

# CalSAWS | Enhancement Request (CER)

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

<b>Submission Date</b>	February 27, 2023
<b>Title</b>	E-Message Count on CalSAWS Home Page

<b>Region #: 1</b>	<b>County: Napa</b>	
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<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 type="checkbox"/> Other – specify			

<b>Area(s) Impacted:</b>			
<input type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<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 checked="" type="checkbox"/> Other – specify CalSAWS Home Page, e-tools			

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## Justification / Request Summary:

### Issue:

SCR CA-239571 established a count for e-messages on the homepage that allows us to track the number of messages in the following statuses:

- Received
- Read
- Action Response Overdue
- Action Completed – Needs Review

The count under the “Read” section as well as “Action Response Overdue” is a continually increasing number with no means to review the items in this section and clear the count. This makes the count not effective as a worker has no way of identifying if there is a need to review a case or not.

Clicking on the hyperlink does allow us to easily navigate to the actual message but there is no means to clear the message once the message is reviewed.

### ▼ My e-Messages

Received	<a href="#">0</a>
Read	<a href="#">3</a>
Action Response Overdue	<a href="#">1</a>
Action Completed - Needs Review	<a href="#">0</a>

Reference: CS0121047 - "My e-Messages" counts are not adjustable

## Proposed Recommendation:

Update CalSAWS e-messages to allow for the “read” and “action response overdue” message to clear once it is reviewed instead of running an uncleared continuous tally.

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:	