

# CalSAWS | Enhancement Request (CER)

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

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

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

<b>Program(s) Impacted:</b>			
<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			

<b>Area(s) Impacted:</b>			
<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			

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**Justification / Request Summary:**

Issue:  
Task Reassignments distribute Tasks by date priority but do not have the option to prioritize PR/RE Tasks by Submit Month.

**Proposed Recommendation:**

Add functionality in Task Reassignments to allow prioritization of distribution of PR/RE Tasks by Submit Month (oldest to newest).

Priority/Implementation Consideration(s):

**CalSAWS Response:**

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments:

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