

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-217304

DDID 34 FDS Task Mgmt - Dashboard Updates

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
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# 1 OVERVIEW

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This SCR is a part of DDID 34 which seeks to implement a Unified Task Management Solution that supports the multiple tasking models across C-IV and LRS. This SCR will update the Task Management Dashboard to account for the system modifications being made as part of migration, specifically:

1. Update the dashboard to filter by and report Bank assignments.
2. Update the dashboard to report tasks with a status of "In Process".

## 1.1 Current Design

The Task Management Dashboard provides real-time and historical data on task management and productivity. It consists of four summary sheets and fifteen drill down detail sheets.

The following are the summary sheets:

- Historical Task Management Sheet
- Real Time Task Management Sheet
- Historical Task Management Productivity Sheet
- Real Time Task Management Productivity Sheet

The following are the detail sheets:

- # Assigned Tasks by Category (Historical Task Management) Sheet
- # Completed Tasks by Category (Report 388) Sheet
- # Completed Tasks by Category (Historical Task Management Productivity) Sheet
- # Assigned Task vs # Workers – Task List Sheet
- # Assigned Tasks vs # Workers – Worker List Sheet
- # Completed Tasks by Category (Historical Task Management) Sheet
- # Assigned Tasks by Category (Report 387) Sheet
- # Overdue Tasks (Report 386) Sheet
- # Assigned Tasks by Category (Report 301) Sheet
- # Completed Tasks During Current Day by Division (Report 304) Sheet
- # Completed Tasks During Current Day by Category (Report 303) Sheet
- # Assigned Tasks by Category (Report 383) Sheet
- # Completed Tasks During Current Day by Category (Report 382) Sheet
- # Overdue Tasks (Report 381) Sheet
- # Overdue Tasks (Report 305) Sheet

The dashboard currently filters by and displays information on the Division, Office, and Unit of the task's worker assignment. There is no filter or columns for Bank assignment.

The dashboard also displays summary metrics for tasks based on assigned, completed or overdue status. Tasks with a status of "In Process" are not included in the dashboard.

## 1.2 Requests

1. Update the dashboard to filter by and report Bank assignments.

2. Update the dashboard to report tasks with a status of "In Process".

### 1.3 Overview of Recommendations

1. Make the following updates to enable the dashboard to filter by and report Bank assignments:
  - a. Add a new Bank filter to the summary Sheets.
  - b. Update the Division, Office and Unit dropdowns to filter by the division, office and unit of a task's assigned bank for tasks that have no worker assigned.
  - c. Add a new Bank column to the detail sheets.
  - d. Update the Division, Office and Unit columns to display the division, office and unit of the task's assigned bank for tasks that have no worker assigned.
2. Make the following updates to enable the dashboard to report tasks with a status of "In Process":
  - a. Update all instances of "Assigned Tasks" to be inclusive of data with a status of "Assigned" or "In Process".
    - i. Update the labeling of these instances from "Assigned" to "Open".
  - b. Update all instances of "Overdue Tasks" to be inclusive of tasks with a status of "Assigned" or "In Process" that are overdue.

### 1.4 Assumptions

1. The dashboard was soft launched in Qlik in January 2021 with an expected hard launch in June 2021.

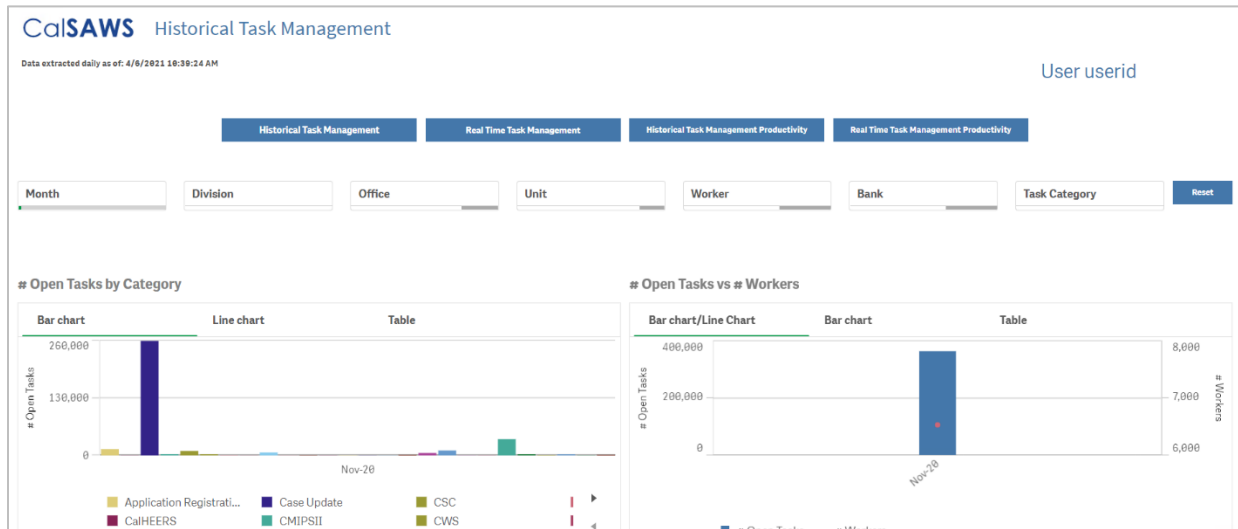
## 2 RECOMMENDATIONS

### 2.1 Task Management Dashboard

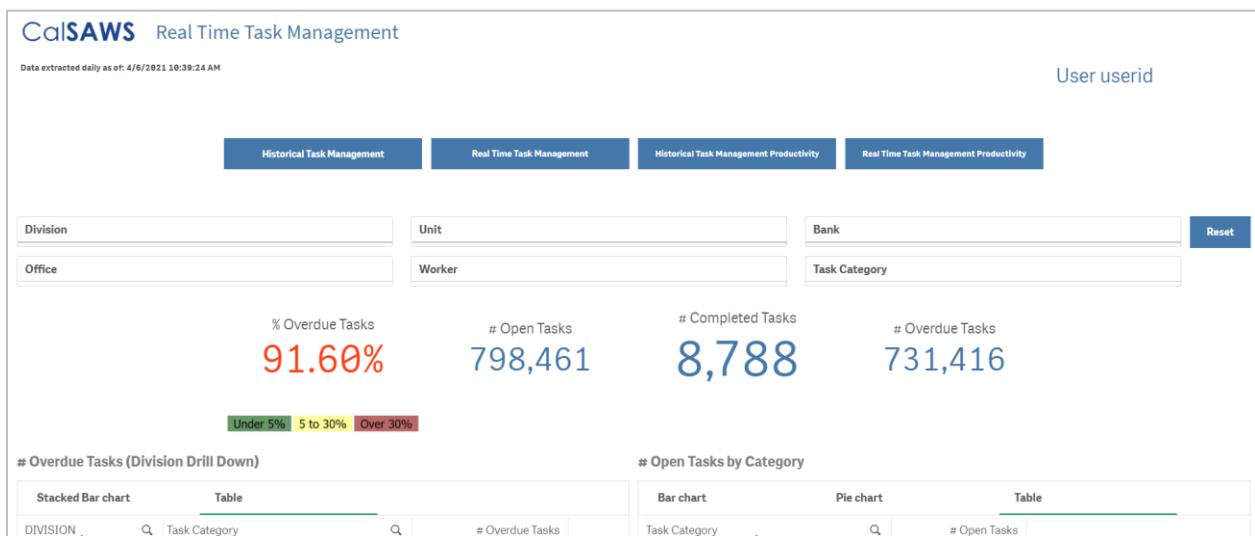
#### 2.1.1 Overview

Update the Task Management Dashboard to filter by and report Bank assignments and to report tasks with a status of "In Process".

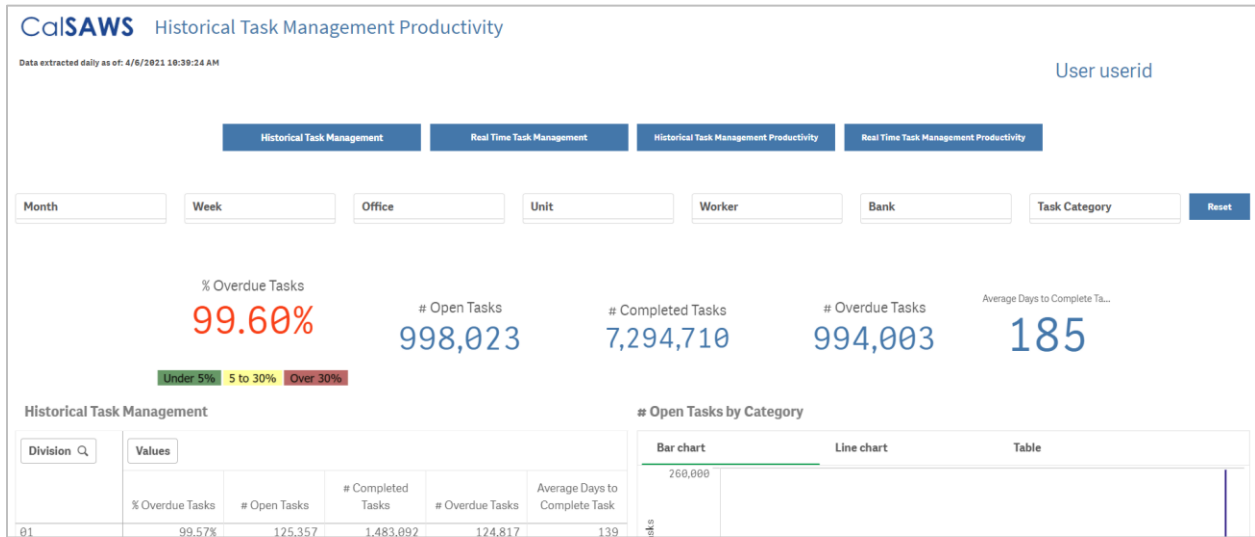
#### 2.1.2 Task Management Dashboard Mockup



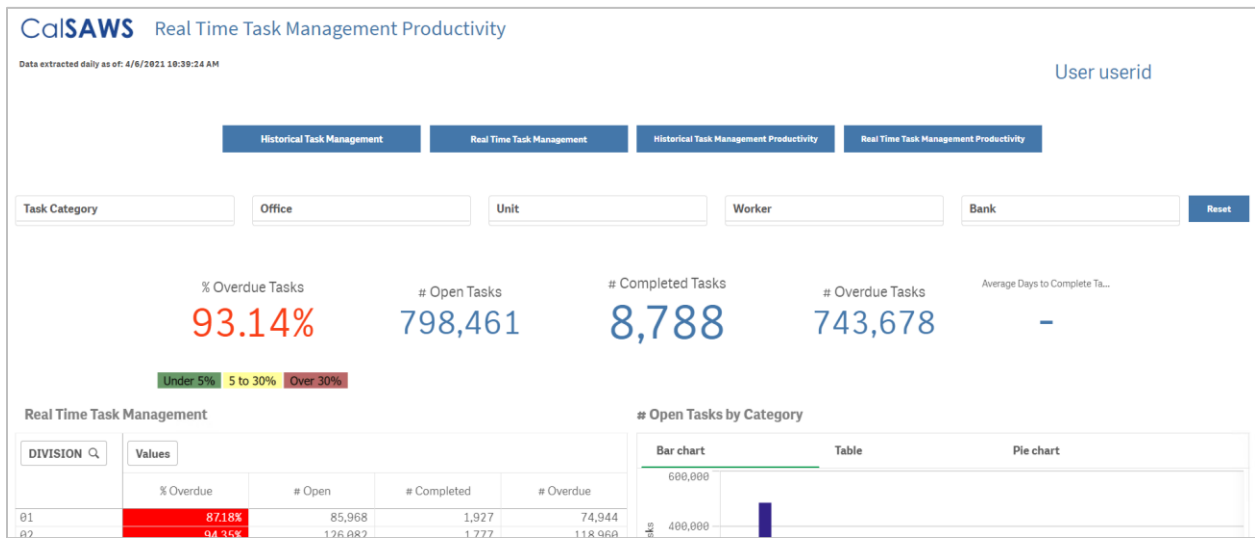
**Figure 2.1.1 – Task Management Dashboard Mockup - Historical Task Management Sheet**



**Figure 2.1.2 – Task Management Dashboard Mockup – Real Time Task Management Sheet**



**Figure 2.1.3 – Task Management Dashboard Mockup - Historical Task Management Productivity Sheet**



**Figure 2.1.4 – Task Management Dashboard Mockup – Real Time Task Management Productivity Sheet**

CalSAWS # Open Tasks by Category

User: user1

Case Number	Division	Unit	Office	Worker	Bank	Task Category	Task Description
B0B0B02	04	5R - 3Z0	031 South Family	19DP315R0K	19DP315R0K	Redetermination	MC RD Packet Received
B0B0C13	04	14 - GR Intake/CalFresh Approved (Refugees)	007 South Special	19DP071461	19DP071461	Case Update	New PVS report assignment
B0B0C13	04	LW	007 South Special	19DP07LW0X	19DP07LW0X	EDBC	Supervisor Authorization EDDB
B0B0F60	01	CU - Medi-Cal/CalHEERs Intake	002 Glendale	19DP02CU13	19DP02CU13	Case Update	IEVS Applicant Report Available
B0B0F60	01	CU - Medi-Cal/CalHEERs Intake	002 Glendale	19DP02CU13	19DP02CU13	Case Update	IEVS Applicant Report Available
B0B0G77	01	1H - CalWORKs Intake/ICT Supportive Services/Minor Parent	082 West Valley	19DP821H2U	19DP821H2U	SAR7	SAR7 Received
B0B0K06	03	52 - 3UJ	020 San Gabriel Valley	19DP205209	19DP205209	CMIPSI	Potential Change to Income and/or Reso Information from CMIPSI II
B0B0K64	01	5F - 3UV	034 Lancaster	19DP345F0H	19DP345F0H	Case Update	New PVS report assignment
B0B0K93	01	59 - 3UP	034 Lancaster	19DP34591X	19DP34591X	Case Update	New PVS report assignment
B0B0K93	01	69 - GR Approved/CF SSI Approved NSA/B&C/CAPI	034 Lancaster	19DP346932	19DP346932	Case Update	IEVS NHR combo case review
B0B0M14	04	I2 - GAIN Intake 2	RANCHO PARK GROW	19ESVCI206	19ESVCI206	Case Update	Point of Service Scans Received
B0B0M39	01	1X - CalFresh/Medi-Cal Approved	002 Glendale	19DP021X2X	19DP021X2X	Case Update	IEVS Applicant Report Available
B0B0M51	01	6Y - 433	082 West Valley	19DP826Y05	19DP826Y05	Case Update	New PVS report assignment
B0B0N00	01	5Y	034 Lancaster	19DP345Y23	19DP345Y23	Case Update	IEVS Applicant Report Available
B0B0N11	01	0A - PW & PPP/WFD	011 East Valley	19DP110A0R	19DP110A0R	Case Intake	Point of Service Scans Received

**Figure 2.1.5 – Task Management Dashboard Mockup - # Open Tasks by Category (Historical Task Management) Sheet**

Note: This is the updated sheet title as per the recommendations described in this SCR.

For the brevity of this section, the remainder of the mockup screenshots can be found in Appendix 6.1 Task Management Dashboard Mockup (cont.) These sheets include:

- # Completed Tasks by Category (Report 388) Sheet
- # Completed Tasks by Category (Historical Task Management Productivity) Sheet
- # Open Task vs # Workers – Task List Sheet\*
- # Open Tasks vs # Workers – Worker List Sheet\*
- # Completed Tasks by Category (Historical Task Management) Sheet
- # Open Tasks by Category (Report 387) Sheet\*
- # Overdue Tasks (Report 386) Sheet
- # Open Tasks by Category (Report 301) Sheet\*
- # Completed Tasks During Current Day by Division (Report 304) Sheet
- # Completed Tasks During Current Day by Category (Report 303) Sheet
- # Open Tasks by Category (Report 383) Sheet\*
- # Completed Tasks During Current Day by Category (Report 382) Sheet
- # Overdue Tasks (Report 381) Sheet
- # Overdue Tasks (Report 305) Sheet

\*Note: This is the updated sheet title as per the recommendations described in this SCR.

### 2.1.3 Description of Change

1. Enable the Task Management Dashboard to filter by and report task Bank assignments.
  - a. Make the following updates to the summary sheets:
    - i. Add a new dropdown filter for Bank.
    - ii. Update the Division, Office and Unit dropdowns to filter by the division, office and unit of a task's assigned bank for tasks that have no worker assigned to them. In other words, if a task is assigned to both a worker and bank,



worker will take precedence for Division, Office and Unit information.

1. For example, if Division 01 is selected, the dashboard will display data for all tasks with an assigned worker in Division 01 plus all tasks with assigned Bank in Division 01 that don't have an assigned worker.
  2. **Technical Note:** Filter by division/office/unit of TASK.POS\_ID first. If TASK.POS\_ID is NULL, filter by division/office/unit of TASK.BANK\_ID instead.
- b. Make the following updates to all detail sheets EXCEPT the # Open Task vs # Workers – Task List Sheet:
- i. Add a new Bank column.
    1. Insert this column following the Worker column.
  - ii. Update the Division, Office and Unit columns to display the division, office and unit of the task's assigned bank for tasks that have no worker assigned to them. See the table below for the updated column definitions.

Column	Definition
Division	The division associated with the task. If a worker is assigned to the task, this value is the division of the worker; otherwise, this is the division of the assigned bank.
Office	The office associated with the task. If a worker is assigned to the task, this value is the office of the worker; otherwise, this is the office of the assigned bank.
Unit	The unit associated with the task. If a worker is assigned to the task, this value is the unit of the worker; otherwise, this is the unit of the assigned bank.
Worker	The Worker ID of the worker assigned to the task. Note: this value may be null.
Bank	The Bank ID of the bank assigned to the task. Note: this value may be null.

The following examples further illustrate how data will be displayed with this change:

- **Example 1: Task with worker assignment and no bank assignment** – The Division, Office and Unit columns will display

the division, office and unit of the assigned worker. The Worker column will display the Worker ID. The Bank column will be null.

- **Example 2: Task with bank assignment and no worker assignment** – The Division, Office and Unit columns will display the division, office and unit of the assigned bank. The Bank column will display the Bank ID. The Worker column will be null.
- **Example 3: Task with worker and bank assignment** – The Division, Office and Unit columns will display the division, office and unit of the assigned worker. The Worker column will display the Worker ID. The Bank column will display the Bank ID.

2. Throughout the dashboard, update all instances of “Assigned” Tasks to be inclusive of data with a status of “Assigned” or “In Process” and update the labeling of these instances from “Assigned” to “Open”. In addition, update all instances of “Overdue Tasks” to be inclusive of tasks with a status of “Assigned” or “In Process” that are overdue. The updates by sheet are as follows:

- a. **Historical Task Management Sheet**

- i. Make the following updates to the # Assigned Tasks by Category widget:
  1. Update the title to be “# Open Tasks by Category”.
  2. Update the data to be inclusive of tasks with a status of “Assigned” or “In Process”.
  3. Update the y-axis of the bar chart and line chart to be “# Open Tasks”.
- ii. Make the following updates to the # Assigned Tasks vs # Workers widget:
  1. Update the title to be “# Open Tasks vs # Workers”.
  2. Update the data to be inclusive of tasks with a status of “Assigned” or “In Process”.
  3. Update the y-axis of the bar/line chart and the bar chart to be “# Open Tasks”.
  4. Update the “# Assigned Tasks” column in the table to be “# Open Tasks”.
- iii. Make the following updates to the # Assigned Tasks by Category (Division Drill Down) widget:
  1. Update the title to “# Open Tasks by Category (Division Drill Down)”.
  2. Update the data to be inclusive of tasks with a status of “Assigned” or “In Process”.
  3. Update the y-axis of the bar chart to be “# Open Tasks”.

- b. **Real Time Task Management Sheet**

- i. Update “# Assigned Tasks” KPI in header to “# Open Tasks” and count tasks with a status of “Assigned” or “In Process”.
- ii. Update the formula for the “% Overdue Tasks” and “# Overdue Tasks” KPIs in header to count tasks with a status of “Assigned” or “In Process” that are overdue.
- iii. Make the following updates to the # Overdue Tasks (Division Drill Down) widget:
  1. Update the data to be inclusive of overdue tasks with a status of “Assigned” or “In Process”.
- iv. Make the following updates to the # Assigned Tasks by Category widget:
  1. Update the title to “# Open Tasks by Category”.
  2. Update the data to be inclusive of tasks with a status of “Assigned” or “In Process”.
  3. Update the y-axis of the bar chart to be “# Open Tasks”.
  4. Update the “# Assigned Tasks” column in the table to be “# Open Tasks”.
- v. Make the following updates to the # Assigned Tasks by Category (Division Drill Down) widget:
  1. Update the title to “# Open Tasks by Category (Division Drill Down)”.
  2. Update the data to be inclusive of tasks with a status of “Assigned” or “In Process”.
  3. Update the y-axis of the bar chart to be “# Open Tasks”.
  4. Update the “# Assigned Tasks” column in the table to be “# Open Tasks”.
- vi. Make the following updates to the # Assigned Tasks by Division widget:
  1. Update the title to “# Open Tasks by Division”.
  2. Update the data to be inclusive of tasks with a status of “Assigned” or “In Process”.
  3. Update the y-axis of the stacked bar chart from “# Assigned Tasks” to be “# Open Tasks”.
  4. Update the “# Assigned Tasks” column of the table to be “# Open Tasks”.

**c. Historical Task Management Productivity Sheet**

- i. Update “# Assigned Tasks” KPI in header to “# Open Tasks” and count tasks with a status of “Assigned” or “In Process”.
- ii. Update the formula for the “% Overdue Tasks” and “# Overdue Tasks” KPIs in header to count tasks with a status of “Assigned” or “In Process” that are overdue.
- iii. Make the following updates to the Historical Task Management widget:

1. Update the formula for the "% Overdue" and "# Overdue Tasks" column of the table to count overdue tasks with a status of "Assigned" or "In Process".
  2. Update the "# Assigned Tasks" column in the table to be "# Open Tasks" and to count tasks with a status of "Assigned" or "In Process".
  3. Change "Go to Assigned Task List" button label to "Go to Open Task List".
- iv. Make the following updated to the # Assigned Tasks by Category widget:
    1. Update the title to "# Open Tasks by Category".
    2. Update the data to be inclusive of tasks with a status of "Assigned" or "In Process".
    3. Update the y-axis of the bar chart and line chart to be "# Open Tasks".
  - v. Make the following updates to the # Assigned Tasks by Category (Division Drill Down) Widget:
    1. Update title to "# Open Tasks by Category (Division Drill Down)"
    2. Update the data to be inclusive of tasks with a status of "Assigned" or "In Process".
    3. Update the y-axis of the bar chart and line chat to be "# Open Tasks".
  - vi. Make the following updates to the # Overdue Tasks widget:
    1. Update the data to be inclusive of overdue tasks with a status of "Assigned" or "In Process".
  - vii. Make the following updates to the # Overdue Tasks (Division Drill Down) widget:
    1. Update the data to be inclusive of overdue tasks with a status of "Assigned" or "In Process".
- d. **Real Time Task Management Productivity Sheet**
- i. Update "# Assigned Tasks" KPI in header to "# Open Tasks" and count tasks with a status of "Assigned" or "In Process".
  - ii. Update the formula for the "% Overdue Tasks" and "# Overdue Tasks" KPIs in header to count tasks with a status of "Assigned" or "In Process" that are overdue.
  - iii. Make the following updates to the Real Time Task Management widget:
    1. Update the formula for the "% Overdue" and "# Overdue Tasks" column of the table to count overdue tasks with a status of "Assigned" or "In Process".
    2. Update the "# Assigned Tasks" column in the table to be "# Open Tasks" and to count tasks with a status of "Assigned" or "In Process".

3. Change "Go to Assigned Task List" button label to "Go to Open Task List".
- iv. Make the following updates to the # Assigned Tasks by Category widget:
  1. Update title to "# Open Tasks by Category".
  2. Update the data to be inclusive of tasks with a status of "Assigned" or "In Process".
  3. Update the y-axis of the bar chart to be "# Open Tasks".
  4. Update the "# Assigned Tasks" column to "# Open Tasks".
- v. Make the following updates to the # Assigned Tasks by Category (Division Drill Down) widget:
  1. Update the title to "# Open Tasks by Category (Division Drill Down)".
  2. Update the data to be inclusive of tasks with a status of "Assigned" or "In Process".
  3. Update the y-axis of the bar chart to be "# Open Tasks".
  4. Update the "# Assigned Tasks" column to "# Open Tasks".
- vi. Make the following updates to the # Overdue Tasks widget:
  1. Update the data to be inclusive of overdue tasks with a status of "Assigned" or "In Process".
- vii. Make the following updates to the # Overdue Tasks (Division Drill Down) widget:
  1. Update the data to be inclusive of overdue tasks with a status of "Assigned" or "In Process".
- e. **# Assigned Tasks by Category (Historical Task Management) Sheet**
  - i. Update title to "# Open Tasks by Category"
  - ii. Update the data to be inclusive of tasks with a status of "Assigned" or "In Process".
- f. **# Assigned Tasks vs # Workers - Task List Sheet**
  - i. Update title to "# Open Tasks vs # Workers - Task List"
  - ii. Update the data to be inclusive of tasks with a status of "Assigned" or "In Process".
- g. **# Assigned Tasks vs # Workers - Worker List Sheet**
  - i. Update title to "# Open Tasks vs # Workers - Worker List"
  - ii. Update the data to be inclusive of tasks with a status of "Assigned" or "In Process".
- h. **# Assigned Tasks by Category (Report 387) Sheet**
  - i. Update title to "# Open Tasks by Category"
  - ii. Update the data to be inclusive of tasks with a status of "Assigned" or "In Process".
- i. **# Overdue Tasks (Report 386) Sheet**

- i. Update the data to be inclusive of overdue tasks with a status of "Assigned" or "In Process".
- j. **# Assigned Tasks by Category (Report 301) Sheet**
  - i. Update title to "# Open Tasks by Category"
  - ii. Update the data to be inclusive of tasks with a status of "Assigned" or "In Process".
- k. **# Assigned Tasks by Category (Report 383) Sheet**
  - i. Update title to "# Open Tasks by Category"
  - ii. Update the data to be inclusive of tasks with a status of "Assigned" or "In Process".
- l. **# Overdue Tasks (Report 381) Sheet**
  - i. Update the data to be inclusive of overdue tasks with a status of "Assigned" or "In Process".
- m. **# Overdue Tasks (Report 305) Sheet**
  - i. Update the data to be inclusive of overdue tasks with a status of "Assigned" or "In Process".

#### 2.1.4 Report Location

- **Global:** Reports
- **Local:** Business Intelligence
- **Task:** Real Time Task Management

#### 2.1.5 Counties Impacted

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

#### 2.1.6 Security Updates

N/A

#### 2.1.7 Report Usage/Performance

N/A

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
N/A			

## 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
34	<p>The CONTRACTOR shall develop and implement a Unified Task Management solution that supports the multiple tasking models in both C-IV and LRS, as follows:</p> <ol style="list-style-type: none"> <li>1) Integrate the Team Managed Pre-Migration C-IV solution into the CalSAWS Software code base</li> <li>2) Create a common task management data model</li> <li>3) Integrate the LRS automated tasks with the new county driven task activation, assignment and configurability logic (introduced with the C-IV Task solution)</li> <li>4) Add the C-IV automated task trigger conditions into the CalSAWS Software code base ensuring there is no adverse or negative impact to LRS that would affect Los Angeles County</li> <li>5) Add auto-assignment of tasks by the system through "round robin" or other workload balancing</li> </ol>	<ul style="list-style-type: none"> <li>- CalSAWS Task Management Solution will support Task Reassignment functionality from C-IV.</li> <li>- CalSAWS Task Management Solution will support Task Bank functionality from C-IV, LRS Task MAQs will convert into Banks.</li> <li>- OBIEE Task Dashboard will be migrated over to new tool prior to Task Management implementation.</li> </ul>	Update the Task Management Dashboard to filter by and report Bank assignments and to report tasks with a status of "In Process".

	<p>methodologies</p> <p>6) Create a task pool where tasks can either be assigned by a supervisor or can be pulled by a caseworker</p> <p>7) Update the LRS Task Management Dashboard (OBIEE) to account for the system modifications being made as part of migration</p>		
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## 5 MIGRATION IMPACTS

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SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?
N/A					

## 6 APPENDIX

### 6.1 Task Management Dashboard Mockup (cont.)

CalSAWS # Completed Tasks by Category

User userid

Case Number	Division	Office	Unit	Worker	Bank	Worker Name	Task Category
B0B0B26	02	GAIN - PALMDALE GAIN REGION	2I - 2I - GAIN Unit	19ESGU2I89	19ESGU2I89	[Redacted]	Case Update
B0B0B62	04	007 South Special	MN	19DP07MN...	19DP07MN...	[Redacted]	Case Update
B0B0C13	04	007 South Special	LW	19DP07LW0X	19DP07LW0X	[Redacted]	EDBC
B0B0C13	04	007 South Special	LW	19DP07LW0X	19DP07LW0X	[Redacted]	EDBC
B0B0C13	04	007 South Special	LW	19DP07LW0X	19DP07LW0X	[Redacted]	EDBC
B0B0C51	03	017 Florence	63	19DP17632C	19DP17632C	[Redacted]	Case Update
B0B0C51	03	017 Florence	63	19DP17632C	19DP17632C	[Redacted]	MC 355
B0B0C51	03	017 Florence	63	19DP17632C	19DP17632C	[Redacted]	MC 355
B0B0C86	04	031 South Family	3B - 3B0	19DP313B1...	19DP313B1...	[Redacted]	Case Update
B0B0C86	04	031 South Family	80	19DP31801E	19DP31801E	[Redacted]	EDBC
B0B0C99	03	006 Cudahy	OE - MCE	19DP06OE01	19DP06OE01	[Redacted]	Case Update
B0B0D34	03	005 Belvedere	A2 - Medi-Cal/CalHEERs Intake	19DP05A229	19DP05A229	[Redacted]	Case Update
B0B0D60	01	011 East Valley	2I - MC APPROVED	19DP112I0N	19DP112I0N	[Redacted]	MC 355
B0B0G05	01	082 West Valley	1H - CalWORKs Intake/ICT Supportive Services/Minor Parent	19DP821H2U	19DP821H2U	[Redacted]	SAR7
B0B0G05	01	082 West Valley	2K - Medi-Cal/CalFresh Approved	19DP822K12	19DP822K12	[Redacted]	Redetermination
B0B0J61	01	082 West Valley	0A - CW APPROVED	19DP820A0J	19DP820A0J	[Redacted]	Application Registration

Items

Figure 6.1.1 – Task Management Dashboard Mockup - # Completed Tasks by Category (Report 388) Sheet

CalSAWS # Completed Tasks by Category

User userid

Case Number	Division	Office	Unit	Worker	Bank	Worker Name	Task Category
B0B0B26	02	GAIN - PALMDALE GAIN REGION	2I - 2I - GAIN Unit	19ESGU2I89	19ESGU2I89	[Redacted]	Case Update
B0B0B62	04	007 South Special	MN	19DP07MN...	19DP07MN...	[Redacted]	Case Update
B0B0C13	04	007 South Special	LW	19DP07LW0X	19DP07LW0X	[Redacted]	EDBC
B0B0C13	04	007 South Special	LW	19DP07LW0X	19DP07LW0X	[Redacted]	EDBC
B0B0C13	04	007 South Special	LW	19DP07LW0X	19DP07LW0X	[Redacted]	EDBC
B0B0C51	03	017 Florence	63	19DP17632C	19DP17632C	[Redacted]	Case Update
B0B0C51	03	017 Florence	63	19DP17632C	19DP17632C	[Redacted]	MC 355
B0B0C51	03	017 Florence	63	19DP17632C	19DP17632C	[Redacted]	MC 355
B0B0C86	04	031 South Family	3B - 3B0	19DP313B1...	19DP313B1...	[Redacted]	Case Update
B0B0C86	04	031 South Family	80	19DP31801E	19DP31801E	[Redacted]	EDBC
B0B0C99	03	006 Cudahy	OE - MCE	19DP06OE01	19DP06OE01	[Redacted]	Case Update
B0B0D34	03	005 Belvedere	A2 - Medi-Cal/CalHEERs Intake	19DP05A229	19DP05A229	[Redacted]	Case Update
B0B0D60	01	011 East Valley	2I - MC APPROVED	19DP112I0N	19DP112I0N	[Redacted]	MC 355
B0B0G05	01	082 West Valley	1H - CalWORKs Intake/ICT Supportive Services/Minor Parent	19DP821H2U	19DP821H2U	[Redacted]	SAR7
B0B0G05	01	082 West Valley	2K - Medi-Cal/CalFresh Approved	19DP822K12	19DP822K12	[Redacted]	Redetermination
B0B0J61	01	082 West Valley	0A - CW APPROVED	19DP820A0J	19DP820A0J	[Redacted]	Application Registration

Items

Figure 6.1.2 – Task Management Dashboard Mockup - # Completed Tasks by Category (Historical Task Management Productivity) Sheet

CalSAWS # Open Tasks vs # Workers - Task List

User userid

Task Assigned Date	Task Category	Task Description	ID
Oct-19-2020	Application Registration	Clearance	1001859673
Oct-19-2020	Application Registration	Clearance	1001873818
Oct-19-2020	Application Registration	Clearance	1001877131
Oct-19-2020	Application Registration	Clearance	1001891847
Oct-20-2020	Application Registration	Clearance	1001914027
Oct-20-2020	Application Registration	Clearance	1001917527
Oct-20-2020	Application Registration	Clearance	1001926668
Oct-20-2020	Application Registration	Clearance	1001929738
Oct-20-2020	Application Registration	Clearance	1001934002
Oct-20-2020	Application Registration	Clearance	1001935347
Oct-20-2020	Application Registration	Clearance	1001935386
Oct-20-2020	Application Registration	Clearance	1001937015
Oct-20-2020	Application Registration	Clearance	1001937812
Oct-20-2020	Application Registration	Clearance	1001938141
Oct-20-2020	Application Registration	Clearance	1001938993
Oct-20-2020	Application Registration	Clearance	1001940070
Oct-20-2020	Application Registration	Clearance	1001940157

**Figure 6.1.3 – Task Management Dashboard Mockup - # Open Task vs # Workers – Task List Sheet**

Note: This is the updated sheet title as per the recommendations described in this SCR.

CalSAWS # Open Tasks vs # Workers - Worker List

User userid

Division	Office	Unit	Worker	Bank	Worker Name	ID
01	002 Glendale	A0 - Medi-Cal Approved/MSP-MATS	19DP02A01B	19DP02A01B	[Redacted]	522774
01	002 Glendale	A0 - Medi-Cal Approved/MSP-MATS	19DP02A01B	19DP02A01B	[Redacted]	515153
01	002 Glendale	A0 - Medi-Cal Approved/MSP-MATS	19DP02A01D	19DP02A01D	[Redacted]	508554
01	002 Glendale	A0 - Medi-Cal Approved/MSP-MATS	19DP02A011	19DP02A011	[Redacted]	506947
01	002 Glendale	A0 - Medi-Cal Approved/MSP-MATS	19DP02A012	19DP02A012	[Redacted]	513529
01	002 Glendale	A0 - Medi-Cal Approved/MSP-MATS	19DP02A013	19DP02A013	[Redacted]	511747
01	002 Glendale	A0 - Medi-Cal Approved/MSP-MATS	19DP02A014	19DP02A014	[Redacted]	507643
01	002 Glendale	A0 - Medi-Cal Approved/MSP-MATS	19DP02A015	19DP02A015	[Redacted]	515909
01	002 Glendale	A0 - Medi-Cal Approved/MSP-MATS	19DP02A016	19DP02A016	[Redacted]	504518
01	002 Glendale	A2 - Medi-Cal/CalHEERs Intake	19DP02A21F	19DP02A21F	[Redacted]	508598
01	002 Glendale	A2 - Medi-Cal/CalHEERs Intake	19DP02A21G	19DP02A21G	[Redacted]	507859
01	002 Glendale	A2 - Medi-Cal/CalHEERs Intake	19DP02A21H	19DP02A21H	[Redacted]	513959
01	002 Glendale	A2 - Medi-Cal/CalHEERs Intake	19DP02A21I	19DP02A21I	[Redacted]	509495
01	002 Glendale	A2 - Medi-Cal/CalHEERs Intake	19DP02A21J	19DP02A21J	[Redacted]	508604
01	002 Glendale	A2 - Medi-Cal/CalHEERs Intake	19DP02A21K	19DP02A21K	[Redacted]	516194
01	002 Glendale	A2 - Medi-Cal/CalHEERs Intake	19DP02A21M	19DP02A21...	[Redacted]	504778
01	002 Glendale	A2 - Medi-Cal/CalHEERs Intake	19DP02A21N	19DP02A21N	[Redacted]	522508

