

CalSAWS | Enhancement Request (CER)

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

Submission Date	5/7/2024
Title	Task Reassignment Prioritization and Language

Region #: 5	County: Riverside	
Submitter: Melissa Billedo	Phone: 951-358-3804	Email: mbilledo@rivco.org

Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input checked="" type="checkbox"/> ARC	<input checked="" type="checkbox"/> CalFresh	<input checked="" type="checkbox"/> Cal-Learn
<input checked="" type="checkbox"/> CalWORKS / RCA	<input checked="" type="checkbox"/> CAPI	<input checked="" type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input checked="" type="checkbox"/> Foster Care	<input checked="" type="checkbox"/> GA/GR	<input checked="" type="checkbox"/> GAIN/REP/WTW	<input checked="" type="checkbox"/> GROW
<input checked="" type="checkbox"/> Kin-GAP	<input checked="" 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 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 type="checkbox"/> Special Investigation	<input checked="" type="checkbox"/> Task Mgmt	<input type="checkbox"/> Time Limits
<input type="checkbox"/> Training			
<input type="checkbox"/> Interface(s) - specify			
<input type="checkbox"/> Other – specify			

CalSAWS | Enhancement Request (CER)

Justification / Request Summary:

Issue:

Task Reassignments distribute Tasks but do not have the option to distribute Tasks using best match for language.

Proposed Recommendation:

Add functionality in Task Reassignments to complete/prioritize best match for language.

Priority/Implementation Consideration(s):

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments: