

# CalSAWS | Enhancement Request (CER)

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

<b>Submission Date</b>	06/27/2023
<b>Title</b>	Special Investigations Unit

<b>Region #:</b> 5	<b>County:</b> Orange	
<b>Submitter:</b> Michael Muñoz	<b>Email:</b> michael.munoz@ssa.oc.gov.com	<b>Phone:</b> (714) 245-6012

<b>Program(s) Impacted:</b>			
<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 checked="" 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			

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

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## Justification / Request Summary:

Issue: While in the context of a SIU referral (Special Investigation Detail page), Contact Information full case address (Physical Address) is partially missing. CalSAWS omits line 2 of the customers full address (apartment, unit, space number, etc.). End users must revisit Eligibility, Customer Information screen to obtain full address. The Special Investigations Detail page missing address information (line 2) is causing a delay in the processing of Special Investigation referrals.

Line 2 (apartment number) of full address missing from the context of a referral:

Case Info	Eligibility	Empl. Services	Child Care	Resource Databank	Fiscal	Special Units	Reports	Client Corresp.	Admin Tools
Type	Name	SSN	DOB						
No Data Found									
Resource:									
Type	Name	Taxpayer ID							
No Data Found									
Contact Information									
Physical Address									
Address: * 38 BEAR PAW									
City: * IRVINE		State: * CA		ZIP Code: 92604					

Full address listed under Contact Summary:

## Contact Summary

Search Results Summary					Results 1 - 14 of 14
Display From: <input type="text"/>					To: <input type="text"/>
Address Information					
Person	Type	Address	Begin Date	End Date	
	Physical	1928 S GRAND AVE SANTA ANA, CA 92705-4902	01/01/2017		
	Mailing	P.O. BOX 25194 SANTA ANA, CA 92799-5194	01/01/2017		
	Physical	38 BEAR PAW APT 67A IRVINE, CA 92604-7126	11/08/2021		
	Mailing	38 BEAR PAW APT 67A IRVINE, CA 92604-7126	11/08/2021		

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Proposed Recommendation: Our recommendation is to add the customers full address that shall include line 2 (apartment, unit, space number, etc.) to the context of a SIU referral (Special Investigation Detail page), Contact Information (Physical Address).

Priority/Implementation Consideration(s):

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments: