

CM19: Approvals

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1.1. Introduction

There are two different situations within Florida Safe Families Network when approvals are needed for a piece of work. Therefore, there are two different types of approvals: Assignment approvals and Authorization approvals. The *CM19: Approvals* design topic discusses Authorization approvals.

In the case of an Assignment approval, a piece of work needs approval by someone else. The user creates an assignment to the person from whom approval is needed. Once that approval has been documented, the individual approving the work may then assign the work to a user other than the person who requested the approval. Assignment approvals will be handled by using the information documented on the individual business process topic and the assignment function of Florida Safe Families Network.

The second, and more common type of approval, is an Authorization approval. In an authorization approval, the work remains the responsibility of the person who requested the approval (i.e., an assignment to the authorizing worker is not necessary). This type of approval is handled by the Approvals process documented in this design topic paper. Note: This topic paper describes the general functionality and processing associated with approvals. Specific business process approvals will be identified in the associated topic papers.



1.2. Pages

The “approvals” process is coordinated between the *CM19: Approvals* topic and the individual business processes for which approval is required. The Approvals common application function (CAF) consists of the Approval option, four pages and the Approvals data toggle, which each user will have as a part of their desktop.

Approvals within Florida Safe Families Network are work-item based. For each page within the system in which approval is required, an approval level will be defined. In addition, each user of Florida Safe Families Network will be assigned a job class. This job class will also have a defined approval level. When a user documents approvals in the system, the “approvals” process will use log-in information to derive their approval level and compare that with the level necessary for the page. This will determine the status that is assigned to the work and whether or not to prompt the user to go to a higher level of approval.

Each piece of work in Florida Safe Families Network that requires approval has a pre-determined approval level. As users and/or supervisors take approval actions on pieces of work (approved, disapproved, recalled, etc.), an entry documenting the activity taken is made into the piece of work’s approval history. These statuses entered into the history are based upon the action taken by the user currently working on the piece of work.

An Approval option will be located on each page in the system that requires approval. This option is what initiates the approval process and will navigate the user to the Approval History page. Once on the Approval History page the user can Approve, Not Approve, Reroute, or Recall/Return the work–item. The user will be able document approval or rejection of work, and will also be able to view the approval history with regards to the work.

If Approve is selected, the system documents that user's approval and the work is routed to the designated supervisor for further approval if further approval is required.

If Not Approve is selected the system designates the work as not approved. Each person in the approval chain will be able to view the Not Approve designation on his or her own approval outliner.

If Reroute is selected, the user is prompted to route the work for further approval via the Create Worker Assignment page.

If Recall/Return is selected, re-call entry is documented in the approval chain. Future approval of the work will need to be restarted from the beginning. If a piece of work is changed at any time during the course of the approval process, a Recalled record is generated and displayed as a part of the approval history on the outliner.

The approval history for a piece of work will remain on the Approvals area of the desktop of each individual in the approval chain until a final approval designation has been made. Work that has received its final approval designation will be removed from each individual’s Approvals desktop forty eight hours after the final approval.



1.2.1. Page - Approval History

Document Information
Case: MARY SBOGLM
Type: Adoption TANF Enhancement
Date: 05/21/2015

Approval Decision
 Approve Reroute Recall/Return Not Approve

Supervisor Approval
You have completed and are about to approve this piece of work. Do you wish to route this work to the supervisor listed below for future approval? If no, please select "Other" to select the appropriate party.
Supervisor:

Approval History

Worker Name	Unit Name	Status	Date	Action
ALEX .ORYFIW	14 HFC REVMAX	Initial	05/20/2015 03:47 PM	Initial
ALEX .ORYFIW	14 HFC	Approved	05/21/2015 01:31	Approved

Continue Close

1.2.1.1. Page Navigation and Overview

Each page in the system that requires approval of the work will have an Approval item in the options drop down or in the Action panel group box. The Approval History page is opened when the user selects the Approval option and presses the Go button, or when the user selects the Approval hyperlink from the Actions panel group box.

After navigating to the Approval History Page, the user can then choose to Approve, Not Approve, Recall/Return, or Reroute the work item. The Approval History page also provides the historical view of each person in the approval chain, unit name, their status and the date on which the status was designated.

The approval information is displayed in chronological order that the events occurred. Therefore, for a piece of work that has been finally approved, the Approve row appears on the bottom of the list (as displayed in the above display). A vertical scroll bar appears if the list of approval activities contains more rows than can fit on the page at one time.



The approval history for a piece of work can be accessed for as long as the work is stored in Florida Safe Families Network.

If the user chooses to Approve an item, the system documents that user's approval and the work is routed to the designated supervisor for further approval if further approval is required.

If Not Approve is selected the system designates the work as not approved. Each person in the approval chain will be able to view the Not Approve designation on his or her own approval outliner. A warning message is displayed, when “Not Approve” is selected, to inform the user that their work will become final and frozen if they continue to proceed.

If Reroute is selected, the user is prompted to route the work for further approval via the Create Worker Assignment page.

If Recall/Return is selected, a re-call entry is documented in the approval chain. Future approval of the work will need to be restarted from the beginning. If a piece of work is changed at any time during the course of the approval process, a Recalled record is generated and displayed as a part of the approval history on the outliner.

If no further approval action can be taken, the Approval History is displayed in view mode and no approval actions can be initiated.

1.2.1.2. Page Information

Group Box:	Document Information	
Fields:	Provider (Case)	Displays the Provider (or Case) for which the approval applies; system derived (passed in from the calling page) and not user modifiable.
	Type	Displays the type of work for which the approval applies; examples: Placement, License, Contract; system derived (passed in from the calling page); not user modifiable.
	Date	Displays the date of final approval or not approval of the work; system derived (retrieved from the approval history table); not user modifiable.
Group Box:	Approval Decision	
Fields:	Action (radio button)	The user can choose to Approve, Not Approve, Recall/Return, or Reroute the work item.
Group Box:	Supervisor Approval	



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Fields:	Supervisor	Upon a user's completion and approval of a piece of work, if that work item requires additional approval, this area will display the worker's immediate supervisor's name. If the user selects "Continue" the supervisor displayed will be prompted to approve the work.
Group Box:	Approval History	
Fields:	Worker Name	Displays the name of the worker in the approval chain; displays one name for each row in the approval history table for the work; system derived (retrieved from the approval history table); not user modifiable.
	Unit Name	Displays the name of the worker in the approval chain; displays one unit name for each row in the approval history table for the work; system derived (retrieved from the approval history table); not user modifiable.
	Status	Displays the status of the worker's approval; displays one status for each row in the approval history table for the piece of work; system derived (retrieved from the approval history table); not user modifiable.
	Date	Displays the date of the worker's approval; displays one date for each row in the approval history table for the piece of work; system derived (retrieved from the approval history table); not user modifiable.
	Action	Displays the action of the worker's approval; displays one action for each row in the approval history table for the piece of work; system derived (retrieved from the approval history table); not user modifiable.
Options:	None	
Links:	Clear Link	The user can clear the chosen action by selecting this link. Doing so resets the radio button so that no option is chosen.



	Other	When a Supervisor’s name is identified in the Supervisor Approval group box, an ‘Other’ link appears.. If this link is selected, the user can search and choose another person, who’s approval level is higher, to approve the work.
Buttons:	Continue	Return user to the calling page.
	Close	Standard Close Processing

1.2.1.3. Background Processing

- If Approve is selected, the system documents that user's approval and the work is routed to the designated supervisor for further approval if further approval is required:
 - If the user’s approval level is equal to or greater than the page’s approval level, the work receives final approval.
 - If the user’s approval level is less than the page’s approval level, the work is routed to the designated supervisor for further approval.
 - If the user assigns the case for approval to a supervisor who is not their supervisor (i.e. by mistake), the system will run a check to see if the supervisor who was chosen has approval authority for the user. If not, when the user modifies the piece of work, the approval is recalled from the supervisor.
- If Not Approve is selected the system designates the work as not approved. Each person on the approval chain will be able to view the Not Approve designation on his or her own approval outliner. Display a warning message when the user selects “Not Approve”: “Not approving is final, work will become frozen. Proceed?”
- If Reroute is selected, the user is prompted to route the work for further approval via the Create Worker Assignment page.
- If Recall/Return is selected, a re-call entry is documented in the approval chain. Future approval of the work will need to be restarted from the beginning. If a piece of work is changed at any time during the course of the approval process, a Recalled record is generated and displayed as a part of the approval history on the outliner.
- The approval history for a piece of work will remain in the Approvals data area of the desktop for each individual on the approval chain until a final approval designation has been made.
- Work that has received final approval designation will be removed from each individual’s Approvals data area 48 hours after the final approval.
- Clicking on the Other... button will open the Create Worker Assignment page
- The supervisor name is obtained from the PERSON table. On reads, the system will



use the PERSON.nm_lst + PERSON.nm_frst + PERSON.nm_mdl where
PERSON.id_prsn = WORKER.id_prsn_spvr

1.2.1.4. Save Processing

- Within the following descriptions, the word “worker” refers to the person currently doing the action being described (i.e. the worker who is clicking the specific approval menu item). The id_prsn of the worker is system-derived through the log-in process.
- Supervisor is determined by selecting id_prsn_spvr from WORKER where WORKER.id_wrkr = the worker’s id_prsn derived during system log-in.
- When a user selects Approve (signifying final approval of work):
 - a) The following row is written to the APPROVAL table:
 - i) cd_stat = approved, id_wrkr and id_wrkr_src = worker who selected Approve.
- When Re-Route is selected, the Worker Approval Routing page is accessed, two rows are written to the APPROVAL table:
 - a) the worker reroute row with cd_stat = re-routed, id_prsn and id_prsn_src = worker performing the re-route.
 - b) the new worker’s received row with cd_stat = received, id_prsn = id of person selected from Outliner and id_prsn_src = worker performing the re-route.
- When Recall/Return is selected; two rows are written to the APPROVAL table:
 - a) the recalled row with cd_stat = recall, id_prsn and id_prsn_src = worker and,
 - b) the recall receipt row with cd_stat = received, id_prsn = the person who originally created the work and id_prsn_src = worker performing the recall.
- An auto Recall is initiated by the system when the originating worker alters the piece of work (the piece of work is frozen for all but the worker who began the approval process). Logic in the pre-save processing of the topic page determines if there was any change to the data in the data pages located on the page. If so, two rows are written to the APPROVAL table:
 - a) the auto-recalled row with cd_stat = recall, id_prsn and id_prsn_src = worker and,
 - b) the recall receipt row with cd_stat = recall, id_prsn and id_prsn_src = worker
- If Continue is selected, and the work is saved without being approved , one row is written to the Approval table:
 - The worker approval row with status = initial, action = initial (person id and person source id = worker)
- If Continue is selected after the worker selected Approve and the work requiring supervisory approval had not previously been saved, three rows are written to the APPROVAL table:
 - The worker initial row with status = initial, action = initial, (person id and person source id = worker)

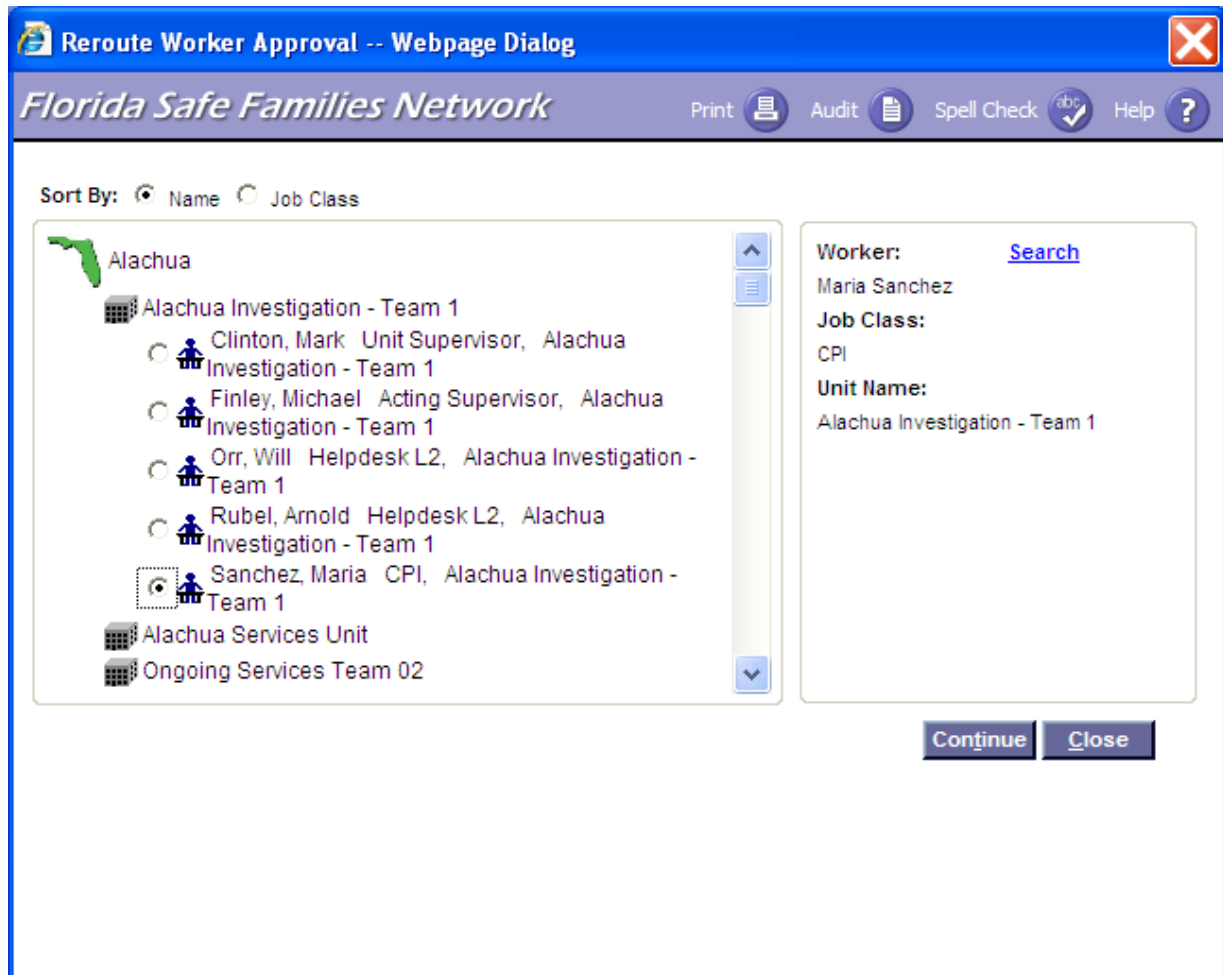


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- The worker approval row with status = pending, action = approval, (person id and person source id = worker)
 - The supervisor receipt row with status = pending, action = received, (person id = supervisor and person source id = worker)
 - If Continue is selected by the approving supervisor, and the work is being finally approved by the supervisor (previously been saved and approved but required supervisory approval), then a row is written to the Approval table:
 - The supervisor approval row with status = approved, action = approval, person id = supervisor and person source id = worker
 - In all cases, when a row is written to the APPROVAL table, the following fields are populated:
 - ts_stat = current system datetime
 - fl_display = Y (Determines if the row should appear on the Outliner. This flag is further updated by batch processing)
 - For placement and service endings that are overridden, a final approval row will be inserted upon save to the Approval History page.

1.2.1.5. CRUD Matrix

Table Name	Create	Read	Update	Delete
ORG_WORKER_ROLE		X		
PERSON		X		
WORKER		X		
ORG_UNIT		X		
SCRTY_JSP		X		
CASE_MASTER		X		
PROVIDER_ORG		X		
APPROVAL	X	X		
APPROVAL_HISTORY		X		

1.2.2. Page – Reroute Worker Approval



1.2.2.1. Page Navigation and Overview

There are two methods of accessing this page for approval purposes:

- The user selects Reroute from the Approval History page; or
- The user selects “Other...” on the Approval History page therefore choosing not to route the work to the user’s immediate supervisor.

If the user does not choose to route the work to the Supervisor name on the Approval History page, clicking the link labeled ‘Other...’ directs the user to the Create Worker Assignment page, which she/he can use to select a different worker. This page functions in a similar way to the assignment outliner and allows the user to route the approval to the appropriate worker for the next level of approval.

The Reroute Worker Approval page may be used to select a worker or supervisor to route a piece of work for approval.



After expanding the Outliner as necessary to find the appropriate person to whom to route the work, the user clicks the radio button to the left of the name, and then clicks the Continue button to route the work for approval. If the user selects “close” the standard close process is invoked.

1.2.2.2. Page Information

Group Box:	None	
Fields	Sort By (radio button	Radio Buttons that sort outliner of users, grouped by County then name or job class in alphabetical order; default value is 'Name'. Radio buttons are mutually exclusive.
	<Selection Radio Button>	Adjacent to each Worker Unit Assignment for the Unit selected; User Selected; Optional.
	Worker	Name of the worker selected by either the Worker Unit Assignment Radio Button or returned following the selection via the Search hyperlink; Read Only.
	Job Class	Job Class of the worker selected by either the Worker Unit Assignment Radio Button or returned following selection via the Search hyperlink; Read Only.
	Unit Name	Unit of the worker selected by either the Worker Unit Assignment Radio Button or returned following selection via the Search hyperlink; Read Only.
Options	None	
Links	Search	Launches the Worker Search page. The user can select a Worker Unit Assignment to route the Approval to.
Buttons	Continue	Selecting this command button indicates that the approval assignment is complete, which will result in the approval appearing in the pprovals data area of the desktop for the appropriate users.
	Close	Standard Close processing.



1.2.2.3. Background Processing

- When the Name radio button is selected:
 - The first level of the Outliner displays the counties alphabetically (using the list of counties (cd_ofc_div) found in the LOCATION table.
 - The second level of the Outliner displays the workers located in that county, sorted by Last name.
- When the Job Class radio button is selected:
 - The first level of the Outliner displays the counties alphabetically.
 - The second level of the Outliner displays the workers located in that county, sorted by Job Class.

1.2.2.4. Save Processing

- The worker assignment is saved when the Continue command button is clicked.
- To obtain the id_prsn_spvr select the id_prsn_spvr from WORKER where WORKER.id_wrkr = the worker doing the current action (id_prsn of the worker is derived during system log-in).
- If the Reroute Worker Approval page is accessed from the Supervisor Approval Page and the worker has selected a worker from the Outliner and clicked Continue:
 - a) Two rows are written to the APPROVAL table.
 - i. the worker approval row with cd_stat = request approval, id_wrkr and id_wrkr_src = worker and,
 - ii. the supervisor receipt row with cd_stat = received, id_wrkr = supervisor and id_wrkr_src = worker.
- If the Reroute Worker Approval page is accessed from the Reroute option, or the “other” hyperlink, and the worker has selected a worker from the Outliner and clicked Continue:
 - a) Two rows are written to the APPROVAL table.
 - i. the worker approval row with cd_stat = request approval, id_wrkr and id_wrkr_src = worker and,
 - ii. the supervisor receipt row with cd_stat= received, id_wrkr = supervisor and id_wrkr_src = worker

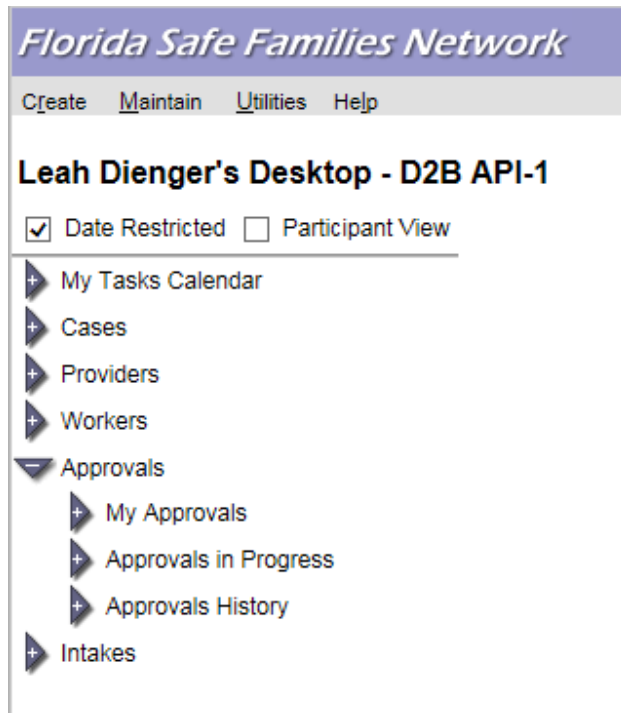


1.2.2.5. CRUD Matrix

Table Name	<u>C</u>reate	<u>R</u>ead	<u>U</u>ppdate	<u>D</u>elete
WORKER		X		
PERSON		X		
ORG_WORKER_ROLE		X		
JOB_CLASS		X		
CODE_DESC		X		



1.2.3. Desktop – Approvals



1.2.3.1. Page Navigation and Overview

The Approvals data area of the desktop is used to store and display required approvals and related actions, and to keep track of work as it passes through the approval process. A user's Approvals data area displays items of work, generated by the user, for which approval has been requested as well as those requiring review for approval by the user. The approval data is separated on the Outliner into three distinct sections:

- The first section, displayed under the My Approvals expando, serves as the user's In Box (e.g., Conn Corn). It appears under the Approval expando icon, is noted by the desk icon and displays only those approvals that have been routed to the user and require attention.
- The second section, displayed under the Approvals In Progress expando, serves as the user's approvals in progress view. These are items that have not yet had final approval but have included the user in part of the approval chain.



- The third section, displayed under the Approvals History expando, it shows all the approvals the user has had contact with which have received final approval (Approved/Approved or Not Approved/Not Approved), including those initiated by the user, those sent to the user, and those received by the user and routed on to another user.

When the user clicks on the level one icon, the “Approvals” outliner expands to level two. Level two displays the cases or providers for whom pieces of work need approval.

When the user double clicks on the level two icon, the “Approvals” outliner expands to level three, which displays the particular item related to the case or provider for which approval is being requested.

Level three can be expanded to view level four. Level four shows the status of the work that needs an approval decision. Each row in the status line displays the worker’s name, the date of any action taken, the overall status of the piece of work and the status as it relates to the worker. In addition, comments can be associated with any of the status rows by clicking on the “Actions” link and selecting the Comments item to access the Comments pop-up page. When comments have been associated with an approval, the system displays a small pencil icon next to the approval as a visual cue that additional information is available. Users can view the comments by clicking on the “Actions” link and selecting the Comments item.

For work that has been created by a user but the approval process has not begun, an entry will appear under that user’s My Approvals expando with a status of Initial. This entry acts as an additional reminder to the user of outstanding work for which the user will eventually need to document approval.

Once the user submits his/her approval decision, the piece of work is no longer displayed under the My Approvals expando. The piece of work appears under the Approvals in Progress expando, until such time as the supervisor to whom the piece of work was submitted for approval submits his/her approval decision. After the supervisor submits his/her approval decision, the piece of work is displayed under the Approvals History expando until 48 hours have passed since the final approval decision was submitted.

1.2.3.2. Page Information

Group Box:	None	
Fields	Outliner: Level 1	Level 1 of the Outliner displays a My Approvals expando, Approvals in Progress expando and an Approvals History expando (from the Approval Table).



	Outliner: Level 2	Level 2 of the Outliner displays the type of work for which approval is being requested. The system will retrieve all approvals that the user has initiated, those sent to the user, and those received by the user and routed on to another user; system derived (from the Approval table).
	Outliner: Level 3	The third level displays the particular item for the case or provider for which approval is being requested.
	Outliner: Level 4	The fourth level of approval records displays the approval status and the history for a particular item. A pencil icon displays when a comment has been entered on the approval; system derived (from the Approval table); clicking on this level, which is displayed as a hyperlink, opens the piece of work, allowing the user to designate an approval decision; system derived (from the Approval table).
Options	None	
Links	None	
Buttons	None	

1.2.3.3. Background Processing

- Clicking on the approval item link opens up the piece of work, allowing the user to designate an approval decision

1.2.3.4. Save Processing

- None

1.2.3.5. CRUD Matrix

Table Name	Create	Read	Update	Delete
PERSON		X		
ORG_WORKER_ROLE		X		
APPROVAL		X		
CASE_MASTER		X		
PROVIDER_ORG		X		

1.2.4. Page – Comments



1.2.4.1. Page Navigation and Overview

Comments can be documented and viewed by highlighting one of the rows on the lowest level of the approvals outline, clicking the “Actions” link and selecting the Comments item to access the Comments pop-up page.

This page allows all users in the approval chain the ability to document and view comments about any individual record in the approval history. Each user who is a part of the approval chain can update or view the comments associated with this piece of work.

A pencil icon is displayed next to the approval row on the Approvals outline to signify that comments have been documented.

1.2.4.2. Page Information

Group Box:	Comments	
Fields:	Comments	Comments regarding the document for which approval has been requested; user entered text box.
Options:	None	
Links:	None	
Buttons	Save	Standard Save processing.
	Close	Standard Close processing.



1.2.4.3. Background Processing

- Comments are saved to the approval description field on the APPROVAL table.

1.2.4.4. Save Processing

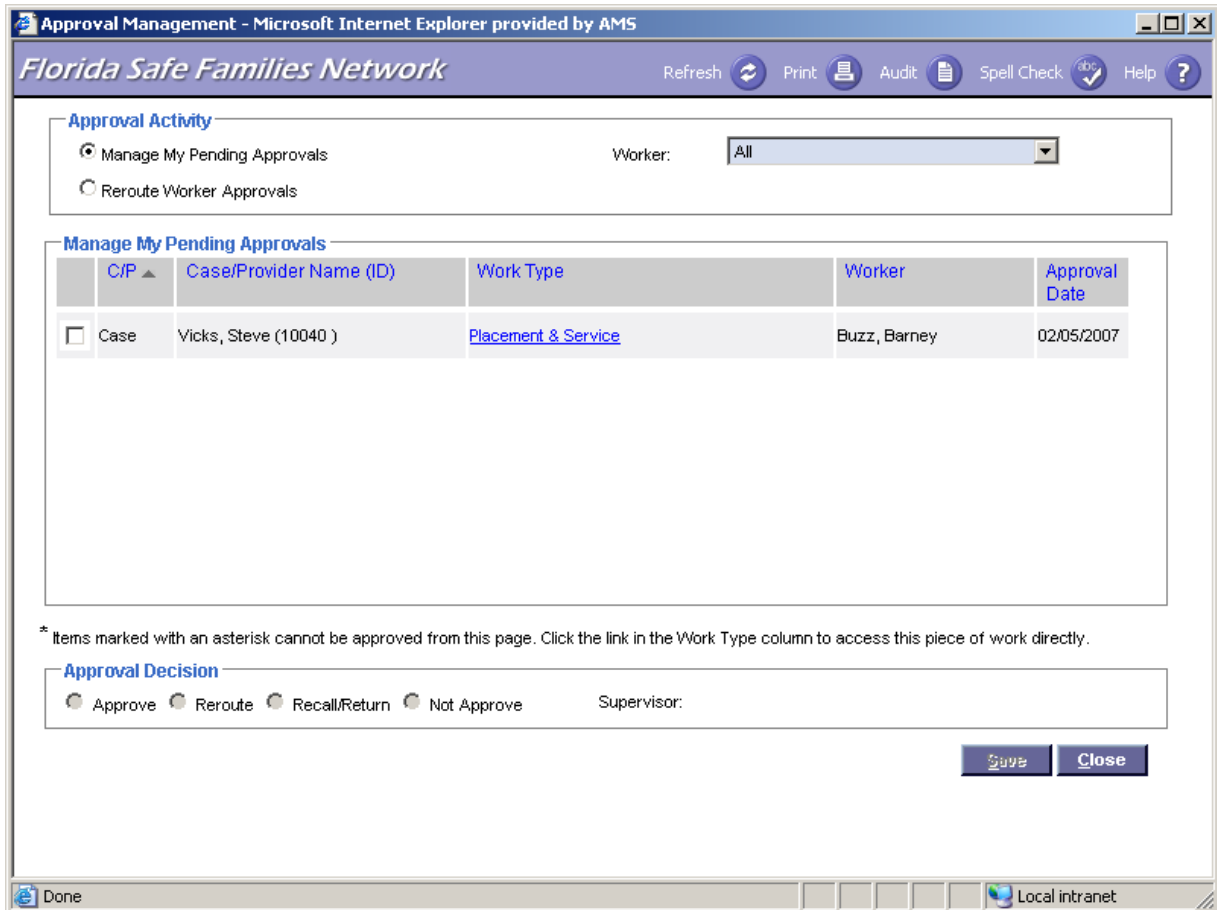
- After selecting Save, Comments are saved for the approval record selected on the Desktop Outliner Approvals data area

1.2.4.5. CRUD Matrix

Table Name	Create	Read	Update	Delete
APPROVAL		X	X	



1.2.5. Page – Approval Management



1.2.5.1. Page Navigation and Overview

The page is accessed by selecting Approval Management from the Utilities menu on the Florida Safe Families Network Desktop. The page will launch and default to the Manage My Pending Approvals activity.

The Approval Management page allows supervisors to make an approval decision (approve, reroute, recall/return, not approve) on case work or provider work that has been approved by a worker and forwarded to the supervisor. Supervisors can also reroute approvals for which their workers have been part of the approval chain.

The Approval Management page displays with the Manage My Pending Approvals activity selected as the default when the page is opened. The Worker drop-down list defaults to "All".



1.2.5.2. Page Information

Group Box:	Approval Activity	
Fields	Manage My Pending Approvals	A radio button selected to access Supervisor Approval Management functionality; displays the Manage My Pending Approval Group box; User selected radio button for supervisors; Defaults to selected when Approval Management page opens.
	Reroute Worker Approvals	A radio button selected to access Reroute Worker Approvals functionality; User selected radio button for supervisors; Defaults to not selected.
	Worker	A drop-down list of the supervisor’s workers; includes ALL as option which will contain approvals from workers who are not managed by the supervisor accessing the page; User selected radio button for supervisors; Defaults to not selected.
Options	None	
Links	None	
Buttons	Save	Standard Save processing
	Close	Standard Close processing

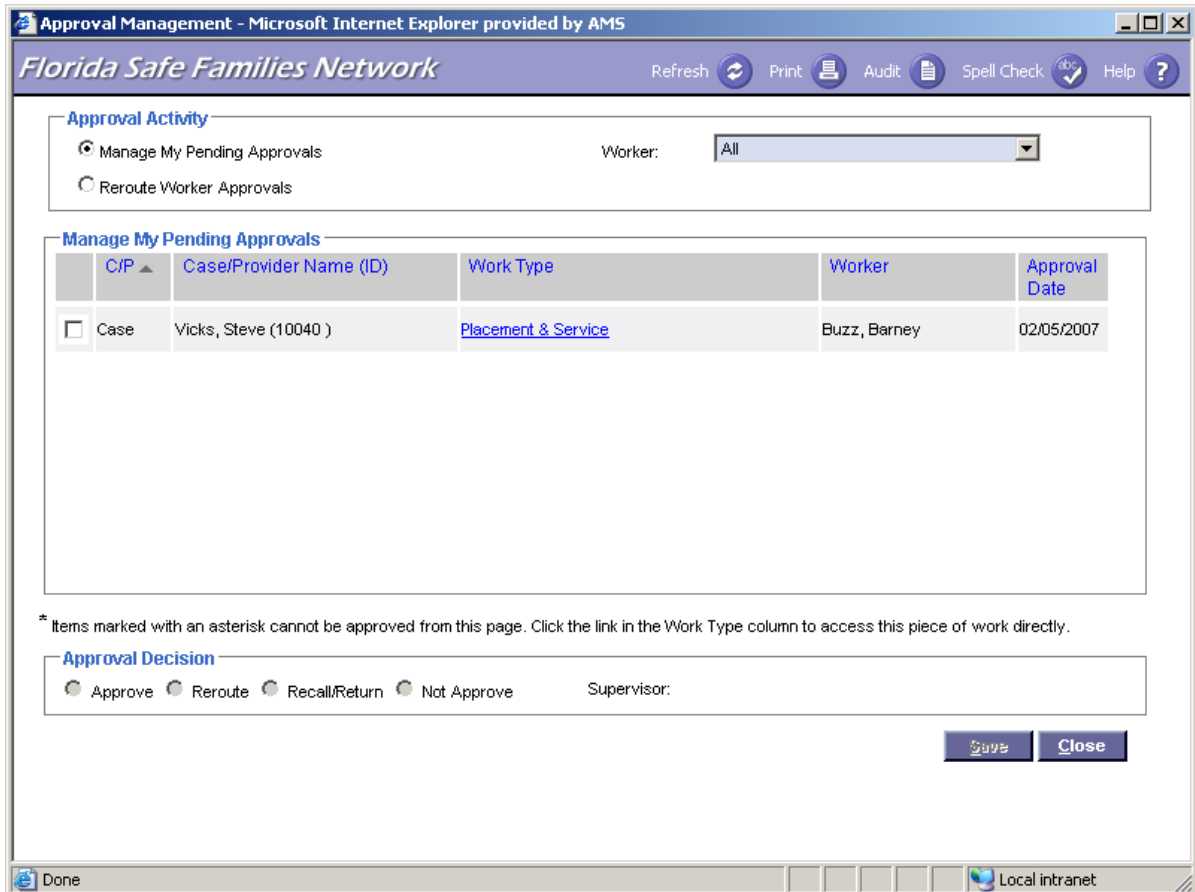
1.2.5.3. Background Processing

- When the Approval Management page is accessed, the Worker field drop-down values are system derived to populate with the names of those workers supervised by the Supervisor launching the page.
- When Manage My Pending Approvals is selected as the Approval Activity, the Worker field also contains the value All, which is the default value.
- When Reroute Worker Approvals is selected as the Approval Activity, the Worker field does not contain the value All. The default is blank and the field is required.

