



ACMS USE CASES 4.0 SCHEDULE HEARING

VERSION 1.0

DOCUMENT HISTORY

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1. STATE REQUIREMENTS LEVEL USE CASES

1.1. UC-4-01 UNCALENDARED CASE LISTING (UCL)

The uncalendared case listing (UCL) is *current* business practice that allows collaboration between each county and SHD to identify special hearing circumstances or cases that have already been resolved. This assists the schedulers with the manual scheduling of “special set” hearings prior to calendars being auto-populated.

State Requirements Use Case Beginning

1.1.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-4-01
Use Case Name:	Uncalendared Case Listing (UCL)
Description:	This use case describes the steps that a scheduler Support Staff (Scheduler) user needs to take to create an Uncalendared case listing for each county and have it reviewed by a county user.
Actors:	<ul style="list-style-type: none">• Support Staff (Scheduler)• County User
Triggers:	1. Scheduler user initiates UCL process
Pre-Conditions:	1. There are cases belonging to specified county with file dates within the scheduling window period 2. Users have appropriate permissions to access calendaring
Post-Conditions:	<p>Main Flow:</p> <ol style="list-style-type: none">1. UCL is created and archived.2. County User has completed task by updating UCL –OR- task expiration time has passed3. Case information/status is updated based on County UCL task <p>Alternate Flow: A1 – County UCL task completed offline</p> <p>Exception Flows: None</p>
Includes:	None
Extension Points:	None
References	Functional Requirements: S-10.1.2. Functional Requirements: WF-4.1.11 WF-4.1.16 WF-4.1.19

1.1.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	Scheduler User navigates to Scheduling page.	System displays available scheduling options.
2	Scheduler User initiates UCL process.	System prompts user for UCL parameters which include: <ul style="list-style-type: none"> • Hearing Week • Modality • Scheduling Window • Applicable counties • Program type exclusions/exceptions (WF-4.1.11)
3	Scheduler User inputs UCL parameter information.	System generates UCLs for each applicable county. (WF-4.1.19) System tasks County User to review and update UCL and sets task expiration date/time based on business rules. (S-10.1.2) (WF-4.1.16) If County User fails to complete UCL Task prior to expiration date/time (adjusted for holidays and exceptions) OR if County User provides updates offline, execute Alternate Flow A1 – County UCL Task Completed Offline and continue to Main Flow Step 7.
4	County User navigates to their dashboard.	System displays County UCL Task.
5	County User opens task.	System displays UCL information and provides description of task required.
6	County User provides notes for entire UCL which may include: <ul style="list-style-type: none"> • Withdrawals • Scheduling preferences • Incorrect assignments (wrong county) • Duplicate cases • Companion cases (heard together) County User saves and confirms task completion.	System closes County User UCL Task and removes it from dashboard. System relays UCL updates to Scheduler User, and tasks Scheduler User with completing UCL updates.
7	Scheduler User updates individual cases based on UCL updates from County User and indicates UCL update task is complete.	System closes UCL update task and archives UCL until 30 days after hearing week has passed.
8	Flow ends	

1.1.3. ALTERNATIVE FLOWS

ALTERNATE FLOW A1 – COUNTY UCL TASK COMPLETED OFFLINE

Branched From:	Main Flow, Step 3
Flow Scenario:	UCL is completed offline OR County User UCL task expires.
Post-Condition:	<ol style="list-style-type: none"> 1. Updated list has been provided to the scheduler user. 2. System closes County User UCL Task and removes it from dashboard.

Branch To:	Main Flow, Step 7
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Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1	The County User provides the updates offline and Scheduler User indicates that updates were received offline OR the County User fails to complete task before expiration.	System tasks Scheduler User with UCL update task and closes County User UCL task.
A1-2	Flow ends.	

1.1.4. EXCEPTION FLOWS

Branched From:	None
Post-Condition:	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None
E1-2		
E1-3		

1.1.5. USE CASE REVISION HISTORY

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State Requirements Use Case End

1.2. UC-4-02 CALENDAR CREATION

Scheduler users generate a variety of different calendars based on the location, case type, hearing modality, and other case-related information. The system should allow users the flexibility to generate many different types of calendars that will be auto-populated by the system, based on calendar parameters and business rules.

State Requirements Use Case Beginning

1.2.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-4-02
Use Case Name:	Calendar Creation
Description:	This use case details the steps taken by a Support Staff (Scheduler) user to create a hearing calendar.
Actors:	<ul style="list-style-type: none"> Support Staff (Scheduler)
Triggers:	1. User initiates calendar creation process.
Pre-Conditions:	<ol style="list-style-type: none"> Users have appropriate permissions to access calendaring Uncalendared Case Listing task is complete.
Post-Conditions:	<p>Main Flow:</p> <ol style="list-style-type: none"> Calendar is closed. Scheduling notices are generated. <p>Alternate Flow: None</p> <p>Exception Flows: None</p>
Includes:	None
Extension Points:	None
References	Functional Requirements: S-10.2.1, S-10.3.7, S-10.6.3, S-10.6.4, S-10.7.1, S-10.8.1, S-10.8.9, WF-4.1.1 - WF 4.1.3, WF-4.1.7 - WF- 4.1.10, WF-4.1.12, WF-4.1.14, WF-4.1.19 & WF-4.1.20

1.2.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to Scheduling page.	System displays available scheduling options.
2	User navigates to calendar creation page.	Calendar creation page is displayed.
3	User initiates blank/open calendar	System prompts user to input parameters for the calendar or select saved blank calendar. (WF-4.1.2) (WF-4.1.7)

Step	Action/Cause/Stimulus	Reaction/Effect/Response
4	User enters calendar parameters or selects saved blank calendar. (S-10.8.9)	System generates blank calendar and prompts user to make changes or accept calendar as displayed. If user entered new calendar parameters, System prompts user to save new blank calendar as a template. (WF-4.1.8)
5	User chooses to save or not to save blank calendar.	If user chooses to save blank calendar, system stores blank calendar for retrieval as template at a later time (S-10.3.7), then displays calendar to user. If user chooses not to save, system displays calendar to user.
6	User enters “special set” appointments based on the following attributes: <ul style="list-style-type: none"> • Interpreter needs • Specific scheduling requests • Expedited hearing requests • Continued hearings and initiates automatic calendar filling. (WF-4.1.3) (WF-4.1.14) (WF-4.1.19) (S-10.6.3) (S-10.6.4) (S-10.8.1)	System automatically populates cases into remainder of calendar availability based on parameters. System displays calendar and requests confirmation from user.
7	User reviews, confirms, and “closes” calendar. (WF-4.1.9) (WF-4.1.10) (S-10.7.1)	System generates scheduling notices. (WF-4.1.1) (WF-4.1.12) (WF-4.1.20) (S-10.2.1)
8	Flow ends	

1.2.3. ALTERNATIVE FLOWS

Branched From:	
Flow Scenario:	None
Post-Condition:	
Branch To:	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1		
A1-2		
A1-3		

1.2.4. EXCEPTION FLOWS

Branched From:	None
Post-Condition:	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None
E1-2		
E1-3		

1.2.5. USE CASE REVISION HISTORY

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State Requirements Use Case End

1.3. UC-4-03 SCHEDULE EXPEDITED HEARING

Cases that qualify for an expedited hearing have a significantly shorter turnaround time. As a result, these cases do not go through the typical scheduling process to avoid delays. Expedited cases are scheduled manually onto an existing calendar. These cases have high priority and the system should enable users to override any defined calendar parameters to allow for ad-hoc placement of expedited cases onto any calendar.

