

CalSAWS | Enhancement Request (CER)

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

Submission Date	7/11/2024
Title	New Automated Actions/Tasks for CalWORKs, CalFresh, and Medi-Cal Pending Applications

Region #: 2	County Name: Sacramento	
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Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input checked="" type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input checked="" 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 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"/> 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"/> County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify			
<input type="checkbox"/> Other – specify			

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Justification / Request Summary:

Sacramento County is a task-based county, and is in need of automated tasks to monitor applications.

Issue:

Sacramento County is a fully task-based county for CW, CF, and MC programs. Currently, CalSAWS does not have automated tasks to manage applications for these programs appropriately. Reports are available, but are sometimes difficult to pull or manage ongoing. Sacramento County needs to return to utilizing Task management to review applications that didn't deny in batch or are not processed timely.

Proposed Recommendation:

Sacramento would like to request new Automated Actions for CalWORKs, CalFresh, and Medi-Cal that includes a task setting of ON or OFF for counties to configure.

For CalWORKs – New Automated Action Request for CalSAWS to identify an application that remains pending on the 45th calendar day from the application date so that the county can configure this to create a task.

For CalFresh – New Automated Action request for CalSAWS to identify an application that remains pending on the 30th calendar day from the application date so that the county can configure this to create a task

For Medi-Cal - New Automated Action request for CalSAWS to identify an application that remains pending on the 30th calendar day from the application date so that the county can configure this to create a task

Priority/Implementation Consideration(s):

High – currently applications are missed due to no tasks assigned for follow up.

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments: