CalACES Enhancement Request

Region #: 1	**County:** Contra Costa	**Date Submitted: 4/17/23**
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Title: SIU Enhancements Request

Program(s) Impacted:

☐ Adoptive Services	☐ ARC	☐ CalFresh	☐ Cal-Learn
☐ CalWORKS / RCA	☐ CAPI	☐ Child Care	☐ CMSP
☐ Foster Care	☐ GA/GR	☐ GAIN/REP/WTW	☐ GROW
☐ Kin-GAP	☐ Medi-Cal / RMA	☐	☐
☒ Other – specify All staff that use SIU			

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	☒ Special Investigation	☐ Task Mgmt	☐ Time Limits
☐ Training			
☐ Interface(s) - specify			
☐ Other – specify			

Justification / Request Summary: County is not able to use the SIU functionality for any of our business needs. We wish to have enhancement made so that we can use CalSAWS to the fullest.

Issue:

- SIU security roles are not customizable and can not fit into our county business process.
- Notes section in SIU does not have enough space/character limit to document the investigation.
- There are no automated tasks created for SIU actions. Some of the needed tasks are:
    - Notification to appropriate staff when a referral need to be reviewed for approval/rejection.
    - Notification that a referral has been assigned to an investigator.
    - Notification to worker to complete the disposition when a investigation has been completed.
- The program workers of record are not indicated on the Special Investigation Search page, Search Results Summary page.
- The name of the report is incorrect 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:

- SIU security roles are not customizable and can not fit into our county business process:
    - Add additional pages or sections to the Security group.
- Notes section in SIU does not have enough space/character limit to document the investigation.
    - Increase the notes section to 20,000 characters to document the investigation on the investigation result page.
- There are no automated tasks created for SIU actions.
    - Add automated tasks.
- The program workers of record are not indicated on the Special Investigation Search page, Search Results Summary page.
    - Display the program workers on record on the Special Investigation Search page, Search Results Summary page.
- The name of the report is incorrect on the Special Investigation Detail, DPA 266 Type should be changed to DSS 466 type. The DPA 266 was discontinued 9/30/2017.
    - Correct DPA 266 to DPA 466.

There needs to be additional functionality to allow for a flow between all handoffs. We may need the disposition information to be accessible by another page so that the EW can complete the disposition without seeing all the other information documented in the investigation.

CalACES Response:	
CER Tracking #: (automatically generate by JIRA)	SCR #

Rejected By: Date:

Rejection Reason(s) or other Comments: