

CalSAWS | Enhancement Request (CER)

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

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| Submission Date | 6/21/2023 |
| Title | Family Services Supervisor –Hearings Unit |

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|-----------------------------------|-------------------------------|---|
| Region #: 4 | County: Stanislaus | |
| Submitter: Laura Ortega | Phone: 209-558-2949 | Email: Ortegal@stancounty.com |

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|---|---|---------------------------------------|------------------------------------|
| Program(s) Impacted: | | | |
| <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 checked="" type="checkbox"/> Other – specify | | | |

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|---|---|--|--|
| Area(s) Impacted: | | | |
| <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 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 checked="" 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:

Under Special Units/Hearings there is a Notes page that Hearings Representatives use to make detailed case notes regarding State Hearings. We have recently learned that SIU staff have access to view this privileged information. The purpose of this page is to have a secure location for Hearings staff to make notes in regards to State Hearings communication between the Hearing Representative and the claimant. There does not appear to be a business need for SIU staff to have access to this privileged information.

Issue:

Hearing Representatives do not utilize the Journal tab for documentation regarding hearing communication between themselves, the claimant, or county staff. . Under Special Units/Hearings there is a Notes page that Hearings Representatives use to make detailed case notes regarding State Hearings should only be accessed by State Hearing staff.

Proposed Recommendation:

Restrict access to Special Units/Hearings page, only allow Hearings Unit staff to have access, FSS IV in hearings, Admin Clerk III for Hearings, FS Supervisor for Hearings, and Quality Management Manager.

Priority/Implementation Consideration(s):High

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments: