



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #24-31-SYS

CA POS CASE ASSIGNMENT AND ROUTING SYSTEM RELEASE NOTES

Date: July 16, 2024	Subtopic(s): POS
	<p>Purpose:</p> <p>This policy bulletin is to inform Benefits Access Center staff of the new case auto-assignment system built for the Cash Assistance (CA) program inside of the Paperless Office System (POS), known as the CA Case Assignment and Routing System (CARS). Descriptions of the changes can be found in the CA POS CARS Phase 1 Release Notes (Attachment A). This version of the release notes is targeted to FIA/CA Program Management.</p> <p>These release notes can also be found on the HRA Intranet at:</p> <p>http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective Immediately</i></p> <p>Attachments:</p> <p>Attachment A CA POS CARS Phase 1 Release Notes</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Submit an FIA Call Center Request via [ServiceNow \(SNOW\)](#)

Simplified CA POS Release Notes

CA POS CARS Phase 1-Management April 2024

These are Simplified Release Notes for the new case auto-assignment system built for the Cash Assistance (CA) program inside of the **Paperless Office System (POS)** known as the **CA Case Assignment and Routing System (CARS)**. This version of the release notes is targeted to FIA/CA Program Management. These and prior Release Notes can also be found on the Human Resources Administration (HRA) Intranet at <http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

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1. Overview of CA CARS Phase 1

Prior to this release, CA Program Management has been manually retrieving reports and assigning cases based on the information contained in the reports. CA CARS Phase 1 is meant to automate the case backlog list generation and daily assignment of cases. As part of the pilot phase, CA CARS Phase 1 will be accessible exclusively to Richmond Center (**099**) and automatic case assignment for processing will be limited to workers enrolled in CARS from Richmond (BAC **099**).

2. Overnight Processing (ONP) Automation

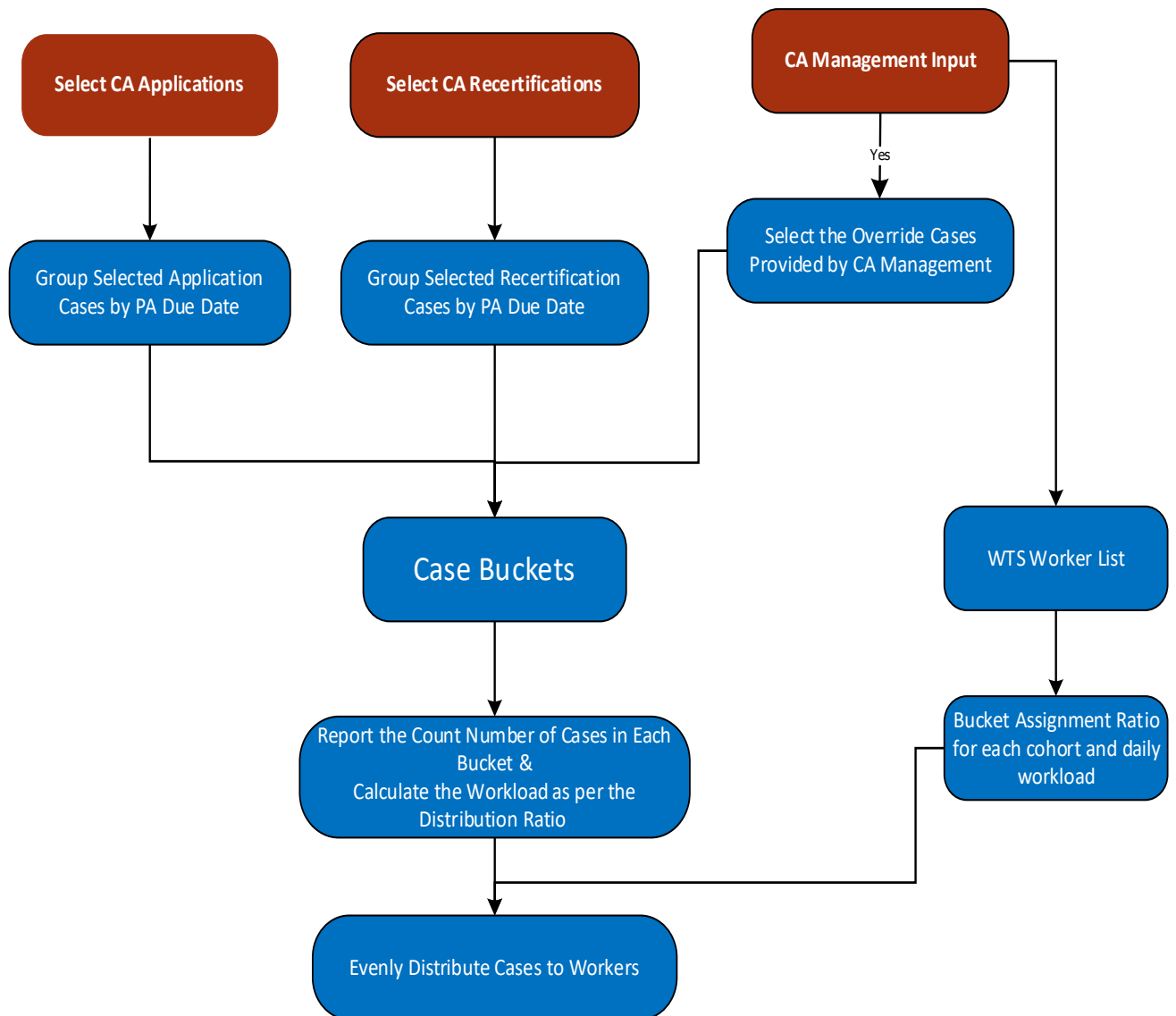
Every business night (Monday-Friday), POS synchronizes with the NYS Welfare Management System (WMS) to update case statuses. Cases generally are not to be assigned until this synchronization is completed. CA CARS automates checks for the completion of this POS synchronization with WMS.

3. High Level Workflow of CA CARS Phase 1

Below is a high-level workflow diagram illustrating the workflow of CA CARS Phase 1. The CA CARS system encompasses three distinct workstreams, which are detailed in Appendix A. CARS will select Interviewed (KEPT) Applications and Recertifications and sort them by their Due Date. The Due Date and case type will be used to classify the cases into buckets, and workers will be assigned cases by the type of case bucket they are assigned to process.

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4. Assignment Group Enrollment Process

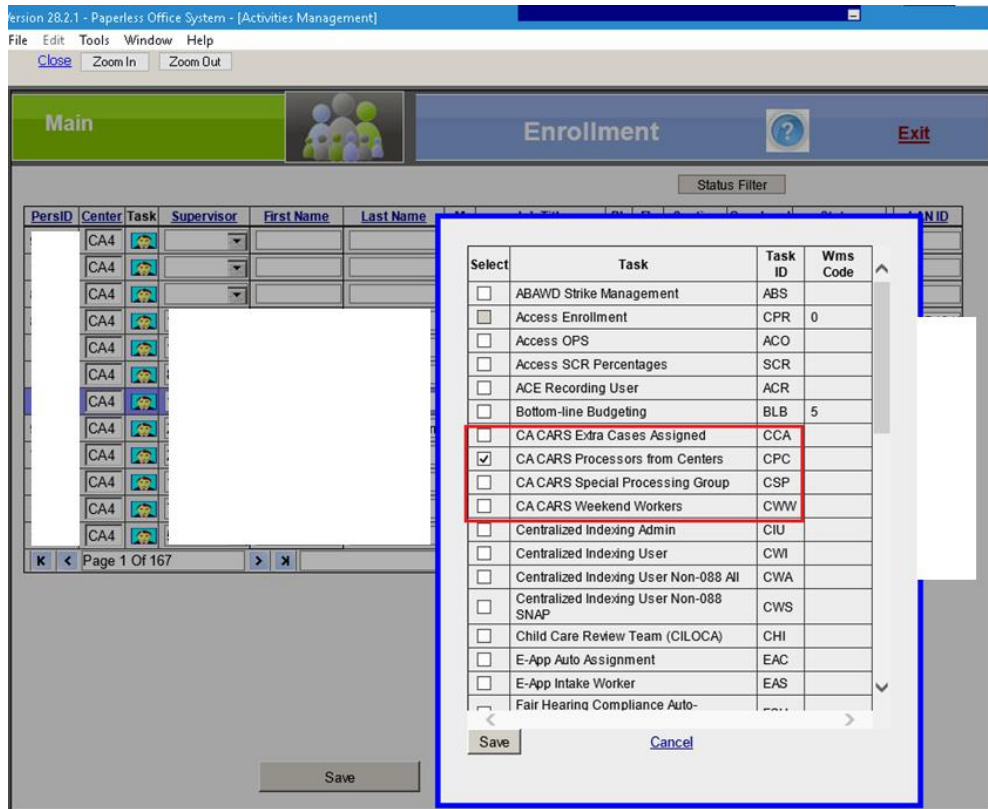
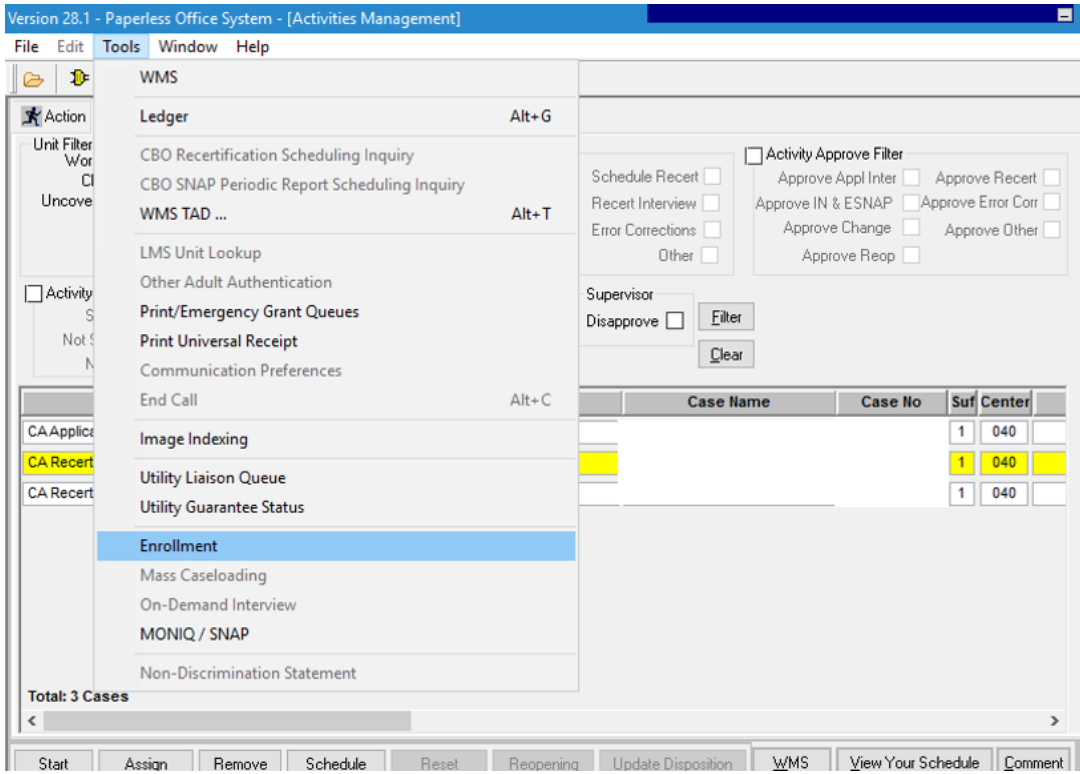
- Regional managers or supervisors seeking to update enrollment for CA CARS will be able to use POS Enrollment.
- FIA Supervisors and Management will be responsible for monitoring staff time and leave as it relates to enrollment into the system.
- Specifically, if staff are to be on leave for more than a few days, supervisors and managers should use POS enrollment to remove the staff from case assignment, and then add them back upon their return.
- If staff are out sick without a prior days' notice, there is no need to enroll or disenroll them from the system unless they will be out for more than one day as the system will automatically reassign the case on the next day.
- Supervisors and Managers will also be able to use the reports described later in these release notes to monitor the assignment and processing status of due and overdue priority cases.

4.1. How To - Enrollment through Classic POS (CPOS):

- Log in to **Classic POS**.
- Go to **'Tools'**.
- Click on **'Enrollment'**.
- Search by desired **PersID** and click on **'Task'**.
- Choose the appropriate **Assignment Group** (Cohort) and Click **Save**.

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5. Worker Processing Groups

As part of the CA CARS Phase 1 project, various worker cohorts are defined. Based on the cohort, each group will be assigned different cases. The following are the groups:

➤ CA CARS Special Processing Group (CSP)

Workers designated for special projects or focused tasks. If a worker is assigned to this group, it is considered the priority among all assignment groups. This means that if a worker is **assigned to multiple groups**, cases will be assigned based on the assignment ratio of CSP, not of the other groups.

➤ Processors from Centers (CPC)

Processing workers will be assigned cases every business day. This group will be the **second priority**, meaning that if a worker is assigned to multiple groups, then this group will be used to assign cases only if the worker is not also assigned to CSP.

➤ Weekend Workers (CWW)

Workers that primarily work on **processing during weekends** will be **assigned work only on Fridays, Saturdays and holidays**. This group is the **lowest priority**. Workers will be assigned cases from this group only if not assigned to one of the other two main groups.

➤ CA CARS Extra Cases Assigned (CCA):

This represents an **additional skill** aimed at **boosting** the workload allocated to **high-performing workers**. This task's purpose is to add more cases or assignments to a worker's queue. Some workers process more cases on average, and the purpose of this task is to assign additional cases to these workers to ensure that they have a sufficient workload. This task is **not considered** an actual processing group (cohort).

When a worker enrolls in any of the groups, including CCA, the system logic will distribute 50% of the cases designated for that priority cohort. **The percentage allocated to CCA is configurable.**

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For example, a JOS worker is enrolled in both the Extra Cases Group and the Special Processing Group, where the daily allocation of cases for Special Processing is 10, and the percentage allocated to Extra Cases is 50%. In this scenario, the JOS worker's queue will consist of a total of 15 cases, calculated as the sum of the cases assigned per day to Special Processing plus 50% of the cases assigned to CSP.

- Note that cases will be assigned once per day in Phase 1. Each of the main 3 groups (CSP, CPC, CWW) will be assigned a predetermined ratio of cases from each bucket.

6. Classification Buckets for Selected Cases

As cases are selected for assignment, they will be categorized into buckets by their PA Due date.

- **CA Application cases** are classified into the following buckets **A, B, C, D, AB, SI, FA**.
 1. **Bucket A (Coming Due):** Applications, where the case's **PA Due Date is within 5 days.**
 2. **Bucket B (Slightly Overdue):** Applications, where the case's **PA Due Date is greater than one week old and less than two weeks old.**
 3. **Bucket C (Overdue):** Applications, where the case's **PA Due Date is greater than two weeks old and less than three weeks old.**
 4. **Bucket D (Very Overdue):** Applications, where the case's PA Due Date is greater than three weeks old.
 5. **Bucket AB:** Application cases where **the PA Due Date is between six days ago and yesterday.**
 6. **Bucket FA (Future Applications):** Applications where **PA Due Date is greater than one week in future.**
 7. **Bucket SI:** A dedicated bucket created to categorize CA cases in SI status.
- **CA Recertification cases** are classified into the following buckets: **E1, E2, E3**.
 8. **Bucket E1 (Coming Due):** Recertification cases with **PA Due Date within five days.**
 9. **Bucket E2 (Overdue):** Recertification cases with **PA Due Date older than five days.**
 10. **Bucket E3:** Recertification cases with a **PA Due Date between five days ago and yesterday.**

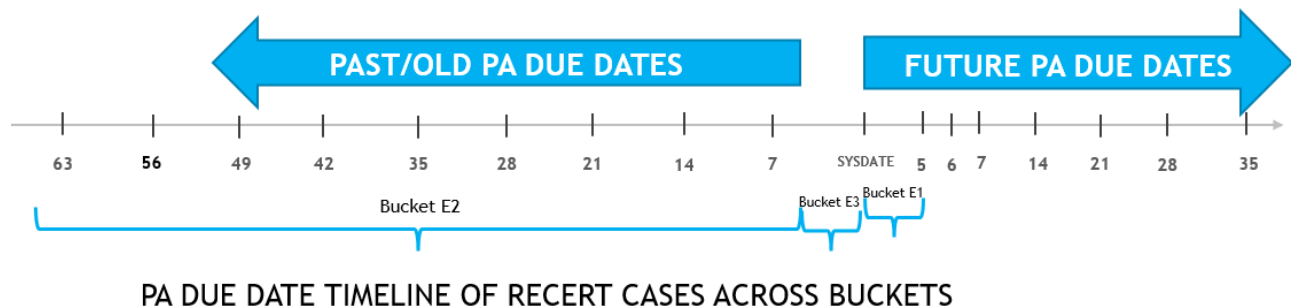
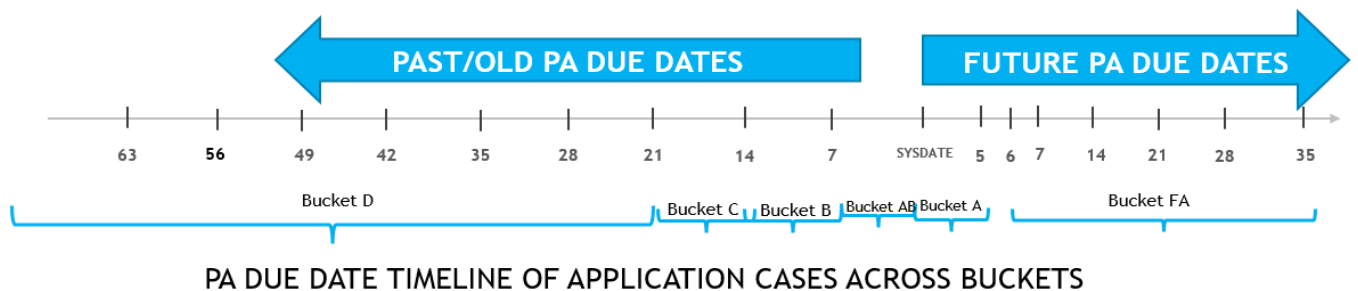
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➤ Bucket **F** is designated for **Manual Override case** requests from FIA.

11. **Bucket F (Override cases):** Application and Recertification cases with the **highest override priority**. This is the bucket where cases with FIA's higher priority designation will be placed. CA Management will share a file of Application & Recertification cases to load manually to POS so that workers can be assigned these cases with highest priority. These override cases will have an **Artificial PA Due Date** such as '01/01/2000' set by POS to indicate the cases as top priority.

Below is a graphical timeline depicting how the cases falling with certain dates would fall into different buckets for Application cases & Recertification cases.



Please note that the classification logic for Buckets mentioned above is determined by CA management. Additionally, Buckets **AB**, **E3**, and **FA** were defined by the ITS to track the total count of upcoming future cases.

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7. CA CARS Case Assignment

- The cases are assigned according to the percentages specified for each bucket for each assignment group; workers will see the assigned cases placed directly in their CPOS queues.
- If a case is ASSIGNED today and the worker has not started the case, the case will be reassigned the following day to another CARS worker based on the PA Due Date.
- If a case is SUSPENDED (meaning started after assignment, but not completed) for more than 2 days, it will be reassigned to another CARS worker based on the PA Due Date.

8. CA CARS Daily Pre-Prioritization Reports

A detailed report of assignable cases will be emailed to a management distribution list from Tuesday to Saturday (excluding holidays).

The email will include three attachments for FIA's review:

- CA Applications
- Single Issuance (SI) Applications
- Recertifications

These files will detail due and overdue priority cases with the following information:

- Center ID
- Case Number
- Case Suffix
- Case Status
- PA File Date/PA Authorization Date
- PA Due Date
- FS Due Date
- Bucket
- Activity Type
- System Assigned Worker
- Activity Status
- Assigned Date
- Duration in Activity Status (number of days in "Processing" state)
- Reason for Assignment (e.g., 'NEW' for first-time assignments, 'Reassigned' for reassigned cases)
- Count of Case Reassignment (number of reassignments)


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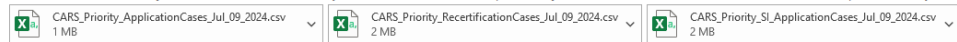
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The email body will also include the total count of Application and Recertification cases, as well as the count of cases by bucket.

Structure of the email:

"Cash Assistance CARS - Daily Pre-Prioritization Reports" on Jul/09/2024. Production via TDEV.





Greetings Everyone,

Please find below the summary of the "Cash Assistance CARS (Case Assignment and Routing System) Pre-Prioritized Cases classified into Buckets" Daily Reports for Jul/09/2024:

- CA Applications Report "CARS_Priority_ApplicationCases_Jul_09_2024.csv" has 9,336 Cases.
- CA Recertifications Report "CARS_Priority_RecertificationCases_Jul_09_2024.csv" has 14,141 Cases.
- CA SI Bucket for Applications Report "CARS_Priority_SI_ApplicationCases_Jul_09_2024.csv" has 11,501 Cases.

Attached are the Detailed Reports.

CARS Pre-Prioritized Application Cases:

- Bucket "A": 2,493 Application cases are categorized as "Coming Due" with PA Due Date within the Next Five Days.
- Bucket "B": 329 Application cases are labeled as "Slightly Overdue" with PA Due Dates ranging between Two Weeks Old and One Week Old.
- Bucket "C": 66 Application cases are marked as "Overdue" with PA Due Dates between Three Weeks Old and Two Weeks Old.
- Bucket "D": 718 Application cases are classified as "Very Overdue" with PA Due Dates Older Than three Weeks.
- Bucket "FA": 5,006 Application cases have "Future PA Due Dates" where the PA Due Date is greater than One Week in the Future.
- Bucket "AB": 719 Application cases that fall between the Timelines of Buckets A & B with PA Due Dates between Six days ago and Yesterday.
- Bucket "SI": 11,501 CA Single Issuance Application cases.

CARS Override Cases:

- Bucket "F": 5 Application cases with the Highest Priority.
- Bucket "F": 0 Recertification cases with the Highest Priority.

CARS Pre-Prioritized Recertification Cases:

- Bucket "E1": 0 Recertification cases are labeled as "Coming Due" with PA Due Dates set within the Next Five days.
- Bucket "E2": 669 Recertification cases classified as "Overdue" with PA Due Dates older than Five days.
- Bucket "E3": 13,472 Recertification Cases with Future PA Due Dates between Five days ago and Yesterday.

Best regards,
ITS POS Team.

The report can be used as follows:

- Supervisors can use the report to pull out priority cases from an unavailable staff member and reassign them.
- Center managers and Regional Managers can use the report to review if any very overdue cases are being reassigned too many times and not being processed and intervene.

CNTR	CASE_NUMBE	CASE_TYPE_CC	PA_CASE_STA	PA FILE DAT	PA DUE DAT	FS DUE DAT	BUCKET DESCRIPTION	ACTIVITY STATUS	STAFF_NAME	ASSIGNED DAT	ACTIVITY STATUS DUR	REASON FOR	COUNT_OF_CAS	REF
"064"		ONGOING	AP	May/20/2024	Jun/18/2024	May/20/2024	Coming Due	ASSIGNED		Jun/18/2024		5 Reassignment	3	
"040"		ONGOING	AP	May/21/2024	Jun/19/2024	May/21/2024	Coming Due	ASSIGNED		Jun/18/2024		5 Reassignment	3	
"040"		ONGOING	AP	May/21/2024	Jun/19/2024	May/21/2024	Coming Due	ASSIGNED		Jun/18/2024		5 Reassignment	3	
"040"		ONGOING	AP	May/22/2024	Jun/20/2024	May/22/2024	Coming Due	ASSIGNED		Jun/18/2024		5 Reassignment	3	
"040"		ONGOING	AP	May/22/2024	Jun/20/2024	May/22/2024	Coming Due	ASSIGNED		Jun/18/2024		5 Reassignment	3	
"040"		ONGOING	AP	May/22/2024	Jun/20/2024	May/22/2024	Coming Due	IN PROGRESS		Jun/15/2024		0 Reassignment	2	
"040"		ONGOING	AP	May/22/2024	Jun/20/2024	May/22/2024	Coming Due	ASSIGNED		Jun/18/2024		5 Reassignment	3	
"023"		ONGOING	AP	May/22/2024	Jun/20/2024	May/22/2024	Coming Due	ASSIGNED		Jun/18/2024		5 Reassignment	3	
"040"		ONGOING	AP	May/22/2024	Jun/20/2024	May/22/2024	Coming Due	ASSIGNED		Jun/18/2024		5 Reassignment	3	
"067"		ONGOING	AP	May/23/2024	Jun/21/2024	Jun/22/2024	Coming Due	ASSIGNED		Jun/18/2024		5 Reassignment	3	
"040"		ONGOING	AP	May/14/2024	Jun/12/2024	May/14/2024	Due Last Week	ASSIGNED		Jun/18/2024		6 Reassignment	4	
"040"		ONGOING	AP	May/14/2024	Jun/12/2024	May/14/2024	Due Last Week	ASSIGNED		Jun/18/2024		27 Reassignment	10	
"040"		ONGOING	AP	May/14/2024	Jun/12/2024	May/14/2024	Due Last Week	ASSIGNED		Jun/18/2024		27 Reassignment	10	
"040"		ONGOING	AP	May/15/2024	Jun/13/2024	May/15/2024	Due Last Week	ASSIGNED		Jun/18/2024		6 Reassignment	4	
"040"		ONGOING	AP	May/15/2024	Jun/13/2024		Due Last Week	ASSIGNED		Jun/18/2024		10 Reassignment	6	
"040"		ONGOING	AP	May/15/2024	Jun/13/2024		Due Last Week	ASSIGNED		Jun/18/2024		10 Reassignment	6	
"040"		One Shot Deal	AP	May/15/2024	Jun/13/2024		Due Last Week	ASSIGNED		Jun/18/2024		10 Reassignment	6	
"040"		ONGOING	AP	May/16/2024	Jun/14/2024	May/16/2024	Due Last Week	ASSIGNED		Jun/18/2024		7 Reassignment	5	
"040"		ONGOING	AP	May/16/2024	Jun/14/2024	May/16/2024	Due Last Week	ASSIGNED		Jun/18/2024		7 Reassignment	5	

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Please note that **CA Management will define distribution ratios** that the system will assign cases by.

9. CA CARS Weekly Reports

These reports are generated weekly, to help management change the forthcoming week's case assignment ratios.

9.1. Workforce Management Report

- The report offers a **high-level count of cases processed by workers** at both the individual worker and citywide macro levels.
- This serves as valuable feedback for adjusting the upcoming week's work strategy by modifying assignment ratios or allocating additional resources as needed. If Management sees that their application backlog is addressed, they might change the system to hand out more recertification cases in the next week and vice versa.
- The Workforce Management Reports are distributed under one email with subject as "**CA CARS Workforce Management Report**".

9.2. Suspended Cases Report

- This report comprises cases that have been **suspended for more than 48 hours (2 days)**, enabling FIA to review them and investigate the reasons for prolonged suspension.
- This allows for special attention to be given to these cases as needed. This report is generated **weekly**.
- These are the case details that will be included in the report: **CENTER_ID**, **CASE_NUMBER**, **PA_DUE_DATE**, **ASSIGNED_ACTIVITY_TYPE**, **LAST_SUSPENDED_BY** (*Shows the WMS ID & STAFF NAME of the staff member who most recently suspended the case*), **REASSIGNED_TO** (*displays WMS ID & STAFF_NAME of the system assigned worker*), **LAST_SUSPENDED_DATE** (*displays the last date and time the case was suspended*).
- The Reports are distributed under one email with subject as "**Cash Assistance CARS Weekly Reports-Outstanding CA Cases Unattended for 2+ days.**"

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9.3. Untouched Cases report

- The report includes cases that have been distributed to a worker's queue but have **not been worked on or touched for more than 48 hours (2 days)**. The report is scheduled to be generated on a **weekly** basis.
- The Suspended cases and Untouched cases report are distributed under one email with a subject "**CA CARS Weekly Report-Outstanding CA Cases Unattended for 2+ days**".
- These are the case details that will be included in the report: **CENTER_ID, CASE_NUMBER, PA_DUE_DATE, ASSIGNED_ACTIVITY_TYPE, ASSIGNED_DATE, STAFF_ID** (*displays WMS ID of the system assigned worker*), **STAFF_NAME**.

The Report is presented in the following structure:

"Cash Assistance CARS Weekly Reports-Outstanding CA Cases Unattended for 2+ days" on Jul/09/2024. Production via TDEV.

Greetings All,

Please find below the summary of Cash Assistance CARS cases that are suspended and have not been addressed for more than 2 days (48+ hours).

Attached are the detailed reports.

CARS cases that are currently suspended for more than 2 days: **22,121** cases.
 CARS cases that remain untouched for more than 2 days: **9,720** cases.

Best regards,
 ITS POS Team.

Suspended cases Report:

	A	B	C	D	E	F	G	H	I
	CENTER_ID	CASE_NUMBER	PA_DUE_DATE	ASSIGNED_ACTIVITY_TYPE	LAST_SUSPENDED_BY	STAFF_NAME	REASSIGNED_TO	STAFF_NAME	LAST_SUSPENDED_DATE_AND_TIME
2	"064"		Oct/07/2022	Application					Jul/05/2024 19:14:05
3	"066"		Mar/03/2023	Application					Jun/03/2024 14:54:28
4	"067"		Mar/28/2023	Application					Apr/29/2024 11:05:29
5	"066"		Mar/30/2023	Application					Apr/30/2024 16:28:14
6	"038"		Mar/30/2023	Application					May/28/2024 20:58:49
7	"080"		Apr/25/2023	Application					Jul/03/2024 09:11:57
8	"045"		Apr/28/2023	Application					May/25/2024 11:28:32
9	"066"		May/05/2023	Application					Apr/12/2024 19:12:31
10	"038"		May/09/2023	Application					May/29/2024 15:32:24
11	"035"		Jun/21/2023	Application					Jul/06/2024 15:38:45
12	"035"		Jun/29/2023	Application					Jul/06/2024 18:29:17
13	"080"		Jul/05/2023	Application					Jun/04/2024 14:23:33
14	"035"		Jul/06/2023	Application					Jul/07/2024 09:33:49
15	"067"		Jul/06/2023	Application					May/14/2024 15:30:52
16	"063"		Jul/11/2023	Application					May/28/2024 13:31:50
17	"066"		Jul/25/2023	Application					Apr/22/2024 17:45:46
18	"035"		Jul/25/2023	Application					Jul/07/2024 11:47:10
19	"067"		Aug/15/2023	Application					May/21/2024 16:17:02
20	"045"		Aug/30/2023	Application					Jun/03/2024 11:41:14

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Untouched Report:

	A	B	C	D	E	F	G
1	CENTER_ID	CASE_NUMBER	PA_DUE_DATE	ASSIGNED_ACTIVITY_TYPE	ASSIGNED_DATE	STAFF_ID	STAFF_NAME
2	"053"		Jan/08/2000	Application	Jul/09/2024		
3	"067"		Jan/12/2000	Application	Jul/09/2024		
4	"045"		Jan/14/2000	Application	Jul/09/2024		
5	"067"		Jan/19/2000	Application	Jul/09/2024		
6	"040"		Jan/20/2000	Application	Jul/09/2024		
7	"018"		Oct/13/2016	Application	Jul/09/2024		
8	"099"		Mar/11/2017	Application	Jul/09/2024		
9	"017"		Nov/02/2017	Application	Jul/09/2024		
10	"045"		Dec/18/2019	Application	Jul/09/2024		
11	"045"		Jan/08/2020	Application	Jul/09/2024		
12	"017"		Feb/28/2020	Application	Jul/09/2024		
13	"080"		Apr/09/2020	Application	Jul/09/2024		
14	"080"		Jul/22/2020	Application	Jul/09/2024		
15	"080"		Aug/11/2020	Application	Jul/09/2024		
16	"080"		Oct/03/2020	Application	Jul/09/2024		
17	"017"		Jan/15/2021	Application	Jul/09/2024		
18	"080"		Feb/27/2021	Application	Jul/09/2024		
19	"080"		Mar/03/2021	Application	Jul/09/2024		
20	"078"		Jul/06/2021	Application	Jul/09/2024		

9.4. Report on Cases Reassigned Multiple times

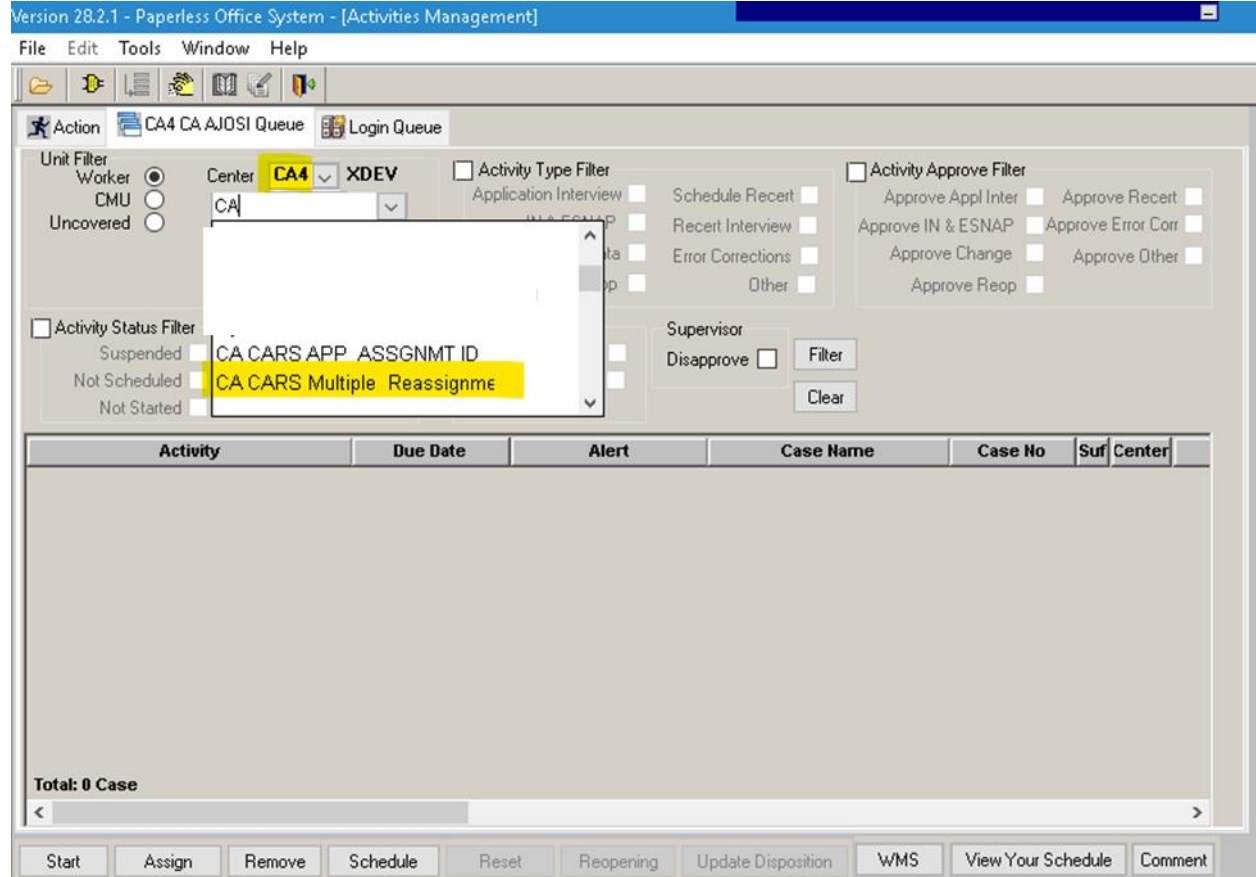
- This report serves to flag cases to FIA that have been **reassigned 'n' times**; with 'n' being configurable by the CA management.
- For instance, if the parameter 'n' is set to 5, the report will contain cases that have been reassigned more than 5 times.
- These are placed in the **'CA CARS Multiple Reassignment' CPOS Queue**.
- Supervisors, managers, and processors can review this queue to identify and reassign these cases to their own queues for processing. Additionally, when a worker runs out of cases, they can check this queue for more cases to work on, ensuring a continuous workflow and effective case management.
- Alternatively, Supervisors and Managers can review these cases without logging into CPOS by referencing the daily pre-prioritization reports, which is detailed in Section 8.

➤ Steps to Navigate to the Multiple Reassignment CPOS Queue to view cases:

- Log in to **Classic POS**.
- Select **'CA4'** as the Center.
- Search by **'CA CARS Multiple Reassignment'** and click on it.

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❖ Steps to verify cases from the Pre-Prioritization reports:

1. Locate and open the email with the subject "Cash Assistance CARS - Daily Pre-Prioritization Reports."
2. Open any one of the 3 attachments.
3. The attachment will open in Excel. Navigate to the Data tab and apply a filter.
4. Filter the STAFF_ID column by 'CARMUL' (the CPOS queue for **CA CARS Multiple Reassignment**)

1	CNTR	CASE NUMB	CASE SUFF	CASE TYPE	CODE	DESCRIP	PA	CASE STATI	PA FILE DA	PA DUE DA	FS DUE DA	BUCKET TY	BUCKET DESCRIPTI	ACTIVITY STATUS	STAFF ID	STAFF NAME
2	"053"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
3	"040"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
4	"099"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
5	"040"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
6	"053"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
7	"066"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
8	"063"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
9	"063"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
10	"038"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
11	"067"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
12	"064"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
13	"046"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
14	"018"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
15	"099"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
16	"054"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
17	"053"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
18	"053"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
19	"054"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
20	"038"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
21	"040"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
22	"063"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment
23	"013"		"01"	FA		ONGOING	AP		Jun/10/2024	Jul/09/2024	Jul/10/2024	A	Coming Due	ASSIGNED		CA CARS Multiple Reassignment

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Appendix A- Case Selection and Inclusion Rules

10. Mid-Level Workflow of CA Application Case Selection Process

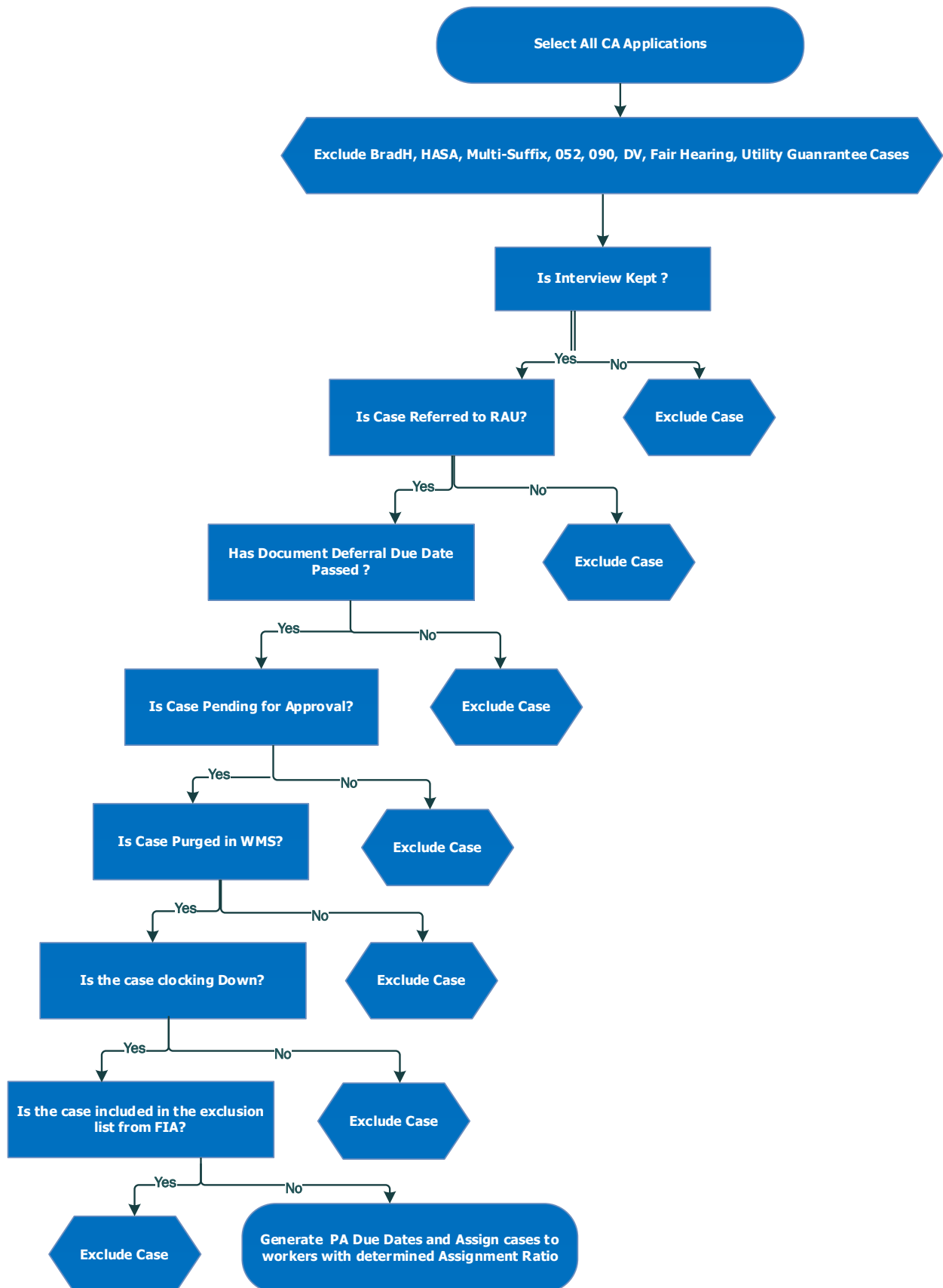
It is important to understand how CA CARS Phase 1 will select cases and filter them out from selection or assignment. Below is a mid-level workflow that summarizes the process. The process is designed to work as follows:

- A. All AP and SI cases are selected.
- B. Cases that are Brad H., HASA, Multi-Suffix, Center **052** (Residential Treatment Cases), Center **090** (Home Bound cases), ADVENT (Domestic Violence [DV]) or have a Utility Guarantee Special grant will be **EXCLUDED**.
- C. Only KEPT cases will be selected for assignment. In other words, if a case is NOT KEPT or marked as FAILED TO KEEP, it will be **EXCLUDED**.
- D. If a case is pending with RAU, it will be **EXCLUDED**.
- E. Cases that are in the queue of a Fair Hearing worker will be **EXCLUDED**.
- F. If the deferral due date for the **W-113K** issued for the case has not passed, then the case will be **EXCLUDED**. **Note:** Currently, the system holds a deferred case until one day after the due date. This can be changed as needed.
- G. Cases pending in a supervisor's queue will be **EXCLUDED**.
- H. If a case is purged in WMS, it will be **EXCLUDED**.
- I. Application Cases that have a pending Clock Down Transactions in WMS will be **EXCLUDED**.
- J. After the case passes all the above exclusions, the system will search for any outstanding Error Correction activities, Application Interview, Error Correction IN/E-SNAP and E-SNAP activities. If it finds any, it will reassign them to the workers configured for CA CARS. If not, then it will create, at a minimum, an application interview activity and assign it to an available CA CARS Worker.
- K. Cases can also be added to a manual exclusion list.

Note: Most of the above conditions can be individually turned on or off at the request of FIA.

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11. Mid-Level Workflow of CA Recertification Case Selection Process

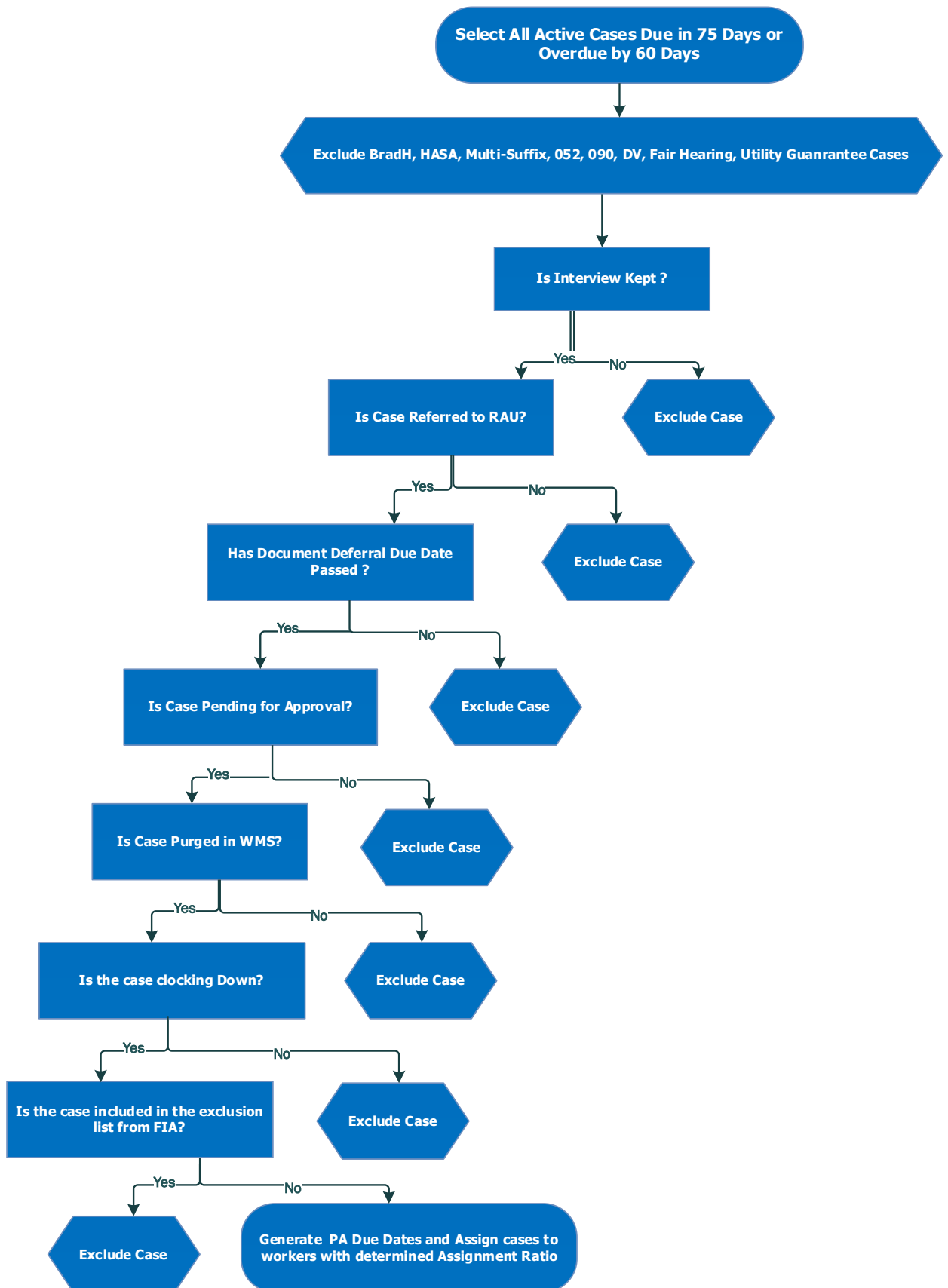
Like Application cases, Recertifications will also be selected and assigned. Below is a mid-level workflow that summarizes the process. To describe in words, the process is designed to work as follows:

- A. All Pending Active Recertification type cases in the recertification period (including the late Recertification period) will be selected.
- B. Cases that are Brad H., HASA, Multi-Suffix, Center **052** (Residential Treatment Cases), Center **090** (Home Bound cases), ADVENT (Domestic Violence [DV]) will be **EXCLUDED**.
- C. Only KEPT cases will be selected for assignment. In other words, if a case is NOT KEPT or marked as FAILED TO KEEP, it will be **EXCLUDED**.
- D. If a case is pending with RAU, it will be **EXCLUDED**.
- E. Cases that are in the queue of a Fair Hearing worker will be **EXCLUDED**.
- F. If the deferral due date for the **W-113K** issued for the case has not passed, then the case will be **EXCLUDED**. **Note:** Currently, the system holds a deferred case until one day after the due date. This can be changed as needed.
- G. Cases pending in a supervisor's queue will be **EXCLUDED**.
- H. Recertification Cases that have a pending Clock Down Transaction in WMS will be **EXCLUDED**.
- I. After the case passes all the above exclusions, the system will search for any Error Correction Recertification Interview, and Recertification Interview activities. If it finds any, it will reassign them to the workers configured for CA CARS. If not, then it will create, at a minimum, a Recertification Interview activity and assign it to an available CA CARS Worker.
- J. Cases can also be added to a manual exclusion list.

Note: Most of the above conditions can be individually turned on or off at the request of FIA.

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12. Priority Case Workload Distribution

- Each cohort of workers will be assigned different types of cases daily through CA CARS, and each cohort will be assigned those cases in a defined bucket percentage. To facilitate this assignment, a configurable parameter for the case allocation will be used to determine the specific number of cases each worker will receive based on predefined ratios.
- File templates will be shared with FIA to specify Distribution Ratios of buckets and the total number of cases assigned to workers per day in each cohort.
- Please note that when sharing these values, ensure that the percentages of all buckets for each cohort sum up to 100.

Here's an example illustrating how the work distribution will function:

- Suppose each worker enrolled in the CSP cohort is expected to handle 20 cases daily. A worker might receive 5 cases from Bucket A (Application Cases), 5 cases from Bucket B, and 10 cases classified as Recerts. This allocation ensures a balanced workload distribution among workers in the group. This demonstrates that the worker queue comprises of a blend of cases from all buckets, in accordance with the provided ratio.

CA CARS Case Buckets	Bucket A	Bucket B	Bucket C	Bucket D	Bucket E1	Bucket E2	Bucket F	Bucket SI
Task/Activity type	Application Cases	Application Cases	Application Cases	Application Cases	Recert Cases	Recert Cases	Override Cases	CA SI Cases
<i>Cases are classified into buckets based on PA Due Date logic</i>	PA Due Date is within 5 days	PA Due Date is greater than one week old and less than two weeks old	PA Due Date is greater than two weeks old and less than three weeks old	PA Due Date is greater than three weeks old	PA Due Date is within 5 days	PA Due Date is over 5 days	High Priority cases from FIA	CA SI cases
Labels	Application cases Coming Due	Application cases Slightly Overdue	Application cases Overdue	Application cases Very Overdue	Recerts Coming Due	Recerts Overdue	High priority cases	SI Applications cases
Special Processing Group	25%	10%	0%	0%	30%	35%	0%	0%
Weekend Workers	50%	0%	0%	50%	0%	0%	0%	0%
Processors from Centers	0%	33%	34%	0%	33%	0%	0%	0%

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- Based on the demonstration provided above, if a worker's daily case capacity enrolled in CSP is 10, the cases will be distributed in their queue as follows:
 - **Bucket A:** 25% of 10 = 2.5 (rounded to **3 cases**).
 - **Bucket B:** 10% of 10 = 0.7 (rounded to **1 case**).
 - **Bucket C: 0 cases.** In cases where a bucket assignment ratio is set to 0%, no cases will be allocated to that cohort from the respective bucket.
 - **Bucket D: 0 cases.**
 - **Bucket E1:** 30% of 10 = **3 cases**.
 - **Bucket E2:** 35% of 10 = 3.5 (rounded to **4 cases**)
 - A Total of **11 cases** will be in a worker's queue enrolled in CSP according to above calculation.