WA409 AUTO WORKER ASSIGNMENT FAILS

Incorrect Agency Assignment

An application is submitted through the SSP or Worker Portal and the case is registered by the No Touch process but instead of assigning the program block to DCF it was assigned to KDHE. Once it has been identified that the program was assigned incorrectly and the task routed incorrectly the worker will reassigned the task and assign the program block to the correct DCF office.

STEP 1: Screen the application for the appropriate Worker Assignment.

- Look at the address on the application to determine correct DCF location.
- Is the application submitted from the SSP?
    - **Yes –** CH staff should look at the PDF of the e-Application--Page 2 "Is anyone getting or interested in getting Home and Community Based Services (HCBS) or Long Term Care (LTC)?" If answer is yes, route to Orange-Green queue. If answer is no or blank, route to Green queue.
    - **No –** If application is submitted by paper or the **Worker Portal** see **Screening for the Big 4** on the **KEES Repository**.

STEP 2: From **Case Summary** click **Admin Tools** on the **Global Navigation** bar.

STEP 3: Click **Workload Assignment** tab on the **Local Navigation** bar. The **Workload Reassignment Detail** page displays.

STEP 4: Enter the case number in the **Case Number** field.

STEP 5: Click the radio button by the **Case Number** field. This automatically updates the page with the **program blocks** drop-down.

STEP 6: Under the **Reassign Quantity** block select the program block you would like to reassign. Once the program is selected it will be highlighted in blue.

STEP 7: Under the **To** block click **Select**. The **Select Worker** page displays.

STEP 8: In the **Worker ID** field type in the worker ID that you would like to reassign the program block to. Click **Search**. The **Search Results Summary** displays.**STEP 9:** Select the radio button next to the **ID** you want to reassign. Click **Select**.

STEP 10: The **Workload Reassignment Detail** page displays the worker ID the user selected in the **To** block.

STEP 11: Click the check box next to the **Worker ID**. Click **Reassign**.

STEP 12: The **Workload Reassignment Detail** page displays with all fields blank. Click on the **KEES Logo**. The **Home Page** displays.

STEP 13: From the **Task Portlet** select the **check box** associated to the task that needs to be reassigned. Click **Release**. The **Home Page** displays.

STEP 14: The task will no longer appear in the **Task Portlet**.

STEP 15: From the **Task Portlet** click **View All.** The **Task Inventory** page displays.

STEP 16: In the **Case Number** field enter the **Case Number**. Verify the **Status** is set to **New.** Click **Search**. The **Search Results Summary** displays all tasks with **New** status assigned to the case number entered.

STEP 17: Select the **Check Box** associated with the task and click **Reassign**. The **Reassign Tasks** page displays.

STEP 18: In the **Location** block select the correct DCF location from the **Change Location To** field.

STEP 19: Click **Save and Continue**. The **Task Inventory** page displays.

STEP 20: Click the **KEES Logo**. The **Home Page** displays.

Auto Worker Assignment is Incomplete

An application is submitted through the SSP or Worker Portal. The application falls out before auto worker assignment is complete. The Registration Worker claims the Intake Task and continues the registration process.

STEP 1: Screen the Application to determine the Worker Assignment.

- Look at the address on the application to determine correct DCF location.
  - CH staff should look at the PDF of the e-Application--Page 2: "Is anyone getting or interested in getting Home and Community Based Services (HCBS) or Long Term Care (LTC)?" If answer is yes, route to Orange-Green queue. If answer is no or blank, route to Green queue.
  - If application is submitted by paper or the Worker Portal see job aid "Screening for the Big 4" on the KEES repository.

STEP 2: From the **Pending Assignment** page, select the **Check Box** next to the **Medical** program.

STEP 3: Under **Assignment Options**, click the Radio Button next to **Manual Assignment**.

STEP 4: Under **Assignment Options**, click **Select**. The **Select Worker** page displays.

STEP 5: Enter the appropriate **Worker ID** determined in the Screening Process.

STEP 6: Click **Search**. The **Select Worker** results display.

STEP 7: Select the radio button associated with the **Worker ID.** Click **Select**. The **Pending Assignment List** page displays.

STEP 8: Validate the correct **Worker ID** is displayed.

STEP 9: Click **Assign**. The **Case Summary** page displays. The selected **Worker ID** determined during the screening process displays.

STEP 10: From the Task Portlet click the **Check Box** next to the **Intake Task.** Click **Complete**. The intake task disappears.

Document Change Log

Date	Version	Author	Change Description
06/16/2015	2.7	David Weber	Initial Draft completed

*Update version/date in document footer.