

Impact Highlight: Reassignment Prioritization Across Workload Management

If Counties choose to enable this feature, staff can prioritize workload reassignments as part of their existing reassignment process.

- **Other Key Impacts Included in this SCR:** Staff can expect updates to automatic assignment logic. Assignments will be routed based on the worker's daily caseload count and assignment priority (High, Medium, or Low)
- **Who's Affected:** Supervisors, Leads, and Clerical staff may need to work with County Administrators to determine whether reassignment prioritization will be used by their County and whether local processes should be updated.

CHANGE IMPACT BREAKDOWN

Feature	Current State		Future State
Reassignment Prioritization	Currently, Counties cannot create prioritization methods for program assignments	→	• When enabled, staff can create, edit, and rank reassignment prioritization methods. Users can also search by title and prioritization criteria
Workload Reassignment	Workload Reassignment page does not contain details on Reassignment Prioritization	→	• New fields to view, edit and remove Reassignment Prioritization from the record • Updated assignment logic prioritizes workers based on daily caseload counts and worker priority settings
Pending Assignment List	Automatic assignment logic includes: Total Percentage of Cases Assigned	→	• Total Percentage of Cases Assigned logic removed • New logic for assigning workers with lowest daily caseload count and based on assignment & worker priority settings • Counties that enable the functionality can also create Intake Tasks and Customer Appointment Tasks
New Programs Detail	New Programs Detail page does not have a CalFresh Expedited section	→	• New section to display when CalFresh is a selected program in the Programs field • Page will correspond with the Expedited Service section on the CalFresh detail page
Scheduling Assistant	Scheduling Assistant page does not reflect indicators or "dots" similar to Office Schedule page	→	• A black indicator displays when an appointment is scheduled during a time slot • A red indicator displays when overlapping appointments exist during a time slot