

# CalSAWS | Enhancement Request (CER)

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

<b>Submission Date</b>	12/5/24
<b>Title</b>	Activity detail functionality

<b>Region #:</b> 1	<b>County Name:</b> Santa Clara	
<b>Submitter:</b> Selena Santa Cruz	<b>Email:</b> <a href="mailto:Selena.santacruz@ssa.sccgov.org">Selena.santacruz@ssa.sccgov.org</a>	<b>Phone:</b> 408-755-7506

<b>Program(s) Impacted:</b>			
<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 checked="" 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 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 checked="" type="checkbox"/> Resource Data Bank Activity Detail	<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:

Current CalSAWS functionality allows activity detail open slots to go negative which causes workload issues. Per INC0150384 resolution CER to be submitted to change functionality.

### Proposed Recommendation:

Change functionality to not allow activity slots to go negative if user reopens activities after max capacity is reached.

### Priority/Implementation Consideration(s):

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

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Rejected By:

Date:

Rejection Reason(s) or other Comments: