

# CalSAWS | Enhancement Request (CER)

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

<b>Submission Date</b>	09/26/2023
<b>Title</b>	Create a DV flag for all Domestic abuse or DV Confidential; Remove the case from being CalSAWS DV Confidential

<b>Region #: 1</b>	<b>County Name:</b>	
<b>Submitter:</b> Daisy Villasenor on behalf of Contra Costa	<b>Email:</b> <a href="mailto:villasenord@calsaws.org">villasenord@calsaws.org</a>	<b>Phone:</b> 916-282-3718

<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 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 checked="" type="checkbox"/> Other – specify  Domestic Violence/Abuse cases			

<b>Area(s) Impacted:</b>			
<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 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"/> County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify			

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Other – specify

Texting functionality, Case Flags and Confidentiality

## Justification / Request Summary:

### Issue:

~~Issue 1: CalWIN DV Domestic Abuse is not necessarily a confidential case and was converted incorrectly as confidential case.~~

**Issue 2:** CalWIN clients with DV indicator converted with DV flag and not as DV confidential case. Therefore, DV clients get texted as CalSAWS only excluded DV Confidential. Clients with DV flags are not necessarily confidential. Clients that are Minor consent, have a DV flag or are confidential cases should be excluded from texting. This is CalWIN functionality and not doing so does not meet the CalSAWS requirement that there should not be a loss in functionality.

### Proposed Recommendation:

~~Action Needed: Create a DV flag for all Domestic abuse or DV Confidential; Remove the case from being CalSAWS DV Confidential~~

**Action Needed:** Clients with DV flag should be in the texting's exclusion criteria.

**Priority/Implementation Consideration(s):**

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