State of California

State Agency

Agency Program

State Agency Reports Catalog and Data Dictionary

Version: 1.0

Publication Date: 9-September-2009

Sponsor: Hername Here

Another Work Sample from www.technicalwrites

C A L I F O R N I A

State Agency Logo

C A L I F O R N I A

Agency Program Name

Project Participants

Name	Role	Email
Bill Blank	Technical writer/consultant	bblank@vcgcb.ca.gov
Aaa Aaaa	CIO	aaaa@vcgcb.ca.gov
Ccc Cccc	Management	cccc@vcgcb.ca.gov
Ddd Dddd	Development	dddd@vcgcb.ca.gov
Eee Eeee	Business Analyst	eeee@vcgcb.ca.gov
Fff Ffff	Business Analsys	ffff@vcgcb.ca.gov

Revision Record

Date	Version	Description
9-Sept-2009	1.0	Submitted for Approval

Document Approval History

Date	Version	Approver	Status

Another Work Sample from www.technicalwrites.com

Table of Contents

1 Introduction 5
1.1 Audience and Purpose 5
1.2 Contents 5
1.3 Version....5
2 Reports....6
AI Processing Reports....6
AI Processing Report by JPs, Weekly 6
AI Processing Report by JPs, Monthly 6
AI Processing Report , Headquarters only, Monthly....6
AIQA Processing Reports....9
AIQA Processing Reports by JPs, Weekly 9
AIQA Processing Reports by JPs, Monthly 9
AIQA Processing Reports, Headquarters only, Weekly 9
AIQA Processing Reports, Headquarters only, Monthly....9
Appeal Document Report 12
Appeal Document Report, Daily 15
Applications Master Inventory Summary, Weekly....17
Applications and Bills Inventory Report by JPs, Weekly 20
Applications and Bills Statistical Report, Weekly 23
Applications Aging Inventory, Weekly 25
Applications Aging Inventory Summary, Weekly....28
Applications Average Processing Time, Weekly....31
Applications by Crime Code, Monthly Total 33
Applications Inventory Master Report, Weekly....35
ATP Document Report, Twice Weekly 38
BD Processing Reports 40
BD Processing Reports by JPs, Weekly....40
BD Processing Reports by JPs, Monthly 40
BD Processing Reports, Headquarters only, Weekly 40
BD Processing Reports, Headquarters only, Monthly 40
BDQA Processing Reports....43
BDQA Processing Reports by JPs, Weekly....43
BDQA Processing Reports by JPs, Monthly....43
BDQA Processing Reports, Headquarters only, Weekly....43
BDQA Processing Reports, Headquarters only, Monthly 43
BD Processing Customer Service Staff Detail, Weekly....46
BD Processing Detail, Weekly....48
Bill Dollars Paid by Crime Code, Monthly Total....50
Bill Inventory Detail, Weekly by JPs 52
Bill Inventory by JPs and Headquarters, Weekly 55
Bill Inventory Detail, Headquarters, Weekly 58
Bill Inventory Detail Report 58
Bill Inventory Detail Report, Equal/Over 180 days....58
Bill Inventory Detail Report, Under 180 days....58
Bill Inventory Detail Weekly Headquarters Reports 63
MH....63
MED 63
IS....63

Workbook Sample from www.technicalwrites.com

EA 63
Bill Line Item Aging Inventory, Weekly 67
Bill Line Item Aging Inventory1, Weekly 69
Bill Line Items Mental Health Aging Summary, Weekly 72
Bill Line Items Received YTD Total by JPs, Weekly 75
Bills Pending, Monthly by JPs 77
ED Processing Reports 80
ED Processing Reports by JPs, Weekly 80
ED Processing Reports by JPs, Monthly 80
ED Processing Reports, Headquarters only, Weekly 80
ED Processing Reports, Headquarters only, Monthly 80
EDQA Processing Reports 83
EDQA Processing Reports by JPs, Weekly 83
EDQA Processing Reports by JPs, Monthly 83
EDQA Processing Reports, Headquarters only, Weekly 83
EDQA Processing Reports, Headquarters only, Monthly 83
LR Processing Reports 86
LR Weekly Processing, Headquarters 86
LR Monthly Processing , Headquarters 86
New Address Customer Service Report, Weekly 89
New Providers in CaRES, Monthly 91
NPA Allowed Applications Paid Bills, Monthly 93
NPA Applications In Process Denied Purge Bills, Monthly 96
Online Application Access Report 99
Returned Mail Weekly Report 101
VOX 1 Million Plus Applications with Bills 103
Warrant Information Report 106
Warrant Information Customer Service Report, Weekly 109
Work Queue Master Summary 112
Work Queue Master Report, Weekly by JPS 114

Another Work Sample from www.technicalwrites.com

1 Introduction

This document provides an overview of all 65 current Agency Program regular reports and further detail about the data elements within each report. It also includes an illustration of the report.

1.1 Audience and Purpose

This document is intended for Agency Program staff to review the CaRES reports currently available. With this information, staff can

- Request available reports they are not currently receiving
- More easily determine possible requests for modifications to existing reports
- Notify IT of reports it no long requires

This document also serves as a reference for developers and business analysts, reducing required as-is research, thus facilitating more rapid report analysis and development.

1.2 Contents

This document is organized into the following sections:

Section 1—Introduction: this section, introducing the document

Section 2—Reports: references 65 regularly generated Agency reports with the following information:

- Agency Production Reports name
- Stored procedure Name—in Agency Database which generates the report
- Email Recipients—who currently receive the report
- Folder in I:\Automated Management Reports\—location where the report is stored
- Type—reports are either Summary or Detail and either Inventory or Production
- Definition—a brief description of the report
- Business notes—*(where provided by business staff)* additional description of the reports' business use
- Key Fields, Tables, Views—in the CaRES database used in generating this report
- Values—a description of the cross tabs or columns in the reports, as well as available options and explanations of these elements
- Example of the report

In cases where several reports differ only by Weekly/Monthly generation times or by Headquarters/JPs descriptions, related reports are described under a single heading.

1.3 Version

The current iteration of this document is labled version 0.9, created date 9-September-2009. The first version to receive signoff from VCGBC management will be labeled 1.0. Until signoff, each version is watermarked DRAFT.

Another Work Sample from www.technicalwrites.com

2 Reports

The following tables and examples describe the 65 currently available CaRES reports.

AI Processing Reports	
Definition	Production report counting AI processing within the last week or month by each employee within each JP and/or Headquarters
Business notes	Subdivides application process into phases to display data entry progress; *Measures application output by staff members and office. The options for Shell, Shell to MA (management action), Allow, Deny, and Purge allow each process to be measured independently and compared to the Program's determination of time it consumed.* ***NOTE:*** *This report only measures the results of individual staff members between a given set of dates. It does not provide an accurate measure of total completed workload in AI, as an application could be counted multiple times in future weeks/months due to the application being re-opened or a change being entered in recommendation.*
Type	Summary/Production

AI Processing Report by JPs, Weekly	
CaRES Production Reports name	JPs_Wkly_AI_Process_rpt
Stored Procedure Name	dbo.Report_Wkly_AI_Processing
Email Recipients	EHeldman, CaRESRptJPGrp
Folder in I:\Automated Management Reports\	\Proposed Organization\VCP Reports\Processing\AI

AI Processing Report by JPs, Monthly	
CaRES Production Reports name	JPs_Mnthly_AI_Processing
Stored Procedure Name	dbo.Report_Mnthly_AI_Processing
Email Recipients	EHeldman, CaRESRptJPGrp
Folder in I:\Automated Management Reports\	\Proposed Organization\VCP Reports\Processing\JP

AI Processing Report , Headquarters only, Monthly	
CaRES Production Reports name	Mnthly_AI_Processing_rpt
Stored Procedure Name	dbo.Report_Mnthly_AI_Processing
Email Recipients	EHeldman, CaRESRptJPGrp
Folder in I:\Automated Management Reports\	\Proposed Organization\VCP Reports\Processing\JP

Key Fields, Tables, Views	
CaRES UI	*Database*
Application ID	Application.ApplicationID
Organization	Organization.OrganizationName
Username	Aspnet_Users.UserName
	dbo.v_UserID

Values		
Crosstab	*Options*	*Description*
RecommendationOrStatus	*Shell*	Minimal data input has been done to assign ApplicationID
	Shell to MA	Additional data input beyond Shell but not yet at Management Action page
	Allow	Management action options
	Deny	
	Deny – Incomplete Application	
	Deny – Information Release Signature	
	Deny – No Crime Documentation	
	Purge	

Another Work Sample from www.technicalw.com

AI Weekly Process Report

Report Date: Sunday, July 26, 2009

** Last week Staff Production

		Shell	Shell to MA	Allow	Deny	Deny - Incomplete Application	Deny - Information Release	Deny - No Crime Documentation	Purge
Sample JP	BatchCaRES	0	0	1	0	0	0	0	0
	Worker1	0	4	5	0	0	0	0	0
	Worker2	0	0	2	0	0	0	0	0
	Worker3	40	5	7	0	0	0	0	0
	Worker4	0	0	1	0	0	0	0	0
	Worker5	0	0	1	0	0	0	0	0
	Worker6	21	0	0	0	0	0	0	0
	Worker7	5	27	61	12	0	0	0	0

Another Work Sample from www.technicalwrites.com

AIQA Processing Reports

Definition	Production report counting AI QA processing within the last week or month by each employee within each JP and/or headquarters; Subdivides application QA process into phases to display QA approval progress; indicates both processor phase and QA review phase
Business notes	
Type	Summary/Production

AIQA Processing Reports by JPs, Weekly

CaRES Production Reports name	JPs_Wkly_AIQA_Processing
Stored Procedure Name	dbo.Report_Wkly_AIQA_Processing
Email Recipients	EHeldman, CaRESRptJPGrp
Folder in I:\Automated Management Reports\	\Proposed Organization\VCP Reports\Processing\JP

AIQA Processing Reports by JPs, Monthly

CaRES Production Reports name	JPs_Mnthly_AIQA_Processing
Stored Procedure Name	dbo.Report_Mnthly_AIQA_Processing
Email Recipients	EHeldman, CaRESRptJPGrp
Folder I:\Automated Management Reports\	\Proposed Organization\VCP Reports\Processing\JP

AIQA Processing Reports, Headquarters only, Weekly

CaRES Production Reports name	AIQA_Wkly_Processing_Rpt_hdqtrs
Stored Procedure Name	dbo.Report_Wkly_AIQA_Processing
Email Recipients	EHeldman, CaRESRptAppsGrp
Folder in I:\Automated Management Reports\	\Proposed Organization\VCP Reports\Processing\AI

AIQA Processing Reports, Headquarters only, Monthly

CaRES Production Reports name	Mnthly_AIQA_Processing_HDQTRS
Stored Procedure Name	dbo.Report_Mnthly_AIQA_Processing
Email Recipients	EHeldman
Folder in I:\Automated Management Reports\	\Proposed Organization\VCP Reports\Processing\AI

Key Fields, Tables, Views

CaRES UI	*Database*
Application ID	Application.ApplicationID

CaRES UI	*Database*
Organization	Organization.OrganizationName
Username	Aspnet_Users.UserName
	dbo.QAReview
	dbo.WorkItemLog
	dbo.v_User

Values

Crosstab	*Options*	*Explanation*
Processor	*Sent to QA*	Items sent by Processor to QA
	Data Entry	Items returned from QA for additional data entry
	Other	Items returned from QA for other reasons (e.g. felon)
Reviewer	*Accepted – Corrections Made*	Possible actions by QA reviewer
	Accepted – No Issue	
	Accepted – No Review	
	Returned for Correction	
	Returned for Follow-up	

Another Work Sample from www.techniqlw.com

AIQA Weekly Process Report
Office: JPs

Report Date: Sunday, July 26, 2009

** Last week Staff Production

		Processor Sent to QA	Processor Data Entry	Processor Other	Reviewer Accepted - Corrections Made	Reviewer Accepted - No Issue	Reviewer Accepted - No Review	Reviewer Returned for Correction	Reviewer Returned for Follow-up
Sample JP	Worker1	7	1	0	0	0	0	0	0
	Worker2	5	0	0	0	0	0	0	0
	Worker3	12	0	0	0	0	0	0	0
	Worker4	2	0	0	0	0	0	0	0
	Worker5	0	0	0	1	18	1	1	0
	Worker6	0	0	0	1	3	0	0	0
	Worker7	0	0	0	0	2	0	0	0

Another Work Sample from www.techwrites.com

Appeal Document Report

Type	Inventory/Detail
Definition	Provide weekly and monthly data tracking the number of days to for the appeal process and the hearing process to be completed. Two reports differ only in their respective time frames.
Business notes	

Appeal Document Report, Weekly

CaRES Production Reports name	Report_AppealsCompleted_Weekly
Stored Procedure Name	dbo.Report_Weekly_ListofAppealCompleted
Email Recipients	EHeldman
Folder in I:\Automated Management Reports\	\Appeals Reports

Appeal Document Report, Monthly

CaRES Production Reports name	Report_AppealsCompleted_Monthly
Stored Procedure Name	dbo.Report_Monthly_listAppealCompleted
Email Recipients	EHeldman
Folder in I:\Automated Management Reports\	\Appeals Reports

Key Fields, Tables, Views

CaRES UI	*Database*
Application	Application.ApplicationID
Organization	Organization.OrganizationName
	dbo.v_UserID
	dbo.Appeal
	dbo.CaresObjectRelationship
	dbo.WorkItemStatus

Values

Crosstab	*Options*	*Explanation*
Appeal Type	*App Eligibility*	Appeal for Application or Bill
	Dental Bill	Bill Appeal type
	Income Bill	Bill Appeal type
	Medical Bill	Bill Appeal type

Another Work Sample from www.technicalwriter.com

Crosstab	*Options*	*Explanation*
	MH Bill	Bill Appeal type
	Moving/Relo Bill	Bill Appeal type
Work Item ID		
Appl Sqc		Number of appeals received for specific application or bill
Appeal Post Mark Date		Postal date stamp when mailed
Appeal Recomm		Accept or Deny Appeal out of Appeal Intake process
Appeal Create Date		Date appeal work item was created
Appeal Complete		Date appeal work item was completed
# days in Appl		Number of days the application has been within the appeal process
Hearing Recomm		Final resolution of Hearing work item
Hearing Create Date		Date hearing work item was created
Hearing Complete		Date hearing work item was completed
Days in Hearing		Number of days the application has been within the hearing process

Another Work Sample from www.teamwriters.com

Appeals Completed Weekly Report

Report Date: 8/31/2009 9:02:55 AM

Appeal Type	Work Item ID	Appl Sqc	Appeal Post Mark Date	Appeal Recomm	Appeal Create date	Appeal Complete	# days in Appl	Hearing Recomm	Hearing Create date	Hearing Complete	# days in Hearing
App Eligibility											
	A07-0075671	1	08/20/2009	Allow	08/20/2009	08/24/2009	4	Recommendation Overturned	08/24/2009	08/25/2009	1
	A07-0215848	1	08/20/2009	Allow	08/20/2009	08/24/2009	4	Recommendation Overturned	08/24/2009	08/25/2009	1
	A08-0476416	1	03/19/2009	Allow	03/19/2009	08/13/2009	147	Appeal Resolved	08/13/2009	08/28/2009	15
	A08-0807461	1	08/20/2009	Allow	08/20/2009	08/27/2009	7	Appeal Resolved	08/27/2009	08/28/2009	1
	A08-0820464	1	03/13/2009	Allow	03/13/2009	08/13/2009	153	Appeal Resolved	08/13/2009	08/28/2009	15
	A08-1212844	1	04/13/2009	Allow	04/13/2009	08/13/2009	122	Appeal Resolved	08/13/2009	08/27/2009	14
	A08-1264670	1	03/30/2009	Allow	03/30/2009	08/13/2009	136	Appeal Resolved	08/13/2009	08/28/2009	15
	A08-1264670	2	04/08/2009	Allow	04/08/2009	08/13/2009	127	Appeal Resolved	08/13/2009	08/28/2009	15
	A08-1323427	1	04/13/2009	Allow	04/13/2009	08/28/2009	137	Appeal Resolved	08/28/2009	08/28/2009	0
	A08-1443340	1	03/19/2009	Allow	03/19/2009	08/13/2009	147	Appeal Resolved	08/13/2009	08/28/2009	15
	A08-1443340	2	04/13/2009	Allow	04/13/2009	08/13/2009	122	Appeal Resolved	08/13/2009	08/28/2009	15
	A08-1558402	1	02/24/2009	Allow	02/24/2009	02/25/2009	1	Recommendation Overturned	02/25/2009	08/25/2009	181
	A09-1911122	1	08/11/2009	Allow	08/11/2009	08/28/2009	17	Appeal Resolved	08/28/2009	08/28/2009	0
Medical Bill											
	A07-0133843	1	04/15/2009	Allow	04/15/2009	08/13/2009	120	Appeal Resolved	08/13/2009	08/27/2009	14

Another Work Sample at www.[illegible]ites.com

Appeal Document Report, Daily

CaRES Production Reports name	Daily Appeal Document Report
Stored Procedure Name	CaresDmsDB.dbo.Report_AppealDocument
Email Recipients	Jakie.Garcia, Tim.Eldred
Folder in I:\Automated Management Reports\	\Proposed Organization\Appeals Reports
Type	Process/Summary
Definition	Lists the appeal type documents in CaRES on the given date and the date they were released into CaRES and displays the number of appeal type document received and when they were released into CaRES
Business notes	

Key Fields, Tables, Views

CaRES UI	*Database*
Application	Application.ApplicationID
Organization	Organization.OrganizationName
	CaRESDmsDB.dbo.DocumentIndex

Values

Crosstab	*Options*	*Explanation*
Application ID		
Date Release to CaRES		
Document Type	*Appeal*	
Document Title	*Deny Reconsider Form*	Form used when an Appeal request is Denied; next action is to request a Reconsideration
	Appeals Other	Not an Appeal or Reconsideration form, but the request may have been submitted on regular paper
	Appeal Form	Form used when an Application or Bill is Denied, and recommendation to Deny is Appealed

Another Work Sample from www.tacoma-calwriters.com

Daily Appeal Document Report

Application ID	Date Released to Ca RES	Document Type	Document Title
A08-1523042	09/01/2009	Appeal	Deny Reconsider Form
A08-1523042	09/01/2009	Appeal	Deny Reconsider Form
A08-1422500	09/01/2009	Appeal	Deny Reconsider Form
A09-1701515	09/01/2009	Appeal	Appeals Other
A08-0602516	09/01/2009	Appeal	Appeal Form
A07-0242511	09/01/2009	Appeal	Appeal Form
A09-1723048	09/01/2009	Appeal	Appeal Form
A09-1670983	09/01/2009	Appeal	Appeal Form
A07-0408229	09/01/2009	Appeal	Appeal Form
A07-0408203	09/01/2009	Appeal	Appeal Form
A08-1441831	09/01/2009	Appeal	Appeal Form
A08-1445022	09/01/2009	Appeal	Deny Reconsider Form
A08-1284116	09/01/2009	Appeal	Deny Reconsider Form
A07-0301655	09/01/2009	Appeal	Deny Reconsider Form
A09-1766021	09/01/2009	Appeal	Deny Reconsider Form
A08-1443365	09/01/2009	Appeal	Deny Reconsider Form
A09-1873280	09/01/2009	Appeal	Appeal Form
A09-1838986	09/01/2009	Appeal	Appeal Form
A09-1986520	09/01/2009	Appeal	Appeal Form

Another Work Sample from www.technicalwrites.com

Applications Master Inventory Summary, Weekly

CaRES Production Reports name	Report_Wkly_Apps_Master_InventorySummary
Stored Procedure Name	dbo.Report_Wkly_Apps_Master_Innventory
Email Recipients	EHeldman
Folder in I:\Automated Management Reports\	\Proposed Organization\VCP Reports\Inventory
Type	Summary
Definition	Displays the number of active work items in CaRES on a weekly basis. Production report providing aging summary for AI and ED. Retrieves all applications completed in AI and pending for ED recommendation. Start date of Aging is the maximum Completed Date in AI. Once the application is completed in ED, it stops aging and will not appear in future generations of this report. Report includes applications received with earliest received date of 7/2/2007 (CaRES golive) Divides aging by 30 day intervals and >180 Differs from Report_Wkly_Apps_Aging_InventorySummary in that this one has a more complete list of JPs
Business notes	Summary/Inventory

Key Fields, Tables, Views

CaRES UI	*Database*
Application	Application.ApplicationID
Organization	Organization.OrganizationName
Username	Aspnet_Users.UserName
	dbo.Person
	dbo.WorkItemStatus
	dbo.v_UserID

Values

Phase	*Options*	*Explanation*
Application Intake QA	*In Process*	Work item was open from New status
	New	Unopened work item
	Re-Opened	Status of work item when processor “Re-Opens” completed work item to modify data
	System Pend	Work item that cannot be completed due to missing information – system recommended
Application Notification	*In Process*	Work item was open from New status
	New	Unopened work item

Another Work Sample from www.techrepublic.com

Phase	Options	Explanation
	Re-Opened	Status of work item when processor "Re-Opens" completed work item to modify data
Eligibility Determination	*In Process*	Work item was open from New status
	New	Unopened work item
	Override Approval	Work item created in supervisor queue to address an override of system recommendation
	Pend Return	Work item status after system or user pend was released, either by processor or incoming document
	Purge Approval	Work item created in supervisor queue to address a request to purge work item
	QA Return	Work item created in processor queue after work item was returned for follow-up or correction from QA
	System Pend	Work item that cannot be completed due to missing information – system recommended
	User Pend	Work item that cannot be completed based on missing information – user recommended
Eligibility Determination QA	System Pend	Work item that cannot be completed due to missing information – system recommended

.

Another Work Sample from www.techniciawrites.com

Weekly Application Master Inventory Summary Report

Report Date: 08/02/2009

Age: Is from App Earliest Received Date to the date of the report

One JP	AI	Appeal Return	1	0	0	0	0
		In Process	1	3	0	7	160
		New	0	9	0	0	60
		Override Approval	1	0	0	0	0
		Pend Return	0	10	6	13	1
		System Pend	2	4	3	4	0
		User Pend	0	9	5	10	2
			5	35	14	34	223
	AIQA	In Process	3	3	0	0	1
		New	5	21	12	10	1
		Re-Opened	1	0	0	0	0
		System Pend	43	4	2	0	0
			52	28	14	10	2
	ED	In Process	4	3	8	6	3
		New	9	4	23	14	7
		Pend Return	0	2	0	0	0
		QA Return	5	2	0	0	0
		User Pend	0	3	0	1	0
			18	14	31	21	10
	EDQA	In Process	10	36	4	0	0
		New	6	99	69	23	1
		QA Return	4	1	0	0	0
		System Pend	102	33	2	0	0
			122	169	75	23	1
			197	246	134	88	236

Another Sample from www.technicalwrites.com

Applications and Bills Inventory Report by JPs, Weekly

CaRES Production Reports name	JP_Wkly_InventoryReport
Stored Procedure Name	dbo.Report_Wkly_InventoryReport
Email Recipients	EHeldman, CaRESRptJPGrp
Folder in I:\Automated Management Reports\	\Proposed Organization\VCP Reports\Inventory\JP
Type	Summary
Definition	Production report counting all application and bill processing within the last week by each JP; Marks all identifiable stations along AI, AIQA, App Notification, ED, EDQA, BD, BDQA and Loss Request processes at which a bill or application can rest.
Business notes	Detail/Inventory

Key Fields, Tables

CaRES UI	*Database*
Organization	Organization.OrganizationName
	dbo.Bill
	dbo.WorkItem

Values

Options	*Explanation*
Appeal Return	New work item created based on completed appeal work item
Complete	Work item has been completed
Consent Agenda Return	New work item created based on failed Consent Agenda Validation process
In Process	Work item was open from New status
New	Unopened work item
New – EA Deny	AI work item created after Emergency Award request was denied
Override Approval	Work item created in supervisor queue to address an override of system recommendation
Pend Return	Work item status after system or user pend was released, either by processor or incoming document
Purge Approval	Work item created in supervisor queue to address a request to purge work item
QA Return	Work item created in processor queue after work item was returned for follow-up or correction from QA
Re-Opened	Status of work item when processor “Re-Opens” completed work item to modify data
Requires Attention	

Another Work Sample from www.teamflowrk.com

Options	*Explanation*
System Pend	Work item that cannot be completed due to missing information – system recommended
User Pend	State of work item that cannot be completed based on missing information – user recommended
Total	New work item created based on completed appeal work item

Another Work Sample from www.technicalwrites.com

CaRES Current Inventory Report 7/27/2009 5:00:04 AM			Appeal Return	Complete	Consent Agenda Return	In Process	New	New - EA Deny	Override Approval	Pend Return	Purge Approval	QA Return	Re-Opened	Requires Attention	System Pend	User Pend	Total
Sample JP	Application	Application Intake	1	0	0	152	12	0	1	15	1	0	0	0	12	43	237
		Application Intake QA	0	0	0	8	51	0	0	0	0	0	0	0	48	0	107
		Application Notification	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
		Eligibility Determination	0	0	0	16	65	0	0	2	0	7	0	0	0	5	95
		Eligibility Determination QA	0	0	0	49	195	0	0	0	0	5	0	0	133	0	382
	Bill	Benefit Determination	0	0	6	52	100	0	0	2	1	9	0	0	591	42	803
		Benefit Determination QA	0	0	1	14	157	0	0	0	0	0	0	0	1634	0	1806
		Loss Request	0	0	0	3	26	0	0	0	0	0	0	0	224	0	253

Another Work Sample from www.technicalwrites.

Applications and Bills Statistical Report, Weekly

CaRES Production Reports name	Report_CaresWeeklyStats
Stored Procedure Name	dbo.Report_CaresStats_ListofAppsTotalPaidNumberbills
Email Recipients	EHeldman
Folder in I:\Automated Management Reports\	\MaryWeeklyStats
Type	Inventory/Detail
Definition	Production report counting bills received, bill line items processed, applications received, applications processed
Business notes	

Key Fields, Tables, Views

CaRES UI	*Database*
Application ID	Application.ApplicationID
	dbo.WorkItemStatus
	dbo.v_ListofAppsWithTotalAmountPaidToDate
	dbo.v_CaresObjectRelationship

