

CalSAWS | Enhancement Request (CER)

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

Submission Date	11/06/2024
Title	Activity Method Drop List

Region # 6	County Los Angeles	
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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

Area(s) Impacted

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> GROW | <input type="checkbox"/> CAPI | <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

Customer Activities

Justification / Request Summary

Issues

CalSAWS currently does not track how customers choose to complete START activities.

Proposed Recommendation

We propose the following to enable tracking of Customer Activity completion methods in CalSAWS:

1. Add a mandatory drop list on the Customer Activity Detail page titled Method. The selections in the Method column

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should be:

- a. In-Person,
- B. Telephone, and
- C. Virtual.

2. Modify the following report to add a column titled Method: CalSAWS > Reports > Scheduled > Employment Services > GROW Participation Report. The Method column should capture the Method selected from the drop list on the Customer Activity Detail page.

- **Assumptions**

Fields not mentioned in this request will not be impacted.

- **ACL/ACIN/ACWDL Number(s)**

N/A

- **Senate/Assembly Bill Number(s)**

N/A

- **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)

This request is important to enable proper oversight and tracking of customer activities.

Approval

Section Head Approval	Date
Electronically Signed by Amiel, Shawn	11/06/2024
Chief Approval	Date
Electronically Signed by Martinez, Elvia on behalf of Diggs, Lashonda	11/06/2024

CalSAWS Response

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