

CalSAWS | Enhancement Request (CER)

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

Submission Date	5/24/2024
Title	Task Reassignment distribution based on task complexity.

Region #: 1	County Name:	
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Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input type="checkbox"/> CalWORKS / RCA	<input type="checkbox"/> CAPI	<input type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input type="checkbox"/> Foster Care	<input 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 checked="" type="checkbox"/> Other – Task Management			

Area(s) Impacted:			
<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 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"/> County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify			

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Other – specify

Justification / Request Summary:

Issue:

Currently, tasks are assigned to the MC unit staff based on the ascending configuration. The system doesn't factor in the complexity of tasks (example: RRR, TMC, ICT) when assigning out to units. Some complex tasks take more time to process than other which takes only a few minutes to process. The issue is that if it doesn't look into the complexity of the tasks when assigning out, then staff with most of the complexity of the tasks will be overwhelmed which creates workload issue for the individual. Also, the supervisors have to manually rebalance based on the complexity of the tasks daily to evenly assign to the unit staff.

Proposed Recommendation:

Add a task feature to distribute tasks based on complexity. For example, an RE takes more time than an address change. Under the current reassignment functionality, one worker could get 10 RE tasks and one could get 10 address changes. While they have an equal number of tasks, the actual amount of work is more for the RE tasks. Have a task reassignment feature to distribution tasks equally by "Complexity". This change may include updates to the following pages/functionality:

- a. Update Task Detail and Task Sub-Type Detail to define a "Complexity" for each task.
- b. Update Task Reassignment to have option to distribute evenly based on complexity.
- c. Update the Task Search page to display complexity.
- d. Update the Task Detail page to display complexity.
- e. Update the My Task page to display complexity.
- f. Update the task reports to display task complexity.

Priority/Implementation Consideration(s):

CalSAWS Response:

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