Values

Crosstab	*Options*	*Explanation*
Consent Month, Year		
Recommend	*Allow*	
	Allow / Late Deny	Deny application based on statutory filing period
	Appeal Overturned, Allow	Original recommendation to deny was appealed and found allowable
	MANAGEMENT PURGED	Purge of work item
	Partial Deny	Only a portion of requested losses can be approved
	Reject	Keyed in error
	Rescind & Allow	Another way to say 'Original recommendation to deny was appealed and found allowable'

Another Work Sample from www.techwriterjeff.com

Cares Weekly Apps and Bills Statistical Report

8/19/2009

Ttl Bills Received

No of Bills Received	Month Recvd	Year Recvd
16414	7	2009

Ttl BillLine Processed

Ttl Bill Items	Consent Month	Consent Year	Amount paid	Recom
436	7	2009	$0.00	Purge
39	7	2009	$0.00	Reject
2	7	2009	$90.00	Partial Deny
28916	7	2009	$6,457,579.49	Allow

Ttl Application Recvd

Ttl Apps Recvd	Month Recvd	Year Recvd
3115	7	2009

Ttl Apps Processed

Ttl App	Month Cnsnt'd	Year Cnsnt'd	Recomm	Late Deny
3510	7	2009	Allow	
2	7	2009	Allow	YES
6	7	2009	Appeal overturned, Allow	
3	7	2009	MANAGEMENT PURGED	
1	7	2009	Partial Deny	
2	7	2009	Rescind and Allow	

Summary Ttl Apps Recom

Total Apps	Recomm
3512	Allow
6	Appeal overturned, Allow
3	MANAGEMENT PURGED
1	Partial Deny
2	Rescind and Allow

Another Work Sample from www.technicalwrites.com

© State of California Victims Compensation and Government Claims Board, 2009

Applications Aging Inventory, Weekly

CaRES Production Reports name	Report_Apps_AgingInventory
Stored Procedure Name	dbo.Report_Application_Aging_Inventory
Email Recipients	EHeldman, CaRESRptJPGrp
Folder in I:\Automated Management Reports\	\Proposed Organization\VCP Reports\Inventory
Views	dbo.v_User
Type	Summary/Inventory
Definition	Production report providing aging summary for AI and ED; Retrieves all applications completed in AI and pending for ED recommendation; Start date of Aging is the maximum Completed Date in AI; Once the application is completed in ED, it stops aging and will not appear in future generations of this report; Report includes applications received with earliest received date of 7/2/2007 (CaRES go live); Recalculates aging based on Application Weekly Aging Summary Report, updated to the current date.
Business notes	

Key Fields, Tables

CaRES UI	*Database*
Application ID	Application.ApplicationID
Organization	Organization.OrganizationName
Username	Aspnet_Users.UserName
	dbo.WorkItemStatus

Values

Phase	*Options*	
Application Intake QA	*In Process*	Work item was open from New status
	New	Unopened work item
	Re-Opened	Status of work item when processor "Re-Opens" completed work item to modify data
	System Pend	Work item that cannot be completed due to missing information – system recommended
Application Notification	*In Process*	Work item was open from New status
	New	Unopened work item
	Re-Opened	Status of work item when processor "Re-Opens" completed work item to modify data
Eligibility Determination	*In Process*	Work item was open from New status
	New	Unopened work item

Another Web Sample from www.techrepublic.com

Phase	*Options*	
	Override Approval	Work item created in supervisor queue to address an override of system recommendation
	Pend Return	Work item status after system or user pend was released, either by processor or incoming document
	Purge Approval	Work item created in supervisor queue to address a request to purge work item
	QA Return	Work item created in processor queue after work item was returned for follow-up or correction from QA
	System Pend	Work item that cannot be completed due to missing information – system recommended
	User Pend	Work item that cannot be completed based on missing information – user recommended
Eligibility Determination QA	*System Pend*	Work item that cannot be completed due to missing information – system recommended
199, 111, 84, 42, 12	<what are these?>	

Another Work Sample from www.technicalwriter.com