

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-207131

DDID 2208 Add Appointments and Tasks
Assigned to Unavailable Workers Report

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Remi Lassiter
	Reviewed By	Ravneet Bhatia, Thao Ta

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1 OVERVIEW

This SCR will implement a new Appointments and Tasks Assigned to Unavailable Workers Report that will display appointments and tasks that are assigned to workers who are unavailable. This report will be used by office supervisors to identify and redistribute or reschedule appointment and task conflicts due to worker unavailability.

1.1 Current Design

There is currently no report in CalSAWS which provides details on appointments or tasks assigned to unavailable workers.

1.2 Requests

1. Add a report that shows any appointments and tasks that are assigned to users that are not available at that time.

1.3 Overview of Recommendations

1. Implement a new Appointments and Tasks Assigned to Unavailable Workers Report.

1.4 Assumptions

1. The report will be developed in Qlik.

2 RECOMMENDATIONS

2.1 Appointments and Tasks Assigned to Unavailable Workers Report

2.1.1 Overview

Implement a new Appointments and Tasks Assigned to Unavailable Workers Report that displays all appointments and tasks that are assigned to workers who are unavailable.

2.1.2 Appointments and Tasks Assigned to Unavailable Workers Report Mockup

CalSAWS Appointments

Return to Filters

County: Los Angeles

Run Date: 1/14/2021

Data as of: 1/14/2021

User: userid

Tasks

Begin Date: 11/17/2020

End Date: 11/17/2020

Appointments Assigned to Unavailable Workers

Worker ID(s) Office Name Case Number Attendee(s) Category Appointment Type Appointment Date Appointment Time

Figure 2.1.1 – Appointments and Tasks Assigned to Unavailable Workers Report Mockup – Appointments Sheet

CalSAWS Tasks

Return to Filters

County: Los Angeles

Run Date: 1/14/2021

Data as of: 1/14/2021

User: userid

Appointments

Begin Date: 11/17/2020

End Date: 11/17/2020

Tasks Assigned to Unavailable Workers

Worker ID Office Name Region Case Number Program Language Category Task Type Assigned Date Due Date

Figure 2.1.2 – Appointments and Tasks Assigned to Unavailable Workers Report Mockup – Tasks Sheet

2.1.3 Description of Change

1. Create a new Appointments and Tasks Assigned to Unavailable Workers Report.
 - i. Generate this report for any selected dates specified in the Report Filters page.
 - ii. Refresh the data for this report daily via a nightly sweep job.
2. The report will contain two sheets – 'Appointments' and 'Tasks'.
 - i. **Base Population for Appointments Sheet:** all appointments with a status of 'Scheduled' or 'Rescheduled' that occur during the

specified date range for which ALL assigned workers are unavailable during the time of the appointment.

1. The full duration of the appointment will be examined for conflicts. For example, if an appointment is scheduled from 10:00 – 11:00 AM, and a worker is unavailable starting at 10:30 AM, the appointment will display on this report.
2. An appointment can have multiple assigned workers. The appointment will only be displayed on this report if ALL assigned workers are unavailable.
3. A worker is considered unavailable if their availability status is of type 'Leave', 'Unavailable' or 'Vacation Days' OR if the assigned worker is no longer valid (i.e., their Position or Staff record became inactive or their staff assignment to the position has an end date prior to the appointment date.)

Technical Note: Select all appointment records where CUST_APPT.STAT_CODE = 'Scheduled' or 'Rescheduled' and CUST_APPT.APPT_DATE is within the date range

AND

The assigned worker has an availability status, INTAKE_SCH.AVAIL_TYPE_CODE, of 'Leave', 'Unavailable' or 'Vacation Days' (CATGRY_ID = 290) during the duration of the appointment (CUST_APPT.START_TIME and CUST_APPT.STOP_TIME)

OR the assigned worker is now invalid – POS.STAT_CODE = 'Inactive', STAFF.STAT_CODE = 'Inactive' or STAFF_POS_ASSIGN.END_DATE < CUST_APPT.APPT_DATE

- ii. **Base Population for Tasks Sheet:** All tasks with a status of 'Assigned' or 'In Process' whose due date falls in the specified date range and for which the assigned worker is unavailable to complete the task. For tasks, there are two ways a worker's availability may be evaluated:

1. **If it is a task linked to an appointment** by the Automated Action created in SCR 214914, the task's corresponding appointment record will be examined using similar rules as described above for the Appointments sheet to determine if the task should be included in the report. In this scenario, a worker is considered unavailable to complete the task if ALL assigned workers on the

corresponding appointment are unavailable during the scheduled appointment time.

- a. Per the design of SCR 214914, if an appointment has multiple assigned workers, a separate task record is created for each worker by the Automated Action. If any of the assigned workers are available, none of the corresponding task records will be included in this report. Conversely, if all the assigned workers are unavailable, all of the corresponding task records will be included in this report.
 - b. If a task record or records are displayed on the Task sheet the corresponding appointment record will appear in Appointments sheet.
2. **If it is not a task linked to an appointment**, only the task record will be examined for availability. In this scenario, the worker is considered unavailable to complete the task if they are unavailable from the day the report is generated through the due date of the task.
 3. A task can be assigned to a worker or a bank or both. If a task has any assignment to a bank, it will not be considered for this report.
 4. A worker is unavailable if their availability status is of type 'Leave', 'Unavailable' or 'Vacation Days' OR if the assigned worker is no longer valid (i.e., their Position or Staff record became inactive or their staff assignment to the position has an end date prior to the task due date.)

Technical Note: Select all task records where TASK.STAT_CODE is 'Assigned or 'In Process' and the TASK.DUE_DATE is within the date range and TASK.BANK_ID is NULL

AND

The assigned worker has an availability status (INTAKE_SCH.AVAIL_TYPE_CODE) of 'Leave', 'Unavailable' or 'Vacation Days' from the day the report is generated through the task's due date

OR task is linked to an appointment (CUST_APPT_TASK) and ALL workers on the corresponding appointment record have an availability status (INTAKE_SCH.AVAIL_TYPE_CODE) of 'Leave', 'Unavailable' or 'Vacation Days' during the duration of the appointment (CUST_APPT.START_TIME and CUST_APPT.STOP_TIME)

OR the assigned worker is now invalid -
 POS.STAT_CODE = 'Inactive', STAFF.STAT_CODE =
 'Inactive' OR STAFF_POS_ASSIGN.END_DATE <
 TASK.DUE_DATE

Please refer to the Appendix for a visual of the logic for these two sheets and examples of how appointments and tasks are expected to be included in this report.

3. The report will have the following columns defined in the tables below:

Appointments Sheet Column Definitions

Column Name	Column Description
Worker ID(s)	The worker ID(s) of the worker(s) assigned to the appointment. If multiple Workers, each worker ID will be displayed in numerical order separated by a comma. Format: WorkerID, WorkerID Note: multiple workers will only be displayed if ALL assigned workers are unavailable.
Appointment Office	The office name associated with the appointment. This is the office location of the appointment. Note: this field will be blank if an office is not specified for the appointment record. Technical Note: CUST_APPT.OFFICE_NAME
Region	The region associated with the office location of the appointment. Note: this field will be blank for counties that don't use region.
Case Number	The case number associated with the appointment.
Attendee(s)	The individual(s) with whom the appointment is scheduled. If multiple attendees, each name will be displayed alphabetically separated by a comma. Format: FirstName LastName, FirstName LastName Technical Note: CUST_APPT_ATTEND
Category	The category of the appointment (CATGRY_ID = 291). Possible Values: (Note: this list is as of when this design was written and subject to change in the future) <ul style="list-style-type: none"> • Counselor Meeting • Intake Interview • Re-Evaluation Interview • Home Visit • Meeting with Worker

