

CalACES Enhancement Request

PPOC: Please send the completed request to CER@CalACES.org with a cc to your RPM.

Region #: 1	County: Contra Costa	Date Submitted: 4/7/23
Submitter's Name: Terrie Adams	Phone: 925-655-0840	Email: tadams@ehsd.cccounty.us

Title: Client Correspondence to include to the CalSAWS Multiple Packets			
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 checked="" type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input type="checkbox"/> Foster Care	<input checked="" type="checkbox"/> GA/GR	<input checked="" 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"/> 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 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			

Justification / Request Summary: Need the following issues resolved a.s.a.p to timely process investigations

Issue:

- Need a business process to show each step in the investigation process (i.e EW/SSPA to EW Supervisor to Fraud Supervisor to Investigator to back to Fraud Supervisor then to the EW/SSPA).
- Request 20,000 characters to document the investigation on the investigation result page.
- Have an automatic task at each step of the process (this will alert the person that an action is needed).
- On the Special Investigation Search page (Search Results Summary) please include the worker of record
- On the Special Investigation Detail, DPA 266 Type should be changed to DSS 466 type. The DPA 266 was discontinued 9/30/2017.

Proposed Recommendation:

Have the following issued approved and updated in the system.

CalACES Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments: