CalSAWS | Enhancement Request (CER)

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

Submission Date	5/28/2024
Title	Display Program Worker ID and Assigned Date on Task Search Page

Region #: 1	County Name:	
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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 – Task Management			

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:
Issue: 1.MC unit Supervisors review auto-assigned tasks to each of their unit workers using Task Search page. Currently, it is only displaying the Worker ID that's assigned to the task and not the Program Worker ID. Supervisors are unable to determine if the tasks are from unit caseload cases or are they tasks from cases that assigned to the worker from their own caseload (Overtime assignment) 2.Supervisors and Managers are utilizing the Task Search page to review/assign unit tasks. When using task search to review a worker's tasks bucket for aging/older tasks, supervisor or manager is unable to determine the assigned date of the task unless they enter the specific date range on the advanced search.
Proposed Recommendation: On Task Search add two new columns: 1.Display the worker number associated to the program on task search results with a tool tip that displays the worker's name. Also updated the task export functionality to display this information. 2.Add the task assign date to see when the task was assigned to the worker to help determine aging for prioritization.   **Priority/Implementation Consideration(s):**

CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA)	SCR #

Rejected By: Date:

Rejection Reason(s) or other Comments: