CalWIN Migration to CalSAWS

County Prep Phase Packet

V1.1 as of 09/12/2022

Contents

1 OVERVIEW

1.1 Purpose

The purpose of this document is to prepare the CalWIN Counties for the activities to take place during the County Prep Phase (the 6 weeks leading up to go-live).

More specifically, the purpose of this packet is for CalWIN Counties to:

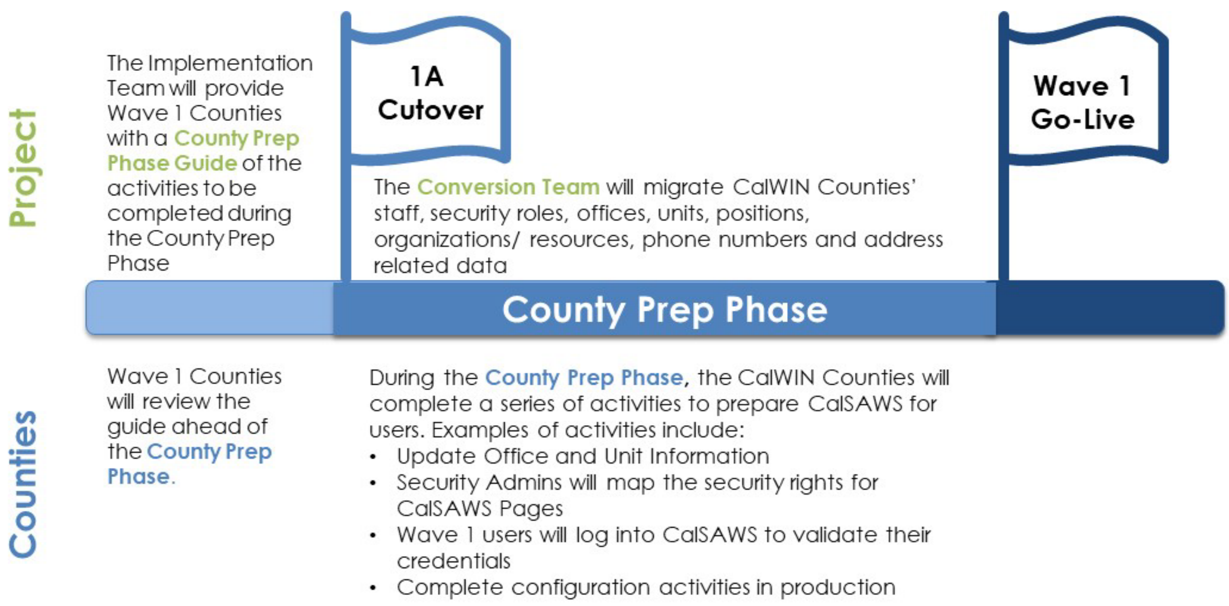
1) Review and understand the instructions for **required and optional** updates that need to be completed during County Prep Phase; and
2) Understand the project support that is available to CalWIN Counties during the County Prep Phase.

1.2 What is the County Prep Phase?

The County Prep Phase is the six-week period prior to CalWIN cutover to CalSAWS, when Security Administrators will have the opportunity to update Staff Profiles and County Organization Data. All active CalWIN users can also validate their credentials.

Figure 1.2.1 provides the sequence of events to occur before and during the County Prep Phase for both the Project and the Counties.

Figure 1.2.1 County Prep Phase Timeline



1.3 Overview of County Prep Phase Activities

CalWIN Counties will review this packet in preparation for the activities to take place during the County Prep Phase.

County Prep Phase Activities can either be Required, Optional, or Required if Applicable for CalWIN Counties to complete. Additionally, a priority of High, Medium, or Low has been assigned. See table 1.3.1 below for a complete list of the activities provided in this packet. Detailed information is provided in Section 2.

Table 1.3.1 County Prep Phase Activities

Category	Subcategory	Activity Name	Necessity	Priority	Level of Effort
Security	Access	**Login to CalSAWS**	Required	High	< 5 minutes per user
Office Setup	Appointment Management	**Add Staff Schedules to CalSAWS**	Required if Applicable	High	5-10 minutes per person
Configuration	Appointment Management	**Manage Schedule Intake/Duty/Supervisor**	Optional	Low	<5 minutes per staff
Configuration	Automated Action	**Configure Appointment Routing Rules**	Required	High	<10 minutes per county
Configuration	Automated Action	**Configure Automated Action for Create Task**	Required	High	< 5 minutes per automated action
Configuration	Automated Action	**Configure Automated Actions for Text Messaging (SMS) Campaigns**	Required if Applicable	High	< 5 minutes per automated action
Configuration	Automated Action	**Configure MEDS Alert Automated Action**	Required	High	< 1 minute per alert ID (per # of alerts opted into)
Configuration	BenefitsCal	**Office eApp Indicator**	Required	High	<5 minutes per office
Configuration	BenefitsCal	**Add Programs to the Office Detail page**	Required	High	< 5 minutes per office

Configuration	BenefitsCal	**Update Correspondence Hours and Contact Info on Office Detail Page**	Required	High	<5minutes per office
Configuration	BenefitsCal	**Configure External Agency Admin Position(s)**	Required	Medi um	< 5 minutes per position
Configuration	BenefitsCal	**Configure CBO Task Bank**	Required	High	<10 minutes per county
Configuration	BenefitsCal	**Configure VITA Task Bank**	Required if Applicable	High	<10 minutes per county
Configuration	Caseload Management	**Banked Caseload Configuration**	Required if Applicable	High	15 minutes per caseload
Office Setup	System Configuration	**Configure Office Type & Region**	Optional	Low	<2 minutes per office
Office Setup	System Configuration	**Configure Units**	Optional	Medi um	<2 minutes per office
Configuration	System Configuration	**Configure Positions**	Required	High	< 1 minute per task category
Configuration	System Configuration	**Configure Sections**	Required if Applicable	High	< 5 minutes per section
Configuration	System Configuration	**Configure Flags**	Required if Applicable	Medi um	< 5 minutes per section
Office Setup	System Configuration	**Set Up Mileage Rates**	Required	High	< 5 minutes per county
Office Setup	System Configuration	**Update 'Public Hours of Operation' on the Office Detail page**	Required	High	< 10 minutes per office

Configuration	Correspondence	**Toll Free Number Display on Customer Correspondence**	Required	High	< 5 minutes per county
Configuration	Correspondence	**Legal and Hearing Aid Office Address Clean-up on Customer Correspondence**	Required	High	< 5 per office address per county
Configuration	Fiscal	**Configure Valuable Types and Inventory Levels**	Required	High	< 5 minutes per valuable and < 5 per inventory update
Configuration	Fiscal	**Update Issuance Threshold Functionality**	Required	High	< 2 minutes per threshold per program
Configuration	Fiscal	**Configure County Authorization**	Required if Applicable	Medium	< 5 minutes per staff person for Random Sampling and < 1 minute per authorization type
Configuration	Fiscal	**Configure Fiscal Authorization**	Required	High	< 5 minutes per valuable threshold
Configuration	Fiscal	**Authorization Functionality for Auxiliary Payments Configuration**	Required if Applicable	Low	< 5 minutes per county
Configuration	Fiscal	**Set up Collections Unit for Recovery Account Assignment Rules**	Required	Medium	< 5 minutes per staff person
Configuration	GA/GR	**Add Program Rules for GA/GR**	Required	High	< 20 minutes per county (one-time activity)
Security	GA/GR	**Validate that Positions are Set Up to Accept the GA/GR Program**	Required	High	< 5 minutes per staff person

Office Setup	GA/GR	**Validate GA/GR Correspondence Admin Page**	Required	High	< 15 minutes per county
Configuration	IEVS	**Configure IEVS Batch Assignment**	Required	High	< 5 minutes per assignment
Configuration	Lobby Management	**Lobby Monitor Configuration (if applicable)**	Required if Applicable	Low	<1.5 hours per site
Configuration	Lobby Management	**Visit Purpose Configuration to Enable Prefixes and Thresholds for Lobby Ticketing (if applicable)**	Required if Applicable	Low	<15 minutes per site
Configuration	Medi-Cal	**Option for County Admins to activate new MAGI referral assignment process & to maintain office assignments by zip code**	Required if Applicable	Low	< 5 minutes per office
Configuration	Security	**Configure Security Roles**	Required	High	< 10 minutes per staff
Configuration	Task Management	**Enter County-Specific Task Types**	Required	High	< 15 minutes per task type
Configuration	Task Management	**Configure Position Task Categories**	Required	High	< 1 minutes per task category
Configuration	Task Management	**Configure Position Task for Get Next Functionality**	Required if Applicable	High	< 5 minutes per position
Configuration	Task Management	**Configure Task Banks**	Required if Applicable	High	< 10 minutes per bank
Configuration	Task Management /Imaging	**Configure Document Routing Rules**	Required	High	< 10 minutes per document routing rule

Configuration	Task Management	**Error Prone and High-Risk Page**	Optional	Low	<5 minutes per county

1.4 Project Support for County Prep Phase

Daily Office Hours will be held 8:00 am – 12:00 pm for the first two weeks of the County Prep Phase, and 9:00 – 10:30 am thereafter; and an afternoon Daily Debrief Call will be held 4:00 – 5:00 pm Monday-Friday during the County Prep Phase (6 weeks prior to go-live) to assist with answering questions and clarifying procedures for completing the County Prep Phase Activities and the Security Mappings. The sessions will be accessible for IPOCs, TPOCs, PPOCs, and Security Administrators. Counties will also be provided with on-site or virtual support (depending on county preference and health protocols) for the first 30 days of the County Prep Phase.

1.5 Revisions

As of 09/12/2022, one County Prep Phase activity was removed

- EBT Printer Setup

and three activities were added:

- Configure Office Type & Region
- Configure Units
- Configure Security Roles

2 ACCESS

This section provides all step-by-step procedures and relevant information for the County Prep Phase Activity for Access listed in Table 1.3.1, including instructions on how to update.

2.1 Login to CalSAWS

Activity Type	Necessity	Priority	Level of Effort
Security	Required	High	<5 minutes per user

Overview

County users will need to log into CalSAWS to validate their credentials and confirm access to the system.

Impact Analysis

County users are encouraged to complete this as early as possible in the County Prep Phase to identify and correct any access issues prior to go-live. Failure to complete this activity could result in avoidable access issues upon go-live.

Deadline

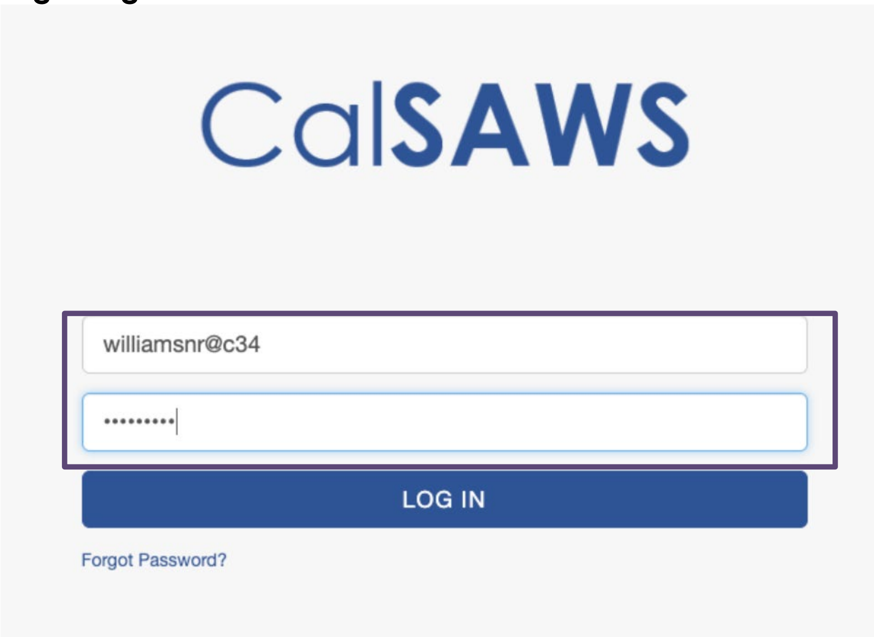
All users are strongly encouraged to complete this item within the first 2 weeks of the County Prep Phase.

Instructions for logging in to CalSAWS

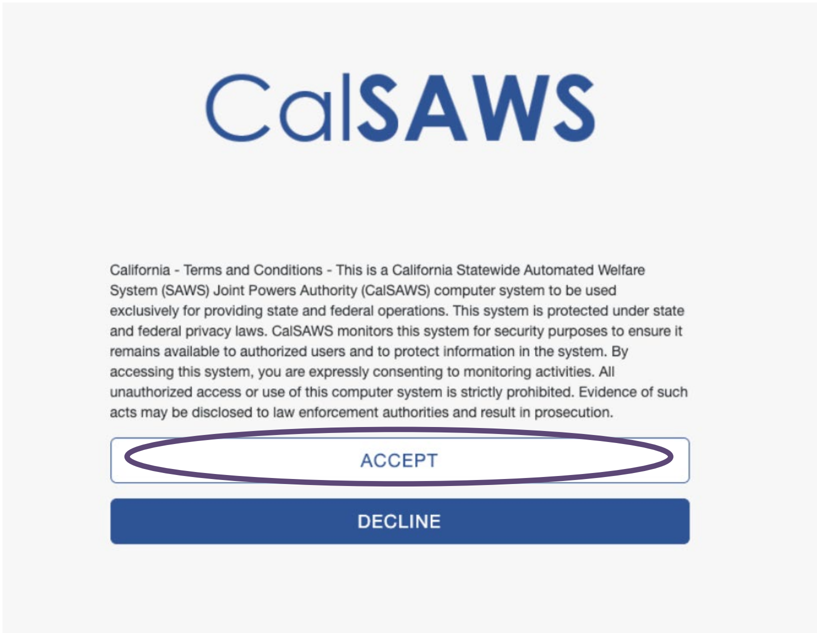
All CalWIN users will log in to CalSAWS to validate their ability to access CalSAWS using their current CalWIN credentials. Please also see the provided CalSAWS Login Helpful Hints page for quick reference and troubleshooting.

2.1.1 New or Migrated User with No Pre-Existing ForgeRock Account

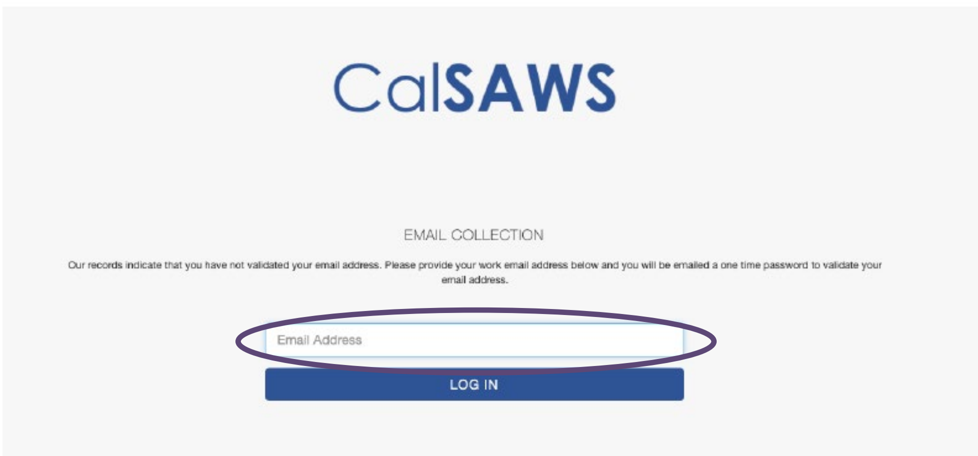
1. **Login Page**: Add Username and Password



2. **Accept Terms and Conditions:** Once the user has entered their credentials, accept the *California – Terms and Conditions* statement which will appear as a new screen. No change to this screen from previous flows.

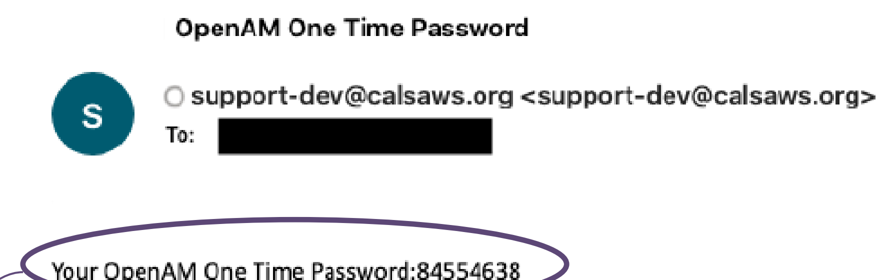


3. **Provide Email**: If the user is a new user, the page will load the "**Email Validation Screen**".

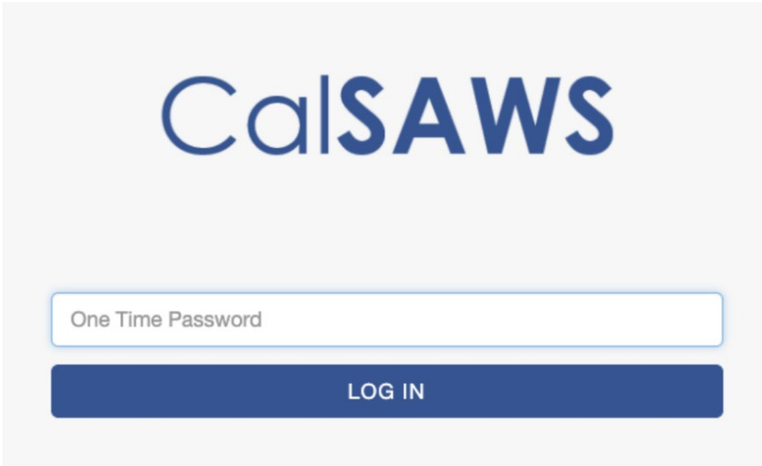


4. **One Time Password (OTP) Message**: Provide the user's email address to be emailed a one-time password to validate the email address.

5. **Email Received**: The user will receive an email from ForgeRock that will provide them with an 8-digit code that is valid for 5 minutes.



6. **Provide OTP and Authentication**: When a user enters a valid OTP, they will be authenticated and redirected to the final landing page. If a user provides an incorrect OTP, they will be given the chance to retry.

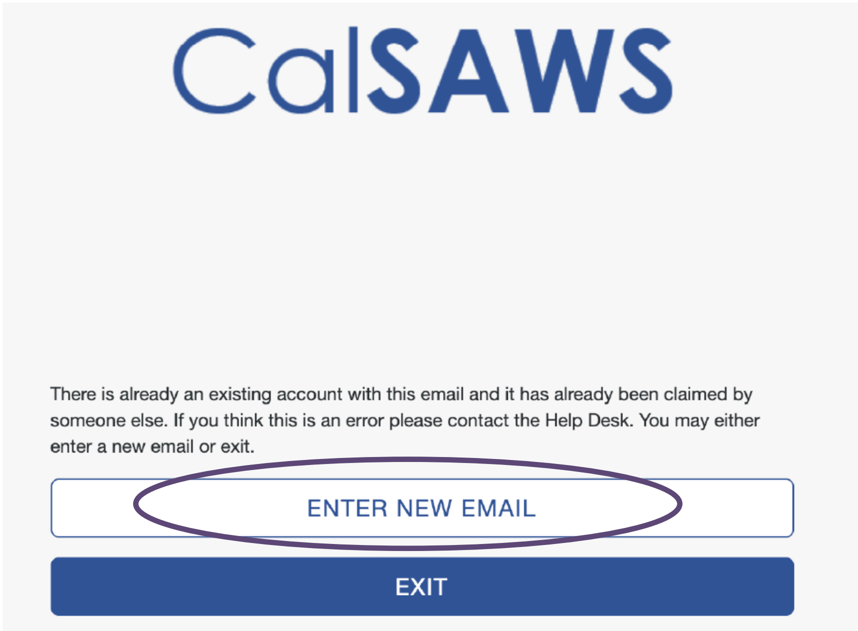


2.1.2 Pre-existing ForgeRock Account

1. **Flow Initiated**: Follow the steps 1-5 outlined in Section 2.1.1
2. **Merge of Accounts Message**: Following a verified OTP entry, a message will be displayed notifying the user that a merge of two accounts is occurring and that the user will be required to use the password associated with their pre-existing ForgeRock account".
3. **Authentication**: User clicks "continue" and the two accounts are merged and authenticated.

2.1.3 Attempted Claim of Previously Claimed Account

1. **Flow Initiated**: Follow the steps 1-5 outlined in Section 2.1.1
2. **Account Already Claimed Message**: Following a verified OTP entry, the following message will be displayed: "There is already an existing account with this email, and it has been claimed by someone else. If you think this is an error, please contact the Help Desk. You may enter a new email or exit." This is set in place to prevent actions such as multiple users sharing one account and one email. At this point, the user can choose to enter another email associated to them or exit and contact the Help Desk.
3. **User Options**: At this point, the User can enter another email associated to them and attempt the process beginning at step 1 again or exit and contact the Help Desk to inform them of their error.



3 APPOINTMENT MANAGEMENT

This section provides all step-by-step procedures and relevant information for the County Prep Phase Activities for Appointment Management listed in Table 1.3.1, including instructions on how to update.

3.1 Add staff schedules to CalSAWS

Activity Type	Necessity	Priority	Level of Effort
Office Setup	Required if Applicable	High	<5-10 minutes / person

Overview

Counties can add staff schedules with availability to support the appointment scheduling functionality in CalSAWS. County can decide to have a single person per office to coordinate with supervisors in the office, or have multiple supervisors set this up as needed. Whether this is required depends on county business process as counties may choose to manage schedules outside of the system.

<u>County Action</u>: County Supervisors with knowledge on the unit availability will access the Maintain Worker Schedule page to input staff schedules.

Page Location

Maintain Worker Schedule

- **Global:** Admin Tools
- **Local:** Office Schedule

Impact Analysis

If the county chooses to enable the batch job for CW/CF RE appointments, they will need to set up staff availability in addition to setting up the Appointment Threshold for the worker's position on the Position Detail page, otherwise staff will not receive the appointments.

Instructions for Updating Staff Schedules

Instructions on Schedule Configuration are specified in the CalSAWS Configuration Guide.

3.2 Manage Schedule Intake/Duty/Supervisor

Activity Type	Necessity	Priority	Level of Effort
Configuration	Optional	Low	<5 minutes per staff

Overview

The *Manage Schedule Intake/Duty/Supervisor* page allows for staff to be designated as a Duty, Intake or Unit Worker for the Day. If an office utilizes Duty Workers in the Lobby, this page is accessed to schedule the Duty worker so that they are notified of any messages for individuals in the lobby for a given Unit. This page allows the user to designate worker(s) to intake, duty and/or supervisor. The page will reflect the office of the user.

County Action: Designate Duty Worker for a given day for each unit/program

Purpose

This page allows the user to designate worker(s) to intake, duty and/or supervisor.

Page Location

- **Global:** Admin Tools
- **Local:** Manage Schedule Intake/Duty/Supervisor
- **Task:** Manage Schedule Intake/Duty/Supervisor
    - Enter Unit, Type, and Worker
    - Select Month to view
    - Click 'Edit' button
    - Click the date hyperlink to open the 'Schedule List' page

Required Security Groups/Roles to Perform Update

Security Group	Group Description	Group to Role Mapping in CalSAWS
Manage Schedule Intake Duty Supervisor Edit	View and Edit access to Manage Schedule Intake/Duty/Supervisor	View Only
Manage Schedule Intake Duty Supervisor View		View Only

4 AUTOMATED ACTIONS

An **Automated Action** is a county configurable mechanism for CalSAWS to trigger the creation of a task or execution of an action when a predefined trigger event occurs. Counties can turn on/off an Automated Action and configure attributes of the resulting actions such as the Task Type, assignment method and due date.

4.1 Configure Appointment Task Rules

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	<10 minutes per county

Overview

Counties can choose to turn on Automated Action for CalSAWS to automatically create a task when an appointment is scheduled.

County Action: Automated Actions default to Inactive. Counties may activate and configure the automated actions for Appointment Task rules.

Page Location

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

Impact Analysis

Allows workers to track appointments via automated tasks.

Instructions for Configuring Appointment Task Rules

Instructions on Automated Actions are specified in the [CalSAWS Configuration Guide.]

4.2 Configure Automated Action for Create Task

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	<5 minutes per Automated Action

Overview

Counties can configure automated actions related to task types. Once an automated action is marked as active, counties will need to then associate a task type and designate an assignment (program worker or task bank).

County Action: Automated Actions default to Inactive. Activate and configure the automated actions for Task Creation.

Page Location

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

Impact Analysis

If Automated Actions are not configured to specify task assignees, they will not be assigned correctly

Instructions for Configuring Create Task Automated Actions

Instructions on Automated Actions are specified in the [CalSAWS Configuration Guide.]()

4.3 Configure Automated Actions for Text Messaging (SMS) Campaigns

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	High	<5 minutes per Automated Action

Overview

Counties can enable text messaging for specific campaigns using the Automated Action type "Text Outreach." Examples include appointment reminders, eSignature communication, SAR 7 reminders, etc.

<u>County Action</u>: Automated Actions default to Inactive. Activate and configure the automated actions for Text Messaging.

Page Location

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

Impact Analysis

This item is only required if the counties choose to enable automated text messaging.

Instructions for Configuring Create Task Automated Actions

Instructions on Automated Actions are specified in the [CalSAWS Configuration Guide.]()

4.4 Configure MEDS Alert Automated Action

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 1 minute per alert ID (per # of alerts opted into)

Overview

MEDS Alert records are sent from the State to CalSAWS via the MEDS Alert inbound interface. An alert record will contain an exception, a fatal and/or non-fatal error, a warning, and/or hold information to be addressed by the county.

CalSAWS can enable or disable the MEDS Alerts and/or the associated Automated Actions by county. Alert records that are sent to the system are inserted into the MEDS Alert table to be utilized by an online workload page for viewing alert details. CalSAWS performs "automation" operations or automatically creates and assigns user tasks for certain alert types. MEDS Alerts also have associated optional automated Case Updates that update data collection in CalSAWS.

Required County Action:

Counties need to determine if they would like to enable or disable this function within their county utilizing the *MEDS Alert Admin Detail* page to set designated MEDS alerts as "Active" or "Inactive" status and configure whether Task alerts or Case Updates would be generated.

If county does not want automated Tasks or Case Updates from MEDS alerts, there will be no action as default is set to off, except for some critical alerts that cannot be turned off. If counties want additional alerts, they will have to decide on the alerts and then configure them.

Purpose

CalSAWS allows for the ability to enable or disable the MEDS Alerts and/or the associated Automated Actions by county.

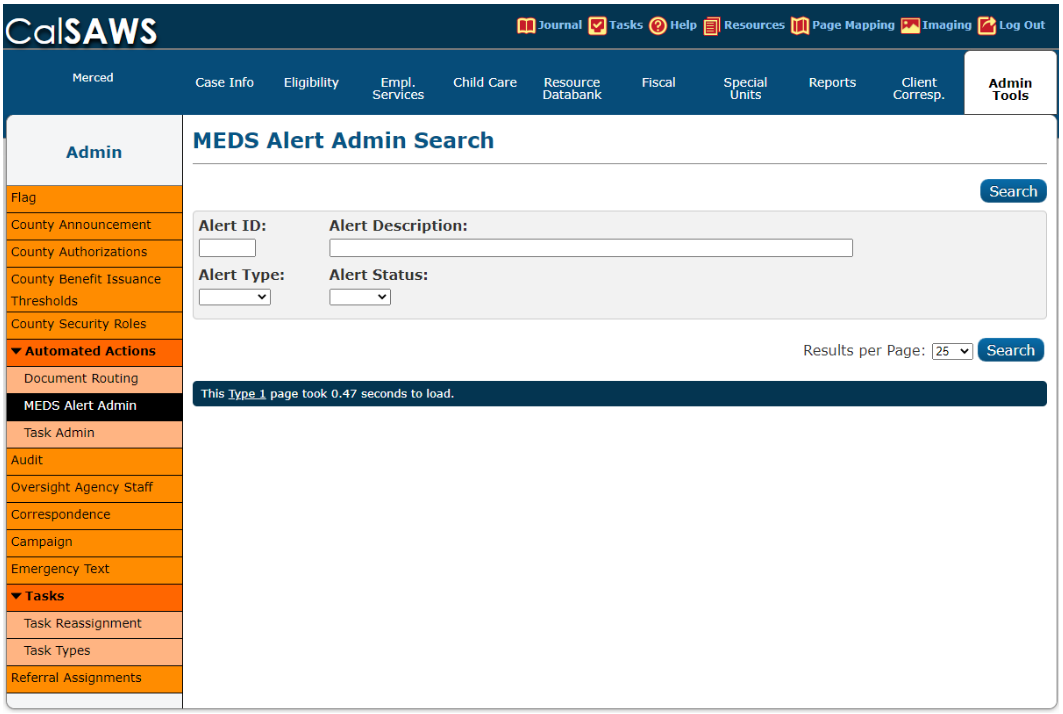
In CalSAWS, new *MEDS Alert Admin* Search and *Detail* pages and automated action logic have been incorporated for the counties to help configure these automated actions using the *Automated Action List*, and *Automated Action Detail* pages. Some counties may determine that specific MEDS Alerts do not require user action or an Automated Action and should not be displayed to users.

Page Location

***MEDS Alert Admin Search* Page**

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

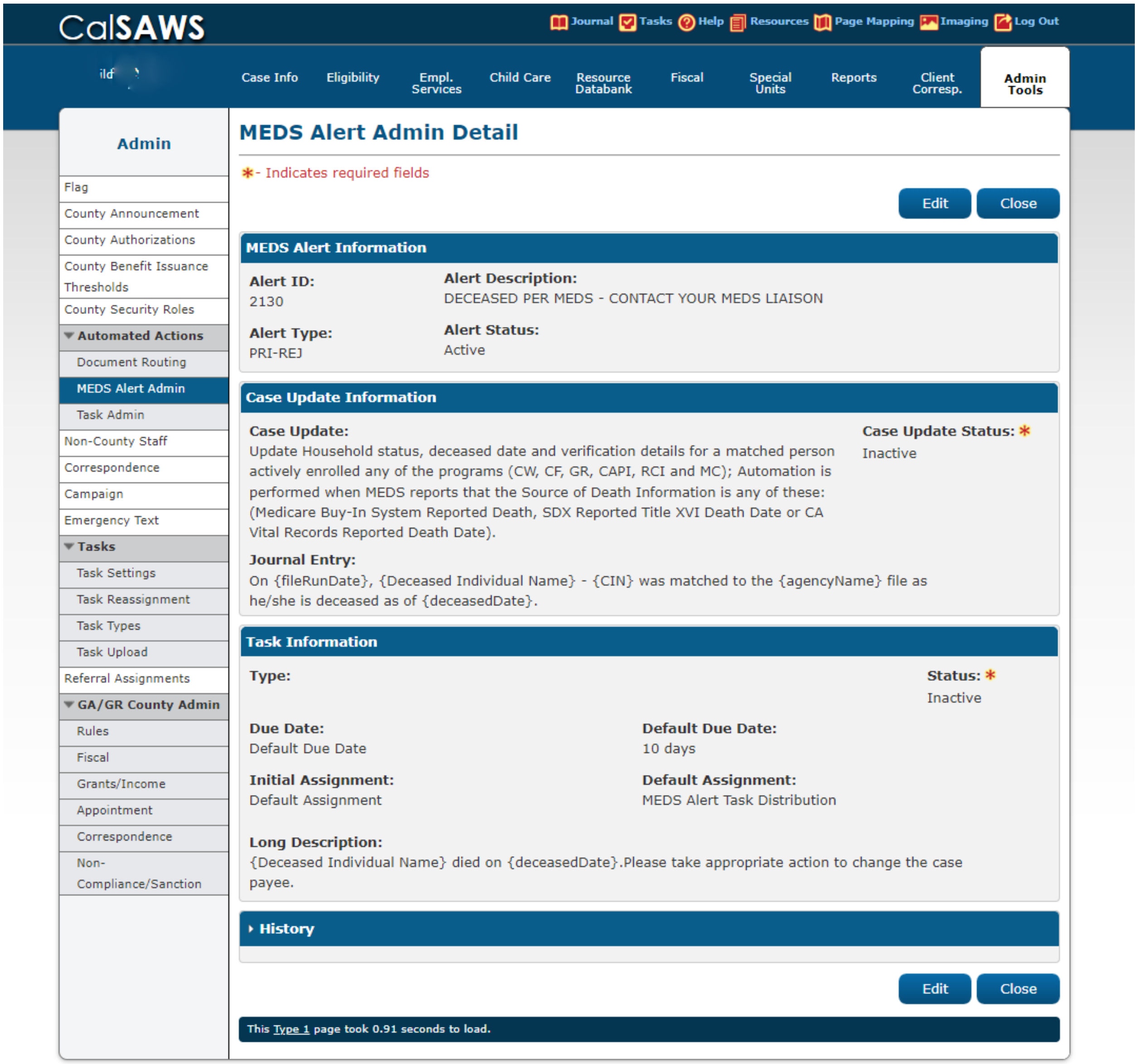
Figure 2.5.1 CalSAWS MEDS Alert Admin Search page



***MEDS Alert Admin Detail* Page**

In the *MEDS Alert Admin Search* page, complete a search, and click the 'Edit' button to access the *MEDS Alert Admin Detail* page.

Figure 2.5.2 CalSAWS MEDS Alert Admin Detail page



Required Security Groups/Roles to Perform Update

Counties must add the Edit, View, and Search security rights if they choose to use these pages.

The *MEDS Alert Admin Detail* and *Search* pages contains the following Security Groups:

Security Group	Group Description	Group to Role Mapping in CalSAWS
MEDS Alert Admin Detail Edit	Users can enable and disable MEDS Alerts and	N/A

Security Group	Group Description	Group to Role Mapping in CalSAWS
	their associated Automated Actions.	
MEDS Alert Admin Detail View	Users can view the MEDS Alert Admin Detail page in View mode, including the status of MEDS Alerts and their associated Automated Actions.	N/A
MEDS Alert Admin Search View	Users can access the MEDS Alert Admin Search page.	View Only

5 CALSAWS READINESS FOR BENEFITSCAL

This section provides all step-by-step procedures and relevant information for County Prep Phase Activities for BenefitsCal listed in Table 1.3.1, including instructions on how to update. **NOTE**: the BenefitsCal application will not be available to Wave 1 counties until Oct 31, 2022.

5.1 Office eApp Indicator

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	<5 minutes per office

Overview

Counties will need to update the *Office Detail* page in the field 'Accepts E-Applications' to Yes for Offices that will display in BenefitsCal as an office to which applications will be routed. Offices will also appear in BenefitsCal when users search for offices nearby.

Note that this item is related to other items in this document:

- **5.2 Add Programs to the Office Detail page**
- **5.3 Update Correspondence Hours and Contact Info on Office Detail Page**
- **7.1 Configure Office Type & Region**
- **7.7 Update 'Public Hours of Operation' on the Office Detail page**

Required County Action:

Update Office Detail page in the field 'Accepts E-Applications' to Yes for Offices that will display in BenefitsCal as an office to which applications will be routed.

Page Location

Office Detail page

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

Impact Analysis

Counties must complete this for applications to be routed from BenefitsCal to the appropriate offices, and for offices to appear in a search within BenefitsCal. At least one office must be selected to receive eApps or no eApplications will be received.

Instructions for Updating the *Office Detail* Page

1. Navigate to the *Office Detail* page. Those who have access to the *Office Detail* page in CalWIN will continue to have access in CalSAWS and can make the associated updates.
2. Select **Accepts E-Applications**. This will determine if applications from BenefitsCal are sent to this office. The drop-down options are Yes or No.
3. Repeat Steps 1-2 for each Office within the County.

5.2 Add Programs to the *Office Detail* page

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	<5 Minutes Per Office

Overview

All offices must have programs added under 'Programs Offered' on the *Office Detail* page in order for those offices to receive applications for programs via BenefitsCal.

Note that this item is related to other items in this document:

- **5.3 Update Correspondence Hours and Contact Info on Office Detail Page**
- **5.1 Office eApp Indicator**
- **7.1 Configure Office Type & Region**
- **7.7 Update 'Public Hours of Operation' on the Office Detail page**

Required County Action: CalWIN Counties will need to add the programs offered for each office so that e-Applications can be routed to the appropriate office from BenefitsCal.

Page Location

Office Detail page

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

Impact Analysis

If the associated programs are not selected for each office, then the office will **not** receive e-applications.

Instructions for Updating Programs on *Office Detail* page

1. Navigate to the *Office Detail* page. Those who have access to the *Office Detail* page in CalWIN will continue to have access in CalSAWS and can make the associated updates.
2. Review the section 'Programs Offered' on the *Office Detail* page.
   a. If no programs already exist, then add the Program(s) for the Office with the current 'Begin Date'.
   b. If programs already exist, then review and validate that the Programs(s) are correct for the Office.
3. Repeat Steps 1-2 for each Office within the County.

5.3 Update Correspondence Hours and Contact Info on *Office Detail* Page

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	<5 minutes per office

Overview

County needs to Update *Office Detail* to include correct Office Hours, Correspondence Hours and phone contact information. Correspondence Hours determine the date of applications submitted through BenefitsCal and the phone number on the office detail page will be displayed on BenefitsCal.

Note that this item is related to other items in this document:

- **5.2 Add Programs to the *Office Detail* page**
- **5.1 Office eApp Indicator**
- **7.1 Configure Office Type & Region**
- **7.7 Update 'Public Hours of Operation' on the *Office Detail* page**

Required County Action: Update the Office Hours, Correspondence Hours and contact information on the *Office Detail* page for all county offices.

Page Location

Office Detail page

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

Impact Analysis

The specified Correspondence Hours will determine the app date for applications received through BenefitsCal. If an application is submitted through BenefitsCal after the listed Correspondence hours, the application will be dated as received the following date.

The phone numbers entered in the *Office Detail* page will be displayed in BenefitsCal, so it is essential that the numbers be accurate.

Instructions for Updating the *Office Detail* Page

1. Navigate to the *Office Detail* page. Those who have access to the *Office Detail* page in CalWIN will continue to have access in CalSAWS and can make the associated updates.
2. Enter **Public Hours of Operation**. Start and End times must be defined for each weekday.
3. Enter **Correspondence Office Hours**. Start and End times must be defined.
4. On the **Office Detail** page, **Phone Information** section:
    1. Select **Type**. Options include Fax, Main, TDD, Toll Free and Work. All Offices **must** have at minimum, a Main phone number.

2. Enter **Number**. This field requires a 10-digit number, no need to enter the dashes.
3. If applicable, enter **Extension**.
4. To add additional numbers, select the **Add** button and follow steps 1 through 3.

5. Repeat Steps 1-4 for each Office within the County.

5.4 Configure External Agency Admin Position(s)

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	Medium	<5 minutes per position

Overview

The BenefitsCal Conversion team will be migrating existing Community Based Organizations (CBOs) from MyBenefitsCalWIN to BenefitsCal. Counties will not need to migrate CBO users. Counties will need to establish an External Agency Admin Position to which CBO application tasks can be routed going forward.

Note that this item is related to another item in this document:

- **5.5 CBO Task Bank**
- **7.1 Configure Positions**
- **15.2 Configure Position Task Categories**

Required County Action: Assign the appropriate user to the External Agency Admin Position.

Page Location

Global: Admin Tools
Local: Office Admin
Task: Position

Impact Analysis

If no External Agency Admin Position is configured, CBO tasks will **not** be assigned or received.

Instructions for Creating External Admin Position

Instructions on Position Configuration are specified in the [CalSAWS Configuration Guide.]

5.5 CBO Task Bank

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	<10 minutes per county

Overview

Counties will need a task bank for Community Based Organization (CBO) Access Request tasks, to which the External Agency Admin Position will be associated, so those tasks can be routed to the appropriate staff. Existing CBOs will be transferred over from CalWIN/MyBCW, however, new CBOs will need this configuration item to be complete to be added.

Note that this item is related to another item in this document:

- **5.4 Configure External Agency Admin Positions**
- **15.2 Configure Position Task Categories**

Required County Action: Create a task bank for CBO Access Request Tasks.

Page Location

Global: Admin Tools
Local: Office Admin
Task: Bank

Impact Analysis

A task bank is needed for tasks created related to CBO Access Requests. Counties will be unable to add new CBOs until this is complete.

Instructions for Setting up a Task Bank

Instructions on setting up Task Banks are specified in the [CalSAWS Configuration Guide.]

5.6 VITA Task Bank

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	High	<10 minutes per county

Overview

This item is only required for counties that are opting in to the VITA appointment scheduling tool. County to create a task bank or a worker associated to this task type that can receive the VITA appointment task.

Note that this item is related to another item in this document:

- **15.2 Configure Position Task Categories**

Required County Action: Create a task bank for VITA Appointment Tasks OR identify a worker to whom VITA Appointment Tasks should be routed.

Page Locations

Global: Admin Tools
Local: Office Admin
Task: Bank

Global: Admin Tools
Local: Office Admin
Task: Position

Global: Admin Tools
Local: Office Admin
Task: Staff Assignment

Impact Analysis

A task bank or associated worker is needed for tasks created related to VITA Appointments.

Instructions for Setting up a Task Bank

Instructions on setting up Task Banks, Positions and Staff Assignment are specified in the CalSAWS Configuration Guide.

6 CASELOAD MANAGEMENT

This section provides an outline of the procedures and relevant information for the County Prep Phase Activity for Caseload Management listed in Table 1.3.1, including instructions on how to update.

6.1 Banked Caseload Configuration

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	High	15 minutes per caseload

Overview

Currently banked caseloads do not exist in CalSAWS, however the comparable functionality in CalSAWS is to create placeholder staff, associate them to a position/Worker ID to which cases may be assigned. All cases are assigned to a Worker ID.

Counties who choose to continue business processes supported by banked caseload functionality in CalWIN may setup placeholder Worker ID. Counties will associate these placeholder Worker IDs to Positions, Task Banks, and Get Next functionality, if applicable.

Required County Action:

Set up/configure rules for Bank IDs for shared tasks/get next functionality. Counties will need to ensure an email address and contact phone number have been established to associate to the Worker ID if creating a new Position/Worker for a banked caseload.

Page Location

***Unit Detail* page**

Global: Admin Tools
Local: Office Admin
Task: Unit

***Position Detail* page**

Global: Admin Tools
Local: Office Admin
Task: Position

***Staff Assignment Detail* page**

Global: Admin Tools
Local: Office Admin
Task: Staff Assignment

Impact Analysis

Counties must create placeholder Staff and Worker IDs to mimic banked caseload functionality if their planned business process is to continue using banked caseloads. Counties will need to ensure an email address and contact phone number have been established to associate to the Worker ID if creating a new Position/Worker for a banked caseload.

Instructions for Creating Placeholder Staff for Banked Caseloads

Instructions for creating Staff, Positions and Units are specified in the [CalSAWS Configuration Guide.]

7 SYSTEM CONFIGURATION

This section provides all step-by-step procedures and relevant information for the County Prep Phase Activities for System Configuration listed in Table 1.3.1, including instructions on how to update.

7.1 Configure Office Type & Region

Activity Type	Necessity	Priority	Level of Effort
Configuration	Optional	Low	<2 minutes per office

Overview

Counties can choose to select Regions (if applicable) and Office Types for each County office. The Office Type field is mandatory, but for all offices will default to “Main.” Regions are optional and the inclusion of the drop down menu is dependent on County specification.

- **5.3 Update Correspondence Hours and Contact Info on *Office Detail* Page**
- **5.2 Add Programs to the *Office Detail* page**
- **5.1 Office eApp Indicator**
- **7.7 Update Public Hours of Operation**

County Action: Update Office Type and Region (if applicable) for each county office.

Page Location

***Office Detail* page**

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

Impact Analysis

Low Impact; fields are informational only.

Instructions for Configuring Office Types and Regions

Instructions on Office Type and Region Configuration are specified in the CalSAWS Configuration Guide.

7.2 Configure Units

Activity Type	Necessity	Priority	Level of Effort
Configuration	Optional	Medium	<2 minutes per unit

Overview

Unit information will be converted from CalWIN, however, the Unit Type will default to "Combination" (Intake and Continuing) for all Units. Additionally, the Department value for each Unit will default to "Eligibility Services" for all Units. Counties can adjust the Unit Type and Department values for each Unit.

County Action: Update Unit Type and Department for each Unit.

Page Location

***Unit Detail* page**

Global: Admin Tools
Local: Office Admin
Task: Unit

Impact Analysis

Department selection will inform the Department Type Prefix (characters 3 & 4) in Worker IDs.

Instructions for Configuring Unit Types and Departments

Instructions on Office Type Configuration are specified in the CalSAWS Configuration Guide.

7.3 Configure Positions

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 1 minute per task category

Overview

Confirm the Positions information (e.g., Programs, aid code, Authorization Sampling size, Case Flags, task categories) are accurate. A new field is being added as a part of the *Position List* and *Position Detail* pages. The new "Worker Level" field is used to determine a worker's position in the County staffing hierarchy. The assignment value of the "Worker Level" field is required for several of CalSAWS functionalities to work, including Supervisor Authorization, Escalation, Lobby Management, etc.

Note that this item is related to other items in this document:

- **5.4 Configure External Agency Admin Positions**
- **15.2 Configure Position Task Categories**
- **15.3 Configure Position Task for Get Next Functionality**
- **10.2 Validate that Positions are Set Up to Accept the GA/GR Program**

County Action:

Positions will have been converted in, counties will need to confirm that the details are as expected.

Figure 5.4.1 CalSAWS Position Detail Page

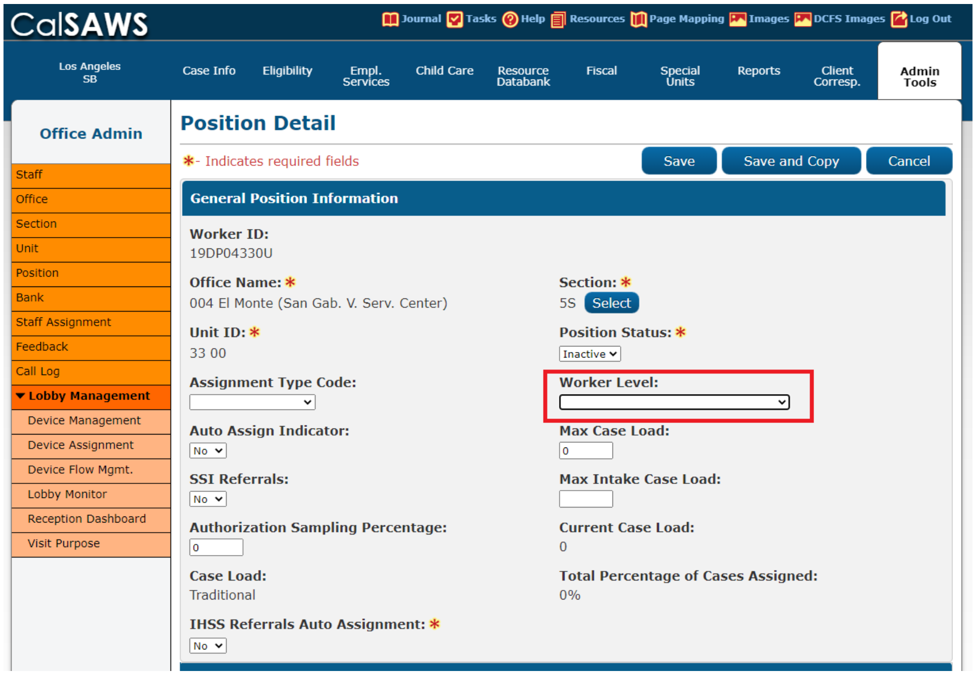
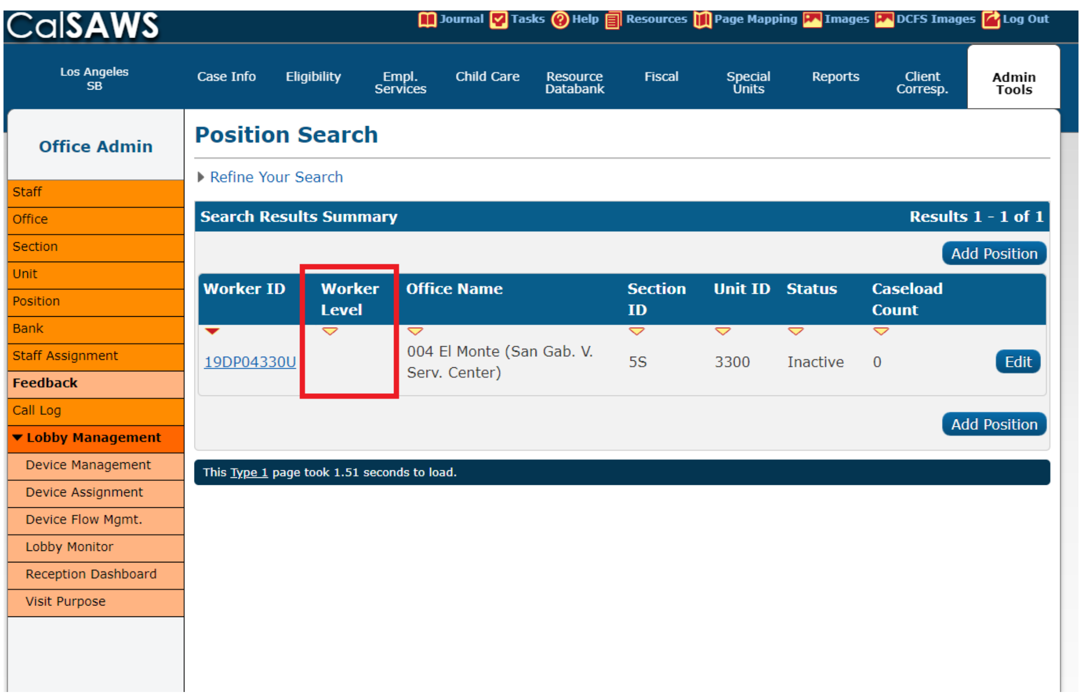


Figure 5.4.2 CalSAWS Position Search Page



Purpose

1. *Position Detail*

The new "Worker Level" field allows users to include the worker level, in the County's staffing hierarchy, that is associated with a particular Worker ID. This can also be used as search criteria on the *Position Search* Page.

- "1st Level Reception Log/Authorization"
- "2nd Level Reception Log/Authorization"
- "3rd Level Reception Log"
- "1st Level Reception Log"
- "Eligibility Worker"

2. Position Search

The new "Worker Level" field allows users to include the worker level that is associated with a particular Worker ID in the County's staffing hierarchy. This can also be used as search criteria on the *Position Search* Page.

- "1st Level Reception Log/Authorization"
- "2nd Level Reception Log/Authorization"
- "3rd Level Reception Log"
- "1st Level Reception Log"
- "Eligibility Worker"

Page Location

Position Detail Page

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Position – Need to enter a specific Worker and edit or add a worker

Position Search Page

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

Required Security Groups/Roles to Perform Update

Position Detail Page and Position Search Page

Security Group	Group Description	Group to Role Mapping in CalSAWS
Administrative Clerk	Edit offices, units, positions, staff, addresses, vendor information, and collaborators. View service providers and workers. Create service provider requests. Search reports and select units, offices, organizations, and workers.	N/A

Security Group	Group Description	Group to Role Mapping in CalSAWS
Create Staff Group	Create Staff, Position, Staff Assignment, Unit, and Office	Child Care Staff, Child Care Supervisor, Employment Services Contracted Staff, Employment Services Contracted Supervisor, Employment Services Staff, Employment Services Supervisor
Office Admin Edit	Edit offices, units, and staff	Child Care Supervisor, Eligibility Supervisor, ES Contract Supervisor, Employment Services Supervisor, Fiscal Supervisor, Hearings Supervisor, Marketing Supervisor, Quality Assurance Supervisor, Quality Control Supervisor, RDB Staff, RDB Supervisor, SIU Supervisor
Office Admin View	View offices, units, and staff	Executive, Help Desk Staff, Oversight Agency Staff, View Only

Impact Analysis

The assignment value of the 'Worker Level' field is required for several of CalSAWS functionalities to work, including Lobby Management and others.

Instructions for Configuring Positions

Instructions for Position Configuration are specified in the CalSAWS Configuration Guide.

7.4 Configure Sections

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 5 minutes per section

Overview

Sections are a level of organization between an Office and a Unit. Sections are used for 2nd Level Authorization, as CalSAWS looks for the 2nd Level in the same Office and Section as a worker. If the County's structure does not include Sections and you want to utilize 2nd Level Authorization, a single Section can be created, and all county offices can be associated with that Section.

Note that this item is related to other items in this document:

- **7.1 Configure Positions**

County Action:

Configure Sections for 2nd Level Authorization functionality.

Page Location

Global: Admin Tools
Local: Office Admin
Task: Section

Impact Analysis

Sections must be configured if the County chooses to use 2nd Level Authorizations functionality.

Instructions for Configuring Sections

Instructions for Section Configuration are specified in the CalSAWS Configuration Guide.

7.5 Configure Flags

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	Medium	< 5 minutes per flag

Overview

Flags can be configured by the County and provide a way to indicate when there is information that needs to be known about a case or if certain actions must be taken to ensure correct eligibility determinations. There are two distinct Flag categories available; Reporting and Worker Action. When a Flag is associated to a case, an icon displays on the Case Summary page. The Reporting Flag icon is white, and the Worker Action Flag icon is red.

The Reporting category may be used when a county, state, or federal Study is being conducted or for other tracking purposes as designated by the County.

Note that this item is related to other items in this document:

- **14.6 Configure Error Prone and High-Risk Page**

County Action:

Configure Case Flag functionality.

Page Location

Global: Admin Tools
Local: Admin
Task: Flag

Impact Analysis

Case Flags must be configured if the County chooses to use the Error Prone and High-Risk functionality.

Instructions for Configuring Sections

Instructions for Configuring Case Flags are specified in the CalSAWS Configuration Guide.

7.6 Set Up Mileage Rates

Activity Type	Necessity	Priority	Level of Effort
Office Setup	Required	High	< 5 minutes per county

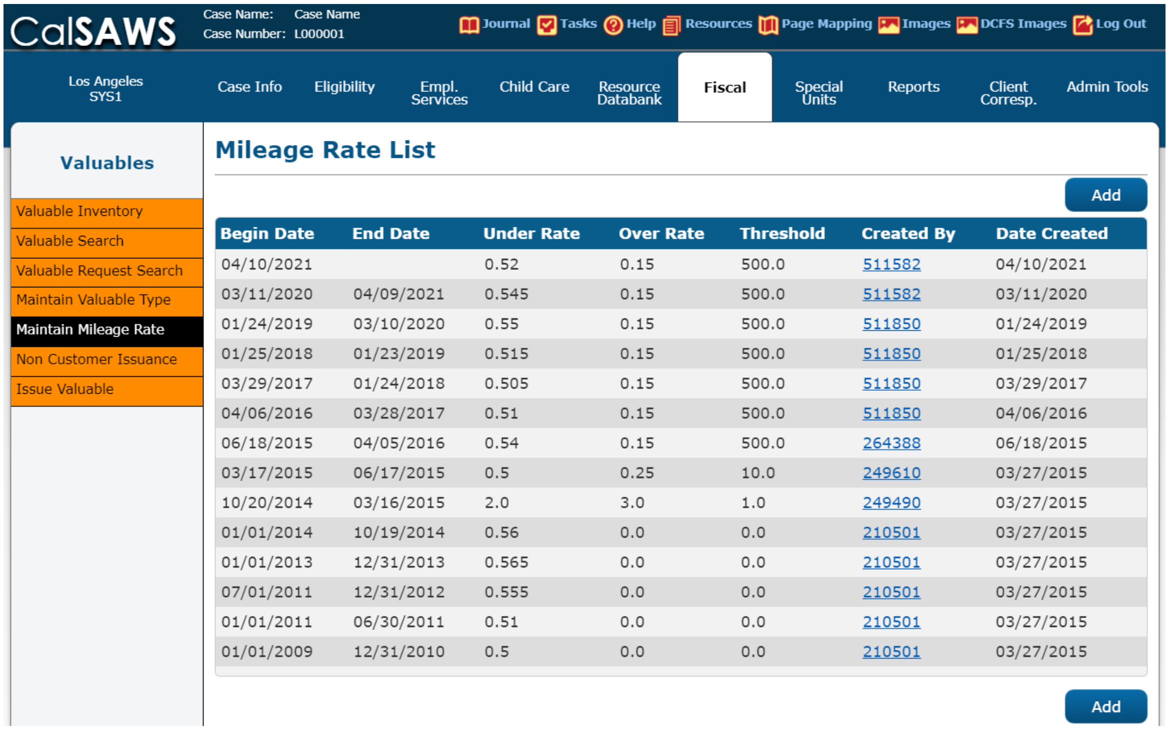
Overview

There exists a design difference for how mileage rates are captured between CalWIN and CalSAWS.

- In the CalWIN system, a mileage rate record is defined by an 'Amount' field (Figure 2.2.1).
- In the CalSAWS system, the mileage rate record has a single mileage threshold, with under and over mileage rates. For example, if the 'Threshold' is set to 500 miles, then the 'Under Rate' can be $0.52/mile and the 'Over Rate' can be $0.15/mile (Figure 2.2.1).

Required County Action: For the CalWIN counties to adapt to CalSAWS functionality, where the mileage rate record will have a threshold with under and lower mileage rates defined, Counties will need to go into the *Mileage Rate Detail* page as part of the pre-go live activities and add their county's current mileage rates. The current CalWIN mileage rates will not be converted automatically because they are not compatible with the current page. The page has therefore been modified to allow users to enter retro dated mileage rates. If users do not add any retro or high dated mileage rates, they will not be able to issue private mileage reimbursement to their WTW/REP (Refugee Employment Program) Participants.

Figure 7.2.1 CalSAWS Mileage Rate List



Begin Date	End Date	Under Rate	Over Rate	Threshold	Created By	Date Created
04/10/2021		0.52	0.15	500.0	511582	04/10/2021
03/11/2020	04/09/2021	0.545	0.15	500.0	511582	03/11/2020
01/24/2019	03/10/2020	0.55	0.15	500.0	511850	01/24/2019
01/25/2018	01/23/2019	0.515	0.15	500.0	511850	01/25/2018
03/29/2017	01/24/2018	0.505	0.15	500.0	511850	03/29/2017
04/06/2016	03/28/2017	0.51	0.15	500.0	511850	04/06/2016
06/18/2015	04/05/2016	0.54	0.15	500.0	264388	06/18/2015
03/17/2015	06/17/2015	0.5	0.25	10.0	249610	03/27/2015
10/20/2014	03/16/2015	2.0	3.0	1.0	249490	03/27/2015
01/01/2014	10/19/2014	0.56	0.0	0.0	210501	03/27/2015
01/01/2013	12/31/2013	0.565	0.0	0.0	210501	03/27/2015
07/01/2011	12/31/2012	0.555	0.0	0.0	210501	03/27/2015
01/01/2011	06/30/2011	0.51	0.0	0.0	210501	03/27/2015
01/01/2009	12/31/2010	0.5	0.0	0.0	210501	03/27/2015

Page Location

***Mileage Rate List* Page**

- **Global:** Fiscal
- **Local:** Valuables
- **Task:** Maintain Mileage Rates

Instructions for Updating the *Mileage Rate Detail* page

1) On the *Mileage Rate List* page, click the ‘Add’ button to navigate to the *Mileage Rate Detail* page.
2) Complete the required fields on the *Mileage Rate Detail* page.
3) Select the ‘Save and Return’ button.

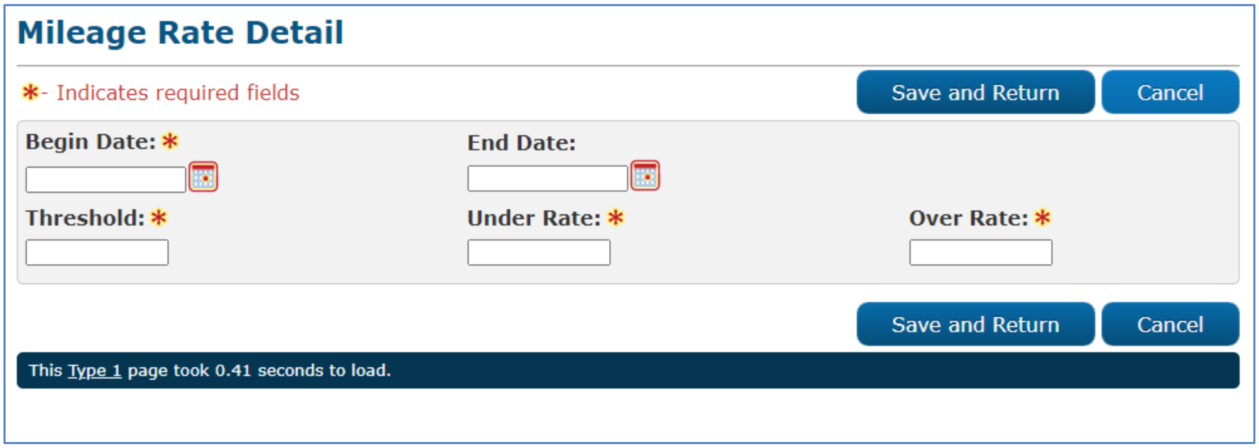


Figure 7.2.2 CalSAWS Mileage Rate Detail

Required Security Groups/Roles to Perform Update

'Mileage Rate Edit' and 'Mileage Rate View' are Common Groups shared between CalWIN and CalSAWS. No change to current groups.

The *Mileage Rate Detail* and *Mileage Rate List* pages contains two security groups:

Security Group	Group Description	Group to Role Mapping in CalSAWS
Mileage Rate Edit (Common Group)	Edit and View Mileage Rate	Aligns to 49 Security Roles across 27 Counties. See Security Matrix for specific role names.
Mileage Rate View (Common Group)	View Mileage Rate	Aligns to 66 Security Roles across 25 Counties. See Security Matrix for specific role names.

Impact Analysis

If retro or high dated mileage rates are not added, Counties will not be able to issue private mileage reimbursement to their WTW/REP Participants.

7.7 Update 'Public Hours of Operation' on the *Office Detail* page

Activity Type	Necessity	Priority	Level of Effort
Office Setup	Required	High	< 10 minutes per office

Overview

CalSAWS will default public hours of operation to be 8:00 a.m. – 5:00 p.m., but individual offices can update as appropriate. Various system functions rely on these entries, such as scheduling customer appointments (especially for offices that accept e-applications) and appearing on Forms/NOAs as applicable.

Note that this item is related to other items in this document:

- **5.3 Update Correspondence Hours and Contact Info on *Office Detail* Page**
- **5.2 Add Programs to the *Office Detail* page**
- **5.1 Office eApp Indicator**
- **7.1 Configure Office Type & Region**

Purpose

A new section for 'Public Hours of Operation' has been added to the *Office Detail* page. New fields in the in the 'Public Hours of Operation' Section are 'Start Time' and 'End Time'. The 'Public Hours of Operation' section will be prepopulated when the *Office Detail* page is accessed. The 'Start Time' and 'End Time' for each day of the week can be updated when the user selects a time from the drop-down.

Page Location

Office Search Page

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Office
    - Enter appropriate search criteria
    - Select the Office ID hyperlink

Required Security Groups/Roles to Perform Update

Security Group	Group Description	Group to Role Mapping in CalSAWS
Office Admin Edit (Common Group)	Edit offices, units, and staff	County Dependent

Impact Analysis

If the 'Public Hours of Operation' fields are not updated, the hours will be defaulted to 8:00 a.m. – 5:00 p.m. for Monday through Friday.

Instructions for Updating the *Office Detail* Page

6. Navigate to the *Office Detail* page. Those who have access to the *Office Detail* page in CalWIN will continue to have access in CalSAWS and can make the associated updates.
7. Enter **Public Hours of Operation**. Start and End times must be defined for each weekday.
8. Enter **Correspondence Office Hours**. Start and End times must be defined.
9. On the **Office Detail** page, **Phone Information** section:
    2. Select **Type**. Options include Fax, Main, TDD, Toll Free and Work. All Offices **must** have at minimum, a Main phone number.
    3. Enter **Number**. This field requires a 10-digit number, no need to enter the dashes.
    4. If applicable, enter **Extension**.
    5. To add additional numbers, select the **Add** button and follow steps 1 through 3.
10. Repeat Steps 1-4 for each Office within the County.

8 CORRESPONDENCE

This section provides all step-by-step procedures and relevant information for the County Prep Phase Activities for Correspondence listed in Table 1.3.1, including instructions on how to update.

8.1 Toll Free Number Display on Customer Correspondence

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 5 minutes per county

Overview

The County Toll-Free number field in the body of Customer Correspondences will be blank until counties enter the toll-free number in the *Correspondence Detail* page.

<u>Required County Action</u>: Access the *Correspondence Detail* page and enter the toll-free number to appear on client correspondence.

Page Location

***Correspondence Detail* page**

Global: Admin Tools
Local: Admin
Task: Correspondence

Impact Analysis

Counties must complete this for the toll-free number to appear on Customer Correspondence.

Instructions for Updating the County Toll-Free Number

Instructions for Updating the Correspondence Detail page are specified in the CalSAWS Configuration Guide.

8.2 Hearings and Legal Aid Office Address Clean-up on Customer Correspondence

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 5 per office address per county

Overview

The data file containing address information for Hearings and Legal Aid Office Types from CalWIN does not have City and Zip fields; the entire address is listed in a single field. For this information to appear correctly on Customer Correspondence, counties will need to fix the address information by moving the city and zip information into their respective fields.

Required County Action: Add or correct the Legal and Hearing Aid Office addresses in the *Correspondence Detail* page.

Page Location

Correspondence Detail page

Global: Admin Tools
Local: Admin
Task: Correspondence

Impact Analysis

Legal and Hearing Aid Office addresses will not display correctly on Customer Correspondence until this has been completed.

Instructions for Updating the Legal and Hearing Aid Office Addresses

Instructions for Updating the Correspondence Detail page are specified in the CalSAWS Configuration Guide.

9 FISCAL

This section provides all step-by-step procedures and relevant information for the County Prep Phase Activities for Fiscal listed in Table 1.3.1, including instructions on how to update.

9.1 Configure Valuable Types and Inventory Levels

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 5 minutes per valuable

Overview

Counties will need to configure Valuable Types and Inventory levels for available county valuables. The Valuables Inventory is configurable by the County. Valuables can include items such as Bus Passes, Bus Tickets, Campus Parking, EBT Cards, and Gas Cards. This will allow items to be available for selection on the *Service Arrangement Detail* page.

Required County Action: Add Valuable types and inventory levels for county valuables.

Page Location

Global: Fiscal
Local: Valuables
Task: Valuable Search

Global: Fiscal
Local: Valuables
Task: Valuable Inventory

Global: Fiscal
Local: Valuables
Task: Maintain Valuable Type

Impact Analysis

There will be no valuables to select in the *Service Arrangement Detail* page if this configuration is not completed.

Instructions for Setting up Valuable Types and Inventory Levels

Instructions on setting up Valuables are specified in the CalSAWS Configuration Guide.

9.2 Update Issuance Threshold Functionality

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 2 minutes per threshold per program

Overview

Issuance Thresholds are established to determine the amount of benefits or services payments for each Program that can be approved by an Eligibility Worker without requiring a supervisor override. This change is allowing the below functionalities to be configurable based on each County's preferences:

1. Allow counties to manage established Issuance Thresholds by programs for benefits or service payments.
2. Allow counties to limit the number of Valuables to be authorized per user.
3. Allow counties to configure EDBC threshold amounts for a particular program.

Purpose

1. County Benefit Issuance Thresholds

This new page will allow users to access all benefit issuance threshold settings for each program. County Benefit Issuance Thresholds page to display all programs available for EDBC and Service Arrangements for each county in alphabetical order. Each program will be a hyperlink which navigates users to the *County Benefit Issuance Threshold List* page.

2. County Benefit Issuance Threshold List

Counties will use this page to manage thresholds for EDBC, Payment Requests, and Valuable Requests by program. By clicking the 'Edit' button in any of the sections, the user will be navigated to a corresponding Detail page where they can manage the threshold amount by program. This 'edit' button will only display for Users with the appropriate security rights to view "CountyBenefitIssuanceThresholdsEdit."

3. ***EDBC Threshold Detail***

From the *County Benefit Issuance Threshold List* page, users can manage the EDBC threshold amount for a specific program.

4. ***Supportive Service Threshold Detail***

From the *County Benefit Issuance Threshold List* page, users can manage benefit thresholds of Supportive Services.

Page Location

1. ***County Benefit Issuance Threshold List***
    - **Global:** Admin Tools
    - **Local:** Admin
    - **Task:** County Benefit Issuance Thresholds

2. ***EDBC Threshold Detail***
    - **Global:** Admin Tools
    - **Local:** Admin
    - **Task:** County Authorizations **(Select Program hyperlink to configure)**

3. ***Supportive Service Threshold Detail***
    - **Global:** Admin Tools
    - **Local:** Admin
    - **Task:** County Authorizations (Select Program hyperlink to configure)

Required Security Groups/Roles to Perform Update

The new *County Benefit Issuance Threshold* page has the following security rights:

1. Security Rights

Security Right	Right Description	Right to Group Mapping
County Benefit Issuance Thresholds View	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC, Supplemental Homeless Assist,	County Benefit Issuance Thresholds View, County Benefit

Security Right	Right Description	Right to Group Mapping
	and Bus Token/ Bus Pass No Valid Month Threshold Detail page	Issuance Threshold Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping in CalSAWS
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	View Only
County Benefit Issuance Threshold Edit	Give Users the ability to add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	N/A

The new County *Benefit Issuance Threshold List, EDBC Threshold Detail*, and *Supportive Service Threshold Detail* pages have the following security rights:

Security Right	Right Description	Right to Group Mapping
County Benefit Issuance Thresholds View	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC, Supplemental Homeless Assist, and	County Benefit Issuance Thresholds View, County Benefit

Security Right	Right Description	Right to Group Mapping
	Bus Token/ Bus Pass No Valid Month Threshold Detail page	Issuance Threshold Edit
County Benefit Issuance Thresholds Edit	Add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Threshold Edit

Impact Analysis

There is a potential change in expediency of issuances based on each County's choice to configure authorization levels for each program. This will also incur a need to decide what the appropriate authorization levels are for each county.

Instructions for Updating Issuance Thresholds

Instructions on Updating Issuance Thresholds are specified in the [CalSAWS Configuration Guide.]()

9.3 Configure County Authorization

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	Medium	< 5 minutes per position for Random Sampling and < 1 minute per authorization type

Overview

Counties may enable or disable EDBC and Fiscal requirements for authorizations. Authorization options are Off (no additional authorization), 1st Level (Supervisor Authorization) or 2nd Level (manager Authorization). The default for EDBC Authorizations is set to "off", and Fiscal Authorizations are set to 1st level. County Authorizations are configured on the County Authorization page. EDBC authorization includes the option of Random Sampling for Authorization, which uses the authorization percentage on the

Position Detail Page for each staff. Fiscal Authorizations pertain to Auxiliary Issuances and whether payment requests can be approved by the same user.

Note that this item is related to other items in this document:

- **7.1 Configure Positions**
- **9.3 Fiscal Authorization Configuration**

Required County Action:

If desired, counties will configure the *County Authorizations* Page, and if selecting Random Sampling, counties will also indicate an authorization percentage on the *Position Detail* Page (both pages must be updated for Random Sampling only). For tasks to be generated for County Authorization, each unit must be set up with a person with a correct Supervisory Worker Level on the *Position Detail* Page.

Page Location

***County Authorizations* page**

Global: Admin Tools
Local: Admin
Task: County Authorizations

***Position Detail* page**

Global: Admin Tools
Local: Office Admin
Task: Position

Impact Analysis

If counties wish to enable Authorization requirements for EDBC and Fiscal, these configurations must be completed.

Instructions for updating the County Authorizations page

Instructions for Authorization Configurations are specified in the CalSAWS Configuration Guide. under the County Authorizations Configuration section.

9.4 Configure Fiscal Authorization

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 5 minutes per valuable threshold

Overview

County Authorization types of Payment/Valuable requests are configurable by each county. Users will manage authorizations of Payment/Valuable requests by program. New pages have been added to allow specified county admin users to configure authorizations for each program. The counties will have a first level authorization.

County Authorization types of Payment/Valuable requests are configurable by each county. Users will manage authorizations of Payment/Valuable requests by program. New pages have been added to allow specified county admin users to configure authorizations for each program. The counties will have a first level authorization.

The following changes have been made in CalSAWS to allow counties to manage the authorization process of payment/valuable requests:

1. The *County Authorizations* page has been updated to allow users to manage authorizations of Payment/Valuable requests by programs. The default value is for the migration counties to have first level authorization

2. The *Payment/Valuable Request Authorization* and *Payment/Valuable Request Authorization Detail* pages have been added to allow specified county admin users to configure authorizations for each program.

Authorization functionality for Payment/Valuable Requests will be required.

Purpose

County Authorizations

The *County Authorizations* page is used to configure supervisor authorizations as appropriate for each county. Fiscal Authorizations for the following are configured on the *County Authorizations* page: Auxiliary Authorization, External Recovery Accounts, Issuance Method, Issuance Reissue/Replacement, and Transaction Refund. 'No' is an option for the above, but the default at migration will be 1st Level Authorization. If counties would like to turn off the 1st Level Authorization, a user with the appropriate security assignment can switch the authorization to 'No' upon editing the page.

Fiscal	
Auxiliary Authorization	1st Level Authorization
External Recovery Account	1st Level Authorization
Interest Allocation	1st Level Authorization
Invoice	1st Level Authorization
Issuance Method	1st Level Authorization
Issuance Reissue	1st Level Authorization
Issuance Replacement	1st Level Authorization
Transaction Refund	1st Level Authorization

A new 'Fiscal Payment/Valuable Request' section has been added under 'Fiscal'. This section will display all programs available for service arrangements for each county. Each program will be a hyperlink which navigates users to the *Payment/Valuable Request Authorization List* page in View Mode and will be text only in Edit Mode. 'No' is **not** an option for Payment/Valuable Requests. If Counties would like to have the same worker create and authorize the request, counties can provide the worker with the Security Group to do so: Payment Requests Approve.

Fiscal - Payment/Valuable Request
CFET
Cal-Learn
CalWORKs
Child Care
Diversion
Foster Care
General Assistance (Managed)
Homeless - Perm
Homeless - Temp
Kin-GAP
RCA
REP
Welfare to Work

Payment/Valuable Request Authorization List

This new page will allow County users with the appropriate security to view and configure the level of authorization required for Payment/Valuable Requests of a program.

Payment/Valuable Request Authorization Detail

This new page will allow County users with the appropriate security to view and configure authorization levels for the specific program, need category, and need type. Also, users can set conditions/requirements for 2nd Level Authorization.

*History of the changes to *Payment/Valuable Request Authorization Detail* will not be tracked.

Page Location

<u>*County Authorizations*</u>

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

<u>*Payment/Valuable Request Authorization List*</u>

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

<u>*Payment/Valuable Request Authorization Detail*</u>

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

Required Security Groups/Roles to Perform Update

The new *Payment/Valuable Request Authorization List* and *Payment/Valuable Request Authorization* Detail pages have the following security rights:

1. Security Rights

Security Right	Right Description	Right to Group Mapping
County Authorization View	View County Authorizations	County Authorization View County Authorization Edit
County Authorization Edit	Edit County Authorizations	County Authorization Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping in CalSAWS
County Authorization View	Gives the User the ability to edit County Authorizations	View Only
County Authorization Edit	Gives the User the ability to view County Authorizations	N/A

Impact Analysis

Potential change in expediency of payment/valuable distribution based on each County's choice to configure authorization levels for each program. This will also incur a need to decide what the appropriate authorization levels are for each county.

9.5 Authorization Functionality for Auxiliary Payments Configuration

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	Low	<5 minutes per county

Overview

The Auxiliary Issuance framework is new functionality that can be used by the counties to issue benefits without an eligibility determination. Furthermore, this framework may be used to issue additional supplemental payments to individuals other than the primary payee associated to the program. Counties can define the Authorization Level required to approve these Auxiliary payments as well as set an Auxiliary Authorization Threshold limit.

Purpose

County Authorizations

The *County Authorizations* page is where Counties will configure supervisor authorizations as appropriate. A new row has been added in the "Fiscal" section for each County to configure the authorization levels for Auxiliary Authorization requests. Admin Users with the appropriate security rights will be able to edit the page to change the authorization level required for Auxiliary Authorizations.

County Benefit Issuance Threshold List

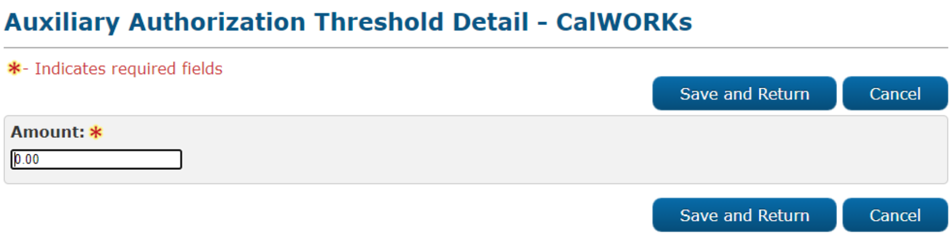
The *County Benefit Issuance Threshold List* page is where Counties will set threshold limits for different payment authorization types.

This page includes a new 'Auxiliary Authorization' section. By clicking the 'Edit' button in this section, the user will be navigated to the Auxiliary Authorization Threshold Detail page where the threshold amount for Auxiliary Authorizations can be set by program. This 'edit' button will only display for Users with the appropriate security rights to view "CountyBenefitIssuanceThresholdsEdit."

Note: The threshold limit for Auxiliary Authorization Payments will be defaulted to $0 for all 58 counties. *All 58 counties will be able to update the threshold limit for Auxiliary Authorization Payments via the *County Benefit Issuance Threshold List* page as their business processes allow. This value must be updated before Auxiliary payments can be issued.

Figure 9.4.1 CalSAWS County Benefit Issuance Threshold List page

Figure 9.4.2 CalSAWS County Benefit Issuance Threshold Detail page



Note: These screenshots are intended as examples; Authorization Threshold Functionality is applicable to multiple programs, not just CalWORKs.

Page Location

County Authorizations

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

County Benefit Issuance Threshold List

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** County Benefit Issuance Thresholds

Auxiliary Authorization Threshold Detail

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Auxiliary Authorization Threshold

Required Security Groups/Roles to Perform Update

The *Auxiliary Authorization Threshold Detail* page is the only page with updated security. Below are the security rights to that page:

1. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsEdit	Add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Thresholds Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping in CalSAWS
County Benefit Issuance Thresholds Edit	Give Users the ability to add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	View Only

Impact Analysis

This is new functionality that does not have downstream impacts.

9.6 Set up Collections Unit for Recovery Account Assignment Rules

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	Medium	< 5 minutes per staff person

Overview

When a recovery account is made active, CalSAWS automatically assigns the account to a collection worker. Counties are responsible for setting up a unit called Collections into which collection workers are added. On the *Staff Assignment Detail* page, where workers are assigned to collections units, the county will need to check a box to allow the worker to have cases assigned.

Required County Action: Set up a Collections unit and assign collection workers.

Page Location

***Unit Detail* page**

Global: Admin Tools
Local: Office Admin
Task: Unit

***Staff Assignment Detail* page**

Global: Admin Tools
Local: Office Admin
Task: Staff Assignment

Impact Analysis

Failure to set up a Collections unit will result in recovery accounts with no assignment.

Instructions for Setting up Collections Unit

Instructions on setting up units are specified in the [CalSAWS Configuration Guide.]

10 GENERAL ASSISTANCE/GENERAL RELIEF (GA/GR)

This section provides all step-by-step procedures and relevant information for each County Prep Phase Activities for GA/GR listed in Table 1.3.1, including instructions on how to update.

10.1 Validate Program Rules for GA/GR

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 20 minutes per county (one-time activity)

Overview

GA/GR program rules are county specific. Each county's specifications for the GA/GR program will be converted from CalWIN to CalSAWS. Counties can validate theat the program rules align with the county specifications the *GA/GR Admin* section. Counties can change the logic of the eligibility rules as well as configure the system to allow the appropriate workers to have access to these pages.

<u>Required County Action</u>: Validate converted configuration of County-specific GA/GR program rules and configure staff access to the GA/GR pages.

Page Location

***GA/GR County Admin* section**

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** GA/GR County Admin

Impact Analysis

Counties have unique GA/GR programs rules, which must be indicated for accurate functionality.

Instructions for Updating Program Rules on *GA/GR County Administration* Page

Go to Admin Tools > Admin > GA/GR County Admin to enable Rules, Fiscal, Grants/Income, Appointment, Correspondence & Non-Compliance/Sanction.

Counties will go to the Admin Tool > Admin > GA/GR County Admin Pages > and configure the pages based on their own county rules and provide access to specific pages to county GA/GR staff.

10.2 Validate that Positions are Set Up to Accept the GA/GR Program

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 5 minutes per staff person

Overview

For users that have not been migrated with the CalWIN users, they will need to be added as part of the Add a User process. Users that are added manually will need to be assigned to an existing office, unit, and position or any or all of these may need to be created. This will ensure that workers are able to accept in-office or BenefitsCal GA/GR applications.

Required County Action: Validate GA/GR Position Configuration

Note that this item is related to another item in this document:

- **15.2 Configure Position Task Categories**
- **7.1 Configure Positions**

Page Location

***Position Detail* Page**

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Position – Need to enter a specific Worker and edit or add a worker

***Position Search* Page**

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

Required Security Groups/Roles to Perform Update

***Position Detail* Page and *Position Search* Page**

Security Group	Group Description	Group to Role Mapping in CalSAWS
Administrative Clerk	Edit offices, units, positions, staff, addresses, vendor information, and collaborators. View service providers and workers. Create service provider requests. Search reports and select units, offices, organizations, and workers.	N/A
Create Staff Group	Create Staff, Position, Staff Assignment, Unit, and Office	Child Care Staff, Child Care Supervisor, Employment Services Contracted Staff, Employment Services Contracted Supervisor, Employment Services Staff, Employment Services Supervisor
Office Admin Edit	Edit offices, units, and staff	Child Care Supervisor, Eligibility Supervisor, ES Contract Supervisor, Employment Services Supervisor, Fiscal Supervisor, Hearings Supervisor, Marketing Supervisor, Quality Assurance Supervisor, Quality Control

		Supervisor, RDB Staff, RDB Supervisor, SIU Supervisor
Office Admin View	View offices, units, and staff	Executive, Help Desk Staff, Oversight Agency Staff, View Only

Impact Analysis

This change only affects the Helpdesk and/or Security Administrators. The GA/GR pages have had their security removed from the project-maintained roles, so county admins must add all GR pages/groups to individual people and/or roles in order to grant access to them.

Instructions for Configuring Positions for *GA/GR*

Instructions for Position Configuration are specified in the CalSAWS Configuration Guide.

10.3 Validate GA/GR Correspondence Admin Page

Activity Type	Necessity	Priority	Level of Effort
Office Setup	Required	High	< 15 minutes per county

Overview

The GA/GR programs will continue to integrate with Gainwell's correspondence service, Exstream, which will continue to be maintained. NOAS are pulled from the Gainwell Exstream system back to the CalSAWS system. Counties must access the GA/GR Correspondence Admin page, which allows counties to validate webservice connectivity for GA/GR Correspondences.

Required County Action: Access and review GA/GR Correspondence on *GA/GR Correspondence* Admin page.

Page Location

GA/GR County Administration page

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** GA/GR County Admin - Correspondence

Required Security Groups/Roles to Perform Update

Security for access to the GA/GR Correspondence page:

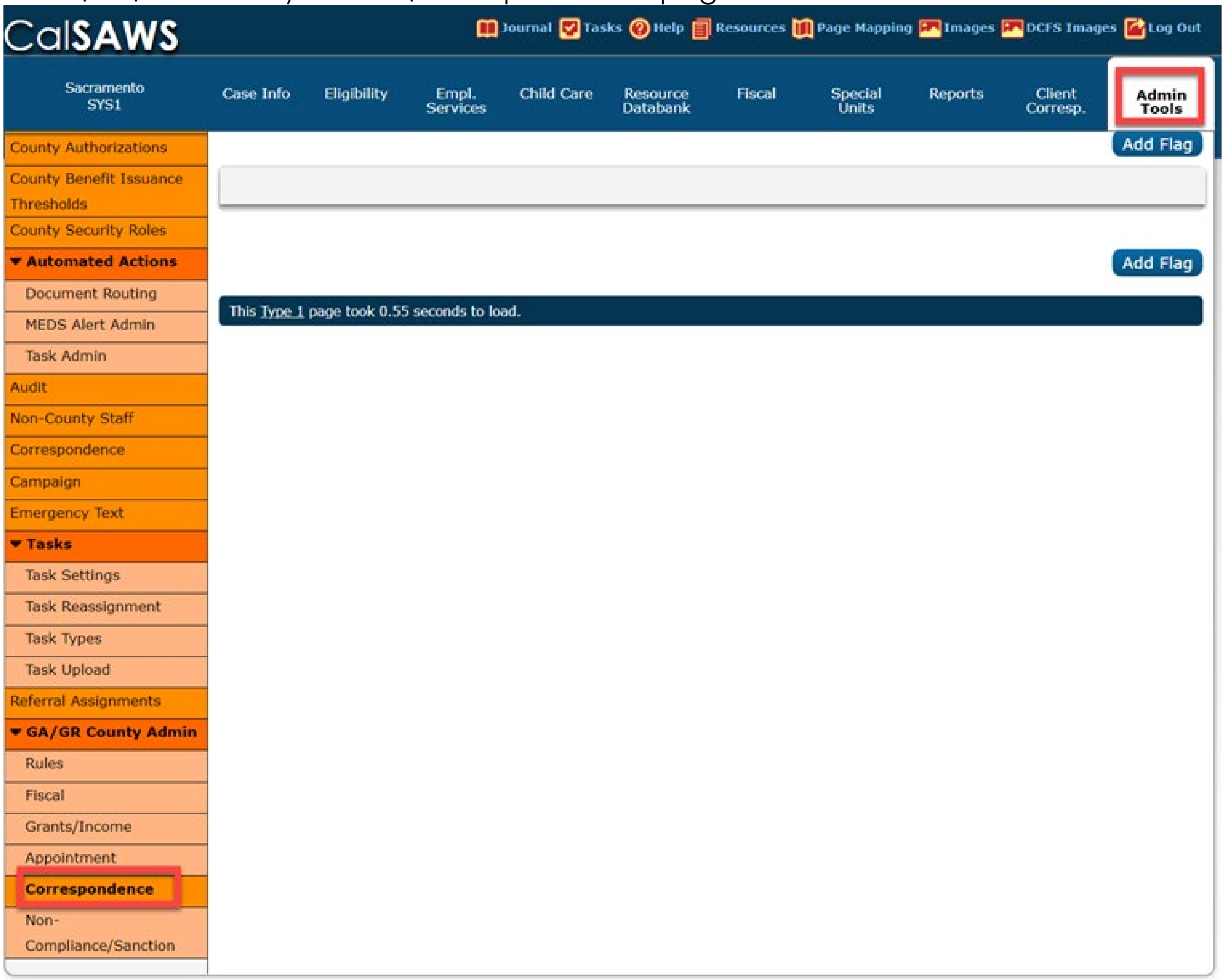
Security Group	Group Description	Group to Role Mapping in CalSAWS
GA/GR County Correspondence	GAGRCountyCorrespondenceWorkerView GAGRCountyCorrespondenceWorkerEdit	For County users to make changes to County Correspondences

Impact Analysis

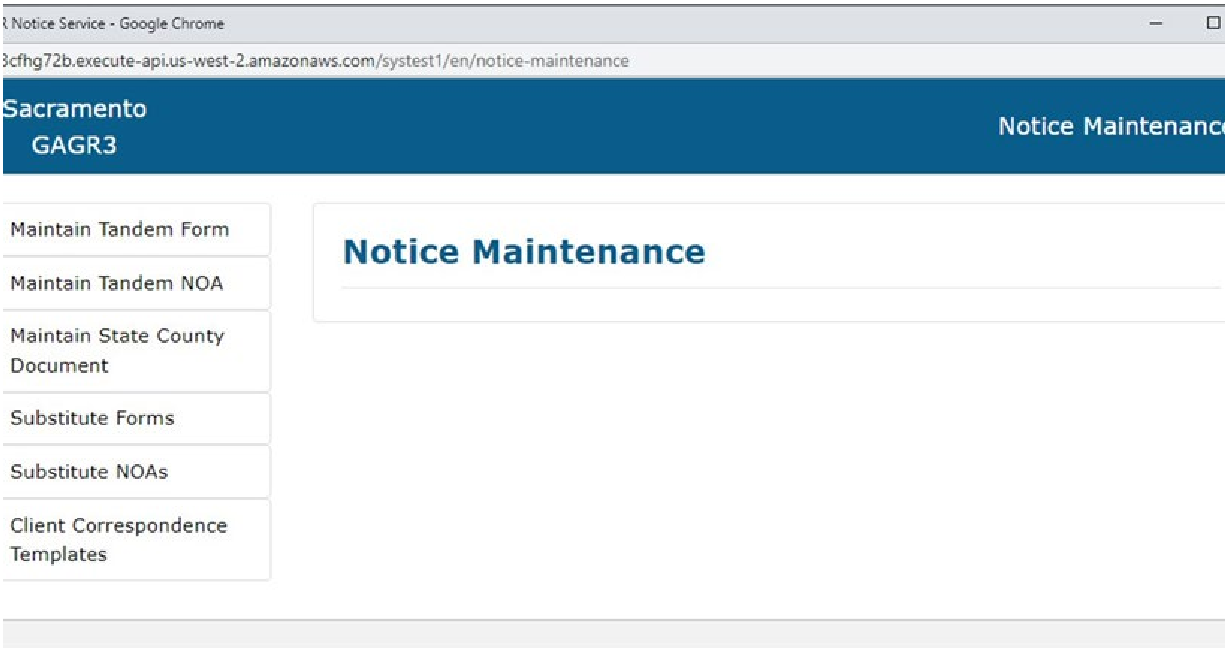
Accessing the *GA/GR Correspondence* page ensures web connectivity to GA/GR Notices.

Instructions for Reviewing *GA/GR Correspondence* Admin Page

1. Confirm connectivity with GA/GR correspondence webservice using the Admin Tools\GA/GR County Admin\Correspondence page link.



2.Once the Correspondence page loads, counties can maintain the correspondence items in the GA/GR Service County Correspondence Admin landing page. Using this page they can define and modify correspondence variables. Note: County specifications will have already been converted, but this is where those specifications can be updated.



11 IEVS (INCOME ELIGIBILITY AND VERIFICATION SYSTEM)

This section provides relevant information for each County Prep Phase Activities for IEVS Configuration listed in Table 1.3.1.

11.1 Configure IEVS Batch Assignment

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	< 5 minutes per assignment

Overview

Counties can configure their IEVS Abstracts to establish the desired distribution to staff. Through a batch process, Income Eligibility Verification System (IEVS) abstracts can be assigned to a single position, randomly, by case or not at all for each of the IEVS Review Types.

Required County Action: Configure IEVS Abstract distribution via Batch.

Page Location

- **Global:** Special Units
- **Local:** IEVS Abstracts

- **Task:** IEVS Batch Assignment

Impact Analysis

Counties will need to configure IEVS Batch assignments to determine staff assignment of IEVS reviews.

Instructions for Configuring IEVS Batch Assignments

Instructions for IEVS Batch assignments are specified in the CalSAWS Configuration Guide.

12 LOBBY MANAGEMENT

This section provides all step-by-step procedures and relevant information for each County Prep Phase Activities for Lobby Management listed in Table 1.3.1, including instructions on how to update.

12.1 Lobby Monitor Configuration (if applicable)

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	Low	<1.5 hours per site

Overview

This item is only applicable to counties that are using CalSAWS provided Lobby Ticketing system. This functionality provides an audiovisual dashboard that can be utilized when calling customers to an office's reception location by a county worker.

Required County Action:

Counties will have to add in all the locations that will utilize the monitor and configure it.

Impact Analysis

Lobby monitors will need to be configured prior to use.

Instructions

Lobby Monitor Setup instructions are detailed in the CalSAWS Lobby Monitor Setup Guide which was sent to all counties in CIT 0156-22.

12.2 Visit Purpose Configuration to Enable Prefixes and Thresholds for Lobby Ticketing (if applicable)

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	Low	<15 minutes per site

Overview

This can be used with or without a Lobby Monitor. This capability allows counties to assign values to each visit purpose, which would be used for ticketing. If used with Lobby Monitor, this functionality will automatically work together when enabled. Once enabled, staff will have access to a Paging button in CalSAWS Lobby Management.

Required County Action:

Counties will have to visit the *Visit Purpose Detail* page to enable this functionality.

Page Location

***Visit Purpose Detail* page**

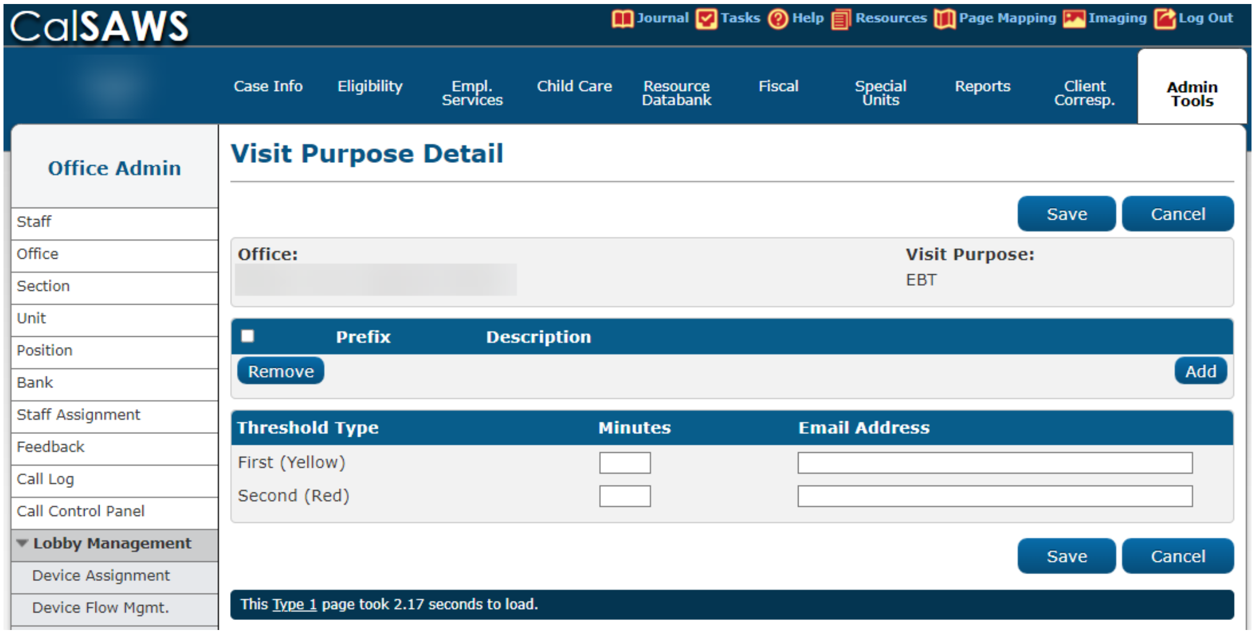
- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Visit Purpose

Impact Analysis

This functionality allows counties to assign prefixes to tickets based on the visit purpose, and thresholds for each.

Instructions for Configuring Prefixes and Thresholds on *Visit Purpose Detail* page

The Prefixes and Thresholds are managed for each office on the *Visit Purpose Detail* page.



Configuring Prefixes:

Selecting the Add button allows the user to enter an alpha Prefix and optional description to a Visit Purpose. The Add button continues to display allowing the User to configure additional prefixes, if necessary.

If only one Prefix is added, the Reception Log will always assign this Prefix when generating a number for that Visit Purpose.

If more than one Prefix is added, the Reception Log Detail page will display a drop list in the Prefix column for the User to select the appropriate Prefix.

Configuring Thresholds:

The thresholds can be configured for each individual Visit Purpose. The requirements for setting the First and Second thresholds are:

First (Yellow) threshold must be 5 minutes or more.

Second (Red) threshold must be at least 5 minutes greater than the First threshold.

If the threshold entered conflicts with the above requirements, a Validation message displays. When there is no threshold configured, the Visit Purpose will not be included in the Over Threshold counts on the Reception Management Dashboard.

Email address(es) may be used to inform Users when Thresholds are exceeded. When entering more than one email address, use a semi-colon ";" to separate each email address.

13 MEDI-CAL

This section provides all step-by-step procedures and relevant information for each County Prep Phase Activities for Medi-Cal listed in Table 1.3.1, including instructions on how to update.

13.1 Option for County Admins to activate new MAGI referral assignment process & to maintain office assignments by zip code

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	Low	< 5 minutes per office (depends on the number of offices and zip codes)

Overview

MAGI Referrals are located under e-Tools and External Agencies in CalSAWS, and incoming referrals are manually assigned to users based on different factors including, but not limited to, physical location, Eligibility Worker caseload numbers, and primary spoken language. There is no office designation for these referrals.

Purpose

In CalSAWS, new Admin pages and referral assignment logic have been incorporated for the counties to help maintain assignments of MAGI Referral zip codes to a designated office. This can be achieved using the *MAGI Referral Assignments, Office Assignments Detail,* and *Select Office* pages.

Automation of referral assignment will be a new feature available for CalWIN counties, should they activate this functionality.

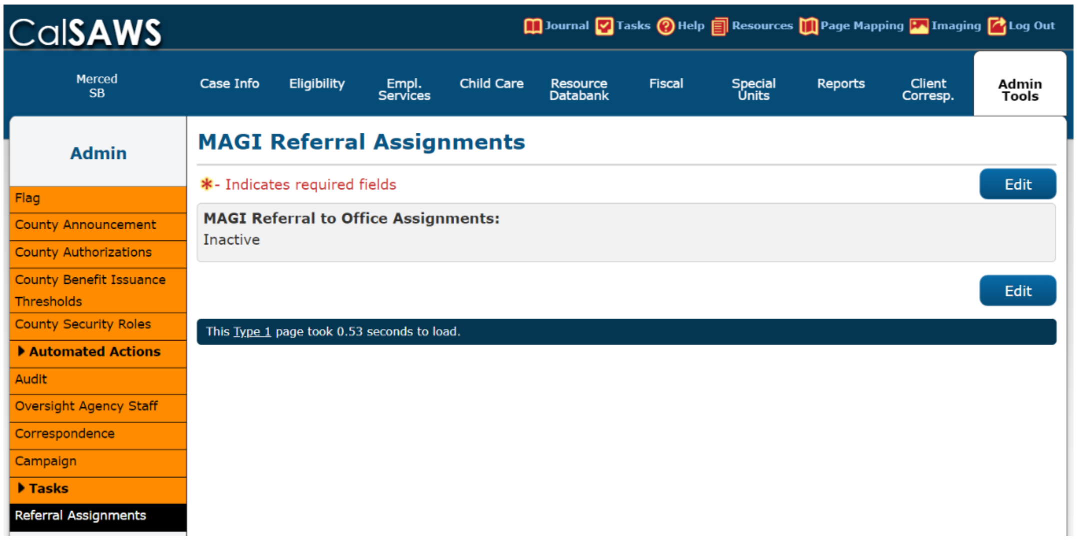
Counties that choose to utilize this referral assignment functionality will have the MAGI Referral Search page's 'Office' filter display offices derived from the new Admin pages.

Page Location

***MAGI Referral Assignments* Page**

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

Figure 2.4.1 CalSAWS MAGI Referral Assignments page



Office Assignments Detail View

In the *MAGI Referral Assignments* page, click the 'Edit' button and change the *MAGI Referral to Office Assignments* dropdown value to 'Active' and then click the 'Select' button under the *Default Referral Office* heading.
Next, in the *Office Assignments Detail* page, click the 'Select' button under the *Office* heading. Users will then need to

1. Activate referrals to offices
2. Select a default office
3. Click Add, select office, enter zip codes
4. Repeat step 3 for all offices

Figure 2.4.2 CalSAWS Office Assignments Detail page

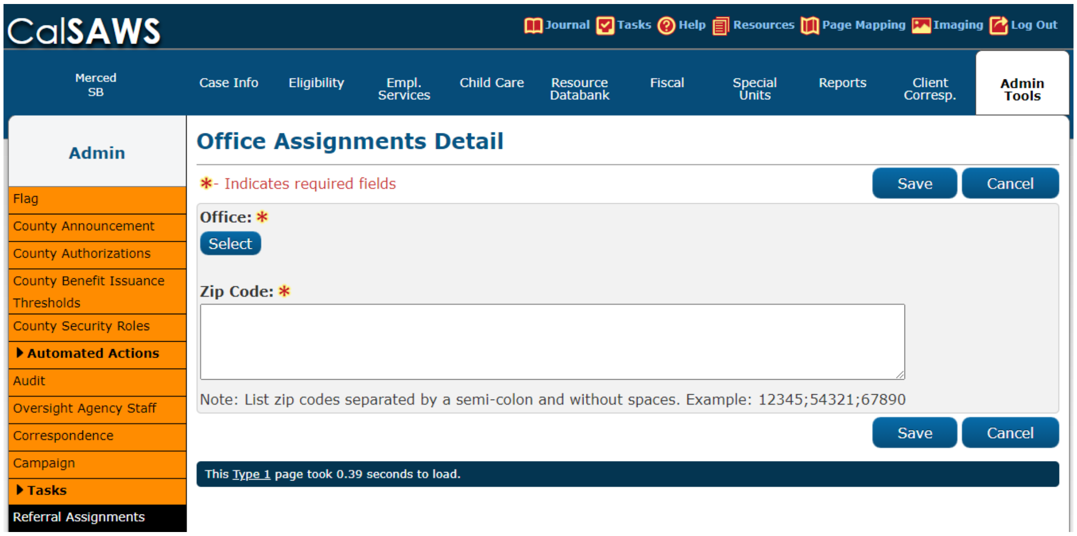
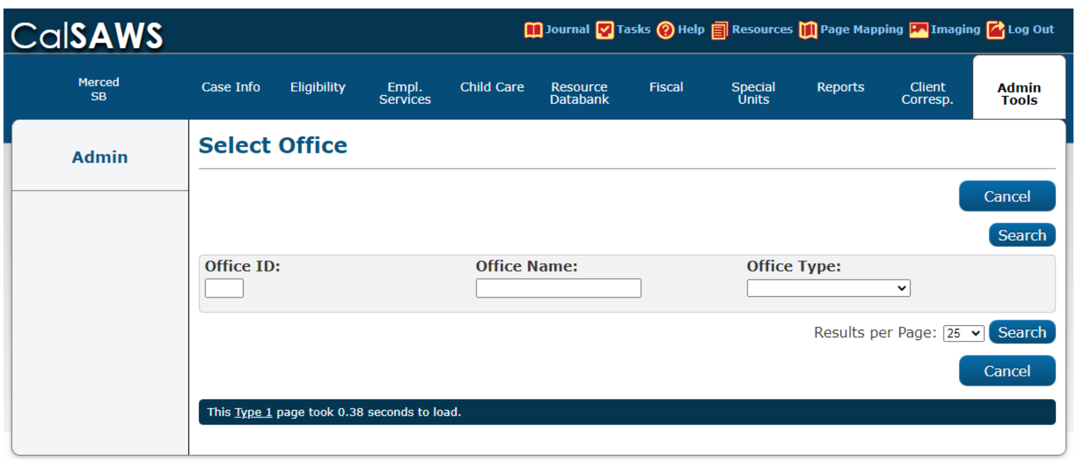


Figure 2.4.3 CalSAWS Select Office page



Required Security Groups/Roles to Perform Update

Counties must add the View and Edit security rights if they choose to use these pages.

The *MAGI Referral Assignments* page contains the following Security Groups, which are CalSAWS-only groups:

Security Group	Group Description	Group to Role Mapping in CalSAWS
Referral Assignments Edit	This group allows the user to edit the *MAGI Referral Assignments* page, *Office Assignments Detail* page	RDB Staff, RDB Supervisor
Referral Assignments View	This group allows the user to access *the MAGI Referral*	View Only

Security Group	Group Description	Group to Role Mapping in CalSAWS
	Assignments page, *Office Assignments Detail* page	

14 SECURITY

This section provides all step-by-step procedures and relevant information for the County Prep Phase Activities for Security listed in Table 1.3.1, including instructions on how to update.

14.1 Configure Security Roles

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	<10 minutes per staff

Overview

There are 29 default CalSAWS system-maintained roles, and counties have submitted a CRFI (22-022) indicating their selection of up to 5 roles per each staff to be automatically configured in CalSAWS. Counties will have the opportunity during this County Prep Phase to edit those security role assignments or add security groups as needed. Counties may also create county-maintained roles to align with more county-specific access needs.

Required County Action: Review, edit and create security role assignments for each user.

Page Location

Global: Admin Tools

Local: Office Admin

Task: Staff

Impact Analysis

Users must be assigned the correct security roles to access the appropriate pages in CalSAWS.

Instructions for Updating Security Roles

Instructions for System Maintained Security Role assignment and the creation and assignment of County Maintained Security Roles are specified in the CalSAWS Security Role Configuration Guide.

15 TASK MANAGEMENT

This section provides an outline of procedures and relevant information for the County Prep Phase Activities for Task Management listed in Table 1.3.1, including instructions on how to update.

15.1 Enter County-Specific Task Types

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	<15 minutes per task type

Overview

Counties can create task types as needed to support manual or automated task creation. Default task types will be available to counties, but they will have the option to create new task types based on their business processes. Counties are recommended to review existing task types prior to creating new task type.

Required County Action: Review existing Task Types and create others if needed.

Page Location

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

Impact Analysis

If the existing task types do not meet the needs of counties for future task creation, counties will need to create additional task types.

Instructions for Creating Task Types

Instructions for Task Type creation are specified in the CalSAWS Configuration Guide.

15.2 Configure Position Task Categories

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required	High	<1 minute per task category

Overview

As counties set up positions, they can identify the Task Categories that each Position will be configured to receive. This will allow staff assigned to positions to receive tasks in appropriate Task Categories.

Note that this item is related to other items in this document:

- **5.4 Configure External Agency Admin Positions**
- **5.5 Configure CBO Task Bank**
- **5.6 Configure VITA Task Bank**
- **7.1 Configure Positions**
- **10.2 Validate that Positions are Set Up to Accept the GA/GR Program**
- **15.3 Configure Position Task for Get Next Functionality**

Required County Action:

Configure *Position Detail* page to select the task category associated to each position.

Page Location

Global: Admin Tools
Local: Office Admin
Task: Position

Impact Analysis

Counties must configure Position Task Categories for Positions to receive the correct tasks.

Instructions for Configuring Position Task Categories

Instructions for specifying task categories for Positions is specified in the CalSAWS Configuration Guide.

15.3 Configure Position Task for Get Next Functionality

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	High	<5 minutes per position

Overview

Get Next is an optional functionality which automatically searches task banks to which the user is associated and assigns to the user based on priority, due date, and creation date. To use this functionality, counties must configure their positions as associated to specific banks so that those positions can pull tasks from the appropriate banks.

Note that this item is related to other items in this document:

- **7.1 Configure Positions**
- **15.2 Configure Position Task Categories**

Required County Action:

1. Configure position detail page to select the task category associated to the position.
2. Configure the task banks from which the Get next functionality will pull.
3. If the user is associated with a bank, AND the county has Get Next functionality, they will be able to pull tasks from that bank.
4. Confirm whether the office/unit/workers are associated to the correct task bank. Via the *Bank Detail* Page under Admin tools.

Page Location

Position Detail

Global: Admin Tools
Local: Office Admin
Task: Position

Task Bank Detail

Global: Admin Tools
Local: Office Admin
Task: Bank

Worklist for Get Next

- **Global**: Case Info
- **Local**: Tasks
- **Task**: Worklist

Impact Analysis

Counties who opt for using Get Next Functionality must configure Task Banks and Positions accordingly.

Instructions for Configuring Get Next functionality

Instructions for configuring Positions, Task Banks and Get Next worklists are specified in the CalSAWS Configuration Guide.

15.4 Configure Task Banks

Activity Type	Necessity	Priority	Level of Effort
Configuration	Required if Applicable	High	<10 minutes per bank

Overview

Task Banks allow tasks to be assigned to a shared repository that Users can pull from. Users directly associated with the Bank, or by way of a Unit or Office association, will comprise the total number of Users associated with the Bank. A Task Bank is associated to a main Office/Unit to establish a Bank ID; additional offices/units can also be added to a Bank. When a User associated with the Bank clicks the "Get Next" button, any Bank associated with that User will be a source for task self-assignment.

Note that this item is related to other items in this document:

- **5.4 Configure External Agency Admin Positions**
- **5.5 Configure CBO Task Bank**
- **5.6 Configure VITA Task Bank**
- **7.1 Configure Positions**
- **10.2 Validate that Positions are Set Up to Accept the GA/GR Program**
- **15.2 Configure Position Task Categories**
- **15.3 Configure Position Task for Get Next Functionality**

Required County Action:

Configure *Bank Detail* page to set up task Banks.

Page Location

Global: Admin Tools
Local: Office Admin
Task: Bank

Impact Analysis

Counties must configure Banks to use Get Next functionality.

Instructions for Configuring Banks

Instructions for configuring Banks is specified in the [CalSAWS Configuration Guide.]

15.5 Configure Document Routing Rules

Activity Type	**Necessity**	**Priority**	**Level of Effort**
Configuration	Required	High	5-20 minutes per document routing rule (depending on the number of forms being bundled per rule)

Overview

CalSAWS has *Document Routing Rule List*, *Document Routing Rule Detail*, *Select Form*, and *Document Routing Rule Program Detail* pages. These pages are not in the CalWIN system.

As part of the Task Administrative functionality, the *Document Routing Rule Detail* page enables authorized users to configure task creation and routing rules based on Document Type and Form Number/Name.

The county user that completes this item should have a firm understanding of both Imaging and Task management.

Page Location

The *Document Routing Rule List* Page

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

The other Document Routing Rule pages can be accessed from the *Document Routing Rule List* page.

Figure 2.5.1 CalSAWS Document Routing Rule List page

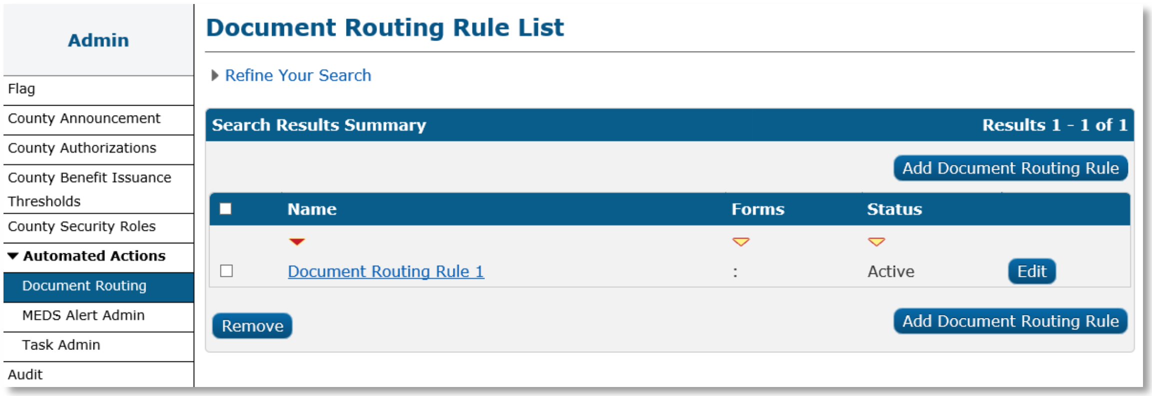


Figure 2.5.2 CalSAWS Document Routing Rule Detail page

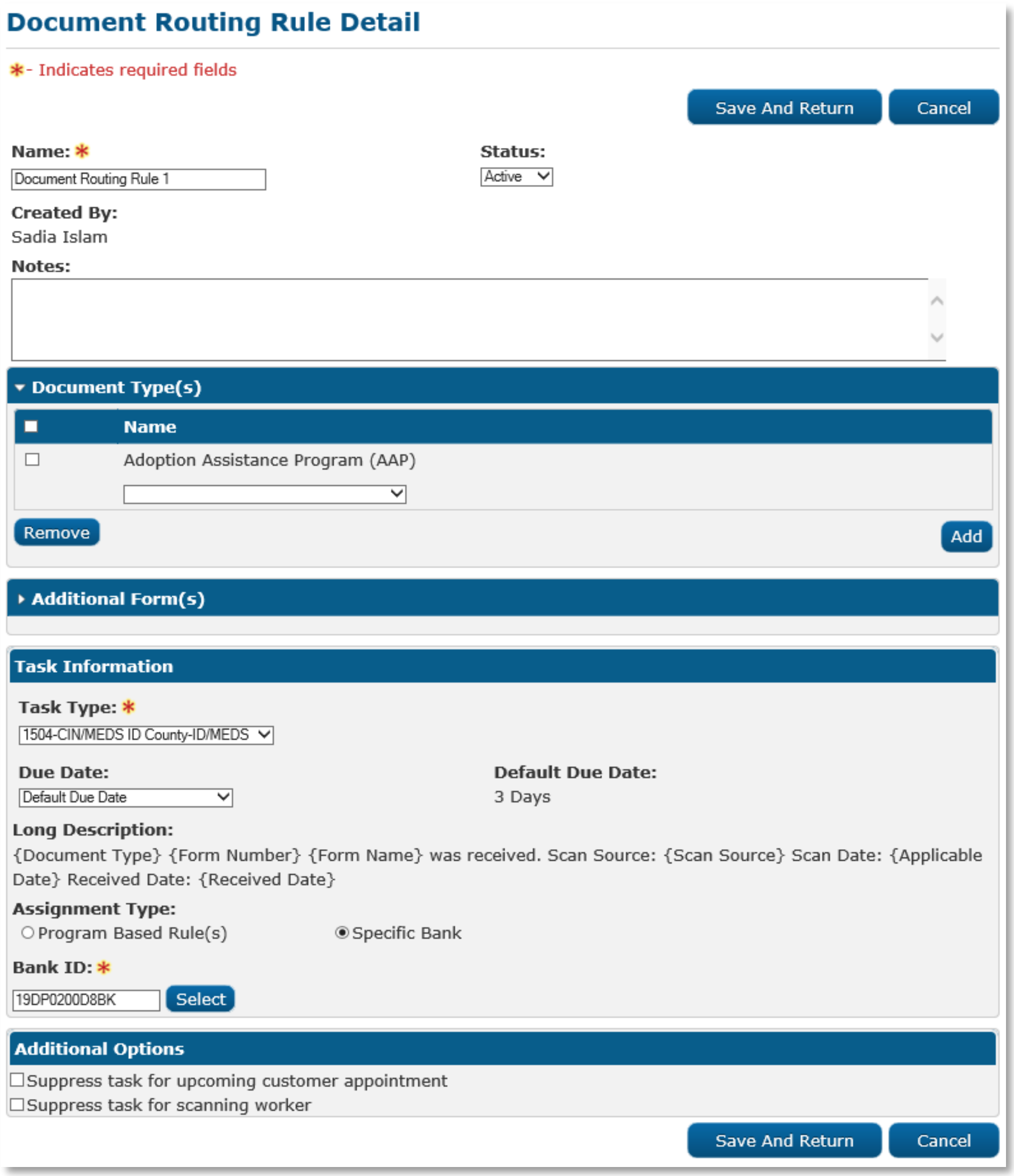


Figure 2.5.3 CalSAWS Select Form page

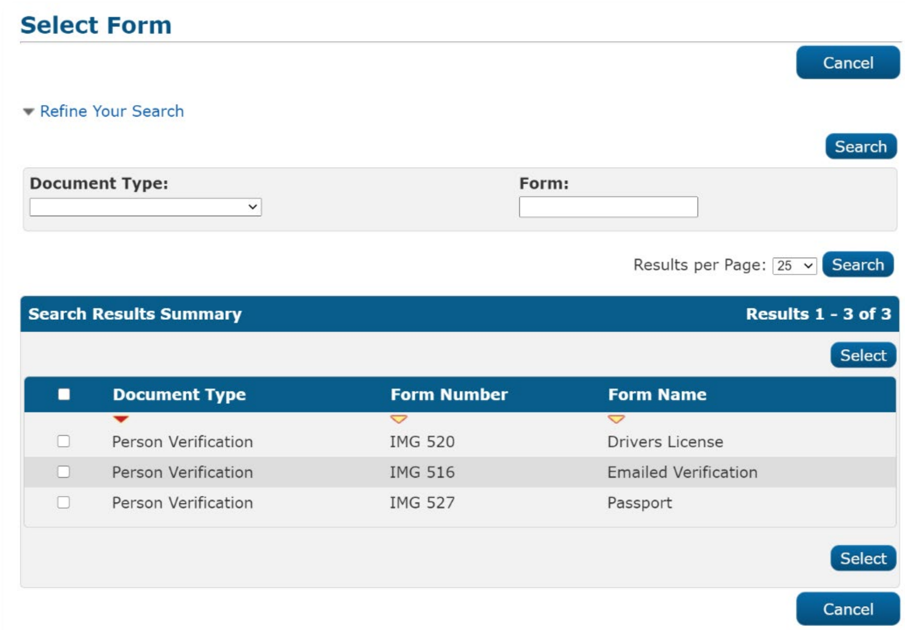
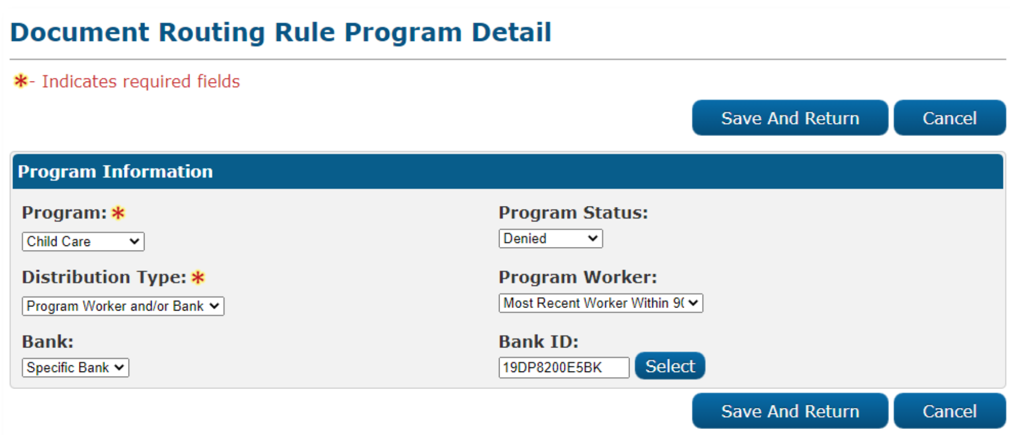


Figure 2.5.4 CalSAWS Document Routing Rule Program Detail page



Required Security Groups/Roles to Perform Update

Security Group	Group Description	Group to Role Mapping in CalSAWS
Document Routing Rule View	View access Document Routing Rule Pages	View Only
Document Routing Rule Edit	View and Edit access to Document Routing Rule Pages	N/A

Impact Analysis

Counties will need to configure Document Routing Rules to ensure image-driven tasks are generated as desired. CalSAWS will not include default or preexisting Document Routing Rules. Administrative users can configure Document Routing Rules based on Document Type and Form Number/Name. Task assignment can be configured by Program and Program Status for each Document Routing Rule. The Document Routing Rule List page allows users to search existing Document Routing Rules by Name, Status, Document Type and Form. Additionally, users can select Add Document Routing Rule from the Document Routing Rule List page to add a new Document Routing Rule. Multiple forms can be affiliated to a single Document Routing Rule. However, each form can only be associated to a single active Document Routing Rule. Users can create as many or as few Document Routing Rules as needed for each County.

Additional Materials

For more in-depth functional explanation, please refer to the Task Management – Document Routing Rules Quick Guide, which will be available in the Learning Management System (LMS) during the Early and General Training periods.

15.6 Configure Error Prone and High-Risk Page

Activity Type	Necessity	Priority	Level of Effort
Configuration	Optional	Low	<5 minutes per county

Overview

CalSAWS has an Error Prone and High-Risk Administration page and a 'Case Flag Added: Error Prone and High-Risk' automated action.

Error prone or high-risk cases are identified when pre-defined thresholds are met or exceeded, prompting the County to initiate further review. ,A Case Flag can be set, and automated action associated to the case flag to assign the task to someone. There are default settings, but thresholds and other options are configurable.

This is new functionality as part of task management.

<u>Required County Action</u>:

County will navigate to the *Error Prone and High-Risk Administration* page to review the five options available. The default for this functionality will be "off" for all the jobs.

If County enables any of these Case Flags and wants a task to be generated, the automated action can be enabled as well.

Purpose

As part of the Task Administrative functionality, the *Error Prone and High-Risk Administration* page allows administrative 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. In the context of a case, Case Flags are visible on the *Case Summary* page, accessible under the Case Info link in the Global navigation bar.

Page Location

***Error Prone and High-Risk Administration* Page**

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

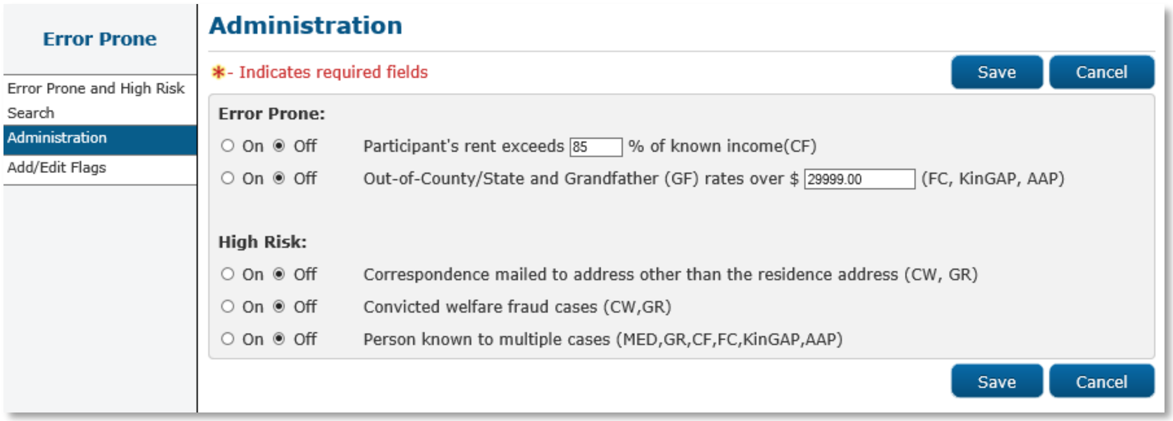


Figure 2.7.1 CalSAWS Error Prone and High-Risk Administration Page

Required Security Groups/Roles to Perform Updates

Security Group	Group Description	Group to Role Mapping in CalSAWS
Error Prone and High-Risk View	View access to Error Prone and High-Risk Pages	Employment Services Contracted Supervisor, Employment Services Supervisor, Executive, Quality Assurance Staff, Quality Assurance Supervisor, Quality Control Staff, Quality Control Supervisor, View Only
Error Prone and High-Risk Edit	View and Edit access to Error Prone and High-Risk Pages	N/A

Impact Analysis

The ‘Case Flag Added: Error Prone and High-Risk’ automated action will be triggered when an ‘Error Prone or High-Risk Case Flag’ is associated to a case. The automated action will be initially configured with an initial status of ‘Inactive’ and can be enabled and modified by each County. If the automated action is set to ‘Active,’ then a task will be generated any time the batch adds an Error Prone and High-Risk Case Flag to a case. Setting the automated action to ‘Active’ will also generate a task if an Error Prone and High-Risk case flag is added manually. Appropriate Case Flags to associated cases will be visible on the *Case Summary* and *Case Flag* pages.

Additional Resources

For more in-depth functional explanation, please refer to the Task Management – Error Prone and High-Risk Tasks Quick Guide, which will be available in the Learning Management System (LMS) during the Early and General Training periods.