1.2.5.4. Save Processing

- See below.

1.2.6. Approval Activity: Manage My Pending Approvals



1.2.6.1. Page Navigation and Overview

The Approval Management page defaults to the Manage My Pending Approvals Activity. Supervisors with access to the Approval Management security profile can access the page. The Worker field defaults to 'All'. The Manage My Pending Approvals group box displays work that has been approved by a worker and forwarded to the supervisor. Approval rows with the status of Initial/Initial that were created by the supervisor will not be displayed on this page.

The supervisor can filter the Approvals displayed in the Manage My Pending Approvals group box by selecting one of their workers from the Worker List.

To complete the Approval(s), the Supervisor must select the checkbox(s) for the piece(s) of work needing an approval decision. The supervisor then selects an approval decision and clicks the Save button.



Supervisors can review the work prior to approving by clicking on the Work Type link and opening the piece of work. When the piece of work is opened from the Approval Management page, the page will open in the same mode as if it were being opened from the Supervisor's Pending Approvals outline. The supervisor can approve the work while the work is open through Options>Approval; or they can return to the Approvals Management page to complete the approval. If the worker approves the work while it is open for review, the Manage My Pending Approvals group box will auto-refresh so that the approval is no longer displayed.

Work requiring additional worker interaction when being approved, such as Case Closure for reason of Adoption, cannot be processed on the Manage My Pending Approvals view. The work is displayed and can be reviewed and approved only by the worker accessing the case closure page directly. The checkbox in the row for these items will be replaced by an asterisk. An explanation is displayed below the Manage My Pending Approvals group box.

1.2.6.2. Page Information

Group Box:	Manage My Pending Approvals	
Fields:	Checkboxes (No Heading)	Checkboxes to select the work for approval. If work type is Case Closure and the case closure reason is Adoption, checkbox is replaced by an asterisk.
	C/P	"Case" is displayed if APPROVAL.fl_case = Y; "Provider" is displayed if APPROVAL.fl_case = N; system derived; not editable.
	Case/Provider Name (ID)	Case Name or Provider Name with the id for the case or provider in parentheses; system derived; not editable
	Work Type	The type of work being approved; hyperlink; opens the piece of work needing approval; system derived (APPROVAL.cd_wrk_type); not editable. If work type is Case Closure and the case closure reason is Adoption, "(Adoption)" is displayed next to Case Closure link. If work type cannot be Not Approved, (Cannot <i>Not Approve</i>) is displayed in text next to the Work Type link.



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	Worker	Name of the worker who submitted the approval to the supervisor; system derived; not editable (last name, first name)
	Approval Date	Date that the work was last approved/ rerouted/ recalled by the worker in the worker column; system derived; not editable (mm/dd/yyyy)
Group Box:	Approval Decision	
Fields:	Action (radio button):	The user can choose to Approve, Not Approve, Recall/Return, or Reroute the work item(s).
	Supervisor	Displays name of the Supervisor selected when the Reroute Approval decision radio button is clicked and a worker is selected for rerouting
Links	Clear	The user can clear the chosen action by selecting this link. Doing so resets the radio button so that no option is chosen



1.2.6.3. Background Processing:

- When the Approval Management page is accessed, the Worker field drop-down values are system derived to populate with the names of those workers supervised by the Supervisor launching the page. The Worker field also contains the value "All", which is the default value.
- The Manage My Pending Approvals group box lists all approvals where APPROVAL.id_prsn = <Supervisor worker id> and the most recent cd_stat = Pending. Approvals with a status of Initial, Approved, or Not Approved are not displayed. The approval should only be displayed if the APPROVAL.cd_wrk_type = RESOURCES.cd_wrk_type and RESOURCES.fl_aprvl_mgt = Y.
- The default sort order on the Manage My Pending Approvals group box 1) C/P, 2) Case/Provider Name 3) Work Type.
- When the column headings in the Manage My Pending Approvals group box are clicked, the repeating group will be re-sorted in ascending order by the column clicked. A Triangle icon is displayed to indicate ascending or descending order (pointing up = ascending order, pointing down = descending order).
- The Save Button is only enabled when at least one item is selected for approval, and approval decision has been made.
- If work type is Case closure and the case closure reason is Adoption, checkbox is replaced by an asterisk.
- When Work Type links are clicked, the piece of work opens in edit mode if the supervisor is assigned to the case or provider and view only mode if not assigned. The Approval History page is available and editable whether the supervisor has an open assignment or not. If the work is approved from the Approval History page while the supervisor has it open for review, the Manage My Pending Approvals group box data will still display the work when the user returns to the Approval Management page. If the user selects a piece of work that has already been handled and saves, the save process will ignore the work and refresh the page.



- The Other link only appears when Reroute is selected as the approval decision. When other is clicked the Reroute Worker Approval page opens where the supervisor selects a worker to receive the rerouted approval.
- If Approve is selected in the Approval Decision group box, the system documents the approval and the work is routed to the designated supervisor for further approval if further approval is required:
 - If the Supervisor's approval level is equal to or greater than the page's approval level, the work receives final approval.
 - If the Supervisor's approval level is less than the page's approval level, the work is routed to the designated supervisor for further approval.
- If Not Approve is selected the system designates the work as not approved. Each person in the approval chain will be able to view the Not Approve designation on his or her own approval outliner.
- If Reroute is selected, the user is prompted to route the work for further approval via the Create Worker Assignment page.
- If Recall/Return is selected, a re-call entry is documented in the approval chain.
- When rows in the repeating group are selected, the following messages are thrown with Yes and No Buttons when each of the following actions occur:
 1. When the repeating group is resorted:
"Resorting the approvals will reset the page and the approval processing will not occur. Continue?"
 2. When the Worker selection is changed
"Resorting the approvals will reset the page and the approval processing will not occur. Continue?"
 3. When the Approval Activity is changed
"Resorting the approvals will reset the page and the approval processing will not occur. Continue?"
 4. When the Page is refreshed:
"Resorting the approvals will reset the page and the approval processing will not occur. Continue?"