State Requirements Use Case Beginning

1.3.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-4-03
Use Case Name:	Schedule Expedited Hearing
Description:	This use case details the steps necessary for a Support Staff (Scheduler) user to insert an expedited case into a closed calendar.
Actors:	<ul style="list-style-type: none"> Support Staff user
Triggers:	1. Case has been flagged for expedited scheduling.
Pre-Conditions:	1. User has permissions to edit closed calendars.
Post-Conditions:	<p>Main Flow:</p> <ol style="list-style-type: none"> Expedited hearing is added to existing calendar. Scheduling notification generated. <p>Alternate Flow:</p> <p>None</p> <p>Exception Flows:</p> <p>None</p>
Includes:	None
Extension Points:	None
References	Functional Requirements: WF-4.1.17 WF-4.2.1 Functional Requirements: S-10.8.1

1.3.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to Scheduling page.	System displays available scheduling options.

Step	Action/Cause/Stimulus	Reaction/Effect/Response
2	User navigates to Expedited Hearing scheduling.	System displays list of existing calendars. (WF-4.1.17)
3	User selects a calendar.	System opens selected calendar and prompts user for expedited hearing details.
4	User provides expedited hearing details.	System adds hearing to calendar consistent with details provided. System displays modified calendar and requests confirmation from user.
5	User confirms calendar modification. (WF-4.2.1)	System saves calendar, updates case information (status, scheduled date, expedite grant flag, etc), displays expedite grant flag on calendar, and generates scheduling notice. (S-10.8.1)
6	Flow ends	

1.3.3. ALTERNATIVE FLOWS

Branched From:	
Flow Scenario:	None
Post-Condition:	
Branch To:	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1	None	None
A1-2		
A1-3		

1.3.4. EXCEPTION FLOWS

Branched From:	None
Post-Condition:	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None
E1-2		
E1-3		

1.3.5. USE CASE REVISION HISTORY

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State Requirements Use Case End

1.4. UC-4-04 RESOURCE-BASED CALENDAR

Various types of hearings are scheduled around the staffing constraints of the respective program and/or county. The system should provide the ability for users to manage their availability from within their user profile. Then, based on varying business rules, the system reads availability from all required resources to determine scheduling constraints for the calendar.

State Requirements Use Case Beginning

1.4.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-4-04
Use Case Name:	Resource-Based Calendar
Description:	This use case describes the steps a Support Staff (Scheduler) user will take to generate a resource-based calendar and assign ALJ resources to the calendar for hearings.
Actors:	1. Support Staff (Scheduler) User
Triggers:	1. Scheduler initiates resource-based calendar creation process.
Pre-Conditions:	1. All users have updated their availability within their personal calendars. 2. User has appropriate access and security permissions. 3. Resource-calendar templates/defaults are available.
Post-Conditions:	Main Flow: 1. Alternate Flow: None Exception Flows: None
Includes:	None
Extension Points:	None
References	Functional Requirements: WF-4.1.6

1.4.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to dashboard.	System displays calendar creation options.
2	User selects the specific (ACA, scopes, RFA, etc.) resource-based calendar creation option.	The calendar creation page is displayed with default values and the system prompts user to input parameters for the calendar or select saved blank calendar.

Step	Action/Cause/Stimulus	Reaction/Effect/Response
3	User inputs any required parameters and confirms.	The system checks availability of all required resources (WF-4.1.6) for the specific calendar type to determine maximum calendar capacity. The system displays the proposed calendar and prompts the user to confirm the parameters and resulting calendar should be used.
6	User reviews, makes any changes and confirms.	System automatically populates cases into calendar and assigns all required resources to hearings based on parameters. System displays calendar and requests confirmation from user.
7	User reviews and confirms.	System generates scheduling notices to claimants, creates all necessary tasks on user dashboards and updates individual user calendars to adjust availability.

1.4.3. ALTERNATIVE FLOWS

Branched From:	
Flow Scenario:	None
Post-Condition:	
Branch To:	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1	None	None
A1-2		
A1-3		

1.4.4. EXCEPTION FLOWS

Branched From:	None
Post-Condition:	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None
E1-2		
E1-3		

1.4.5. USE CASE REVISION HISTORY

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State Requirements Use Case End
