

CalSAWS

California Statewide Automated Welfare System

Design Document

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DDID 1439

Task Mgt – Error Prone and High Risk
Administration Page

CalSAWS	DOCUMENT APPROVAL HISTORY	
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8/31/2020	1.0	Initial Revision	Mayuri Srinivas
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Table of Contents

1	Overview	5
1.1	Current Design.....	5
1.2	Requests.....	5
1.3	Overview of Recommendations.....	5
1.4	Assumptions	5
2	Recommendations.....	6
2.1	Error Prone and High Risk Case Flag Administration page	6
2.1.1	Overview	6
2.1.2	Error Prone and High Risk Administration page – Reference Example.....	6
2.1.3	Description of Changes	6
2.1.4	Page Location	6
2.1.5	Security Updates.....	7
2.1.6	Page Mapping.....	7
2.1.7	Page Usage/Data Volume Impacts	7
2.2	Automated Action Detail Page	8
2.2.1	Overview	8
2.2.2	Automated Action Detail Page Mockup	8
2.2.3	Description of Changes	8
2.2.4	Page Location	9
2.2.5	Security Updates.....	9
2.2.6	Page Mapping.....	10
2.2.7	Page Usage/Data Volume Impacts	10
2.3	Error Prone and High Risk Case Flag Batch Processes.....	10
2.3.1	Overview	10
2.3.2	Description of Change.....	10
2.3.3	Execution Frequency.....	11
2.3.4	Key Scheduling Dependencies	11
2.3.5	Counties Impacted	11
2.3.6	Data Volume/Performance.....	11
2.3.7	Failure Procedure/Operational Instructions.....	11
3	Supporting Documents	12
4	Requirements.....	13

4.1 Migration Requirements.....13
5 Migration Impacts14
6 Outreach.....15
7 Appendix.....16

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1 OVERVIEW

This design outlines modifications to the Error Prone and High Risk administrative function in the LRS/CalSAWS System to be 58 county friendly and allow counties to configure automated Tasks.

1.1 Current Design

The LRS/CalSAWS System contains an Error Prone and High Risk Administration page that allows county users to activate or deactivate batch processing that identifies specific Error Prone and High Risk case scenarios and associates appropriate Case Flags to the impacted cases. This administrative page is not currently programmed to support configuration by more than one county. County users may also associate Error Prone and High Risk Case Flags to Cases manually. This administration page is simply labeled "Administration". This design document will refer to this page as the "Error Prone and High Risk Administration page".

1.2 Requests

Update the Error Prone and High Risk Administration page to be configurable by each individual LRS/CalSAWS county. Also modify the LRS/CalSAWS System to offer a county configurable Automated Action that can create a Task when an Error Prone or High Risk Case Flag is associated to a Case manually or through batch processing.

1.3 Overview of Recommendations

1. Update the Error Prone and High Risk Administration page to be configurable for each LRS/CalSAWS county.
2. Add a configurable Automated Action that will create a Task when an Error Prone or High Risk Case Flag is associated to a Case manually or through batch processing.

1.4 Assumptions

1. The second question "(Out-of-County/State and Grandfather (GF) rates over \$0.00 (FC, KinGAP, AAP)" on the Error Prone and High Risk Administration page does not have any associated automation.
2. Information currently available on the Error Prone and High Risk Administration page will not be impacted for Los Angeles county with this enhancement.

2 RECOMMENDATIONS

This section will outline recommendations needed to update the Error Prone and High Risk Administration page to be configurable by 58 counties and introduce an Automated Action to create a related Task.

2.1 Error Prone and High Risk Case Flag Administration page

2.1.1 Overview

The Error Prone and High Risk Administration page layout and functionality is not being modified. This page is being configured to be customizable for each individual LRS/CalSAWS county.

2.1.2 Error Prone and High Risk Administration page – Reference Example

Administration

*- Indicates required fields

Save Cancel

Error Prone:

On Off Participant's rent exceeds 100 % of known income(CF)

On Off Out-of-County/State and Grandfather (GF) rates over \$ 29999.00 (FC, KinGAP, AAP)

High Risk:

On Off Correspondence mailed to address other than the residence address (CW, GR)

On Off Convicted welfare fraud cases (CW,GR)

On Off Person known to multiple cases (MED,GR,CF,FC,KinGAP,AAP)

Save Cancel

Figure 2.1.2.1 – Error Prone and High Risk Administration page Reference Example

2.1.3 Description of Changes

1. Configure the Error Prone and High Risk Administration page to be configurable for each individual LRS/CalSAWS County. All five fields on the page will initially be set to "Off" for the 57 migration counties. Current selections for Los Angeles county will not be affected. This recommendation does not modify the cosmetics of the page, it is strictly a configuration behind the scenes.

2.1.4 Page Location

- **Global:** Special Units
- **Local:** Error Prone

- **Task:** Administration

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

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2.2 Automated Action Detail Page

2.2.1 Overview

The Automated Action Detail page is accessible from the Automated Action List page. This section will outline the specifics of the Automated Action that will allow counties to enable and configure attributes for a task that will be logged when an Error Prone or High Risk Case Flag is added to a Case.

2.2.2 Automated Action Detail Page Mockup

The mockup displays a form titled "Automated Action Detail". At the top right are "Edit" and "Close" buttons. The form is divided into two main sections: "Action Information" and "Task Information".

Action Information

Name: Case Flag Added: Error Prone and High Risk	Type: Create Task	Status: * Inactive
Program(s): AA, AS, CP, FT, FS, CW, CC, CS, DC, DV, FC, GA, HP, HT, IH, IV, KG, MC, NB, PE, RC	Run Date: Daily (Monday-Saturday) or Real Time	Source: Batch/Online
Scenario: An Error Prone and High Risk Case Flag has been added to the case.		

Task Information

Task Type: *	
Due Date: Default Due Date	Default Due Date: 30 Days
Initial Assignment: Default Assignment	Default Assignment: Current Program Worker
Long Description: An Error Prone and High Risk Case Flag has been added to the case. Please take appropriate action.	

At the bottom right of the form are "Edit" and "Close" buttons.

Figure 2.2.2.1 – Automated Action Detail Page Mockup

2.2.3 Description of Changes

1. Introduce the following Automated Action that will be triggered when an Error Prone or High Risk Case Flag is associated to a Case manually or through batch processing. This Automated Action will be configured for each of the 58 counties with an initial status of 'Inactive'.

The Automated Action Status will initially be Inactive with a blank Task Type and Task Sub-Type. This is because each county can set a custom Task Type for each Automated Action. If a county decides to Activate the Automated Action, the page validation will require that the county also select a Task Type to be used. Reference DDID 34 (CA-214928) for specifics of the Task Type pages.

- a. Action Information
 - i. Name: Case Flag Added: Error Prone and High Risk
 - ii. Type: Create Task
 - iii. Status: Inactive
 - iv. Program(s): AA, AS, CP, FT, FS, CW, CC, CS, DC, DV, FC, GA, HP, HT, IH, IV, KG, MC, NB, PE, RC
 - v. Run Date: Daily (Monday-Saturday) or Real Time
 - vi. Source: Batch/Online
 - vii. Scenario: An Error Prone and High Risk Case Flag has been added to the case.
- b. Task Information
 - i. Task Type: BLANK
 - ii. Task Sub-Type: BLANK
 - iii. Due Date: Default Due Date
 - iv. Default Due Date: 30 Days
 - v. Initial Assignment: Default Assignment
 - vi. Default Assignment: Current Program Worker
 - vii. Long Description: An Error Prone and High Risk Case Flag has been added to the case. Please take appropriate action.

Note: The Automated Action will only create a Task if the county has updated the Automated Action to be Active.

2. Update the LRS/CalSAWS System to trigger the Automated Action in Recommendation 2.2.3.1 any time an Error Prone or High Risk Case Flag is added to a case manually through the Case Flag Detail page.

2.2.4 Page Location

- **Global:** Tools
- **Local:** Admin
- **Task:** Automated Actions > Task Admin

Click on a hyperlink of the desired result displayed in the Automated Actions Search to navigate to the Automated Action Detail page.

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Error Prone and High Risk Case Flag Batch Processes

2.3.1 Overview

The following batch processes evaluate information on the Error Prone and High Risk Administration page to determine Cases that an Error Prone or High Risk Case flag will be associated to:

- a. PB19S932: Associates the "Error Prone - Rent Over TMHI" Case Flag.
- b. PB19S933: Associates the "High Risk - Convicted Fraud" Case Flag.
- c. PB19S931: Associates the "High Risk - Multiple Cases" Case Flag.
- d. **PB19S930**: Associates the "High Risk - Correspondence Mismatch" Case Flag.

2.3.2 Description of Change

1. Update the following batch processes to evaluate information for all LRS/CalSAWS counties. This modification will also include an adjustment to evaluate for the county specific configuration information on the Error Prone and High Risk Administration page.
 - a. PB19S932: Associates the "Error Prone - Rent Over TMHI" Case Flag.
 - b. PB19S933: Associates the "High Risk - Convicted Fraud" Case Flag.
 - c. PB19S931: Associates the "High Risk - Multiple Cases" Case Flag.
 - d. **PB19S930**: Associates the "High Risk - Correspondence Mismatch" Case Flag.

Technical: The "19" referenced in the batch process names above can be replaced by "00" to signify that the batch process applies to all counties.
2. Update the batch processes in Recommendation 2.3.2.1 to also trigger the Automated Action described in Recommendation 2.2.3.1 when an Error Prone and High Risk Case Flag is associated to a Case.

2.3.3 Execution Frequency

The batch processes mention above all run daily. The batch frequency will not be modified.

2.3.4 Key Scheduling Dependencies

N/A

2.3.5 Counties Impacted

All LRS/CalSAWS System counties are impacted.

2.3.6 Data Volume/Performance

N/A

2.3.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

3 SUPPORTING DOCUMENTS

N/A

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4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1439	<p>The CONTRACTOR shall update the Error Prone and High Risk Case Flag Administration page, and supporting batch processing, to be configurable by each CONSORTIUM County.</p> <p>The CONTRACTOR shall add a new configurable automated task to generate when an Error Prone or High Risk flag is added to a case.</p>	None	<p>This design will update the Error Prone and High Risk Case Flag Administration page and batch processing to function for all LRS/CalSAWS counties. The design will also include a configurable Automated action to create a Task when an Error Prone or High Risk case flag is added to a case.</p>

5 MIGRATION IMPACTS

N/A

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6 OUTREACH

N/A

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7 APPENDIX

N/A

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