

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214913

DDID 2247

Task Management

CalSAWS	DOCUMENT APPROVAL HISTORY	
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Draft

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1 OVERVIEW

This design outlines modifications to the CalSAWS System to allow configurability for appending information to existing Tasks.

1.1 Current Design

The CalSAWS System allows counties to create and manage custom Task Types and Sub-Types. The Task Type Detail page and Task Sub-Type Detail pages are used to manage the types and their associated attributes. The Task creation process does not include functionality to append to existing Tasks. DDID 2247 requires functionality allowing users to specify which Task Types can be appended to in lieu of creating a new Task.

1.2 Requests

Modify the CalSAWS Task Management processing to allow authorized users to specify which types of Tasks can append to existing assigned Tasks before creating a new Task. The user must be able to specify which types of Tasks the new Task can be appended to.

1.3 Overview of Recommendations

1. Add an Append Information section to the Task Type Detail page that will allow users to specify which Tasks can be appended to for the Task Type.
2. Add an Append Information section to the Task Sub-Type Detail page that will allow users to specify which Tasks can be appended to for the Task Type/Sub-Type.
3. Modify the CalSAWS Task creation logic to evaluate Append Information to determine if a new Task will be created or if an existing Task will be appended to.

1.4 Assumptions

1. The portion of the DDID 2247 requirement that alerts the assigned worker when a Task is appended to will be handled with DDID 2249 in a later release.
2. The action of appending information to the Long Description of an existing Task will log the appropriate Task History entry which contains details such as when the append action occurred and by whom.

2 RECOMMENDATIONS

This section will outline recommendations to introduce Task Management functionality that allows authorized users to specify which types of Tasks can append to existing Tasks instead of creating a new Task.

2.1 Task Type Detail Page

2.1.1 Overview

The Task Type Detail page is accessible from the Task Type List page. This page captures and displays detailed information for a Task Type. This section outlines modifications to the page to include append information. This section of the page will be evaluated at the time of Task creation to determine if an existing Task can be appended to.

2.1.2 Task Type Detail Page Mockups

Task Type Detail

*- Indicates required fields Edit Close

Task Type Information

Name: * Address Change	Category: * Manual	Priority: Medium
Available Online: No	Available for Automation: Yes	

Instructions:

Expire Tasks: *
No

Newly Assigned Indicator: *
Tasks display indicator for 5 day(s)

Sub-Type Information

Name	Available Online	Available for Automation	Priority	Task Expiration
No Data Found				

Append Information

Task Type	Task Sub-Type
Task Type 1	
Task Type 2	Task Sub-Type 2

Edit Close

Figure 2.1.2.1 – Task Type Detail Page Mockup – View Mode

Task Type Detail

* - Indicates required fields

Save and Return Cancel

Task Type Information

Name: * Address Change

Category: * Manual

Priority: Medium

Available Online:

Available for Automation:

Instructions:

Expire Tasks: * Yes

Expiration Period: * 0 day(s)

Expiration Type: * - Select -

Newly Assigned Indicator: * Tasks display indicator for 5 day(s)

Sub-Type Information

Name	Available Online	Available for Automation	Priority	Task Expiration
Add				

Append Information

Task Type	Task Sub-Type
<input type="checkbox"/> Task Type 1	
<input type="checkbox"/> Task Type 2	Task Sub-Type 2
<input type="checkbox"/>	

Remove Add

Save and Return Cancel

Figure 2.1.2.2 – Task Type Detail Page Mockup – Create/Edit Mode

2.1.3 Description of Changes

Update the Task Type Detail page to support configurations for appending to existing Tasks by introducing a collapsible Append Information panel.

1. Add an Append Information panel to the Task Type Detail page. The panel will be collapsed on initial load of the page if there is no Append Information available, otherwise the panel will load expanded.
 - a. Selectable Checkbox -- For each result displayed, a selectable checkbox will display at the beginning of the row when the

page is in create or edit mode. This checkbox can be used to select one or more rows within the panel to be removed via the "Remove" button.

- b. Task Type – The Task Type for the row. When the page is in create or edit mode, this field will display as a dropdown with a maximum width of 50 characters that includes an alphabetical list of Task Types available to the county. When the page is in view mode, this field will display the Task Type as plain text for each row.
 - c. Task Sub-Type – An optional field that allows the User to indicate a Task Sub-Type for an Append rule. When the page is in create or edit mode, this field will display as a dropdown with a maximum width of 50 characters if the selected Task Type value includes one or more Sub-Types. This field will display an alphabetical list of Task Sub-Types associated to the selected Task Type. If the selected Task Type does not include any Sub-Types, this field will not display. When the page is in view mode, this field will display the Task Sub-Type as plain text for each row. If the row does not have a selected Task Sub-Type, this field will be blank.
 - d. **BUTTON:** Remove -- This button displays when the page is in create or edit mode and there exists at least one row in the Append Information panel. This button will remove any rows within the panel that have a checkmark selected in the selectable checkbox.
 - e. **BUTTON:** Add -- This button displays when the page is in create or edit mode. This button adds an additional row to the end of the Append Information panel and displays the Task Type dropdown for the new row allowing the User to add a new Append rule to the panel.
2. If a User creates duplicate rows within the Append Information Panel, the duplicate rows will be consolidated into a single distinct row when the "Save and Return" button is used to save the page. If a User clicks the "Add" button in the Append Information section to add a new row, does not complete the row by selecting a Task Type and clicks the "Save and Return" button on the page, a new Append Information row will not be saved.

2.1.4 Page Validation

1. Append Information Add - A new row may not be added until the last row has been completed.
 - a. A validation message displays when the User attempts to add a row in the Append Information table before completing the last row on that table.

2.1.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Task

2.1.6 Security Updates

N/A – There are no modifications to existing security for the Task Type Detail page.

2.1.7 Page Mapping

Update page mapping for the Task Type Detail page.

2.1.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.2 Task Sub-Type Detail Page

2.2.1 Overview

The Task Sub-Type Detail page is accessible from the Sub-Type Information section of the Task Type Detail page. This page captures and displays information for a Task Sub-Type. This section outlines modifications to the page to include append information. This section of the page will be evaluated at the time of Task creation to determine if an existing Task can be appended to.

2.2.2 Task Sub-Type Detail Mockups

Task Sub-Type Detail

*- Indicates required fields

Edit Close

Task Sub-Type Information

Task Type:
Address Change

Sub-Type Name: * CalWORKs **Available Online:** No **Available for Automation:** No **Priority:**

Expire Tasks:

▼ Append Information

Task Type	Task Sub-Type
Task Type 1	
Task Type 2	Task Sub-Type 2

Edit Close

Figure 2.2.2.1 – Task Sub-Type Detail Mockup – View Mode

Task Sub-Type Detail

*- Indicates required fields

Save and Return Cancel

Task Sub-Type Information

Task Type:
Address Change

Sub-Type Name: * **Available Online:** **Available for Automation:** **Priority:**

Expire Tasks: **Expiration Period: *** day(s) **Expiration Type: ***

▼ Append Information

■	Task Type	Task Sub-Type
<input type="checkbox"/>	Task Type 1	
<input type="checkbox"/>	Task Type 2	Task Sub-Type 2
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Remove
Add

Save and Return Cancel

Figure 2.2.2.2 – Task Sub-Type Detail Mockup – Create/Edit Mode

2.2.3 Description of Changes

Update the Task Sub-Type Detail page to support configurations for appending to existing Tasks by introducing a collapsible Append Information panel.

1. Add an Append Information panel to the Task Sub-Type Detail page. The panel will be collapsed on initial load of the page if there is no Append Information available, otherwise the panel will load expanded.
 - a. Selectable Checkbox -- For each result displayed, a selectable checkbox will display at the beginning of the row when the page is in create or edit mode. This checkbox can be used to select one or more rows within the panel to be removed via the "Remove" button.
 - b. Task Type -- The Task Type for the row. When the page is in create or edit mode, this field will display as a dropdown with a maximum width of 50 characters that includes an alphabetical list of Task Types available to the county. When the page is in view mode, this field will display the Task Type as plain text for each row.
 - c. Task Sub-Type -- An optional field that allows the User to indicate a Task Sub-Type for an Append rule. When the page is in create or edit mode, this field will display as a dropdown with a maximum width of 50 characters if the selected Task Type value includes one or more Sub-Types. This field will display an alphabetical list of Task Sub-Types associated to the selected Task Type. If the selected Task Type does not include any Sub-Types, this field will not display. When the page is in view mode, this field will display the Task Sub-Type as plain text for each row. If the row does not have a selected Task Sub-Type, this field will be blank.
 - d. **BUTTON:** Remove -- This button displays when the page is in create or edit mode and there exists at least one row in the Append Information panel. This button will remove any rows within the panel that have a checkmark selected in the selectable checkbox.
 - e. **BUTTON:** Add -- This button displays when the page is in create or edit mode. This button adds an additional row to the end of the Append Information panel and displays the Task Type dropdown for the new row allowing the User to add a new Append rule to the panel.
2. If a User creates duplicate rows within the Append Information Panel, the duplicate rows will be consolidated into a single distinct row when the "Save and Return" button is used to save the page. If a User clicks the "Add" button in the Append Information section to add a new row, does not complete the row by selecting a Task Type and clicks

the “Save and Return” button on the page, a new Append Information row will not be saved.

2.2.4 Page Validation

1. Append Information Add - A new row may not be added until the last row has been completed.
 - a. A validation message displays when the User attempts to add a row in the Append Information table before completing the last row on that table.

2.2.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks

2.2.6 Security Updates

N/A – There are no modifications to existing security for the Task Sub-Type Detail page.

2.2.7 Page Mapping

Update page mapping for the Task Sub-Type Detail page.

2.2.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.3 Task Append Processing

2.3.1 Overview

The automated Task creation processing within the CalSAWS System requires modifications to evaluate for any append instructions at the time of Task creation. This section outlines the append processing specifics.

2.3.2 Description of Changes

1. Implement processing to evaluate and action Task append instructions at the time of automated Task creation. Manual Task creation by workers will not pass through the append processing. Task append processing is as follows:

- a. **Retrieve Append Information:** For the Task to be created, evaluate the Task Type and Sub-Type pages for the Task Type and Sub-Type of the requested Task to confirm if any Append Information has been configured. The Append Information panel allows the user to specify one or more Task Type/Sub-Types of Tasks to be appended to.
- i. If the Task to be created has a Task Type and does not have a Sub-Type, the Append Information on the Task Type Detail page ([Section 2.1](#)) will be evaluated.
 - ii. If the Task to be created has a Task Type and a Sub-Type, the Append Information on the Task Sub-Type Detail page ([Section 2.2](#)) for the appropriate Sub-Type will be evaluated.
- b. **Action Append Information:** Based on the contents of the Append Information panel, take the appropriate action to create a new Task or append to an existing Task as follows:
- i. **Create New Task:** If the Append Information panel for the Task to be created is empty, the processing will proceed to create the new Task because there are no append instructions that have been configured for the Task to be created.
 - ii. **Append Processing:** If the Append Information panel for the Task to be created contains Task Type and Task Sub-Type information, retrieve Tasks in an Assigned status that are associated to the Case of the Task to be created. The retrieved Tasks must have a Task Type and Sub-Type that matches one of the rows in the appropriate Append Information panel per Recommendation 2.3.2.1.a.
 1. **0 Matching Tasks:** If there are no Tasks associated to the Case of the Task to be created that match Append Information, proceed to create the new Task. In this instance, a user has defined Append instructions, but there are no Assigned Tasks for the Case that meet the conditions, so the new Task will be created.
 2. **1 or More Matching Tasks:** If there are one or more Tasks associated to the Case of the Task to be created that match the Append Information, Append the appropriate information to each Task. A new Task will not be created.

Once the above steps have retrieved Task(s) to be appended to, the following verbiage will be appended

to the end of the Long Description attribute of the existing Task(s):

“
Append: {Additional Long Description}”

Attribute	Value
{Additional Long Description}	Populates with the Long Description text of the Task that would have been created as new.

Image Association: If an append action is resulting from an imaged document that passed through the Document Routing Rule page (See DDID 2254/CA-214917), in addition to the Long Description being appended to, the image(s) will also be appended to the Task.

Record History: Append actions will log the appropriate Task History transaction which can be viewed on the Task Detail page. This section of the page can be referenced to see the previous value/new value for the Long Description, the date and time of the append action and who/what triggered the append.

Long Description Limit: Task Long Descriptions have a limit of 2,000 characters. Although the following scenario is expected to be rare, if an append action causes the Task Long Description to reach the 2,000 character limit or the Long Description is already 2,000 characters, the appropriate number of characters will be removed from the end of the Long Description to make space for the new verbiage that will be appended. The new Long Description verbiage will then be appended to the Long Description and the Task History transaction will be recorded. The Task History section of the Task Detail page will display the details of this action happening and the value of the Long Description prior to this append action.

Technical: Specific information pertaining to an append action will be logged into the database. This approach will not be limited to append functionality specifically should a similar logging feature be required in future enhancements to Task Management functionality. For

example, possible attributes which may be stored for an append action are date, time, the Task Type and Sub-Type append rule that triggered the append action and whether or not a Long Description truncate was required (See "Long Description Limit" section directly above).

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Append Processing Flow



Figure 2.3.2.1 – Append Processing Flow

2.4 Example Scenarios

The following example scenarios illustrate the Task append processing.

Each of the following 7 scenarios assumes that Case 123 within the county has the following Tasks associated in an Assigned status:

#	Task Type	Task Sub-Type(s)
1	Review Contact Information	None
2	Confirm Residency	None
3	Confirm Residency	CalFresh
4	Confirm Residency	Medi-Cal

Figure 2.4.1– Case 123 Existing Tasks

Each of the following examples includes an image like:

Task Type
Address Change
Sub Type 1: CalFresh No Append Information
Sub Type 2: CalWORKs No Append Information
Sub Type 3: Medi-Cal No Append Information
Append Information Task Type: Confirm Residency

This image is intended to illustrate a Task Type with 3 Sub Types. In this example, Address Change is the Task Type and the 3 Sub-Types are CalFresh, CalWORKs and Medi-Cal. The main Task Type Detail page has one row in the Append Information panel and each of the 3 Sub-Type Detail pages has an empty Append Information panel.

2.4.1 Scenario 1

In this scenario, the Task Type Detail page is configured to have a single append instruction at the Task Type level. There are no append instructions for any of the 3 specific Task Sub-Types on the Sub-Type Detail page.

New Tasks being created for Case 123:

#	Task Type	Task Sub-Type(s)
1	Address Change	None
2	Address Change	CalWORKs

Task Type

Address Change

Sub Type 1: CalFresh
No Append Information

Sub Type 2: CalWORKs
No Append Information

Sub Type 3: Medi-Cal
No Append Information

Append Information
Task Type: Confirm Residency

Task #	Result of Task Creation	
1	This Task will not be created as a new Task because the Address Change Task Type specifies to append to an existing Confirm Residency Task if one exists for the Case. The existing Confirm Residency Task (Task #2 per Figure 2.4.1) will be appended to.	<p style="text-align: center;">See Appendix - 7.1</p>
2	This Task will be created as a new Task because there are no append rules specified for Task Type: Address Change with Sub-Type: CalWORKs.	<p style="text-align: center;">See Appendix - 7.2</p>

2.4.2 Scenario 2

In this scenario, the Task Type Detail page is configured to have two append instructions at the Task Type level. The CalWORKs Sub-Type Detail page is configured with 1 append instruction. This scenario describes what Tasks to append to when multiple Tasks exist based on the append instructions and when there are append instructions, but no matching Tasks on the Case.

New Tasks being created for Case 123:

#	Task Type	Task Sub-Type(s)
1	Address Change	None
2	Address Change	CalWORKs

Task Type
Address Change
Sub Type 1: CalFresh No Append Rules
Sub Type 2: CalWORKs Append Information 1: Task Type: Contact Client Sub-Type: None
Sub Type 3: Medi-Cal No Append Rules
Append Information 1: Task Type: Confirm Residency Sub-Type: None 2: Task Type: Review Contact Information Sub-Type: None

Task #	Result of Task Creation	
1	This Task will not be created as a new Task because the Address Change Task Type specifies to append to a Confirm Residency or Review Contact Information Task if one exists for the case. Both of these Tasks exist for Case 123, so both Tasks (#1 and #2 per Figure 2.4.1) will be appended to.	<p style="text-align: center;">See Appendix - 7.1</p>
2	This Task will be created as a new Task because, even though there are append instructions on the CalWORKs Sub-Type Detail page for Task Type of Address Change, Case 123 does not have a Contact Client Task to append to.	<p style="text-align: center;">See Appendix - 7.3</p>

2.4.3 Scenario 3

In this scenario, the Task Type Detail page is configured to have one append instruction at the Task Type level. Both the CalFresh and CalWORKs Sub-Types are configured to have an append instruction on the Sub-Type Detail page as well.

#	Task Type	Task Sub-Type(s)
1	Address Change	CalWORKs

Task Type
Address Change

Sub Type 1: CalFresh
Append Information
1: Task Type: Review Contact Information
Sub-Type: None

Sub Type 2: CalWORKs
Append Information
1: Task Type: Review Contact Information
Sub-Type: None

Sub Type 3: Medi-Cal
No Append Rules

Append Information
1: Task Type: Confirm Residency
Sub-Type: None

Task #	Result of Task Creation
1	<p>This Task will not be created as a new Task because the Address Change Task Type with Sub-Type CalWORKs specifies to append to a Review Contact Information Task if one exists for the case. The existing Review Contact Information Task (Task # 1 per Figure 2.4.1) will be appended to.</p> <p style="text-align: right;">See Appendix – 7.4</p>

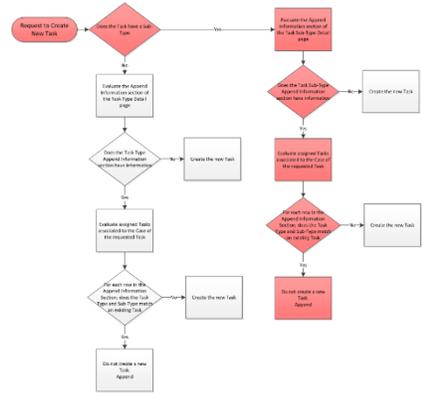
2.4.4 Scenario 4

In this scenario, the Task Type Detail page is configured to have one append instruction at the Task Type level. The CalFresh Sub-Type has a single append instruction, the CalWORKs Sub-Type has 2 append instructions and the Medi-Cal Sub-Type does not have any append instructions on the Sub-Type Detail page.

New Task being created for Case 123:

#	Task Type	Task Sub-Type(s)
1	Address Change	CalWORKs

Task Type
Address Change
Sub Type 1: CalFresh Append Information 1: Task Type: Review Contact Information Sub-Type: None
Sub Type 2: CalWORKs Append Information 1: Task Type: Review Contact Information Sub-Type: None 2: Task Type: Confirm Residency Sub-Type: None
Sub Type 3: Medi-Cal No Append Rules
Append Information 1: Task Type: Confirm Residency Sub-Type: None

Task #	Result of Task Creation
1	<p>This Task will not be created as a new Task because the Address Change Task Type and CalWORKs Sub-Type specify to append to a Review Contact Information and Confirm Residency Task if one exists for the case. Both Tasks exist for Case 123, so both Tasks (#1 and #2 per Figure 2.4.1) will be appended to.</p>  <p style="text-align: right;">See Appendix – 7.4</p>

2.4.5 Scenario 5

In this scenario, the Task Type Detail page is configured to have one append instruction at the Task Type level, but Case 123 does not have a Task meeting the criteria to append to.

New Task being created for Case 123:

#	Task Type	Task Sub-Type(s)
1	Address Change	None

Task Type
Address Change
Sub Type 1: CalFresh No Append Information
Sub Type 2: CalWORKs No Append Information
Sub Type 3: Medi-Cal No Append Information
Append Information Task Type: Contact Client Sub-Type: None

Task #	Result of Task Creation
1	<p>This Task will be created as a new Task because, even though there are append instructions on the Address Change Task Type Detail page, Case 123 does not have a Contact Client Task to append to.</p> <pre> graph TD Start([Request to Create New Task]) --> D1{Does the Task have a Sub-Type?} D1 -- No --> D2{Evaluate the Append Information section of the Task Type Detail page} D1 -- Yes --> D3{Evaluate the Append Information section of the Task Type Detail page} D2 --> D4{Does the Task Type Append Information section have information?} D3 --> D4 D4 -- No --> CreateNewTask[Create the new Task] D4 -- Yes --> D5{Evaluate assigned Tasks associated to the Case of the requested Task} D5 --> D6{All tasks meeting Append Information section of the Task Type and Sub-Type match the existing Task?} D6 -- No --> CreateNewTask D6 -- Yes --> D7{Do not create a new Task Append} </pre> <p>See Appendix – 7.5</p>

2.4.7 Scenario 7

In this scenario, the Task Type Detail page does not have any append instructions at the Task Type level or any of the Sub-Type levels.

New Tasks being created for Case 123:

#	Task Type	Task Sub-Type(s)
1	Address Change	None
2	Address Change	CalWORKs

Task Type
Address Change
Sub Type 1: CalFresh No Append Rules
Sub Type 2: CalWORKs No Append Rules
Sub Type 3: Medi-Cal No Append Rules
Append Information No Append Rules

Task #	Result of Task Creation	
1	This Task will be created as a new Task because there are no append rules specified for Task Type: Address Change with Sub-Type: None.	<p style="text-align: center;">See Appendix - 7.6</p>
2	This Task will be created as a new Task because there are no append rules specified for Task Type: Address Change with Sub-Type: CalWORKs.	<p style="text-align: center;">See Appendix - 7.2</p>

3 SUPPORTING DOCUMENTS

N/A

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2247	The CONTRACTOR shall update the Task Management solution to allow authorized users to specify which types of tasks should append to existing/open tasks before creating a new task. The user must be able to specify which types of tasks the new task can be appended to. The assigned worker must be alerted when their task is updated with additional documents.	Implementation of this DDID will leverage display built in DDID 2249 as a mechanism to alert a worker their task has been updated.	This enhancement introduces functionality to append to existing Tasks instead of creating a new Task. The alert function will be implemented later as DDID 2249 is targeted for implementation in late 2021.

5 MIGRATION IMPACTS

N/A

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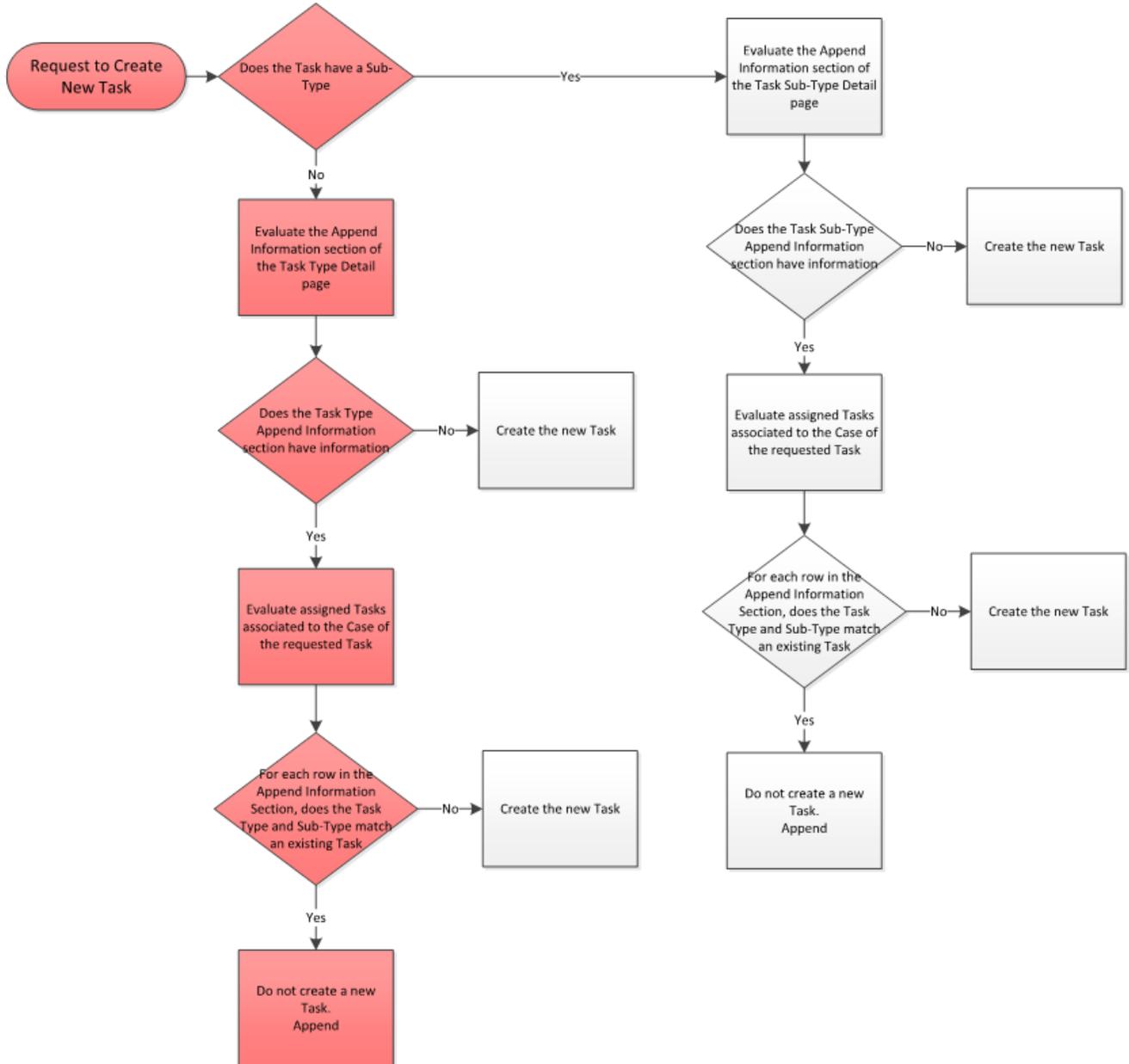
6 OUTREACH

N/A

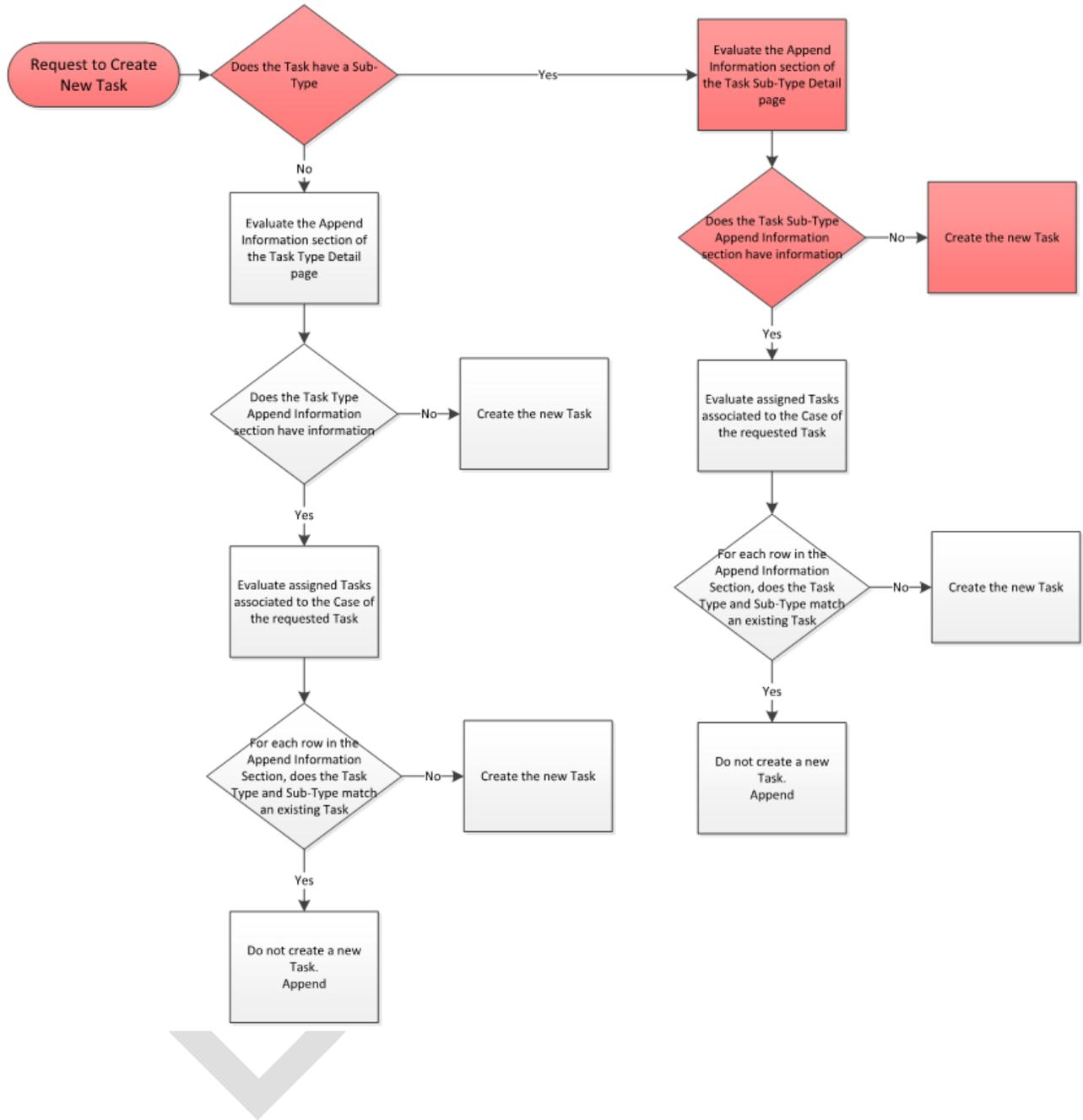
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7 APPENDIX

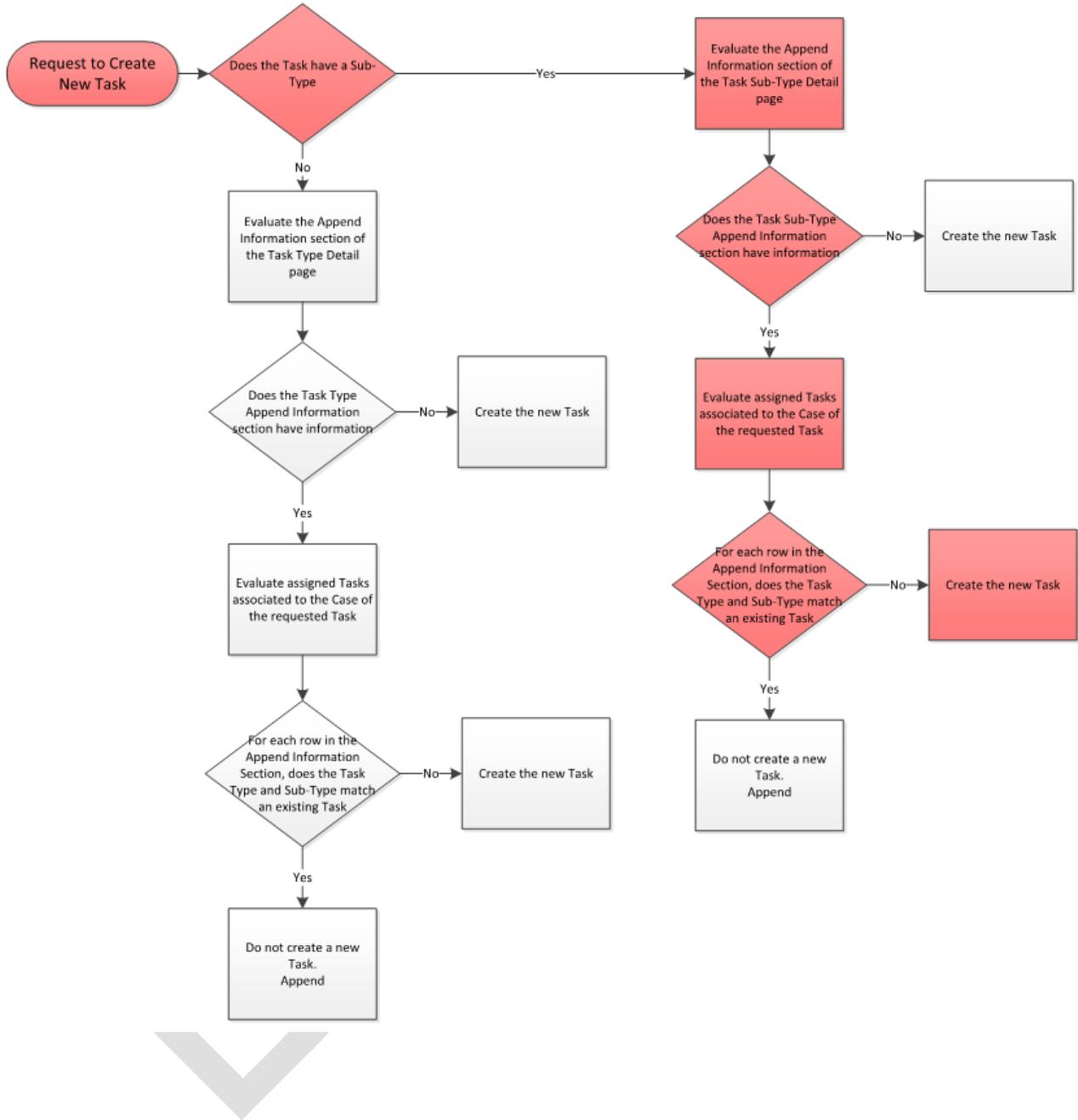
7.1 Task Scenario Result #1



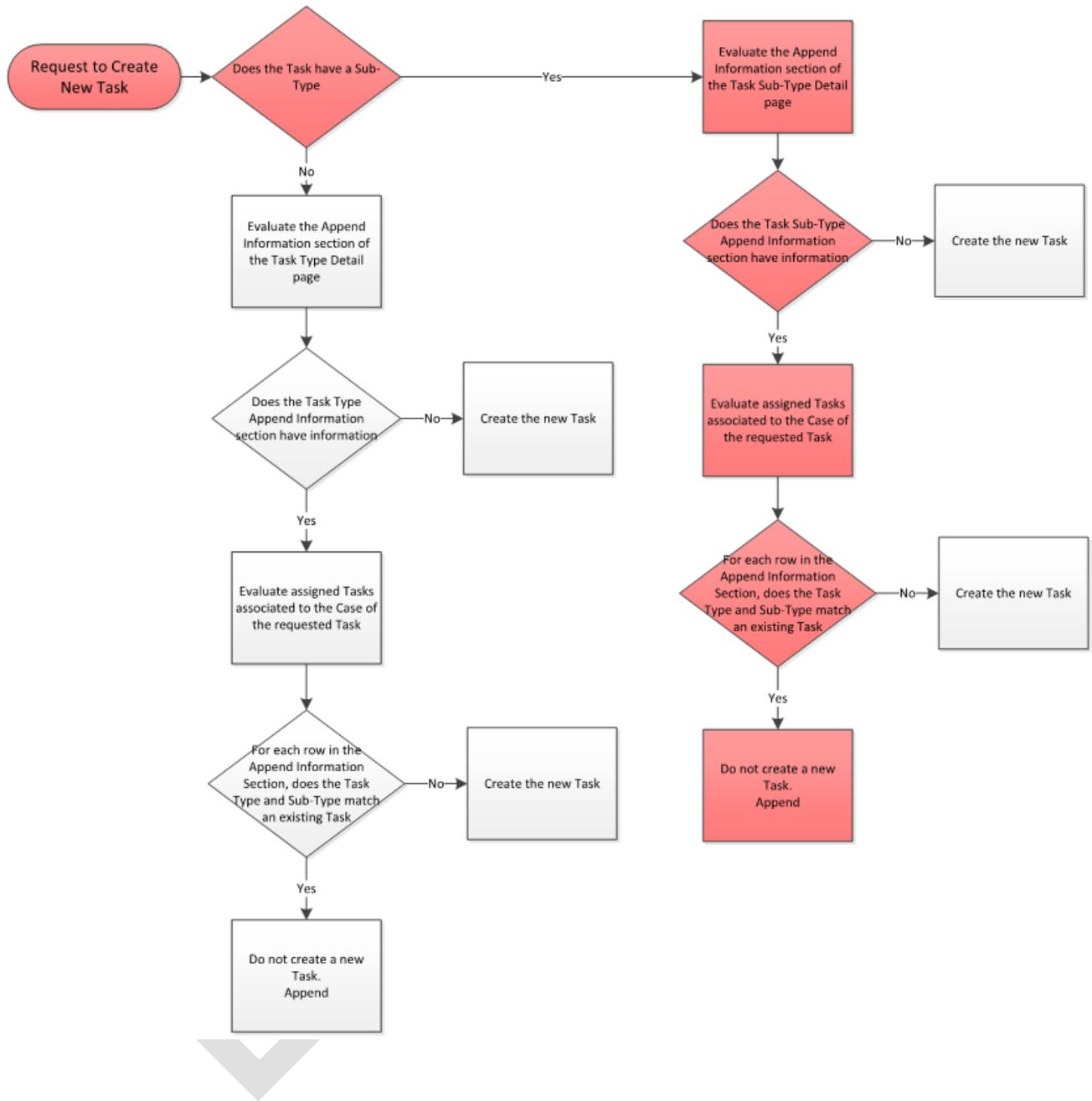
7.2 Task Scenario Result #2



