

CalSAWS | Enhancement Request (CER)

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

Submission Date	05/16/2024
Title	Language on Re-applications

Region #: 1	County: Santa Clara	
Submitter: Heather Mitchell	Phone: (408) 755-7508	Email: Heather.mitchell@ssa.sccogv.org

Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input checked="" type="checkbox"/> CalFresh	<input checked="" type="checkbox"/> Cal-Learn
<input checked="" type="checkbox"/> CalWORKS / RCA	<input checked="" type="checkbox"/> CAPI	<input checked="" type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input checked="" type="checkbox"/> Foster Care	<input checked="" type="checkbox"/> GA/GR	<input checked="" type="checkbox"/> GAIN/REP/WTW	<input type="checkbox"/> GROW
<input checked="" type="checkbox"/> Kin-GAP	<input 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"/> Client Correspondence	<input checked="" 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"/> Other – specify			

CalSAWS | Enhancement Request (CER)

Justification / Request Summary:

Currently when reapplying through the program blocks there is no place to select a language when the client is requesting to use a different language. Clerical is unable to add language unless they go into the Individual Demographic page which they do not have access to. This is causing issues when assign cases based on language.

Proposed Recommendation:

1. Add a Language section under the New/Reapplication Detail screen.

New / Reapplication Detail

*- Indicates required fields

Save and Return Cancel

View Date: 06/01/2024 Program Type: GA/GR Automated Solution

Primary: * Application Date: * Requested BDA: * Source: *

Name	DOB	Role	Role Reason	Status	Status Reason
<input type="checkbox"/>					
<input type="checkbox"/>		MEM		Denied	Verbal Withdrawal

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments: