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

Submission	the completed request to CER@CalSAWS.org and cc your RM.						
Date	February 27, 2023						
Title	E-Message Count on CalSAWS Home Page						
		eage eeant en	Oui	0, 11101110	ı ago		
Region #: 1		County: Napa					
Submitter : Shanna		Phone:		Email:			
Gardner		(707) 253-4101		Shanna.gardner@countyofna pa.org			
Program(s) Impacted:			_	7	1		7
Adoptive Services		ARC		CalFresh		Ļ	_ Cal-Learn
CalWORKS / RCA	+=	CAVCR		Child Care	147	Ļ	CMSP
Foster Care		A/GR		GAIN/REP/WT	VIW		GROW
Kin-GAP Other – specify	ivied	di-Cal / RMA				L	
Area(s) Impacted:							
Call Center	Case Assignment			Client Correspondence		Eligibility	
Fiscal / Collections	Hearings			☐ Imaging			Lobby Management
Reports	Resource Data Bank			Schedule Appt			Security
Self Service Portal	Spe	cial Investigation		Task Mgmt			Time Limits
Training							
Interface(s) - specify							
Other chaife							
Other – specify CalSAWS Home Page, e-tools							
Calonivo Home Lage, e-tools							

CalSAWS CER October 2019

CalSAWS | Enhancement Request (CER)

Justification / Request Summary:

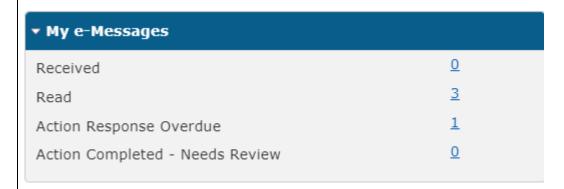
Issue:

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.



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.

Prioirity/Implementation Consideration(s):

CalSAWS CER October 2019

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

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

CalSAWS CER October 2019