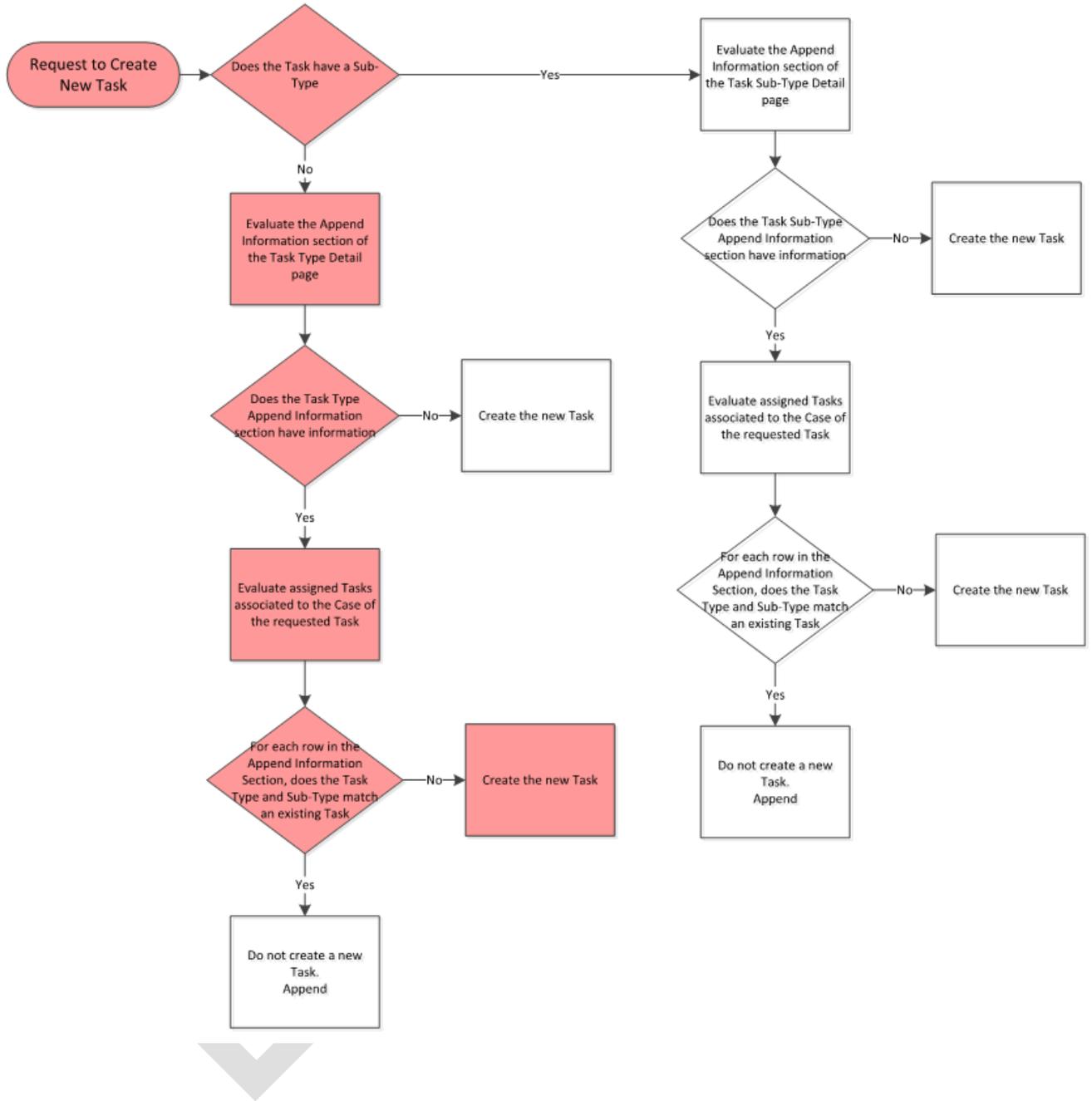
7.3 Task Scenario Result #3



7.4 Task Scenario Result #4



7.5 Task Scenario Result #5



7.6 Task Scenario Result #6

