

# CalSAWS | Enhancement Request (CER)

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

<b>Submission Date</b>	06/21/2024
<b>Title</b>	Auto complete the Received task when the Customer Reporting Detail page is updated from Received to Reviewed – Ready to Run EDBC or Incomplete.

<b>Region #: 6</b>	<b>County: Los Angeles</b>	
<b>Submitter:</b> Sergio Andrade	<b>Email:</b> SergioAndrade@dpss.lacounty.gov	<b>Phone:</b> 562 908-8376

<b>Program(s) Impacted:</b>			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input checked="" 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 checked="" type="checkbox"/> GA/GR	<input type="checkbox"/> GAIN/REP/WTW	<input type="checkbox"/> GROW
<input 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"/> 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 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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<b>Justification / Request Summary:</b> Auto close tasks related to the report types in the Customer Reporting List page when the status of the report is updated from Received to Reviewed- Ready to Run EDBC or Incomplete.
<b>Issue:</b> Staff are required to manually Completed the associated Assigned/In Process tasks even though the work has already been completed. In some instances the worker forgets to manually complete the task, this causes loss time when a worker reviews a task already worked.
<b>Proposed Recommendation:</b> Auto close tasks related to the report types in the Customer Reporting List page when the status of the report is updated from Received to Reviewed- Ready to Run EDBC or Incomplete. The Task History page shall capture the worker information that flipped the status of the report type from Received to Reviewed- Ready to Run EDBC or Incomplete.
<b>Priority/Implementation Consideration(s):</b>

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

Manager \_\_\_\_\_ Date \_\_\_\_\_