	<ul style="list-style-type: none"> • Group Meeting • Telephone Interview • IEVS Interview • Preventative Fraud Interview • Re-Evaluation CW/CF Interview • Telephone CW/CF RE Interview • Cal-Learn • GROW • General Appointment • WTW/REP • Provider • QC Case Review • YBN Appointment
Appointment Type	The sub-category of the appointment (CATGRY_ID = 10113) Possible values include 'YBN Application Appointment', 'Screening Only', 'Client Requested', 'Direct Rent', 'Fingerprinting' (this is a non-exhaustive list)
Appointment Date	The scheduled date of the appointment. (CUST_APPT.APPT_DATE) Format: MM/DD/YYYY
Appointment Time	The scheduled begin and end time of the appointment. (CUST_APPT.START_TIME, CUST_APPT.STOP_TIME) Format: HH:MM PM/AM – HH:MM PM/AM

Tasks Sheet Column Definitions

Column Name	Column Description
Worker ID	The worker ID of the worker assigned to the task.
Office Name	The office name associated with the worker assigned to the task.
Region	The region of the worker assigned to the task. Note: this field will be blank for counties that don't use region.
Case Number	The case number associated with the task.
Program	The program associated with the task. Note: this field will be blank for tasks that aren't associated to a program. Technical Note: TASK > TASK_PGM > PGM
Language	The language associated with the task. Technical Note: TASK.LANG_CODE (CATGRY_ID = 145)
Category	The category of the task type (CATGRY_ID = 10350).

	Possible values include 'Fraud', 'Case Update', 'Redetermination' (this is a non-exhaustive list).
Task Type	The sub-category of the task (CATGRY_ID = '399'). Possible values include 'ABAWD', 'Alternate Card Holder', 'Earned Income', 'Fleeing Felon', 'Immigration Status' (this is a non-exhaustive list).
Assigned Date	The date the task was assigned (TASK.ASSIGN_DATE)
Due Date	If task is linked to an appointment, display the date and time of the linked appointment – Format: MM/DD/YYYY HH/MM AM/PM – HH/MM AM/PM Otherwise, display the due date of the task – Format: MM/DD/YYYY

4. Default the sort for both sheets to the Worker ID column.

2.1.4 Report Filters

Figure 2.1.4 – Appointments and Tasks Assigned to Unavailable Workers Report Filters

The Appointments and Tasks Assigned to Unavailable Workers Report will have the following filter selections:

- **Begin Date:** restricts the base population of the report to include appointments scheduled to be held on or after the Begin Date and tasks with due dates on or after the Begin Date. This is a required field.
- **End Date:** restricts the base population of the report to include appointments scheduled to be held on or before the End Date and tasks with due dates on or before the End Date. This is a required field.
- **Office Name:** restricts the base population to appointments and tasks assigned to workers from the selected Office(s).
- **Region:** restricts the base population to appointments and tasks assigned to workers from Office(s) in the selected Region(s).

2.1.5 Report Location

- **Global:** Reports
- **Local:** On-Request
- **Task:** Administrative
- **Title:** Appointments and Tasks Assigned to Unavailable Workers Report
Description: Displays appointments and tasks that are assigned to workers who are unavailable.

2.1.6 Counties Impacted

All counties will be impacted by the changes described in this section.

2.1.7 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
AppointmentsAndTasksAssignedToUnavailableWorkersReport	This right gives access to view the Appointments and Tasks Assigned to Unavailable Workers Report.	Appointments and Tasks Assigned to Unavailable Workers Report

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Appointments and Tasks Assigned to Unavailable Workers Report	This group gives access to view the Appointments and Tasks Assigned to Unavailable Workers Report.	Clerical Supervisor, Eligibility Supervisor, Employment Services Supervisor and Regional Call Center Supervisor

2.1.8 Report Usage/Performance

This report is expected to be viewed, on average, once per week per office.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
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1	Security	Security Matrix for Appointments and Tasks Assigned to Unavailable Workers Report	 Security Matrix
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4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
n/a		

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2208	The CONTRACTOR shall add a report that shows any appointments and tasks that are assigned to users that are not available at that time.	- It is assumed only one new report will be created.	New Appointments and Tasks Assigned to Unavailable Workers Report created.

