

SHS Legacy Calendaring Workflow (Reviewed Version 3.0)

<p>O1, Operator – Uncalendared cases report</p>	<p>Generate report from system send to county to review via SFT</p>	<p>Operator Action: Look up Case. System Input:: County/Region, status unscheduled</p>	<p>System Action: generates report</p>	<p>Operator Action: screen prints scanned and upload to SFT</p>	<p>Operator Action: FAX. SFT to County for review</p>	<p>County Action: Review and respond back to SHD vis FAX, SFT with information</p>	<p>Enhancement – PDF and automate by using Dashboard to see uncalendared cases 2 hours LH, PC</p>
<p>O16, Scheduler/ Manager – Override < 14 days to schedule</p>	<p>Override the < 14 days to schedule a hearing</p>	<p>Claimant or AR Action: Call the scheduler and request expedited hearing</p>	<p>Operator Action: Look up Case. System Input:: case # or name</p>	<p>Operator Action: access sup screen and schedule case</p>	<p>System Action: schedule case</p>	<p>System Action: Send letter to county, claimant</p>	<p>Enhancement, auto populate the code through the case data 1 hour LH, PC (3 months)</p>
<p>O17, Scheduler – Opens and closes calendar</p>	<p>Open or close the calendar day for scheduling of hearings</p>	<p>Operator Action: Look county, region and date</p>	<p>Operator Action: select open or close of that day, one week to three weeks out</p>	<p>Operator: open calendar set date and timeslots and cases for time slot, close calendar next day.</p>	<p>System Action: sets status of the calendar day, open allows scheduling, closed disables scheduling</p>	<p>Enhancement – calendaring accessed via website, auto send notifications when calendar closed 1 hour, LH 45 mins PC</p>	