CalSAWS | Enhancement Request (CER)

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

Submission Date	11/17/2023
Title	Special Investigation Referral page

Region #: 4	County Name: San Luis Obispo	
Submitter: Jill Powers	**Email:** jpowers@co.slo.ca.us	**Phone**: 805-788-2567

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 Special Investigations Referrals, potentially impacts all programs for which referrals are made

Area(s) Impacted:

☐	Call Center	☐	Case Assignment	☐	Central Print	☐	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

☐ County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify

☐ Other – specify

Justification / Request Summary: Additional Historical Fraud Types on Special Investigation Referral page
Issue: Existing Historical Fraud Types are limiting and do not accurately reflect the types of fraud referrals received by SIU.

Proposed Recommendation:

Types currently available:

- ADH
- Child Care
- EBT
- FF/NPM/CYA
- Field
- IHSS

Types wishing to add:

- **Resources**
- **Prison/Jail**
- **IRS/BEER**
- **DPM**
- **IFD**
- **SSN Discrepancy**
- **DQ Convictions**
- **Other**

Priority/Implementation Consideration(s):

Additional types will provide investigators with details needed to assess referral and will allow for more detailed tracking and internal reporting.

CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA)	SCR #
Rejected By:	Date:
Rejection Reason(s) or other Comments:	