**Figure 6.1.4 – Task Management Dashboard Mockup - # Open Tasks vs # Workers – Worker List Sheet**

Note: This is the updated sheet title as per the recommendations described in this SCR.

CalSAWS # Completed Tasks by Category

User: user123

Case Number	Division	Office	Unit	Worker	Bank	Worker Name	Task Category
B0B0B01	04	008 Southwest Special	A1	19DP08A11S	19DP08A11S	[Redacted]	Redetermination
B0B0B10	03	004 El Monte (San Gab. V. Serv. Center)	P6 - MRT2	19DP04P601	19DP04P601	[Redacted]	Redetermination
B0B0B25	02	010 Wilshire Special Office	11	19DP10I12Q	19DP10I12Q	[Redacted]	Case Update
B0B0B25	02	010 Wilshire Special Office	11	19DP10I129	19DP10I129	[Redacted]	EDBC
B0B0B25	02	092 Hawthorne Medi-Cal Regional	1H - CalWORKs Intake/ICT Supportive Services/Minor Parent	19DP921H0J	19DP921H0J	[Redacted]	Case Update
B0B0B25	02	092 Hawthorne Medi-Cal Regional	1H - CalWORKs Intake/ICT Supportive Services/Minor Parent	19DP921H0K	19DP921H0K	[Redacted]	Case Update
B0B0B25	02	092 Hawthorne Medi-Cal Regional	M2 - IPW1	19DP92M2...	19DP92M2...	[Redacted]	Redetermination
B0B0B26	01	034 Lancaster	4W - MC APPROVED	19DP344W...	19DP344W...	[Redacted]	EDBC
B0B0B26	01	034 Lancaster	4W - MC APPROVED	19DP344W...	19DP344W...	[Redacted]	Case Update
B0B0B26	01	034 Lancaster	4W - MC APPROVED	19DP344W...	19DP344W...	[Redacted]	Case Update
B0B0B26	01	034 Lancaster	4W - MC APPROVED	19DP344W...	19DP344W...	[Redacted]	Manual
B0B0B26	01	034 Lancaster	4W - MC APPROVED	19DP344W...	19DP344W...	[Redacted]	Redetermination
B0B0B26	01	034 Lancaster	4W - MC APPROVED	19DP344W...	19DP344W...	[Redacted]	Redetermination
B0B0B26	01	034 Lancaster	4W - MC APPROVED	19DP344W...	19DP344W...	[Redacted]	Redetermination
B0B0B26	01	034 Lancaster	4W - MC APPROVED	19DP344W...	19DP344W...	[Redacted]	Redetermination

**Figure 6.1.5 – Task Management Dashboard Mockup – # Completed Tasks by Category (Historical Task Management) Sheet**

CalSAWS # Open Tasks by Category

User: user123

Case Number	Division	Unit	Office	Worker	Bank	Task Category	Task Description
B0B0B02	04	5R - 3Z0	031 South Family	19DP315R0K	19DP315R0K	Redetermination	MC RD Packet Received
B0B0C13	04	14 - GR Intake/CalFresh Approved (Refugees)	007 South Special	19DP071461	19DP071461	Case Update	New PVS report assignment
B0B0C13	04	LW	007 South Special	19DP07LW0X	19DP07LW0X	EDBC	Supervisor Authorization EDDB
B0B0F60	01	CU - Medi-Cal/CalHEERs Intake	002 Glendale	19DP02CU13	19DP02CU13	Case Update	IEVS Applicant Report Available
B0B0F60	01	CU - Medi-Cal/CalHEERs Intake	002 Glendale	19DP02CU13	19DP02CU13	Case Update	IEVS Applicant Report Available
B0B0G77	01	1H - CalWORKs Intake/ICT Supportive Services/Minor Parent	082 West Valley	19DP821H2U	19DP821H2U	SAR7	SAR7 Received
B0B0K06	03	52 - 3UJ	020 San Gabriel Valley	19DP205209	19DP205209	CMIPSI	Potential Change to Income and/or Information from CMIPSI
B0B0K64	01	5F - 3UV	034 Lancaster	19DP345F0H	19DP345F0H	Case Update	New PVS report assignment
B0B0K93	01	59 - 3UP	034 Lancaster	19DP34591X	19DP34591X	Case Update	New PVS report assignment
B0B0K93	01	69 - GR Approved/CF SSI Approved NSA/B&C/CAPI	034 Lancaster	19DP346932	19DP346932	Case Update	IEVS NHR combo case review
B0B0M14	04	12 - GAIN Intake 2	RANCHO PARK GROW	19ESVCI206	19ESVCI206	Case Update	Point of Service Scans Received
B0B0M39	01	1X - CalFresh/Medi-Cal Approved	002 Glendale	19DP021X2X	19DP021X2X	Case Update	IEVS Applicant Report Available
B0B0M51	01	6Y - 433	082 West Valley	19DP826Y05	19DP826Y05	Case Update	New PVS report assignment
B0B0N00	01	5Y	034 Lancaster	19DP345Y23	19DP345Y23	Case Update	IEVS Applicant Report Available
B0B0N13	01	0A - CW APPROVED	011 East Valley	19DP110A0B	19DP110A0B	Case Update	Point of Service Scans Received

**Figure 6.1.6 – Task Management Dashboard Mockup - # Open Tasks by Category (Report 387) Sheet**

Note: This is the updated sheet title as per the recommendations described in this SCR.

CalSAWS # Overdue Tasks								User userid
Case Number	Division	Office	Unit	Worker	Bank	Worker Name	Task Category	
B0B0B02	04	031 South Family	5R - 3Z0	19DP315R0K	19DP315R0K		Redetermination	
B0B0B26	01	034 Lancaster	4W - MC APPROVED	19DP344W16	19DP344W...		Case Update	
B0B0B26	01	034 Lancaster	4W - MC APPROVED	19DP344W16	19DP344W...		Redetermination	
B0B0B26	01	034 Lancaster	5Z - MEDS Alert	19DP345Z2U	19DP345Z2U		MEDS Alert	
B0B0B26	01	034 Lancaster	5Z - MEDS Alert	19DP345Z2U	19DP345Z2U		MEDS Alert	
B0B0B26	01	034 Lancaster	5Z - MEDS Alert	19DP345Z2V	19DP345Z2V		MEDS Alert	
B0B0B48	02	GAIN - PALMDALE GAIN REGION	2C - 2C - GAIN Unit	19ESGU2C08	19ESGU2C08		Case Update	
B0B0B48	02	GAIN - PALMDALE GAIN REGION	2C - 2C - GAIN Unit	19ESGU2C08	19ESGU2C08		Case Update	
B0B0B48	02	GAIN - PALMDALE GAIN REGION	2C - 2C - GAIN Unit	19ESGU2C08	19ESGU2C08		Case Update	
B0B0B48	02	GAIN - PALMDALE GAIN REGION	2C - 2C - GAIN Unit	19ESGU2C08	19ESGU2C08		Case Update	
B0B0B48	02	GAIN - PALMDALE GAIN REGION	2C - 2C - GAIN Unit	19ESGU2C08	19ESGU2C08		Case Update	
B0B0B48	02	GAIN - PALMDALE GAIN REGION	2C - 2C - GAIN Unit	19ESGU2C08	19ESGU2C08		Case Update	
B0B0B48	02	GAIN - PALMDALE GAIN REGION	2C - 2C - GAIN Unit	19ESGU2C08	19ESGU2C08		Case Update	
B0B0B48	Unknown	Unknown	Unknown	Unknown	Unknown		Case Update	
B0B0B48	Unknown	Unknown	Unknown	Unknown	Unknown		Case Update	
B0B0B48	Unknown	Unknown	Unknown	Unknown	Unknown		Case Update	
B0B0B48	Unknown	Unknown	Unknown	Unknown	Unknown		Case Update	

**Figure 6.1.7 – Task Management Dashboard Mockup - # Overdue Tasks (Report 386) Sheet**

CalSAWS # Open Tasks by Category								User userid
Case Number	Division	Office	Unit	Worker	Bank	Task Category	Task Source	
0092383	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM05...	19DCXM05...	Case Update	Specialized Supportive Services A Concurrent Activity	
0117382	02	010 Wiltshire Special Office	RR - TF01	19DP10RR03	19DP10RR03	MEDS Alert	66	
0234033	Unknown	DCFS S9056 S9072 Glendora RE	07 - DCFS 07	19DCX00705	19DCX00705	EDBC	ReRun EDBC	
0278907	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	MEDS Alert	686	
0284921	04	031 South Family	5R - 3Z0	19DP315R00	19DP315R00	MEDS Alert	699	
0289514	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM05...	19DCXM05...	MEDS Alert	686	
0295003	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM05...	19DCXM05...	MEDS Alert	686	
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services A Concurrent Activity	
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services A Concurrent Activity	
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services A Concurrent Activity	
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services A Concurrent Activity	
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services A Concurrent Activity	

**Figure 6.1.8 – Task Management Dashboard Mockup - # Open Tasks by Category (Report 301) Sheet**

Note: This is the updated sheet title as per the recommendations described in this SCR.

**CalSAWS # Completed Tasks During Current Day by Division**

User: user123

Case Number	Case Name	Division	Office	Unit	Worker	Bank	Task Category	Task De
B0B1M25	Case Name	03	006 Cudahy	U1 - IEVS Unit 1	19DP06U13C	19DP06U13C	IEVS Priority	IFDS In
B0B3H42	Case Name	03	017 Florence	U1 - IEVS Unit 1	19DP17U11Z	19DP17U11Z	IEVS	IFDS In
B0B4D27	Case Name	01	002 Glendale	1Y - Fair Hearing	19DP021Y2Q	19DP021Y2Q	IEVS	IFDS In
B0B4T14	Case Name	04	060 Rancho Park	U1 - IEVS Unit 1	19DP60U100	19DP60U100	IEVS	IFDS In
B0B4X98	Case Name	01	002 Glendale	U1 - IEVS Unit 1	19DP02U15A	19DP02U15A	IEVS Priority	IFDS In
B0B9T58	Case Name	01	002 Glendale	U1 - IEVS Unit 1	19DP02U102	19DP02U102	IEVS	IFDS In
B0B0373	Case Name	04	083 Southwest Family	U1 - IEVS Unit 1	19DP83U15Y	19DP83U15Y	IEVS Priority	IFDS In
B0B0412	Case Name	01	034 Lancaster	U1 - IEVS Unit 1	19DP34U15E	19DP34U15E	IEVS Priority	IFDS In
B0B8447	Case Name	04	031 South Family	U1 - IEVS Unit 1	19DP31U12N	19DP31U12N	IEVS Priority	IFDS In
B0B9757	Case Name	01	002 Glendale	U1 - IEVS Unit 1	19DP02U15A	19DP02U15A	IEVS	IFDS In
B0B9928	Case Name	03	004 El Monte (San Gab. V. Serv. Center)	U1 - IEVS Unit 1	19DP04U100	19DP04U100	IEVS	IFDS In
B0B0901	Case Name	02	036 Pomona	U1 - IEVS Unit 1	19DP36U13U	19DP36U13U	IEVS	IFDS In
B0BC000	Case Name	02	036 Pomona	U1 - IEVS Unit 1	19DP36U140	19DP36U140	IEVS	IFDS In
B0BC573	Case Name	02	036 Pomona	U1 - IEVS Unit 1	19DP36U15Q	19DP36U15...	IEVS Priority	IFDS In
B0BDN45	Case Name	01	067 Lancaster General Relief Office	U1 - IEVS Unit 1	19DP67U16D	19DP67U16D	IEVS Priority	IFDS In
B0BDQ28	Case Name	04	027 South Central	U1 - IEVS Unit 1	19DP27U106	19DP27U106	IEVS Priority	IFDS In

**Figure 6.1.9 – Task Management Dashboard Mockup - # Completed Tasks During Current Day by Division (Report 304) Sheet**

**CalSAWS # Completed Tasks During Current Day by Category**

User: user123

Case Number	Case Name	Division	Office	Unit	Worker	Bank	Task Category	Task As
B0B1M25	Case Name	03	006 Cudahy	U1 - IEVS Unit 1	19DP06U13C	19DP06U13C	IEVS Priority	
B0B3H42	Case Name	03	017 Florence	U1 - IEVS Unit 1	19DP17U11Z	19DP17U11Z	IEVS	
B0B4D27	Case Name	01	002 Glendale	1Y - Fair Hearing	19DP021Y2Q	19DP021Y2Q	IEVS	
B0B4T14	Case Name	04	060 Rancho Park	U1 - IEVS Unit 1	19DP60U100	19DP60U100	IEVS	
B0B4X98	Case Name	01	002 Glendale	U1 - IEVS Unit 1	19DP02U15A	19DP02U15A	IEVS Priority	
B0B9T58	Case Name	01	002 Glendale	U1 - IEVS Unit 1	19DP02U102	19DP02U102	IEVS	
B0B0373	Case Name	04	083 Southwest Family	U1 - IEVS Unit 1	19DP83U15Y	19DP83U15Y	IEVS Priority	
B0B0412	Case Name	01	034 Lancaster	U1 - IEVS Unit 1	19DP34U15E	19DP34U15E	IEVS Priority	
B0B8447	Case Name	04	031 South Family	U1 - IEVS Unit 1	19DP31U12N	19DP31U12N	IEVS Priority	
B0B9757	Case Name	01	002 Glendale	U1 - IEVS Unit 1	19DP02U15A	19DP02U15A	IEVS	
B0B9928	Case Name	03	004 El Monte (San Gab. V. Serv. Center)	U1 - IEVS Unit 1	19DP04U100	19DP04U100	IEVS	
B0B0901	Case Name	02	036 Pomona	U1 - IEVS Unit 1	19DP36U13U	19DP36U13U	IEVS	
B0BC000	Case Name	02	036 Pomona	U1 - IEVS Unit 1	19DP36U140	19DP36U140	IEVS	
B0BC573	Case Name	02	036 Pomona	U1 - IEVS Unit 1	19DP36U15Q	19DP36U15...	IEVS Priority	
B0BDN45	Case Name	01	067 Lancaster General Relief Office	U1 - IEVS Unit 1	19DP67U16D	19DP67U16D	IEVS Priority	
B0BDQ28	Case Name	04	027 South Central	U1 - IEVS Unit 1	19DP27U106	19DP27U106	IEVS Priority	

**Figure 6.1.10 – Task Management Dashboard Mockup - # Completed Tasks During Current Day by Category (Report 303) Sheet**

CalSAWS # Open Tasks by Category

Case Number	Division	Office	Unit	Worker	Bank	Task Category	Task Source
0092383	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM05...	19DCXM05...	Case Update	Specialized Supportive Services Activity: No Concurrent Activity
0117382	02	010 Wilshire Special Office	RR - TF01	19DP10RR03	19DP10RR03	MEDS Alert	66
0234033	Unknown	DCFS S9056 S9072 Glendora RE	07 - DCFS 07	19DCX00705	19DCX00705	EDBC	ReRun EDBC
0278907	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	MEDS Alert	686
0284921	04	031 South Family	5R - 3Z0	19DP315R00	19DP315R00	MEDS Alert	699
0289514	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM05...	19DCXM05...	MEDS Alert	686
0295803	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM05...	19DCXM05...	MEDS Alert	686
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services Activity: No Concurrent Activity
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services Activity: No Concurrent Activity
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services Activity: No Concurrent Activity
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services Activity: No Concurrent Activity
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services Activity: No Concurrent Activity
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services Activity: No Concurrent Activity

Figure 6.1.11 – Task Management Dashboard Mockup - # Open Tasks by Category (Report 383) Sheet

Note: This is the updated sheet title as per the recommendations described in this SCR.

CalSAWS # Completed Tasks During Current Day by Category

Case Number	Case Name	Division	Office	Unit	Worker	Bank	Task Category	Task Description
B0B1M25	Case Name	03	006 Cudahy	U1 - IEVS Unit 1	19DP06U13C	19DP06U13C	IEVS Priority	IFDS In
B0B3H42	Case Name	03	017 Florence	U1 - IEVS Unit 1	19DP17U11Z	19DP17U11Z	IEVS	IFDS In discrep
B0B4D27	Case Name	01	002 Glendale	1Y - Fair Hearing	19DP021Y2Q	19DP021Y2Q	IEVS	IFDS In discrep
B0B4T14	Case Name	04	060 Rancho Park	U1 - IEVS Unit 1	19DP60U100	19DP60U100	IEVS	IFDS In discrep
B0B4X98	Case Name	01	002 Glendale	U1 - IEVS Unit 1	19DP02U15A	19DP02U15A	IEVS Priority	IFDS In
B0B9T58	Case Name	01	002 Glendale	U1 - IEVS Unit 1	19DP02U102	19DP02U102	IEVS	IFDS In discrep
B00B373	Case Name	04	083 Southwest Family	U1 - IEVS Unit 1	19DP83U15Y	19DP83U15Y	IEVS Priority	IFDS In
B00B412	Case Name	01	034 Lancaster	U1 - IEVS Unit 1	19DP34U15E	19DP34U15E	IEVS Priority	IFDS In
B00B447	Case Name	04	031 South Family	U1 - IEVS Unit 1	19DP31U12N	19DP31U12N	IEVS Priority	IFDS In
B00B757	Case Name	01	002 Glendale	U1 - IEVS Unit 1	19DP02U15A	19DP02U15A	IEVS	IFDS In discrep
B00B928	Case Name	03	004 El Monte (San Gab. V. Serv. Center)	U1 - IEVS Unit 1	19DP04U100	19DP04U100	IEVS	IFDS In discrep
B00B901	Case Name	02	036 Pomona	U1 - IEVS Unit 1	19DP36U13U	19DP36U13U	IEVS	IFDS In discrep

Figure 6.1.12 – Task Management Dashboard Mockup - # Completed Tasks During Current Day by Category (Report 382) Sheet

CalSAWS # Overdue Tasks

Case Number	Division	Office	Unit	Worker	Bank	Task Category	Task Description
0092383	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM0500	19DCXM05...	Case Update	Specialized Supportive Services Activity: No Concurrent Activity
0117382	02	010 Wilshire Special Office	RR - TF01	19DP10RR03	19DP10RR03	MEDS Alert	2005-Transaction Count MEDS
0234033	Unknown	DCFS S9056 S9072 Glendora RE	07 - DCFS 07	19DCX00705	19DCX00705	EDBC	ReRun EDBC
0278907	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	MEDS Alert	9550- Ongoing Burman Eligibility Update overdue
0284921	04	031 South Family	5R - 3Z0	19DP315R00	19DP315R00	MEDS Alert	6005- Recon record on hold generated
0289514	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM0500	19DCXM05...	MEDS Alert	9550- Ongoing Burman Eligibility Update overdue
0295803	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM0500	19DCXM05...	MEDS Alert	9550- Ongoing Burman Eligibility Update overdue
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services Activity: No Concurrent Activity
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services Activity: No Concurrent Activity
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive Services Activity: No Concurrent Activity

**Figure 6.1.13 – Task Management Dashboard Mockup - # Overdue Tasks (Report 381) Sheet**

CalSAWS # Overdue Tasks User userid

Case Number	Division	Office	Unit	Worker	Bank	Task Category	Task Description
0092383	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM0500	19DCXM05...	Case Update	Specialized Supportive S no Concurrent Activity
0117382	02	010 Wilshire Special Office	RR - TF01	19DP10RR03	19DP10RR03	MEDS Alert	2805-Transaction Count MEDS
0234033	Unknown	DCFS S9056 S9072 Glendora RE	07 - DCFS 07	19DCX00705	19DCX00705	EDBC	ReRun EDBC
0278907	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	MEDS Alert	9550- Ongoing Burman Eligibility Update overdue
0284921	04	031 South Family	5R - 320	19DP315R00	19DP315R00	MEDS Alert	6005- Recon record on f recon hold generated
0289514	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM0500	19DCXM05...	MEDS Alert	9550- Ongoing Burman Eligibility Update overdue
0295803	Unknown	DCFS S8234 Lancaster RE	05 - DCFS 05	19DCXM0500	19DCXM05...	MEDS Alert	9550- Ongoing Burman Eligibility Update overdue
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive S no Concurrent Activity
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive S no Concurrent Activity
0301009	Unknown	DCFS BIS-(LRS OFFICE) Norwalk RE	03 - DCFS 03	19DCYO0300	19DCYO0300	Case Update	Specialized Supportive S no Concurrent Activity

Items

**Figure 6.1.14 – Task Management Dashboard Mockup - # Overdue Tasks (Report 305) Sheet**