1.2.6.4. Save Processing

- If the user clicks the Close button after making changes on the page, a message will display asking the user whether they want to save their changes.
- When a user selects Approve (signifying final approval of work) and clicks the Save button:
 - a) The following row is written to the APPROVAL table: cd_stat = approved, id_wrkr and id_wrkr_src = worker who selected Approve.
- When Re-Route is selected, two rows are written to the APPROVAL table for each approval:
 - a) the worker reroute row with cd_stat = re-routed, id_prsn and id_prsn_src = worker performing the re-route.
 - b) the new worker's received row with cd_stat = received, id_prsn = id of person selected from Outliner and id_prsn_src = worker performing the re-route.
- When Recall/Return is selected; two rows are written to the APPROVAL table:
 - a) the recalled row with cd_stat = recall, id_prsn and id_prsn_src = worker and,
 - b) the recall receipt row with cd_stat = received, id_prsn = the person who originally created the work and id_prsn_src = worker performing the recall.
- When Not Approve is selected;:
 - a) one row is written to the APPROVAL table for each approval; the Not Approved row with cd_stat = Not Approved, cd_action = Not approved id_prsn and id_prsn_src = worker
 - b) If any of the items selected for Not Approval cannot be Not Approved, a message will be displayed on the save after the previous message: "One or more items selected cannot be Not Approved. These items have been de-selected. All other selected work will be Not Approved". The worker will click close and the items that cannot be Not Approved are deselected while the other selected items are Not Approved.

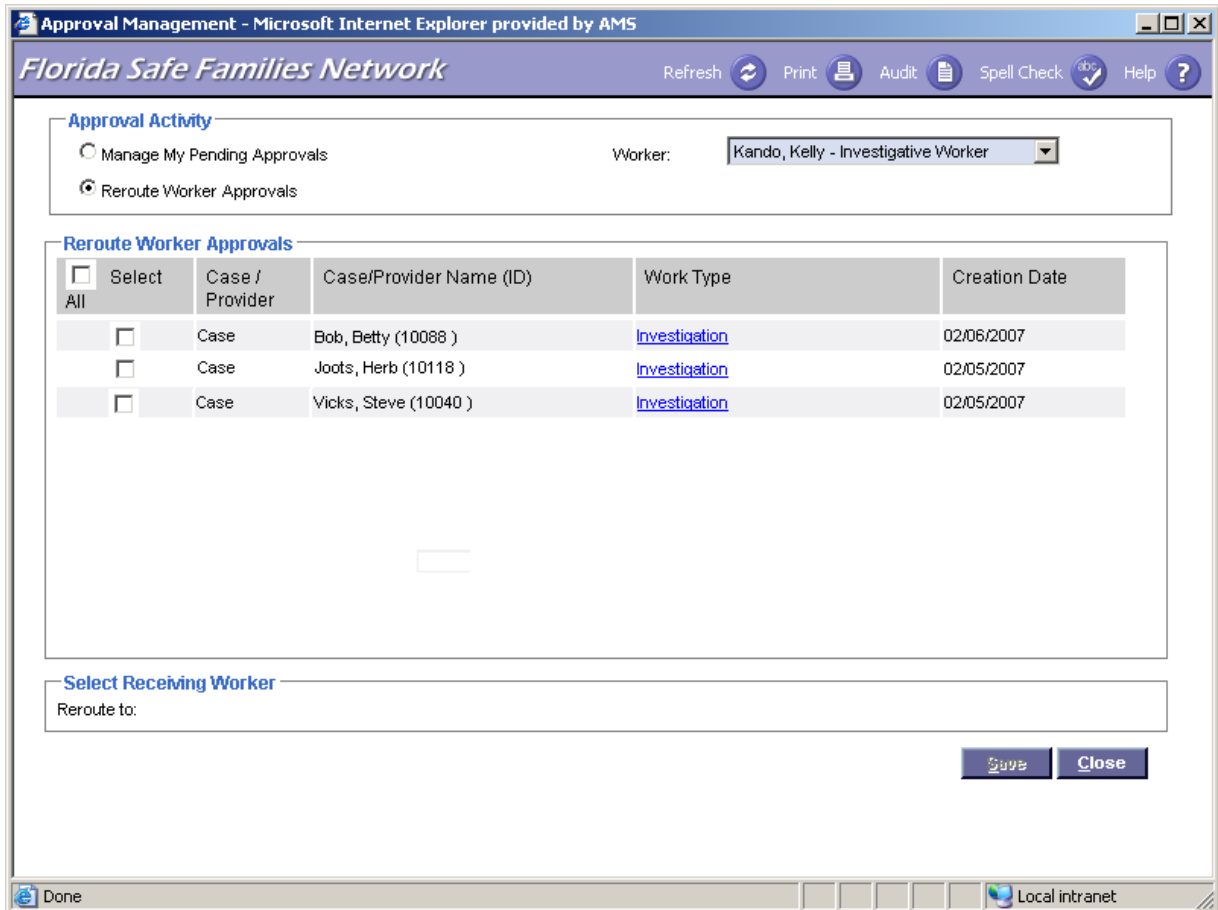
Work that cannot be Not Approved includes:

- i. Child Investigation
 - ii. Adult Investigation
 - iii. Special Conditions Referral
 - iv. Placement/Service End
- If Save is clicked by the approving supervisor, and the work is being finally approved by the supervisor, then a row is written to the Approval table:
 - The supervisor approval row is written with status = approved, action = approval, person id = supervisor and person source id = worker.



- In all cases, when a row is written to the APPROVAL table, the following fields are populated:
 - a) ts_stat = current system date/time
 - b) fl_display = Y (Determines if the row should appear on the Outliner. This flag is further updated by batch processing)
- After the Save completes, the page is refreshed and re-populated.
- When user selects Approve (signifying final approval of work) and clicks the Save button, user receives message, "This will Approve all selected work. Do you want to continue?" <YES/NO>
- When user selects Re-route and clicks the Save button, user receives message, "This will Re-route all selected work. Do you want to continue?" <YES/NO>
- When Recall/Return is selected and the Save button is clicked, the user receives the message "This will Recall/Return all selected work. Do you want to continue?"
- When Not Approve is selected and Save is clicked, the user receives the following message, "This will Not Approve all selected work. Not approving is final and the work will become frozen. Do you want to continue?" <YES/NO>
- A number of work types contain additional background processing when Final Approval status is entered on the Approval table. When items are selected for Approval on the Approval Management page and the resulting approval status is the Final Approval (Approved/Approved or Not Approved/Not Approved), background processing must occur for each item as it normally would occur had the approval been completed within the actual piece of work.

1.2.7. Approval Activity: Reroute Worker Approvals



1.2.7.1. Page Navigation and Overview

The Approval Management page displays defaulting to the Manage My Pending Approvals view. When the user selects the Reroute Worker Approvals radio button, the Worker drop-down list is populated with all workers under the supervisor. The default value is blank. When the supervisor selects a worker from the list, the Reroute Worker Approvals group box displays a row for every pending approval where the selected worker appears in the approval chain. (Approvals currently with the status of pending and the action of received for the supervisor opening the page will not be displayed).

To reroute the Approval(s), the Supervisor must select the checkbox(s) for the rows that must be re-routed. The supervisor then clicks the Select Work Type link which opens the Create Worker Assignment page. The supervisor selects a worker and clicks continue to return to the Approval Management page. The name of the worker selected appears in the "Reroute to" field.