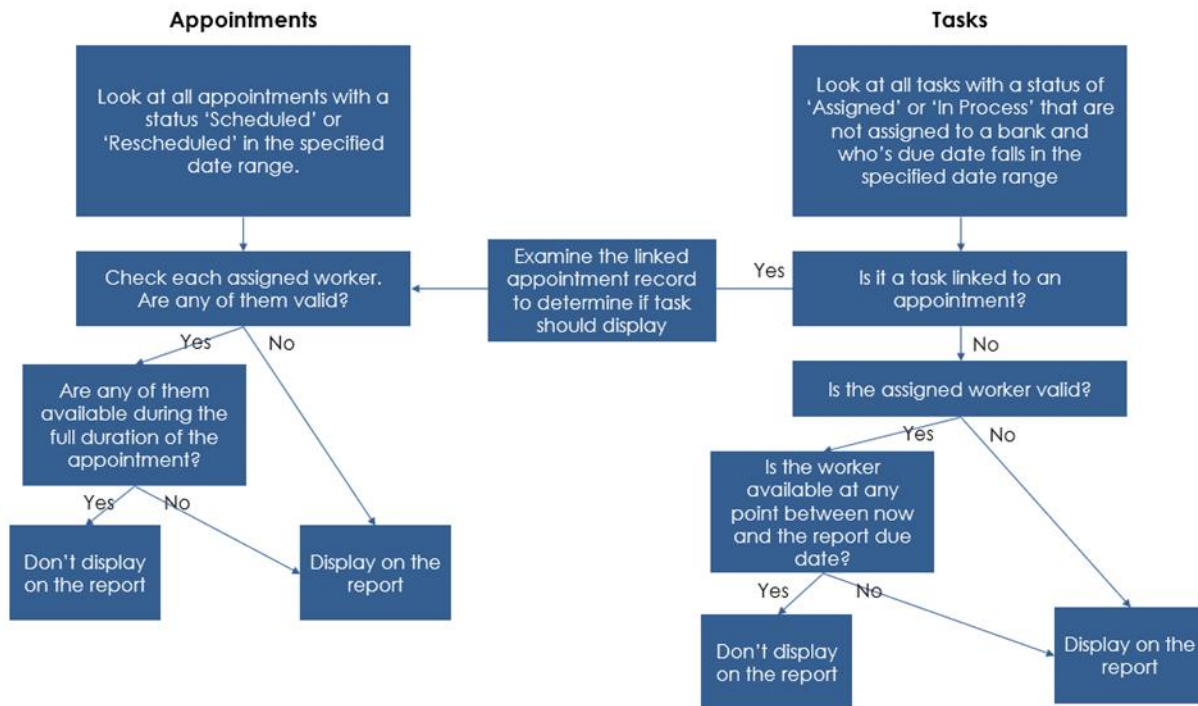
5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?
n/a					

6 APPENDIX

6.1 Base Population Logic

The following flow chart provides a visualization of the logic for populating the Appointments and Tasks sheets of the Appointments and Tasks Assigned to Unavailable Workers Report.



6.2 Example Scenarios

The following examples look at how a variety of Appointment and Task records would show up in the Appointments and Tasks Assigned to Unavailable Workers Report over the course of a week if generated each day for the remainder of the week:

- [Scenario 1.1: Appointment with Unavailable Worker](#)
- [Scenario 1.2: Task Linked to an Appointment with Unavailable Worker](#)
- [Scenario 1.3: Task \(not linked to an Appointment\) with Unavailable Worker](#)
- [Scenario 2.1: Appointment with End-Dated Worker](#)
- [Scenario 2.2: Task Linked to an Appointment with End-Dated Worker](#)
- [Scenario 3.1: Appointment with Multiple Workers](#)
- [Scenario 3.2: Task Linked to Appointment with Multiple Workers](#)

6.2.1 Scenario 1.1: Appointment with Unavailable Worker

On 1/25, An appointment is scheduled for 1/30 from 10-11am. On 1/27, the assigned worker's availability status is updated to 'Leave' from 10:30-2pm on 1/30. The supervisor re-assigns this appointment to an available worker on 1/29.

