type="checkbox"/> Eligibility	<input checked="" 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:

Issue:

Currently, when user register an application in error and it been linked to the case. The user are unable to cancel the case/programs as "Open in Error" the status shows "Denied" instead of "Cancel".

EDBC Information

Reporting Type Reason:
Type: Regular
Recalculation: No

Program Configuration

System Determination
EDBC Source: Online EDBC Rules
Aid Code:
Program Status: Denied
Program Status Reason: Application Opened in Error

Note: Overridden rows are in bold.

Name	DOB	Role	Role Reason	Status	Status Reason
Home, Alan 25F	05/08/1998	MEM		Denied	Application Opened in Error
Home, Son 8M	07/04/2015	MEM		Denied	Application Opened in Error

Override Program Configuration

Proposed Recommendation:

Santa Clara would like to add the status "**Cancel**" when selecting the status reason "**Application Opened in Error**"

Priority/Implementation Consideration(s):

expedited

CalSAWS Response:

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