CalSAWS | Enhancement Request (CER)

Submission Date	2-19-2025
Title	Running EDBC/Pending Tasks Soft Validation

Region #:6	County Name: Los Angeles	
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Program(s) Impacted:

☐ Adoptive Services	☐ ARC	☒ CalFresh	☐ Cal-Learn
☒ CalWORKS / RCA	☒ CAPI	☐ Child Care	☐ CMSP
☐ Foster Care	☒ GA/GR	☐ GAIN/REP/WTW	☐ GROW
☒ Kin-GAP	☒ Medi-Cal / RMA	☐	☐
☐ Other – specify			

Area(s) Impacted:

☒ Call Center	☐ Case Assignment	☐ Central Print	☐ Client Correspondence
☒ Eligibility	☐ Fiscal / Collections	☐ Hearings	☐ Imaging
☐ Lobby Management	☐ Reports	☐ Resource Data Bank	☐ Schedule Appt
☐ Security	☐ Self Service Portal	☐ Special Investigation	☒ Task Mgmt
☐ Time Limits	☒ Training		

☐ Interface(s) - specify

☐ 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: We have been cited in CalFresh Quality Control when the cash grant is not included in the CF budget which results in incorrect CF benefit allotment. This is caused when workers do not run EDBC on the approved cash benefit along with the CF program. In addition, workers are running EDBC on programs without completing outstanding tasks.

Issue:

There is no existing mechanism in CalSAWS to alert workers to run cash programs together with CalFresh when running EDBC. In addition, there is no existing mechanism in CalSAWS to alert workers where there are pending tasks that need to be completed when running EDBC.

Proposed Recommendation:
1. Alert users to ensure cash programs are being run together with CalFresh when running EDBC by having a soft validation message when the cash program is already active. Staff must ensure that programs are run together as applicable according to policy.

2. Alert users to complete any pending tasks and update the system accordingly when running EDBC by having a soft validation message.
   A) Complete a check for any outstanding tasks. If there are any outstanding tasks alert users to complete any pending tasks and update the system accordingly when running EDBC by having a soft validation message.
   B) If there are no outstanding tasks, then there would be no soft validation message.

3. Alert staff (supervisors/managers) to ensure active cash programs are being run together with CalFresh prior to authorizing EDBC results by having a soft validation message. Staff must ensure that programs are run together as applicable according to policy.

4. Alert supervisors/managers to ensure all pending tasks have been completed and the system updated prior to authorizing EDBC results by having a soft validation message.
   A) Complete a check for any outstanding tasks. If there are any outstanding tasks alert users to complete any pending tasks and update the system accordingly when running EDBC by having a soft validation message.
   B) If there are no outstanding tasks, then there would be no soft validation message.

5. Soft validation message for ensuring all programs are run together, "Did you assess if the cash program and CalFresh must be run together, as appropriate?"

6. Soft validation message for ensuring tasks were completed, "This case has an outstanding task that needs to be completed. Do you want to continue running EDBC without completing the tasks?"

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7. Allow the counties to opt in or opt out of this functionality.

Assumptions: No changes anticipated to current system functions.

Priority/Implementation Consideration(s):

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

Manager: _____ Date: _____

: _____Date: _____

: _____ Date: _____