Day of the Week	Action	Date Range Generated	Included in the Report?	Explanation
Mon 1/25	An appointment is scheduled for 1/30 from 10-11am.	1/25 – 1/31		The appointment is not yet considered for the report because the nightly sweep hasn't refreshed the data yet.
Tue 1/26		1/26 – 1/31		The appointment is considered for the report but not included because there is no conflict in availability for the assigned worker.
Wed 1/27	The assigned worker updates their availability status to 'Leave' from 10:30-2pm on 1/30.	1/27 – 1/31		The appointment is considered for the report but not included because the nightly sweep hasn't refreshed the data yet to reflect that the assigned worker is unavailable at the time of the appointment.
Thu 1/28		1/28 – 1/31	X	The data has been refreshed and the assigned worker is unavailable for the appointment.
Fri 1/29	The supervisor re-assigns this appointment to an available worker.	1/29 – 1/31	X	The appointment was reassigned today but the nightly sweep job hasn't refreshed the data yet.
Sat 1/30 (Appt Date)		1/30 – 1/31		The appointment is considered for the report but not included because it was reassigned to an available worker.
Sun 1/31		1/31		The appointment is not considered for the report because it is outside the date range.

6.2.2 Scenario 1.2: Task Linked to an Appointment with Unavailable Worker

The appointment in Scenario 1.1 is linked to a task by Automated Action. On 1/25, a task is created with a due date of 1/30 and linked to the Appointment record. On 1/27, the assigned worker's availability status is updated to 'Leave' from 10:30-2pm on 1/30. The supervisor re-assigns this appointment to an available worker on 1/29. The task record is automatically updated to reflect this change via a nightly sweep.

Day of the Week	Action	Date Range Generated	Included in the Report?	Explanation
Mon 1/25	A task is created with a due date of 1/30 and linked to the Appointment record.	1/25 – 1/31		The task is not yet considered for the report because the nightly sweep hasn't refreshed the data yet.
Tue 1/26		1/26 – 1/31		The task is considered for the report but not included because there is no conflict in availability for the assigned worker.
Wed 1/27	The assigned worker updates their availability status to 'Leave' from 10:30-2pm on 1/30.	1/27 – 1/31		The task is considered for the report but not included because the nightly sweep hasn't refreshed the data yet to reflect that the assigned worker is unavailable at the time of the appointment.
Thu 1/28		1/28 – 1/31	X	The data has been refreshed, the linked appointment record is examined for conflicts, and the task record is included in the report because the assigned worker is unavailable for the appointment.
Fri 1/29	The supervisor re-assigns this appointment to an available worker. The task record is updated to reflect this change via a nightly sweep.	1/29 – 1/31	X	The appointment was reassigned today but the nightly sweep job hasn't refreshed the data yet.
Sat 1/30 (Due Date)		1/30 – 1/31		The task is considered for the report but not included because it was reassigned to an available worker.
Sun 1/31		1/31		The task is not considered for the report because it is outside the date range.

6.2.3 Scenario 1.3: Task (not linked to an Appointment) with Unavailable Worker

A task (not linked to any appointment) is assigned to a worker with a due date of 1/29. On 1/26, The assigned worker's availability status is updated to 'Vacation Days' for 1/28-1/31. On 1/29, the task is still not complete, and the supervisor re-assigns the task to an available worker.

Day of the Week	Action	Date Range Generated	Included in the Report?	Explanation
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Mon 1/25	A task is assigned to a worker with a due date of 1/29.	1/25 – 1/31		The task is not yet considered for the report because the nightly sweep hasn't refreshed the data yet.
Tue 1/26	The assigned worker's availability status is updated to 'Vacation Days' for 1/28-1/31.	1/26 – 1/31		The task is considered for the report but not included because the data hasn't been refreshed to reflect the worker's new availability.
Wed 1/27		1/27 – 1/31		The data has been refreshed to reflect the worker's new availability, but the task is not included in the report because the worker is available for at least one day leading up to the task's due date.
Thu 1/28		1/28 – 1/31	X	The task is included in the report because the worker is now unavailable through the due date for this task.
Fri 1/29	The task is still not complete, and the supervisor re-assigns the task to an available worker.	1/29 – 1/31	X	The task is included in the report because the data hasn't been refreshed yet to reflect the updated worker assignment.
Sat 1/30 (Due Date)		1/30 – 1/31		The task is considered for the report but not included because it was reassigned to an available worker.
Sun 1/31		1/31		The task is not considered for the report because it is outside the date range.

