

CalSAWS | Enhancement Request (CER)

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

Submission Date	05/23/2024
Title	ARCO cases should be reviewed and completed by IEVS Worker

Region #: Region -1	County: Contra Costa	
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Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input checked="" type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input checked="" 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			

Area(s) Impacted:			
<input type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input type="checkbox"/> Central Print	<input type="checkbox"/> Client Correspondence
<input checked="" type="checkbox"/> Eligibility	<input checked="" type="checkbox"/> Fiscal / Collections	<input checked="" 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 checked="" 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			

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Justification / Request Summary: Currently ARCO cases are being automatically Completed/Dispositioned by CALSAWS and they should not be auto completed/dispositioned by CalSAWS. ARCO cases need to be reviewed by an IEVS Worker. If CALSAWS completes them automatically then the IEVS Worker won't see it to review.

Issue:
Currently ARCO cases are being automatically Completed/Dispositioned by CALSAWS and they should not be auto completed/dispositioned by CalSAWS. ARCO cases need to be reviewed by an IEVS Worker. If CALSAWS disposition/completes them automatically then the IEVS Worker would not see it to review.
Unreported earnings are impacting CalWORKs and CalFresh Eligibility.
Fiscal is impacted when we process the overpayment.
The auto completion leads to the following issues.
 Leads to overpayment and hearing is also impacted due to County being aware and not taking timely action.
Fyi Judges dismisses this due to admin error.

Proposed Recommendation:
ARCO cases should not be completed by CalSAWS. They need to be reviewed and completed by IEVS Worker.

Priority/Implementation Consideration(s):

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

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Rejected By:	Date:
Rejection Reason(s) or other Comments:	