

CalSAWS | Enhancement Request (CER)

This form was automatically created and sent to CER@CalSAWS.org on behalf of Region 6 PPOCs.

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|------------------------|---|
| Submission Date | 07/18/2024 |
| Title | CalSAWS Renewal and Application data by program and by source needed. |

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|------------------------------------|--------------------------------|--|
| Region # 6 | County Los Angeles | |
| Submitter Olivo, Ricardo | Phone (562) 345-3501 | Email RicardoOlivo@dpss.lacounty.gov |

Program(s) Impacted

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Reports | <input type="checkbox"/> Case Assignment | <input type="checkbox"/> Eligibility |
| <input type="checkbox"/> Call Center | <input type="checkbox"/> Hearings | <input type="checkbox"/> Lobby Management |
| <input type="checkbox"/> Imaging | <input type="checkbox"/> Fiscal/Collections | <input type="checkbox"/> Resource Data Bank |
| <input type="checkbox"/> Task Mgmt | <input type="checkbox"/> Time Limits | <input type="checkbox"/> Self Service Portal |
| <input type="checkbox"/> Training | <input type="checkbox"/> Client Correspondence | <input type="checkbox"/> Security |
| <input type="checkbox"/> Special Investigation | <input type="checkbox"/> Schedule Appt | |

Other

All Programs

Area(s) Impacted

- | | | |
|---|---|--|
| <input type="checkbox"/> CAPI | <input type="checkbox"/> GROW | <input type="checkbox"/> Adoptive Services |
| <input type="checkbox"/> GA/GR | <input type="checkbox"/> TNB | <input type="checkbox"/> GAIN/REP/WTW |
| <input type="checkbox"/> CalWORKS / RCA | <input type="checkbox"/> Medi-Cal / RMA | <input type="checkbox"/> Cal-Learn |
| <input type="checkbox"/> Kin-GAP | <input type="checkbox"/> ARC | <input type="checkbox"/> Child Care |
| <input type="checkbox"/> Foster Care | <input type="checkbox"/> CalFresh | <input type="checkbox"/> CMSP |
| <input type="checkbox"/> SNB | | |

Interface(s)

Other

Dashboards

Justification / Request Summary

Issues

CalSAWS currently does not have any detailed renewal and application data by source.

Proposed Recommendation

Requesting CalSAWS Reports and Dashboards to be enhanced to provide Renewal and Application information for all

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programs by all sources (ex. phone, mail, in person, or online). Include all sources. Information to be available on DPSSTATS Renewals Dashboards and Applications Dashboards by Program.

- Assumptions
- ACL/ACIN/ACWDL Number(s)
- Senate/Assembly Bill Number(s)
- NOA(s) and Form(s)

Required for this change?

No

Are NOA(s)/Form(s) being revised?

No

NOA(s) and Form(s) Description:

Priority/Implementation Consideration(s)

The enhancement request will provide administrative staff with the necessary insights on renewals and applications by its sources that are currently much needed, but unavailable.

Approval

| | |
|---|-------------|
| Section Head Approval | Date |
| Electronically Signed by Om, Vathana | 07/18/2024 |
| Chief Approval | Date |
| Electronically Signed by Benavides, Del | 07/18/2024 |

CalSAWS Response

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|--|--------------|
| CER Tracking # <i>(automatically generated by JIRA)</i> | SCR # |
| Rejected By | Date |
| Rejection Reason(s) or other Comments | |