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

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

Submission Date	11/15/2023
Title	Enhance Dangerous Person Indicator

Region #: 5	County Name: San Bernardino	
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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	☐ Central Print	☐ 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

☐ County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify

☐ Other – specify:

Justification / Request Summary: Enhance Dangerous Person Indicator to easily identify.

Issue: Currently, the Dangerous Person "DP" indicator located on the Individual Demographics does not allow you to include an explanation as to why the person is considered a "DP". Additionally, you cannot easily identify a person is a "DP" on the Case Summary detail page. In some situations, a customer may go to another office and the office may not be familiar with the situation and has to research by going through journals to determine why a person is a "DP".

Proposed Recommendation:

- When a person selects "Yes" to the 'DP Indicator' a description box should appear so the worker may include details as to why the person is considered a dangerous person.
    - Description box should be a mandatory field.
    - Save the DP history on the Individual Demographics Detail Page to include when the DP is added or removed.
    - When indicator is set to "Yes", batch should auto generate a journal entry in the case.
        - Journal should include comments entered in the description box.
- Create something on the Case Summary Detail page that can easily identify a person is a "DP".
    - Additionally, include a "hyperlink" that staff members can click on. Once they click on the hyperlink it will bring up a message box that states the reason for the DP indicator. By doing that, staff would not have to go through journals to find the information.

Priority/Implementation Consideration(s):

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