6.2.4 Scenario 2.1: Appointment with End-Dated Worker

On 1/1, a worker was assigned to appointment that is scheduled for 1/30. On 1/25 they are promoted to a new position which they will start on 1/27 so the end date of their current staff position assignment is updated to 1/27. The supervisor re-assigns this appointment to a new worker on 1/27.

Day of the Week	Action	Date Range Generated	Included in the Report?	Explanation
Mon 1/25	Worker is promoted to a new position and the end date of their staff position assignment is updated to 1/27.	1/25 – 1/31		The appointment is considered for the report but not included because the nightly sweep hasn't refreshed the data yet to reflect that the worker is unavailable.

Tue 1/26		1/26 – 1/31	X	The data has been refreshed and the appointment is included in the report because the staff position assignment of the assigned worker has an end date prior to the appointment date making them unavailable for the appointment.
Wed 1/27	The supervisor re-assigns this appointment to a new worker.	1/27 – 1/31	X	The appointment is included in the report because the data hasn't been refreshed yet to reflect the updated worker assignment.
Thu 1/28		1/28 – 1/31		The appointment is considered for the report but not included because it is now assigned to an available worker.
Fri 1/29		1/29 – 1/31		The appointment is considered for the report but not included because it is now assigned to an available worker.
Sat 1/30 (Appt Date)		1/30 – 1/31		The appointment is considered for the report but not included because it is now assigned to an available worker.
Sun 1/31		1/31		The appointment is not considered for the report because it is outside the date range.

6.2.5 Scenario 2.2: Task Linked to an Appointment with End-Dated Worker

The appointment in Scenario 2.1 is linked to a task by Automated Action. On 1/1, a task is created with a due date of 1/30 and linked to the Appointment record. On 1/27, the end date of their staff position assignment for the assigned worker of the appointment record is updated to 1/27. The supervisor re-assigns this appointment to a new worker on 1/27, and the task record is automatically updated to reflect this change via a nightly sweep.

Day of the Week	Action	Date Range Generated	Included in the Report?	Explanation
Mon 1/25	Worker is promoted to a new position and the end date of their staff position assignment is updated to 1/27.	1/25 – 1/31		The task is considered for the report but not included because the nightly sweep hasn't refreshed the data yet to reflect that the worker is unavailable.
Tue 1/26		1/26 – 1/31	X	The data has been refreshed and the task is included in the report because the staff position assignment of the assigned worker for the corresponding appointment record has an end date prior to the appointment

				date making them unavailable for the appointment.
Wed 1/27	The supervisor re-assigns the appointment to a new worker. The task record is automatically updated to reflect this change via a nightly sweep.	1/27 – 1/31	X	The task is included in the report because the data hasn't been refreshed yet to reflect the updated worker assignment.
Thu 1/28		1/28 – 1/31		The task is considered for the report but not included because it is now assigned to an available worker.
Fri 1/29		1/29 – 1/31		The appointment is considered for the report but not included because it is now assigned to an available worker.
Sat 1/30 (Due Date)		1/30 – 1/31		The appointment is considered for the report but not included because it is now assigned to an available worker.
Sun 1/31		1/31		The task is not considered for the report because it is outside the date range.

6.2.6 Scenario 3.1: Appointment with Multiple Workers

On 1/25 an appointment is scheduled with two assigned workers for 1/30. On 1/28, Worker 1 is terminated, and their staff id is inactivated. Worker 2 remains active.

This appointment will never display on the report because there is always at least one valid assigned worker.

6.2.7 Scenario 3.2: Task Linked to Appointment with Multiple Workers

The appointment in Scenario 3.1 is linked to two tasks by Automated Action. With the creation of the appointment on 1/25, one task was created for Worker1 and a second task was created for Worker 2.

Neither task will ever display on the report because although the individual task assigned to Worker 1 is assigned to an unavailable worker, it is linked to an appointment record that has at least one valid assigned worker (Worker 2).