Supervisors can review the work prior to rerouting by clicking the Work Type link and opening the piece of work.

1.2.7.2. Page Information

Group Box:	Reroute Worker Approvals	
Fields:	Select	Checkboxes in the first column of the repeating group rows. When Select All is unchecked, all checkboxes in the column are unchecked
	Case/Provider	Displays the type of Approval: Case or Provider
	Case/Provider Name (ID)	Case Name or Provider Name with the id for the case or provider in parentheses; system derived; not editable
	Work Type	The value in CODE_DESC that corresponds with the APPROVAL.cd_wrk_type for the pending approval; Hyperlink; opens the piece of work needing approval; system derived; not editable
	Creation Date	Date that the work was originally created; APPROVAL.ts_cr for the Approval row where cd_stat = initial
Group Box:	Select Receiving Worker	
Fields:	Reroute to	Displays the name of the worker selected in the Create Worker Assignment pop-up page; system derived; not editable
	Select Worker	Hyperlink; opens the Create Worker Assignment pop-up page
	Work Type	The value in CODE_DESC that corresponds with the APPROVAL.cd_wrk_type for the pending approval; hyperlink; opens the piece of work needing approval; system derived; not editable
	Creation Date	Date that the work was originally created; APPROVAL.ts_cr for the Approval row where cd_stat = initial

1.2.7.3. Background Processing:



-
- When Reroute Worker Approvals is selected as the Approval Activity, the Worker field becomes required, and contains a list of the workers for the supervisor opening the page.
 - The rows displayed in the Reroute Worker Approvals box are retrieved using the following logic:
 - a) Display the Case/Provider Name, Work Type (Approval.cd_work_type) and Creation Date (Approval.ts_cr where cd_stat = I) where any of the supervisor's workers appear in APPROVAL.id_prsn and there is no approval row where CD_STAT IN ('A', 'N') and APPROVAL.id_prsn on the most recent approval is not the supervisor's worker id.
 - The default sort order for the rows in the Reroute Worker Approvals group box is 1. Case/Provider Name 2) Work Type and 3) Creation Date.
 - The Save Button is only enabled when at least one row is checked, and a receiving worker has been identified.
 - When rows in the repeating group are selected the following messages are thrown with Yes and No Buttons when each of the following actions occur:
 1. When the repeating group is resorted:
"Resorting the approvals will reset the page and the approval rerouting will not occur. Continue?"
 2. When the Worker selection is changed
"Resorting the approvals will reset the page and the approval processing will not occur. Continue?"
"Changing the worker will reset the page and the approval rerouting will not occur. Continue?"
 3. When the Approval Activity is changed
"Resorting the approvals will reset the page and the approval processing will not occur. Continue?"
Changing the approval activity will reset the page and the approval rerouting will not occur. Continue?"
 4. When the Page is refreshed:
"Resorting the approvals will reset the page and the approval processing will not occur. Continue?"
Refreshing the page will reset the page and the approval rerouting will not occur. Continue?"

1.2.7.4. Save Processing:

- The save process will update APPROVAL.id_prsn = <Worker ID for Reroute to worker> and APPROVAL.id_prsn_src = <Worker ID for Reroute to worker> for all rows where APPROVAL.ID_APRVL = <id_aprvl for selected records in the Reroute Worker Approvals group box>



- A message displays "This will reroute the approval history for the selected approval(s) to the identified worker. Do you want to continue?" Yes and No buttons are available. Yes commits the update. No returns the user to the Approval Management page without saving.
- The Reroute Worker Approvals group box will refresh after the update has been committed.

1.2.7.5. CRUD Matrix

Table Name	Create	Read	Update	Delete
ORG_WORKER_ROLE		X		
PERSON		X		
WORKER		X		
ORG_UNIT		X		
SCRTY_JSP		X		
CASE_MASTER		X		
PROVIDER_ORG		X		
APPROVAL	X	X		
APPROVAL_HISTORY		X		
CASE_CLOSURE		X		



1.3. Inventories

1.3.1. Table Descriptions

Table Name	Description
APPROVAL	The APPROVAL table stores information about all Approvals in Florida Safe Families Network. All related Florida Safe Families Network processes build and maintain this data.
APPROVAL_HISTORY	This table maintains history information for individual APPROVAL records.
CASE_MASTER	A CASE_MASTER is the focus of every human services business activity. A case is created as a result of intake work and can be one of three types: individual (which includes TPR and Adoption cases), family, and DCF/Community-Based Care/Sheriff's Office provider or other provider. The CASE_MASTER table contains case relations, address and approval information. Processes of SM04 (Maintain Case) and SM05 (Close Case) create and maintain case records.
JOB_CLASS	This table houses the job classes used by Florida Safe Families Network and defines the Level 1 worker and Level 2 supervisor for approval. This table is a reference table.
LOCATION	The LOCATION table provides address information for all Regional offices, sub-offices, facilities and all divisions of these offices as well as similar information about county child welfare offices.
PERSONAL	This PERSON table maintains information that identifies an individual known to the system such as name, date of birth, social security number, race, sex, etc. A PERSON can be a WORKER, REPORT PART, REFERRAL PART, CASE PART or PROVIDER PART. Primary search processing is centered on this data. Processes of CM01 (Person Management) build and maintain this information.
WORKER	The WORKER table maintains information pertaining to an individual (PERSON) who is employed by a county or DCF/Community-Based Care/Sheriff's Office and is in a job class that provides services and/or a job class that receives Florida Safe Families Network-defined work



assignments. The information is created in CM18 (Manage Worker).

1.3.2. Reference Data

None

1.3.3. Automated Messages

None

1.3.4. Checklists

None

1.3.5. Ticklers

None

1.3.6. Notifications

None

1.3.7. Text Templates

None

1.3.8. Reports

All reports' designs are documented in the RP01 Reports Topic Paper. Please refer to the CM19 section of that topic paper for information on the reports (if any) related to this topic. Please note that not all topics have associated reports.

1.3.9. Batch Programs

1.3.9.1. Approval History

Program Name: b-cm19-aprvl-hist.cbl
Script Name: b-cm19-00
Process Summary: This program moves approval rows to approval history after they have been approved/denied for days.
Frequency: Nightly
Dependencies: None
Input Parameters: None
Input Files: cycle-date-override
Output Files: None
Database Tables: APPROVAL R, U, D
APPROVAL_HISTORY C
Process Description:



This program searches the approval table every night for denied/authorized final approvals. It leaves a record of final approval on the table, but all preceding levels of approvals are moved onto the approval history table. In addition, a flag is set on the remaining approval records to prevent display on the outliner for any longer than 4 days from the date of final approval.

1.4. Requirements Covered In This Paper

- SSS-003
- SSS-004
- SSS-005
- SSS-008
- IA-ORG-005



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