CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214917

DDID 2254, 2504

Task Mgt

CalSAWS	DOCUMENT APPROVAL HISTORY	
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	Reviewed By	Justin Dobbs

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/22/2020	1.0	Version 1	Mayuri Srinivas

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1 OVERVIEW

This design outlines modifications to the CalSAWS System that will allow configuration of Tasks that result from imaged documents.

1.1 Current Design

The CalSAWS System includes functionality to automatically create a Task in specific scenarios. DDID 34 introduced an Automated Action framework that will allow counties to configure several attributes for automated Task processing. DDID 1629 is converting CalSAWS automated Tasks into the Automated Action framework.

The CalSAWS System current imaging solution includes functionality to automatically create Tasks based on specific imaged documents and provides a button to access related images from the Worklist Task Detail page.

Task creation configurability based on specific imaged documents is not currently available in the CalSAWS System.

1.2 Requests

Modify the CalSAWS Task Management solution to allow authorized users to configure Task creation and routing rules by Document Type and Form Number/Name. The functionality will include:

- Customizable grouping of Document Types and/or Form Numbers
- Configurability of which types of Tasks will be created resulting from specific Forms being scanned.
- The ability to accept program override(s) for Task routing from the imaging solution (Hyland).
- The option to suppress Tasks when there is an upcoming appointment.
- The option to suppress Tasks if the scanning User would receive the resulting Task.

1.3 Overview of Recommendations

1. Add functionality to allow county customization of Document Routing Rules by implementing a Document Routing Rule List and Detail page.
2. Implement a Select Form page that allows Users to search for and select one or more specific forms to be applied to a Document Routing Rule.
3. Implement a Document Routing Rule Program Detail page that allows a User to customize Task assignment configurations by Program and Program Status for a Document Routing Rule.
4. Implement processing to evaluate Document Routing Rule information when a document is scanned in and a request is received by the 'Generate Task' Imaging Inbound Web Service.

1.4 Assumptions

1. Each specific form will only be associated to a single Document Routing Rule.
2. The Generate Task Imaging Inbound Web Service per CA-214034 has been implemented.
3. A form inventory is available in the data which includes Document Type, Form Number and Form Name per CA-214060.
4. The Generate Task Imaging Inbound Web Service will provide the attributes referenced in SCR CA-214034.
5. The county imaging solution is Hyland.

2 RECOMMENDATIONS

This section will outline recommendations to introduce Task Management functionality for imaged document routing configurations in the CalSAWS System.

2.1 Document Routing Rule List Page

2.1.1 Overview

The Document Routing List page will display Document Routing Rules that are available in the CalSAWS System. Users can navigate to the detailed information for each Document Routing Rule from this page.

2.1.2 Document Routing Rule List Page Mockup

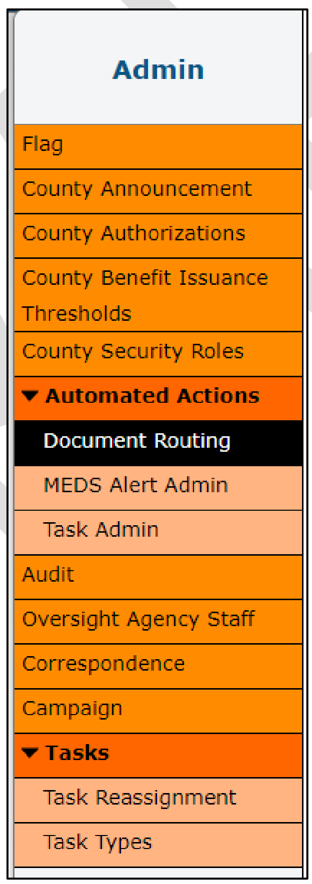

Figure 2.1.2.1 – Document Routing Rule List Page Task Navigation Mockup

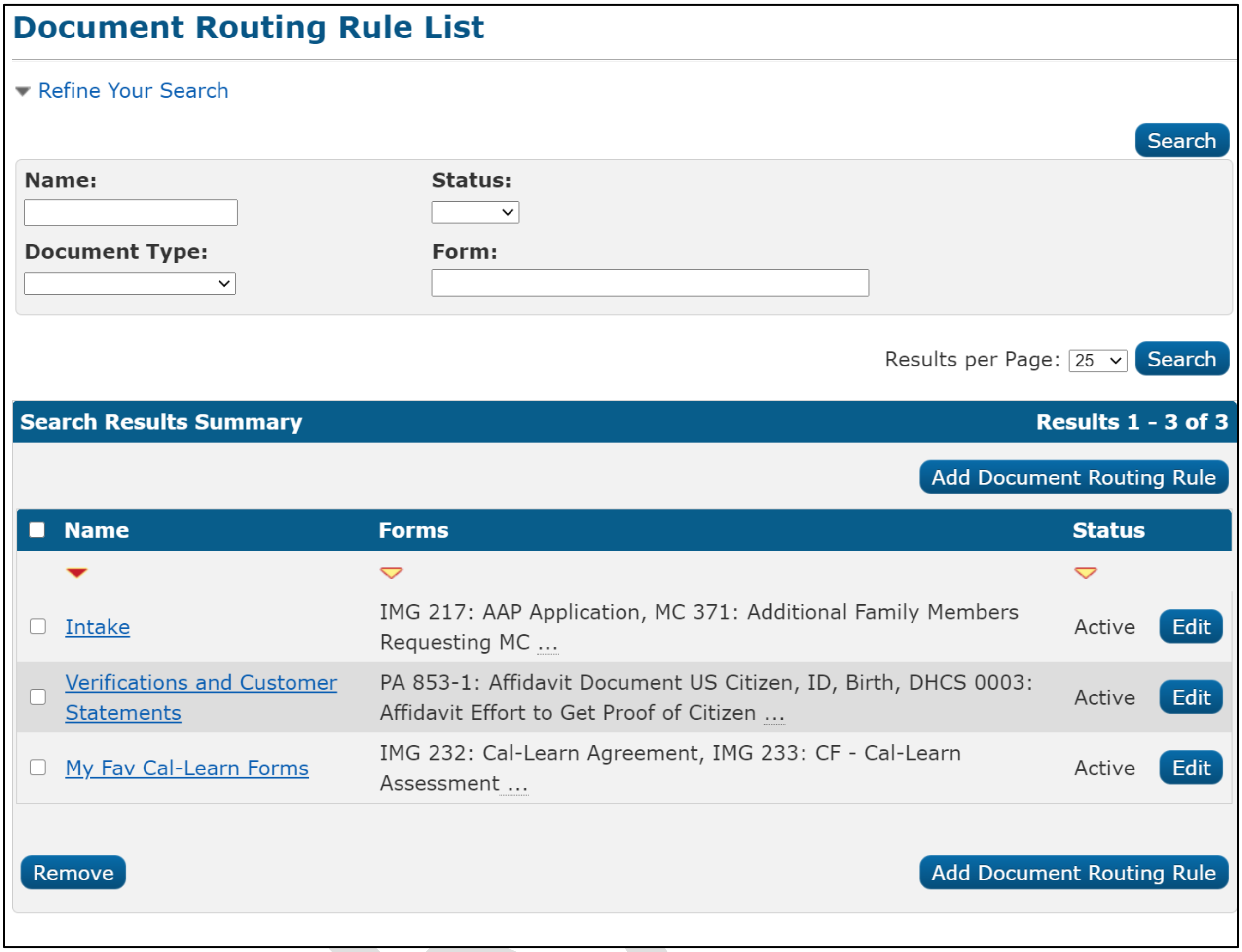

Figure 2.1.2.2 – Document Routing Rule List Page Mockup

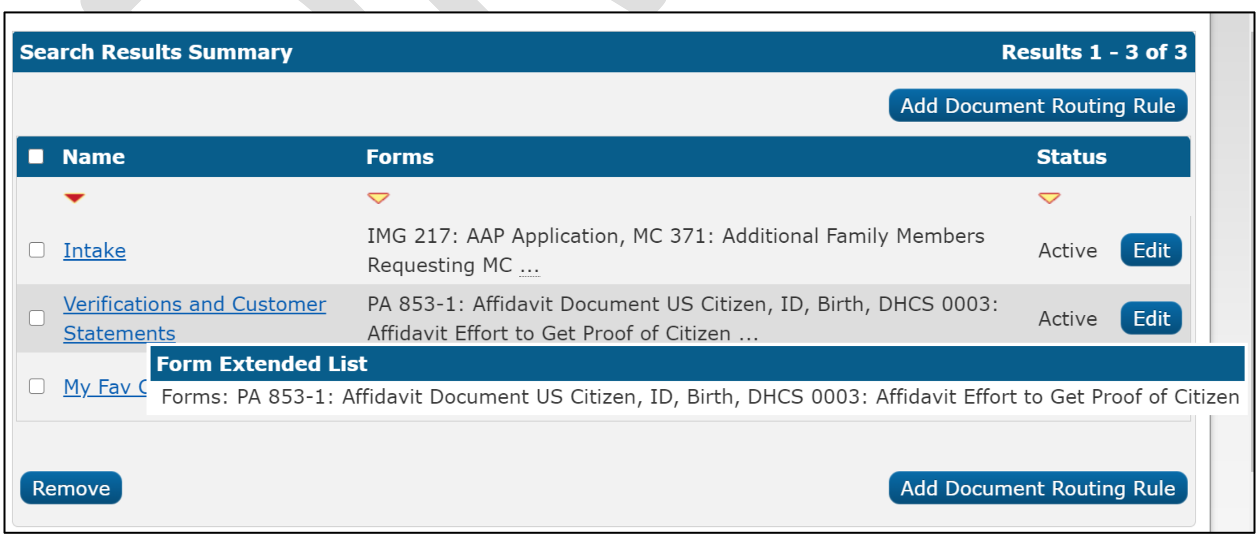

Figure 2.1.2.3 – Document Routing Rule List Page Tool Tip Feature

2.1.3 Description of Changes

Add a Document Routing Rule List page to the CalSAWS System.

1. Refine Your Search
   This is an expandable section toward the top of the page that displays parameters which can be used to filter the Document Routing Rules displayed on the page. This section will be collapsed on initial load.
   a. **BUTTON:** Search – This button will refresh the information on the page based on the search parameter values. If this button is clicked without filling in any parameters, all Document Routing Rules results will display. If this button is clicked and no Document Routing Rules satisfy the search criteria, a “No Data Found” message displays in the Search Results Summary Section.
   b. Name – A text field which will filter Document Routing Rule results if the Name of the Document Routing Rule includes the text within this field.
      Example: If a “Person Verification” Document Routing Rule exists, searching with any of the following text strings in the Name field will return the “Person Verification” Document Routing Rule in the results:
      - “PER”
      - “person verification”
      - “verification”
      - “Person Verification”
   c. Status – A dropdown field that will search for Document Routing Rules with a specific Status. The dropdown list will display the following options (in the listed order):
      i. Active
      ii. Inactive
   d. Document Type – A dropdown that will search for Document Routing Rules that contain a specific Document Type. If a Document Routing Rule includes the selected Document Type, the Document Routing Rule will display in the Search Results Summary. This dropdown list will include all available Document Types in alphabetical order.
      Technical: This listing will be implemented based on the CalSAWS Imaging Type Code Category table.
   e. Form – This field allows searching of Document Routing Rules that contain a specific form. The text field will auto complete available results and display them in a dropdown list as the User enters text. Case does not matter when retrieving matching results. Results displayed in the dropdown list will be formatted as “<Form Number>: <Form Name>”. This format allows a User to search for a form by either a Form Number or Form Name. Document Routing Rules that contain the specific form will display in the Search Results Summary.
      i. Example: If a Form Number and Name of “IMG 520: Drivers License” exists, searching with any of the following text strings in the Form field will display the form in the auto complete available results:

        1. “Drivers License”
        2. “IMG 520”
        3. “Drivers”
        4. “IMG 520: Drivers License”

2. <u>Search Results Summary</u>
   This section will be displayed when there is at least one Document Routing Rule record found. The results will be paginated with 25 results per page. Initial load of the page will display all Document Routing Rules for the county. Results will be ordered by ‘Name’ and ‘Status’. Each of the result columns are sortable.
    a. **BUTTON**: Edit – This button will display if the worker’s security profile contains the “DocumentRoutingRuleEdit” security right. Clicking this button will navigate to the Document Routing Rule Detail page in Edit mode for the row.
    b. **BUTTON**: Remove – This button will display if the worker’s security profile contains the “DocumentRoutingRuleEdit” security right. Clicking this button removes any rows with a checkmark in the selectable checkbox.
    c. **BUTTON:** Add Document Routing Rule – This button will display if the worker’s security profile contains the “DocumentRoutingRuleEdit” security right. Clicking this button will navigate to the Document Routing Rule Detail page in Create mode.
    d. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. A Document Routing Rule with a selected checkbox may be removed via the “Remove” button.
    e. Name – This column displays the Document Routing Rule Name as a hyperlink. When clicked, the Document Routing Rule Detail page will display in View mode.
    f. Forms – This column displays an alphabetized, comma-delimited list of forms for the Document Routing Rule. Each form will be formatted as “<Form Number>: <Form Name>”. This field will be limited to 200 characters. If the list extends beyond the character limit, a “…” displays signifying there is more information available in the list. While hovering over the list, a floating box with a max width of 600 pixels will display including the full listing of forms for the Document Routing Rule (See Figure 2.1.2.3).
        i. Form Extended List – The title of the floating box.
        ii. The list will display as: “Forms: <Form Number>: <Form Name>, …” with the “…” signifying the additional list of forms. This list will be alphabetized by Form Number and Form Name.
    g. Status – This column displays the Status attribute of the Document Routing Rule.

2.1.4 Page Validation

N/A

2.1.5 Page Location

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

2.1.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
DocumentRoutingRuleView	Document Routing Rule List; Document Routing Rule Detail;	• Document Routing Rule View • Document Routing Rule Edit
DocumentRoutingRuleEdit	Document Routing Rule List; Document Routing Rule Detail;	• Document Routing Rule Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Document Routing Rule View	View Document Routing Rule information.	View Only
Document Routing Rule Edit	View and Edit Document Routing Rule information.	None

2.1.7 Page Mapping

Implement page mapping for the Document Routing Rule List page.

2.1.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.2 Document Routing Rule Detail Page

2.2.1 Overview

The Document Routing Rule Detail page is accessible from the Document Routing Rule List page. This page will display information about the Document Routing Rule and allow Users to create new rules and edit existing rules.

2.2.2 Document Routing Rule Detail Mockups

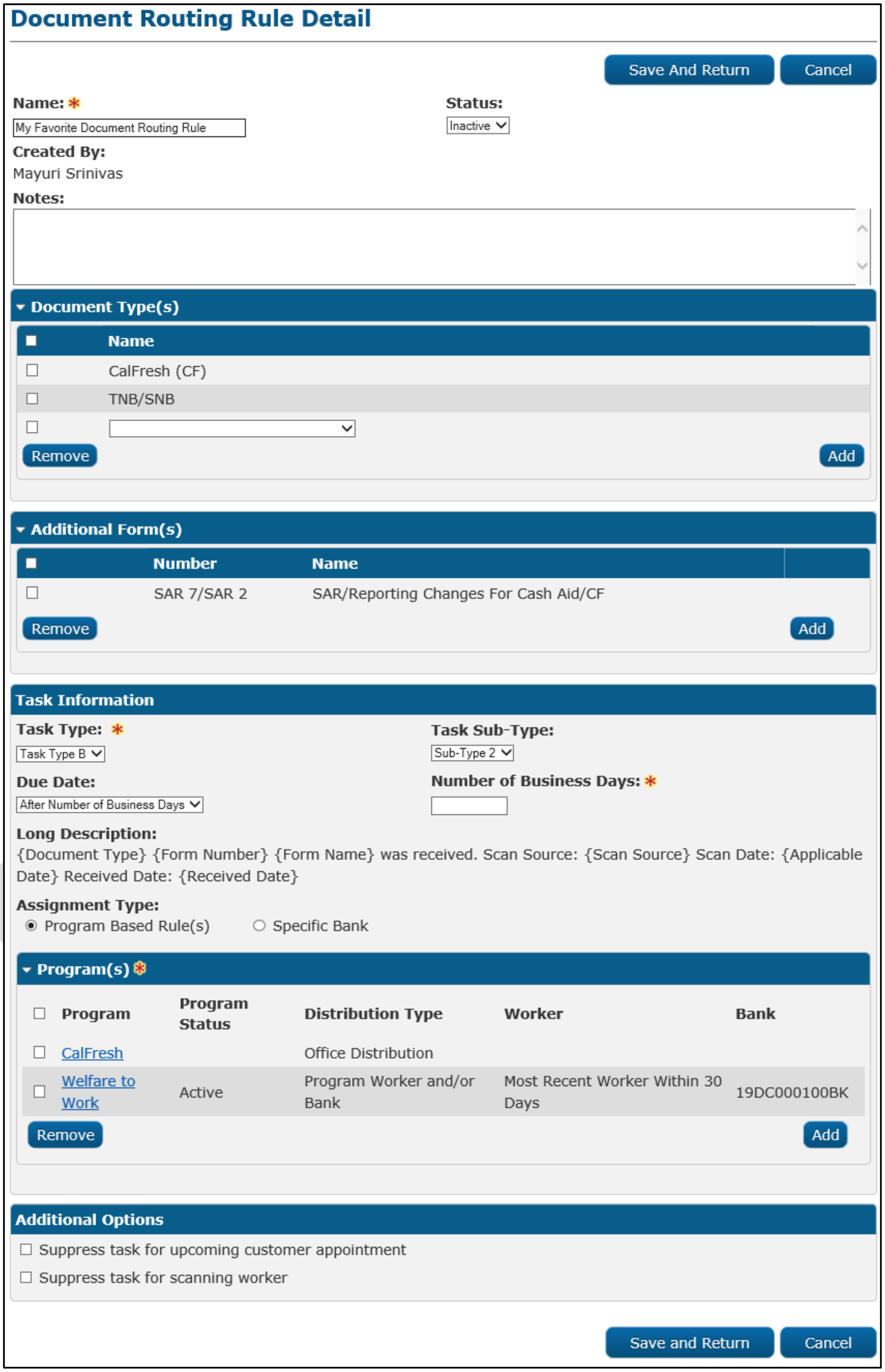

Figure 2.2.2.1 – Document Routing Rule Detail Page Create/Edit Mode – Program Based Rule(s)- Mockup

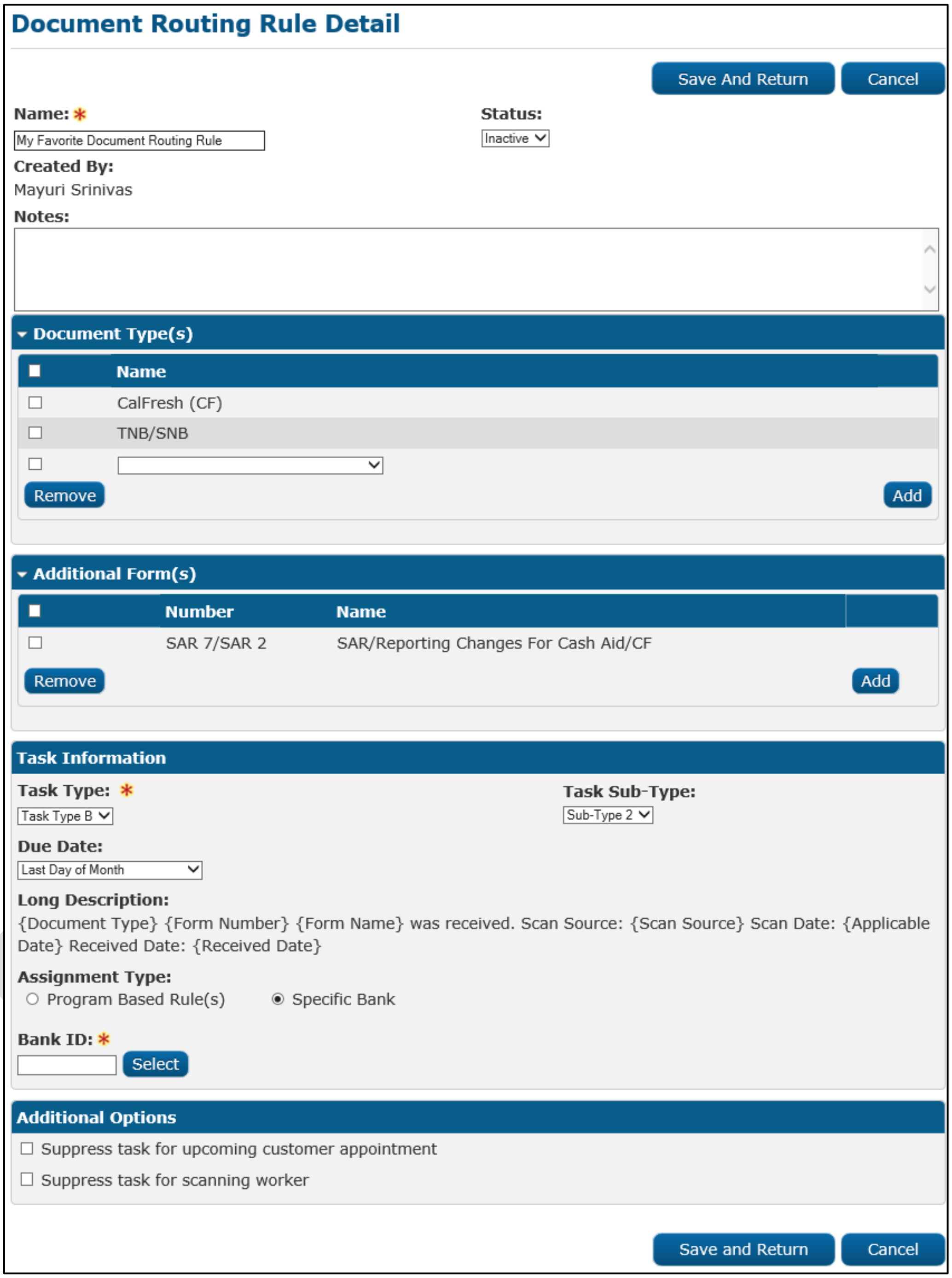

Figure 2.2.2.2 – Document Routing Rule Detail Page Create/Edit Mode – Specific Bank - Mockup

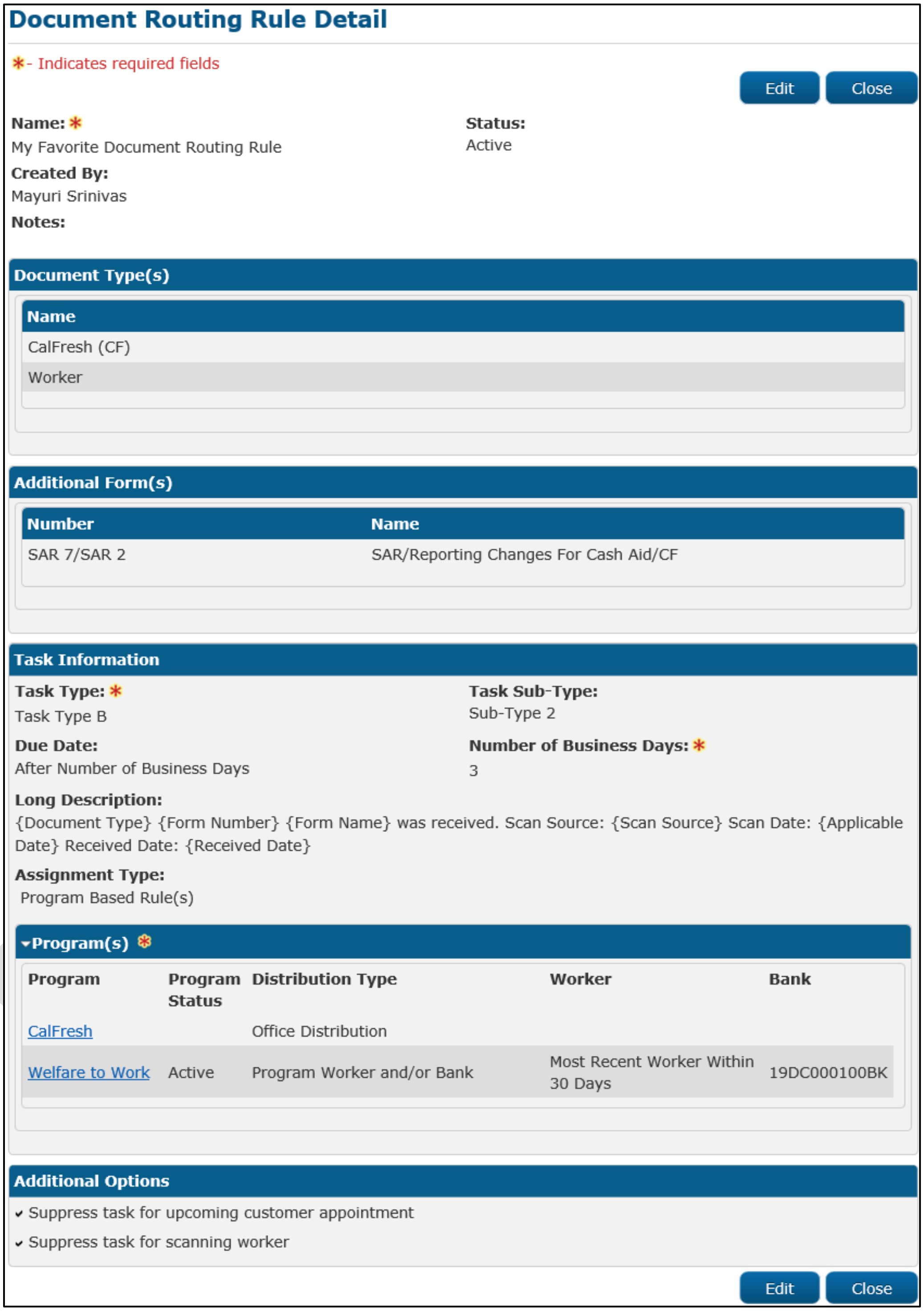

Figure 2.2.2.3 – Document Routing Rule Detail Page View Mode – Program Based Rule(s)- Mockup

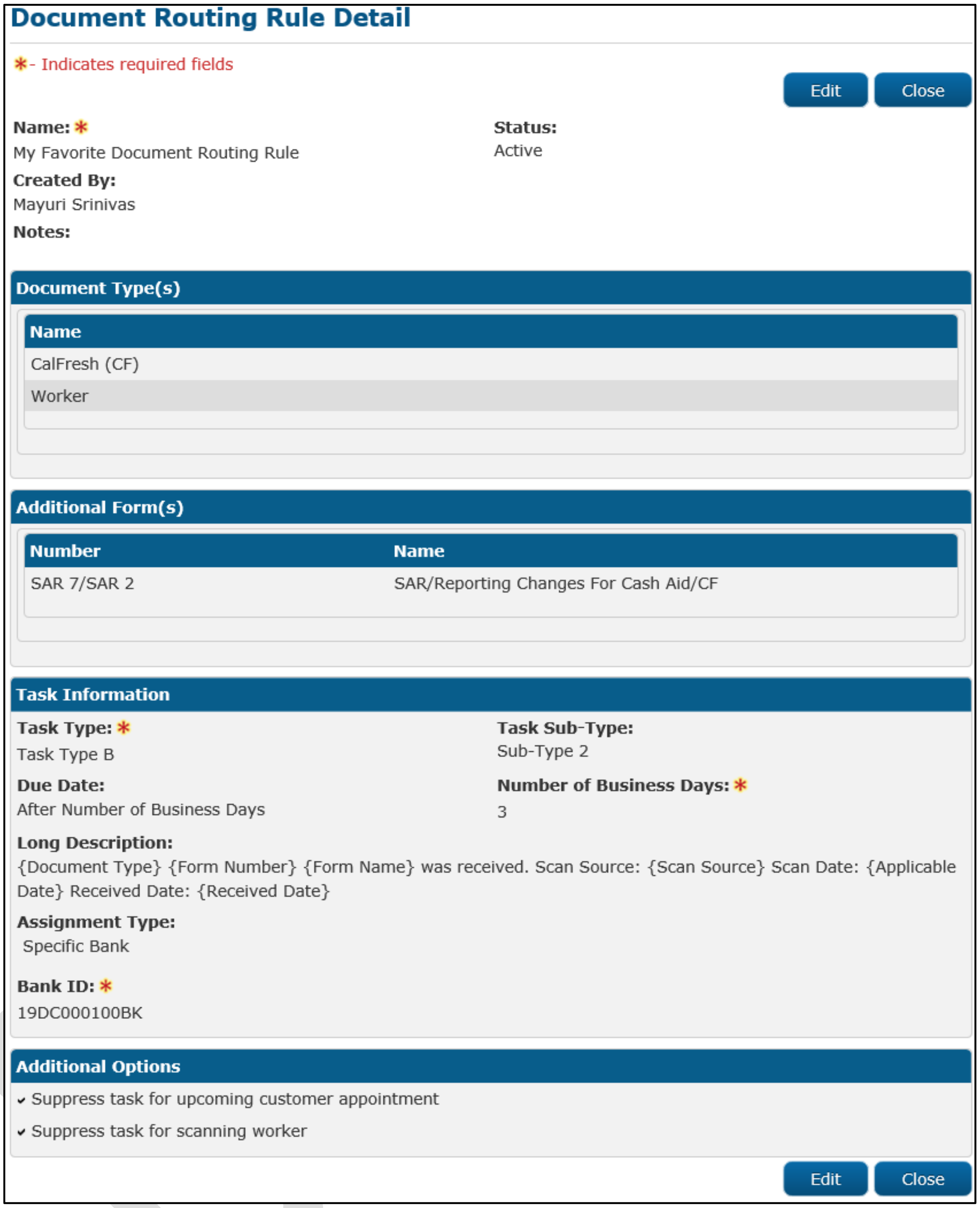

Figure 2.2.2.4 – Document Routing Rule Detail Page View Mode – Specific Bank - Mockup

2.2.3 Description of Changes

Add a Document Routing Rule Detail page to the CalSAWS System. Only Forms available to the editing County can apply to the Rule being created.

1. General Information
    a. Name **(Required)** – The Name of the Document Routing Rule. When the page is in Create or Edit mode, this field will display as a text box. This field will be limited to 50 characters.

   b. Status – The Status of the Document Routing Rule. When the page is in Create or Edit mode, this field will display as a dropdown containing the following options in the defined order:
      i. Active – default value
      ii. Inactive
   c. Created By – This column will display the first and last name of the Staff who created the Document Routing Rule. This field automatically populates on load of the page in Create mode.
   d. Notes – A free text field allowing the User to add additional notes and comments about the Document Routing Rule for reference. This field is limited to 2,000 characters.
2. <u>Document Type(s)</u>
   A panel allowing a User to input one or more Document Types. If duplicate rows are entered, on save of the page, duplicate entries will be consolidated into a single entry.
   a. Selectable Checkbox – For each row, a selectable checkbox will display at the beginning of the row. The checkbox can be used to remove rows via the Remove button.
   b. Name – The Title of the Document Type for the particular row. When the page is in Create or Edit mode, clicking the Add Button will display a dropdown with an alphabetical list of the available Document Types. Document Types that are already selected for the Document Routing Rule will not show up in this dropdown.
   c. **BUTTON:** Add – Displays when the page is in Create or Edit mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button adds an additional row to the table above this button and displays the Name dropdown mentioned above.
   d. **BUTTON:** Remove – Displays when the page is in Create or Edit mode, there exists at least one row in this section and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button removes any rows with a checkmark in the Selectable Checkbox.
3. <u>Additional Form(s)</u>
   A panel allowing a User to input one or more Forms. If duplicate rows are entered, on save of the page, duplicate entries will be consolidated into a single entry.
   a. Selectable Checkbox - For each row, a selectable checkbox will display at the beginning of the row. The checkbox can be used to remove rows via the Remove button.
   b. Number -- The Form Number of the Additional Form.
   c. Name – The Name of the Additional Form.
   d. **BUTTON:** Add – Displays when the page is in Create or Edit mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking the button will direct the User to a Select Form(s) page where the User can search for and select one or more specific forms. See Section 2.3 for more details.

e. **BUTTON:** Remove – Displays when the page is in Create or Edit mode, there exists at least one row in this section and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button removes any rows with a checkmark in the Selectable Checkbox.

4. Task Information
   a. Task Type **(Required)** – The Task Type signifying the type of Task that may be created when the Document Routing Rule is processed. When the page is in Create or Edit mode, this field will display as a dropdown containing an alphabetized listing of Task Types available for the county with a checkmark in the Available for Automation field of the Task Type Detail page.
   b. Task Sub-Type – The Task Sub-Type signifying the sub-type for the Task that may be created when the Document Routing Rule is processed. When the page is in Create or Edit mode, this field will display as a dropdown containing an alphabetized listing of Task Sub-Types associated to the selected Task Type that have a checkmark in the Available for Automation field of the Task Sub-Type Detail page. This field will only show if there is a Task Type chosen with at least one associated Task Sub-Type.
   c. Due Date – A field indicating the rule that will be used to set the due date for any Tasks that result of processing the Document Routing Rule. This field will display as a dropdown box when the page is in Create or Edit mode. Options included are:
      i. Default Due Date - Will set the due date based on the logic that was determined when the Automated Action was implemented.
      ii. After Number of Calendar Days - Will set the due date based on the System date plus the number of calendar days specified by the User.
      iii. After Number of Business Days - Will set the due date based on the System date plus the number of business days specified by the User. Business days exclude weekends and County specific holidays.
      iv. Last Day of Month - Will set the due date to the last day of the month of the System date.
      v. Last Day of Following Month - Will set the due date to the last day of the month following the month of the System date.

Based on the option chosen in the Due Date field, a dynamic field may display for additional data entry as follows:

Due Date Value	Dynamic Field Display
Default Due Date	A "Default Due Date" field will display with the value of "3 days".

Due Date Value	Dynamic Field Display
After Number of Calendar Days	A required "Number of Calendar Days" field will display. The input value must be a number from 0 – 999.
After Number of Business Days	A required "Number of Business Days" field will display. The input value must be a number from 0 – 999.

d. Long Description – Indicates the Long Description that will be used for any resulting Tasks.

e. Assignment Type – This field includes 2 radio buttons that allow a User to select only one of the following options. The radio buttons only show in Create or Edit mode. These options will control whether the Document Routing rule assignment configurations will be based on Program/Program Statuses or not. In View mode, only the selected value will be shown as text.

   i. Program Based Rule(s) – If this option is selected, the required "Program(s)" table below will display allowing the User to configure the Document Routing rule assignment instructions by making selections through the Document Routing Rule Program Detail page, which will then populate the Program(s) table.

   ii. Specific Bank – If this option is selected, the Program(s) table will not display; the Bank ID field will display allowing the User to specify a Bank to apply for the entire Document Routing Rule (See Bank ID below).

f. Program(s) **(Required)**
   This panel allows the User to specify one or more rows by Program, and optional Program Status, that may each have specific assignment instructions for the resulting Tasks.

   i. Selectable Checkbox -- For each row, a selectable checkbox will display at the beginning of the row. The checkbox can be used to remove rows via the Remove button.

   ii. Program – The program that is applicable to the row. If the page is in View mode, this field will display as a hyperlink that will navigate to the Document Routing Rule Program Detail page in view mode.

   iii. Program Status – The program status that is applicable to the row. This value may be blank signifying all program statuses apply.

   iv. Distribution Type – The type of Task assignment distribution that will apply for the row.

   v. Worker – The Worker value for the particular row per the Document Routing Program Detail Page.

vi. Bank – If the Bank field on the Document Routing Program Detail page for the row is "Specific Bank", this field will display the Bank ID. If the Bank field on the Document Routing Program Detail page for the row is "Closest Bank", this field will display "Closest Bank". If the Distribution Type field on the Document Routing Program Detail page for the row is "Office Distribution", this field will be blank.

vii. **BUTTON:** Add – Displays when the page is in Create or Edit mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button navigates to the Document Routing Rule Program Detail page. See Section 2.4 for more details.

viii. **BUTTON:** Remove – Displays when the page is in Create or Edit mode, there exists at least one row in this section and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button removes any rows with a checkmark in the Selectable Checkbox.

g. Bank ID **(Required)** - This attribute displays a single Bank ID that will be used for Task assignment. When the page is in Create or Edit mode and the Specific Bank radio button in the Assignment Type field is selected, this field will dynamically display. A 'Select' **BUTTON** will display to the right of the field that will navigate to the Select Bank page allowing the User to search for and select a specific Bank ID.

5. Additional Options
   a. Suppress task for upcoming customer appointment – Selecting this checkbox will suppress a Task from being created if the Case has an appointment scheduled for the same day.
   b. Suppress task for scanning worker – Selecting this checkbox will suppress a Task from being created if the worker who would receive the Task is the same worker who scanned the document. Note: If a Document Routing Rule configuration results in multiple programs/workers based on a single imaged document, only workers that match the scanning worker will be suppressed from Task creation. A Task may still result if at least one program worker does not match the scanning worker.
6. **BUTTON:** Save and Return – This button will save the Document Routing Rule and navigate back to the Document Routing Rule List page. This button appears when the page is in Create or Edit mode.
   Note: If the Assignment Type is Program Based Rule(s), information exists in the program panel and the user changes the Assignment Type to Specific Bank and clicks this button, information in the Program(s) panel will be discarded.
7. **BUTTON:** Cancel – This button discards any changes made to the Document Routing Rule and navigates back to the Document Routing Rule List page. This button appears when the page is in Create or Edit mode.

8. **BUTTON:** Close – This button navigates back to the Document Routing Rule List page. This button appears when the page is in View mode.
9. **BUTTON:** Edit – This button will update the Document Routing Rule Detail page into Edit mode. This button will display when the page is in View mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right.

2.2.4 Page Validation

1. "Name – The name is already in use by a Document Routing Rule."
   a. Add a validation to display when a User attempts to save the Document Routing Rule with a name that is already in use for a Document Routing Rule within the same County. Upper and lower case is not considered.

2. "Program(s) – At least one row is required."
   a. Add a validation to display when a User attempts to save the Document Routing Rule with an Assignment Type of "Program Based Rule(s)" without adding at least one row to the Program(s) panel.

3. "Bank ID – Please enter a Bank ID."
   a. Add a validation to display when the User attempts to save the Document Routing Rule with an Assignment Type of "Specific Bank" and the Bank ID is NULL.

4. "Bank ID – Bank ID does not exist."
   b. Add a validation to display when the User attempts to save the Document Routing Rule with an Assignment Type of "Specific Bank" and the Bank ID field is populated with an ID that does not correspond to an existing Bank for the county in the CalSAWS System.

5. "Documents – At least one Document Type or Additional Form is required."
   a. Add a validation to display when a User attempts to save the Document Routing Rule without adding at least one entry into either the Document Type(s) or Additional Form(s) panels.

6. "Documents – One or more forms are included within an Active Document Routing Rule."
   a. Add a validation to display when a User attempts to save the Document Routing Rule and one or more of the forms are already included in an existing Active Document Routing Rule. A form may only be associated to a single Document Routing Rule. This validation also covers the following example scenario:

A user creates a "John's Rule" that only includes the "SAR 7" form. John's Rule becomes Inactive. A user then creates "Bob's Rule" that includes the "SAR 7". This can occur because there are no other Active rules that contain the "SAR 7" at this point. If a user goes into "John's Rule" and attempts to set the Status to Active and save it, this validation will trigger because Bob's Rule is Active and already includes the "SAR 7".

7. "Document Type(s) – A new row may not be added until the last row has been completed."
    a. Add a validation to display when a User attempts to add a row in the Document Type(s) panel before completing the last row in the table.

8. "Number of Calendar Days - Value must be a number from 0 – 999. Please enter a different value."
    a. When the User attempts to save a value other than a number from 0 – 999 in the Number of Calendar Days field, a validation message is triggered.

9. "Number of Business Days - Value must be a number from 0 – 999. Please enter a different value."
    b. When the User attempts to save a value other than a number from 0 – 999 in the Number of Business Days field, a validation message is triggered.

2.2.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Document Routing – This page can be accessed via the Document Routing Rule List page.

2.2.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
DocumentRoutingRuleView	Document Routing Rule List; Document Routing Rule Detail;	• Document Routing Rule View • Document Routing Rule Edit
DocumentRoutingRuleEdit	Document Routing Rule List; Document Routing Rule Detail;	• Document Routing Rule Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Document Routing Rule View	View Document Routing Rule information.	View Only
Document Routing Rule Edit	View and Edit Document Routing Rule information.	None

2.2.7 Page Mapping

Implement page mapping for the Document Routing Rule Detail page.

2.2.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.3 Select Form Page

2.3.1 Overview

This section outlines modifications needed to introduce a Select Form page which can be accessed from the Document Routing Rule Detail page. This page will allow a User to search for specific forms by Form Number, Form Name and Document Type. The page also allows a User to multi-select one or more forms to apply to the Document Routing Rule.

2.3.2 Select Form Page

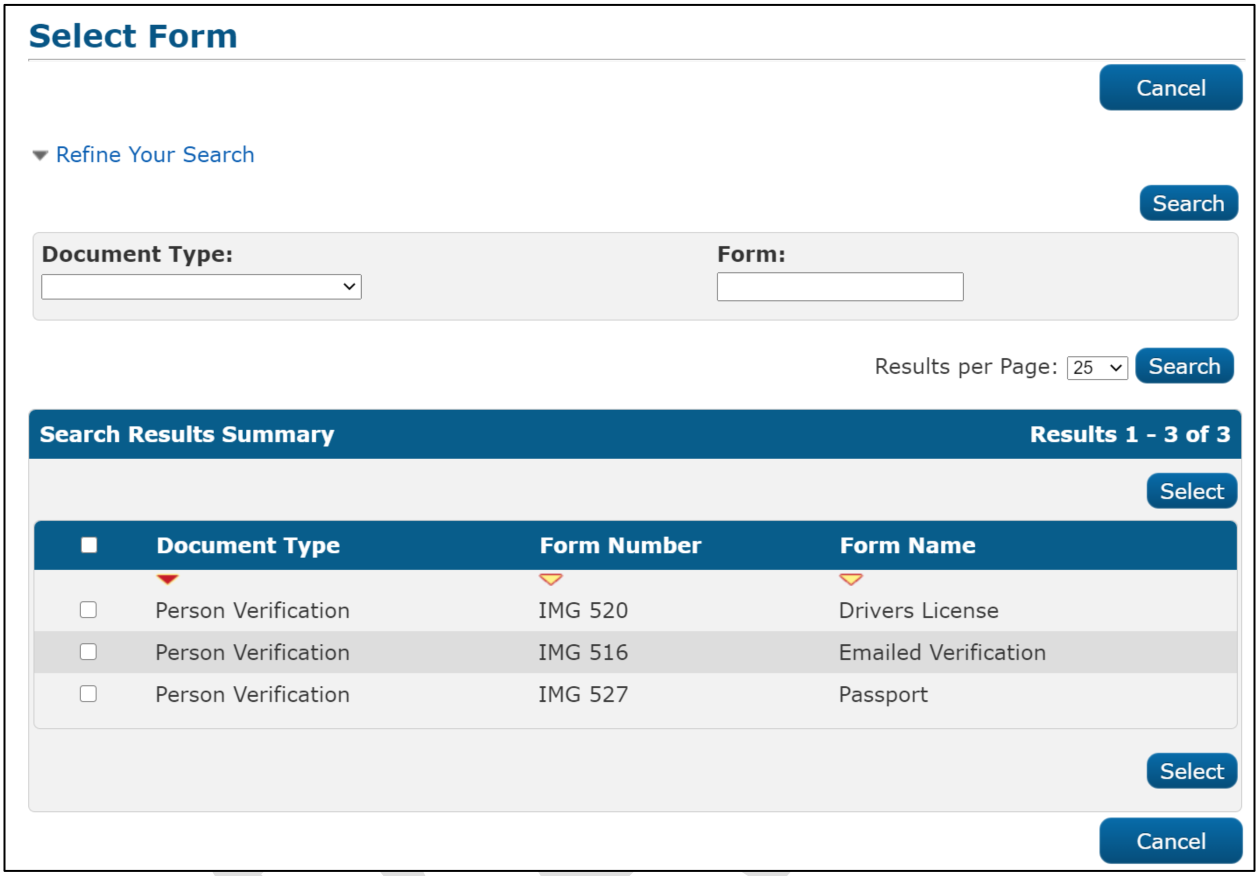

Figure 2.3.2.1 – Select Form Page Mockup

2.3.3 Description of Changes

Add a Select Form page to the CalSAWS System accessible via the Document Routing Rule Detail page. This page will allow a User to search for forms by Document Type, Form Number and Form Name.

1. Refine Your Search
   a. Document Type – A dropdown list including an alphabetical list of available Document Types. This field can be used to search for forms within a specific Document Type.
   b. Form – This field allows a User to search for a form by Form Number and/or Form Name. The text field will auto complete available results and display them in a dropdown list as the User enters text. Case does not matter when retrieving matching results. Results displayed in the dropdown list will be formatted as "<Form Number>: <Form Name>". This format allows a User to search for a form by either a Form Number or Form Name.
   c. **BUTTON:** Search –This button will refresh the information in the Search Results Summary based on the search parameter

   values. If this button is clicked without filling in any parameters, all available forms will display. If this button is clicked and no records satisfy the search criteria, a “No Data Found” message displays in the Search Results Summary Section.

2. <u>Search Results Summary</u>
   This section will be displayed when there is at least one form found. The results will be paginated with 25 results per page. Results will not be displayed on initial load of the page. Results will be ordered by ‘Document Type’, ‘Form Name’ and ‘Form Number’. Each of the result columns are sortable.
   a. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. A User may select one or more forms from the results.
   b. Document Type – The Document Type of the form for the row.
   c. Form Number – The Form Number of the form for the row.
   d. Form Name – The Form Name of the form for the row.
3. **BUTTON:** Select – This button will direct the User back to the Document Routing Rule Detail page with the selected forms added to the Additional Form(s) panel.
4. **BUTTON:** Cancel – This button navigates the User back to the Document Routing Rule Detail page and does not add any entries to the Additional Form(s) panel.

2.3.4 Page Validation

1. “Select – Select at least one form.”
   a. Add a validation to display when a User attempts to save the Document Routing Rule with a name that is already in use for a Document Routing Rule within the same County. Upper and lower case is not considered.

2.3.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Document Routing – This page can be accessed via the Document Routing Rule Detail page.

2.3.6 Security Updates

N/A – This page will not have dedicated security rights/groups. Access will be controlled via display of the Add button in the Additional Form(s) panel of the Document Routing Rule Detail page.

2.3.7 Page Mapping

Implement page mapping for the Select Form page.

2.3.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.4 Document Routing Rule Program Detail Page

2.4.1 Overview

This section outlines modifications needed to introduce a Document Routing Rule Program Detail page which can be accessed from the Document Routing Rule Detail page. This page will allow a User to configure Task assignment information by Program and Program Status.

2.4.2 Document Routing Rule Program Detail Page

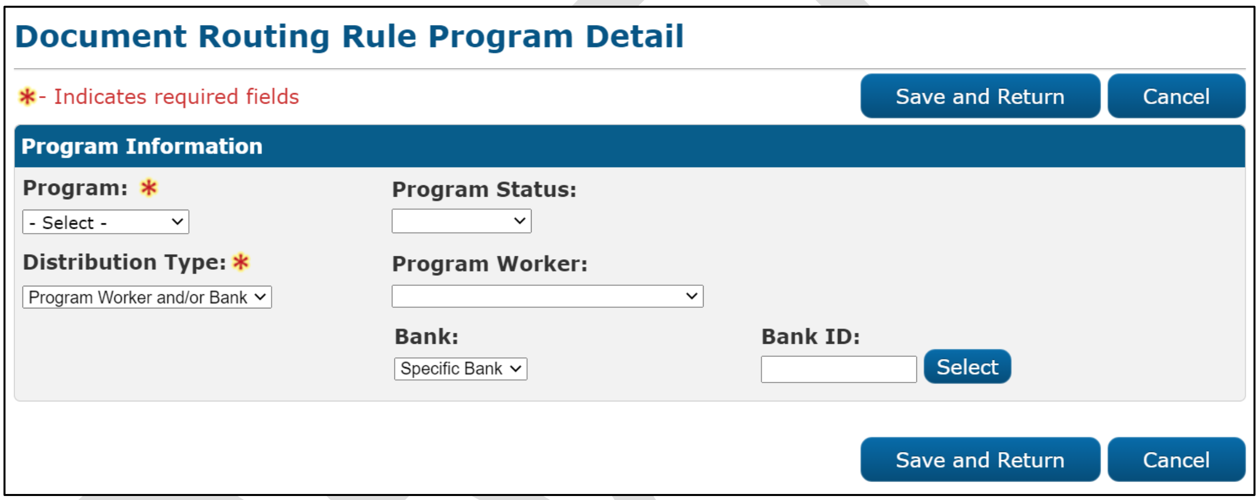

Figure 2.4.2.1 – Document Routing Rule Program Detail Page Create/Edit Mode Mockup

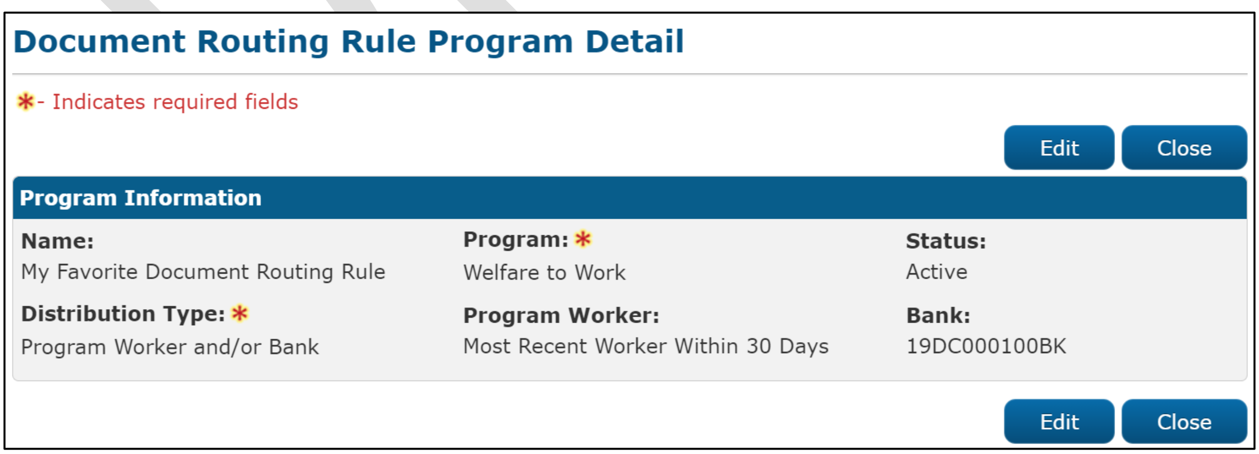

Figure 2.4.2.2 – Document Routing Rule Program Detail Page View Mode Mockup

2.4.3 Description of Changes

Add a Document Routing Rule Program Detail page to the CalSAWS System accessible via the Document Routing Rule Detail page. This page will allow a User to configure assignment information for resulting Tasks based on specific Program/Status combinations.

1. Program Information
    a. Program **(Required)** – The Program that is applicable to the assignment configuration. When the page is in Create or Edit mode, this field is a dropdown that will display the following options in the defined order:
        i. CalFresh
        ii. CalWORKs
        iii. Child Care
        iv. Foster Care
        v. Medi-Cal
        vi. Welfare to Work

    b. Program Status – The Program Status that is applicable to the assignment configuration. This field will display as a dropdown when the page is in Create or Edit mode.

    If the Program selected is CalWORKs, CalFresh, Child Care, Foster Care, Medi-Cal, this dropdown will include the following options in the following order:
        i. Pending
        ii. Denied
        iii. Active
        iv. Ineligible (This status will not display if the Program is Child Care)
        v. Discontinued

    If the Program selected is Welfare to Work, this dropdown will include the following options in the following order:
        i. Pending
        ii. Active
        iii. Deregistered
        iv. Exempt
        v. Good Cause
        vi. Non-Comp
        vii. Sanction

    If this field is left blank, all statuses for the selected Program apply.

    c. Distribution Type **(Required)** – The Distribution Type that is applicable to the assignment configuration. When the page is in

Create or Edit mode, this field is a dropdown that will display the following options:

   i. Program Worker and/or Bank – This option will cause the dynamic Program Worker and Bank fields to display for additional input.
   ii. Office Distribution – This option employs the Office Distribution assignment functionality. Office Distribution processing will attempt to assign a resulting Task as follows:

      Determine the case carrying worker by evaluating a hierarchy of the programs associated to the case and retrieving the worker associated to the highest priority program. If the case carrying worker can accept the Task, assign the Task. If the case carrying worker cannot accept the Task, attempt to assign the Task to a worker in the case carrying worker's Unit who can accept the Task. If the Task still has not been assigned, retrieve Banks for the case carrying worker's Office and attempt to assign the Task to one of the Banks. If there are no valid Banks, attempt to assign the Task to a worker in the case carrying worker's Office who can receive the Task, otherwise assign the Task to the Office Supervisor.

d. Program Worker– An optional field allowing a User to indicate a specific instruction for which worker to assign a resulting Task to. This field will display as a dropdown menu when the page is in Create or Edit mode containing the following options:
   i. Currently Assigned Worker
   ii. Most Recent Worker Within 30 Days
   iii. Most Recent Worker Within 60 Days
   iv. Most Recent Worker Within 90 Days
   v. Most Recent Worker Within 120 Days
   vi. Most Recent Worker
   vii. No Program Worker
e. Bank – An optional field allowing a User to indicate a specific instruction for Bank assignment of any resulting Tasks. This field will display as a dropdown menu when the page is in Create or Edit mode containing the following options:
   i. Closest Bank – This option invokes processing to evaluate for a Bank that is the closest to the selected Program. Processing will first retrieve the most recent worker assigned to the program and retrieve Banks associated to the same Unit as the worker. The Bank must be configured to receive the Category of the Task. If no Banks are found, proceed to retrieve Banks associated to the same Office as the worker. The Bank must be configured to receive the Category of the Task. If no

Banks are found, retrieve all Banks within the County that can receive the Category of the Task. If multiple Banks are returned, processing will select a single Bank. If a program worker cannot be retrieved, processing will evaluate Banks that can receive the Category of the Task at the County level.

   ii. Specific Bank – This option will prompt the User to provide a specific Bank ID to assign a resulting Task to.

f. Bank ID – This attribute displays a single Bank ID that will be used for Task assignment. When the page is in Create or Edit mode and the Bank attribute value is "Specific Bank", this field will dynamically display. A 'Select' **BUTTON** will display to the right of the field that will navigate to the Select Bank page allowing the User to search for and select a specific Bank ID.
g. **BUTTON:** Save and Return – This button will save any changes made to the page and navigate the User back to the Document Routing Rule Detail page. This button will display when the page is in Create or Edit mode.
h. **BUTTON:** Cancel – This button will discard any changes made to the page and navigate back to the Document Routing Rule Detail page. This button appears when the page is in Create or Edit mode.
i. **BUTTON:** Close – This button will close the page and navigate back to the Document Routing Rule Detail page. This button appears when the page is in View mode.
j. **BUTTON:** Edit – This button will update the Document Routing Rule Program Detail page into Edit mode. This button will display when the page is in View mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right.

2.4.4 Page Validation

1. "Program Worker/Bank – Please select a value in the Program Worker and/or Bank field."
   a. Add a validation to display when the User attempts to save the page Distribution Type value of Program Worker and/or Bank and both the Program Worker and Bank fields do not have a value.

2. "Bank ID – Please enter a Bank ID."
   a. Add a validation to display when the User attempts to save the page with a NULL Bank ID. The Bank ID field is only available when the Distribution Type value is Program Worker and/or Bank and the Bank value is Specific Bank.

3. "Bank ID – Bank ID does not exist."

   a. Add a validation to display when the User attempts to save the page with the Bank ID field populated with an ID that does not correspond to an existing Bank for the county in the CalSAWS System.

4. "Program Worker – Tasks must be assigned to a Position or a Bank."
   a. Add a validation to display when the User attempts to save the page with "No Program Worker" selected in the Program Worker field, and no Bank ID populated in the Bank ID field.

2.4.5 Page Location

Global: Admin Tools
Local: Admin
Task: Document Routing – This page can be accessed via the Document Routing Rule Detail page.

2.4.6 Security Updates

N/A – This page will not have dedicated security rights/groups. Access will be controlled via the hyperlink and Add button available in the Program(s) panel of the Document Routing Rule Detail page.

2.4.7 Page Mapping

Implement page mapping for the Document Routing Rule Program Detail page.

2.4.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.5 Document Routing Rule Processing

2.5.1 Overview

Document Routing Rule configurations will be evaluated when a document is imaged, and an Imaging Inbound Web Service call is received per CA-214034. This section will outline the processing flow when a document is imaged and the underlying function of the fields available on the Document Routing Rule Detail page.

2.5.2 Description of Change

1. <u>'Generate Task' Imaging Inbound Web Service</u>

   When a document is scanned from the imaging solution (Hyland), a request will be sent to the Generate Task Imaging Inbound Web Service (Reference CA-214034 for web service specifics). Update the web service to invoke Document Routing Rule Processing and pass the attributes received by the web service for the request.

Response values outlined in Section 2.5.2.2 below will be received by the web service.

2. <u>Document Routing Rule Processing</u>

   Document Routing Rule processing will be invoked by the 'Generate Task' Imaging Inbound Web Service (See recommendation 2.5.2.1 above). The Document Routing Rule processing flow described in this section can be illustrated as:

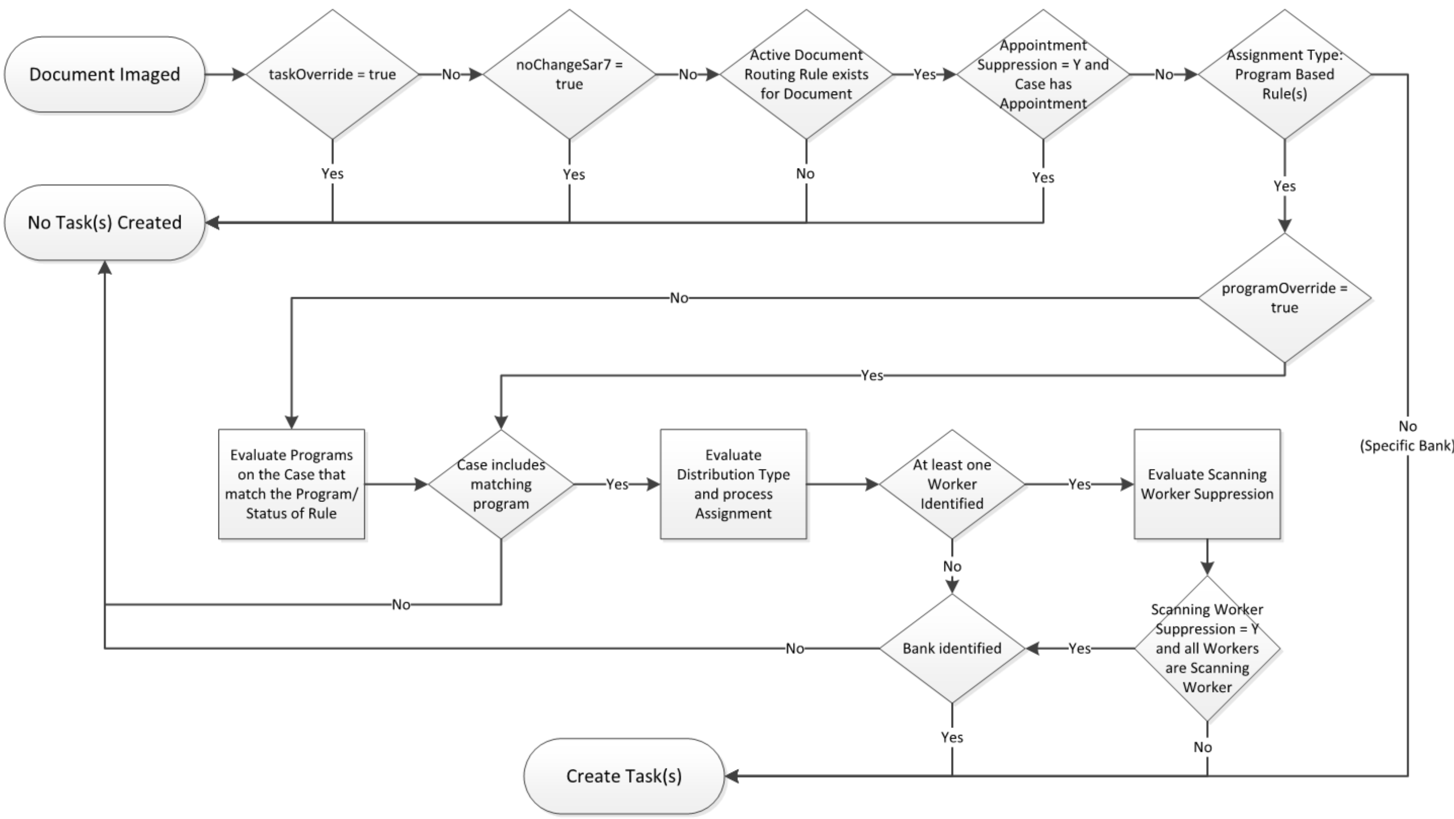

Figure 2.5.2.1 – Document Routing Rule Processing Flow

a. **Log Request**

   Write an entry to the database signifying that a request has been received from the web service for processing. Record each attribute that has been received from the request and the date/time that the request has been received. **Technical:** Additional attributes may be recorded in addition to what is described.

b. **Evaluate Override Attributes**

   i. ***taskOverride***: This field determines if the Task is to be suppressed.

Value	Action(s)
true	Document Routing Rules will not be evaluated. 1. Update the transaction that was logged for the received request to indicate a result of "Task Override – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.
false or NULL	Proceed to evaluate the noChangeSar7 attribute

ii. ***noChangeSar7***: This field determines if the document represents a No Change SAR7 which will suppress the Task.

Value	Action(s)
true	Document Routing Rules will not be evaluated. 1. Update the transaction that was logged for the received request to indicate a result of "No Change SAR 7 – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.
false or NULL	Proceed to Retrieve Document Routing Rule(s)

c. **Retrieve Document Routing Rule(s)**

At this stage, the processing will evaluate the document attributes to identify if a Document Routing Rule has been configured by the County (***countyCode*** attribute) for the document that has been imaged.

The Document Types(s)/Additional Form(s) panels of the Document Routing Rule Detail page allow a User to specify one or more Document Types and/or one or more Additional Forms for a Document Routing Rule. A Document Type is a grouping of one or more individual forms. The result of these groupings is a distinct set of individual forms for each Document Routing Rule.

For each currently Active Document Routing Rule configured for the county, evaluate the set of forms for each rule to confirm if a rule exists for the document that has been imaged. **Technical:** the ***DocumentType*** and ***formName*** attributes from the request will be compared to the forms associated to each Document Routing Rule to identify a match.

Document Routing Rule Exists	Action(s)
No	1. Update the transaction that was logged for the received request to indicate a result of "No Document Routing Rule – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.
Yes	Proceed to Process Document Routing Rule

d. **Process Document Routing Rule**
At this stage, processing has confirmed that the county has configured an Active Document Routing Rule that includes the document that has been imaged.

i. **Evaluate Upcoming Appointment Suppression**
The "Suppress task for upcoming customer appointment" attribute in the Additional Options panel of the Document Routing Rule Detail page allows the User to suppress a Task from being created if the Case has an appointment scheduled for the same day as the request.

If this attribute does not have a checkmark on the page, proceed to Evaluate Task Information.

If this attribute has a checkmark on the page, the Case associated to the ***caseUID*** and ***countyCode*** attributes the request will be evaluated to confirm if the Case has an appointment scheduled for the same day.

Same Day Appointment Exists	Action(s)
No	Proceed to Evaluate Task Information
Yes	1. Update the transaction that was logged for the received request to indicate a result of "Same Day Appointment Suppression – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.

ii. **Evaluate Task Information**:
Information in the Task Information panel of the Document Routing Rule Detail page will be evaluated as follows:

1. Evaluate Assignment Type:

   The Assignment Type attribute allows a user to specify whether to use the Program Based Rules or set a specific Bank to be used for Task Assignment.

Assignment Type	Action(s)
Program Based Rule(s)	Proceed to Evaluate Program Override
Specific Bank	Proceed to Task Creation

2. Evaluate Program Override:
   programOverride: This attribute will be evaluated to determine if specific program/worker information has been provided via the request. If so, this information will be honored, otherwise program configuration information from the Document Routing Rule Detail page Program(s) section will be evaluated:

Value	Action(s)
NULL	Proceed to Evaluate Program(s) Information
Not NULL	Program, Status and Worker information will be retrieved from the attribute and processing will proceed to Evaluate Scanning/Assigned Worker Suppression.

3. Evaluate Program(s)Information:
   A Document Routing Rule requires at least one entry in the Program(s) section of the Task Information panel. This section allows a User to indicate specific assignment instructions for the Task by Program and Program Status. If this section contains a row with a NULL Program Status, the assignment instructions for the row apply to any status of the selected Program.

   For each row within this page section, evaluate the Case associated to the ***caseUID*** and ***countyCode*** attributes of the request to retrieve any matching programs on the Case.

Case Contains Matching Program(s)	Action(s)
No	1. Update the transaction that was logged for the received request to indicate a result of "No Matching Programs – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.
Yes	Proceed to Evaluate Program Assignment Information

a. <u>Evaluate Program Assignment Information:</u>
   At this stage, processing has confirmed that the Document Routing Rule has program and assignment configurations that match the Case of the imaged document. The processing will continue to evaluate the configured assignment information for each matching entry in the Program(s) section of the Document Routing Rule Detail page.

   If the Distribution Type value on the Document Routing Rule Program Detail page is "Office Distribution", processing will attempt to retrieve a Bank as follows:

      Determine the case carrying worker by evaluating a hierarchy of the programs associated to the case and retrieving the worker associated to the highest priority program. If the case carrying worker can accept the Task, assign the Task. If the case carrying worker cannot accept the Task, attempt to assign the Task to a worker in the case carrying worker's Unit who can accept the Task. If the Task still has not been assigned, retrieve Banks for the case carrying worker's Office and attempt to assign the Task to one of the Banks. If there are no valid Banks, attempt to assign the Task to a worker in the case carrying worker's Office who can receive the Task, otherwise assign the Task to the Office Supervisor.

Bank Identified	Action(s)
No	1. Update the transaction that was logged for the received request to indicate a result of "Office Distribution No Bank Available – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.
Yes	1. Proceed to Task Creation. In this instance the Task will only be assigned to a Bank.

If the Distribution Type value on the Document Routing Rule Program Detail page is "Program Worker and/or Bank", processing will evaluate both Worker Options/Bank Options below for an assignment:

<u>Worker options:</u>

a. Currently Assigned Worker: Retrieve the worker currently assigned to the program.
b. Most Recent Worker Within 30 Days: Retrieve the most recent worker assigned to the program within the last 30 days.
c. Most Recent Worker Within 60 Days: Retrieve the most recent worker assigned to the program within the last 60 days.
d. Most Recent Worker Within 90 Days: Retrieve the most recent worker assigned to the program within the last 90 days.
e. Most Recent Worker Within 120 Days: Retrieve the most recent worker assigned to the program within the last 120 days.
f. Most Recent Worker: Retrieve the most recent worker assigned to the program regardless of time.
g. No Program Worker: Confirm that the program does not have a current worker assigned.

At Least One Worker Identified	Action(s)
No	1. Update the transaction that was logged for the received request to store the program/worker

	assignment instructions that were evaluated, indicate a no matching workers attribute of 'true' and associate the programs (PGM_ID) that were evaluated. 2. Proceed to Bank Options evaluation.
Yes	1. Update the transaction that was logged for the received request to store the program/worker assignment instructions that were evaluated and associate the programs (PGM_ID) that were evaluated that do not have workers that match the Worker assignment criteria. For example: If a Case has 3 programs (1, 2 and 3) that match to the Program(s) panel configuration, but only programs 1 and 2 have workers that match the assignment option, a value of "3" will be stored. 2. Proceed to Evaluate Bank Options for potential Bank assignment and Scanning/Assigned Worker Suppression

<u>Bank Options:</u>

a. Closest Bank: This option invokes processing to evaluate for a Bank that is the closest to the selected Program. Processing will first retrieve the most recent worker assigned to the program and retrieve Banks associated to the same Unit as the worker. The Bank must be configured to receive the Category of the Task. If no Banks are found, proceed to retrieve Banks associated to the same Office as the worker. The Bank must be configured to receive the Category of the Task. If no Banks are found, retrieve all Banks within the County that can receive the Category of the Task. If multiple Banks are returned, processing will select a single Bank round robin. If a program worker cannot be retrieved, processing will evaluate Banks that can receive the Category of the Task at the County level.

b. Specific Bank: Retrieve the specific Bank ID from the assignment instruction.

Bank Identified	Action(s)
No	1. If the Worker Options processing also did not define a worker, the Task has nothing to be assigned to. Update the transaction that was logged for the received request to indicate a result of "No Worker or Bank Available – No Task(s) Created". 2. **RETURN** a response of "201" to the web service.
Yes	1. Update the transaction that was logged for the received request to store a comma delimited list of program IDs that match for the Case but do not have workers that match the Worker assignment criteria. For example: If a Case has 3 programs (1, 2 and 3) that match to the Program(s) panel configuration, but only programs 1 and 2 have workers that match the assignment option, a value of "3" will be stored. 2. If the Worker Options processing also did not define a worker, proceed to Task Creation, otherwise proceed to Evaluate Scanning/Assigned Worker Suppression

b. <u>Evaluate Scanning/Assigned Worker Suppression</u>
If processing has confirmed that the Case/Programs returns at least one worker that matches the Worker assignment configuration, the "Suppress task for scanning worker" attribute in the Additional Options panel of the Document Routing Rule Detail page will be evaluated.

The "Suppress task for scanning worker" attribute in the Additional Options panel of the Document Routing Rule Detail page allows the User to suppress a Task from being created if it will be assigned to the same worker who scanned the document.

If this attribute does not have a checkmark on the page, proceed to Task Creation.

If this attribute has a checkmark on the page, processing will retrieve the Staff username associated to the worker the Task would be assigned to and compare to the ***scanningSource*** (Staff username) attribute from the request.

Staff Username Match	Action(s)
No	Proceed to Task Creation
Yes	1. If every worker retrieved in the previous step matches to the ***scanningSource*** attribute, proceed to Task Creation. In this instance the Task will only be assigned to the defined Bank. 2. If at least one worker retrieved in the previous step does not match the Staff username: a. Update the transaction that was logged for the received request to store the programs (PGM_ID) with a worker that matched the ***scanning source*** attribute. These are the programs/assignments that are being suppressed with the reason of 'Scanning worker suppression'. b. Proceed to Task Creation for the program workers that did not match to the ***scanningSource*** attribute. The Task is not to be suppressed for these workers.

iii. **Task Creation:**

At this stage, all override and suppression configurations have been considered and processing has determined that a Task will be created for at least one program on the Case. If previous processing steps have identified that the Case contains more than one program on the case that matches the Document Routing Rule configuration, a Task will be created for each matching program.

Note: If the county has configured the Task Type and/or Task Sub-Type to contain Append Information per CA-214913, the append information will be evaluated which may potentially append to an existing Task rather than creating new Task(s).

1. The Task Type for the resulting Task(s) will be the same Task Type defined in the Task Type attribute within the Task Information panel on the Document Routing Rule Detail page.
2. The Task Sub-Type for the resulting Task(s) will be the same Task Sub-Type defined in the Task Sub-Type attribute within the Task Information panel on the Document Routing Rule Detail page. Note, this field is not required and may be NULL.
3. The Task Due Date will be determined based on the "Due Date" attribute value in the Task Information panel on the Document Routing Rule Detail page as follows:

"Due Date" Value	Task Due Date
Default Due Date	The default due date value is 3 days. The Task due date will be set to 3 calendar days from the Task creation date.
After Number of Calendar Days	Processing will set the Task due date by adding the value in the "Number of Calendar Days" attribute to the Task Creation date.
After Number of Business Days	Processing will set the Task due date by adding business days based on the value in the "Number of Business Days" attribute to the Task Creation date.

Last Day of Month	The Task due date will be set to the last day of the current month.
Last Day of Following Month	The Task due date will be set to the last day of the following month.

4. The Task Long Description will be formatted as:

   {Document Type} {Form Number} {Form Name} was received. Scan Source: {Scan Source} Scan Date: {Applicable Date} Received Date: {Received Date}

   Long Description variables will be populated as follows:

Variable	Value
{Document Type}	The Document Type for the scanned document based on the ***DocumentType*** attribute of the request.
{Form Number}	The form number for the scanned document. This value will be retrieved via a database lookup based on the ***formName*** attribute of the request.
{Form Name}	The form name of the scanned document based on the ***formName*** attribute of the request.
{Scan Source}	The user name ***scanningSource*** attribute of the request.
{Applicable Date}	The capture date of the scanned document based on the ***captureDate*** attribute of the request. This value will be formatted as mm/dd/yyyy.
{Received Date}	The received date of the scanned document based on the ***receivedDate*** attribute of the request. This value will be formatted as mm/dd/yyyy.

5. The Task will be associated to the Worker (Position) as determined in the Evaluate Program(s) Information Section of the document above.
6. The Task will be associated to a Bank based on the processing defined in the Evaluate Assignment Type and Evaluate Program Assignment Information Sections of the document above.
7. Complete Task Processing

Task Creation	Action(s)
Success	1. Update the transaction that was logged for the received request to store data for the resulting Tasks (TASK_ID) and indicate a result of "Task(s) Processed" 2. **RETURN** a response of "201" to the web service.
Failure	1. Update the transaction that was logged for the received request to indicate a result of "Task Creation Failed". 2. **RETURN** a response of "201" to the web service.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Security	Security Matrix	CA-214917 DDID 2254, 2504 Security M

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2254	The CONTRACTOR shall update the Task Management solution to allow authorized users to configure task creation and routing rules by Document Type and Form Number/Name. The solution must provide the following configurations: 1) Custom grouping of Document Types and Form Number/Name 2) Configurability on which documents should create tasks and what type of task is created 3) The ability to accept program override(s) for task routing from the imaging solution 4) The option to suppress tasks when there is an upcoming appointment 5) The option to suppress tasks if the scanning user is the same person that would receive the task	- Task API and Imaging solutions will be implemented prior to, or at the same time as, the implementation of this DDID. - Task API solution can require different parameters based on the requesting partner. (i.e. imaging system)	This design implements a series of pages that allow a User to customize rules for Task creation and assignment based on specific document type/form and program/status configurations. Included is the ability to customize the Type and Sub-Type of the resulting task and Task suppression capabilities if the Case has an upcoming appointment or if the Task would be assigned to the scanning worker.
2504	The CONTRACTOR shall configure the imaging solution to collect and transfer the following data to the CalSAWS Software for task generation: 1) Document Type 2) Form Name 3) Case Info 4) Person Info	None	An imaged document request will be forwarded for Document Routing Rule processing and it will contain the attributes described in the requirement text.

	5) Program Override Flag 6) No Task Override Flag 7) No Change SAR 7 Flag 8) Image ID 9) Scanning User/Worker/Source 10) Applicable Date 11) Received Date		

5 MIGRATION IMPACTS

N/A

6 OUTREACH

N/A

7 APPENDIX

N/A