CM04: Ticklers

January 24, 2011

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1.1. Introduction

Ticklers are a Common Application Function (CAF) that produces electronic notifications to users of critical assignments that need to be completed by a certain date. Ticklers are associated with either a Case or a Provider. A tickler specifies the task to be completed and the date when it is due. Ticklers are listed under the Ticklers expando of the user's Florida Safe Families Network desktop, and will remain visible until the associated work is completed. In addition to reminding the user of outstanding critical tasks, ticklers also provide notification to the user's supervisor when the work is about to be due or is delinquent, based on the amount of time that has passed since the assignment date of the specific tickler.

All ticklers are system generated and only contain items that are considered to be of the highest priority for business functions (information that is deemed to be integral and associated with major business events). An example of a critical function that merits a tickler is the completion of a Child Investigation or Adult Investigation for an Intake. When an Intake is accepted and linked to a case, an Investigation Disposition Due tickler is automatically generated and the due-date established (45 days ahead).

A reminder to complete the Child Investigation or Adult Investigation - tickler - will appear under the user's Tickler expando, 15 days prior to the Investigation due-date.

If the investigation is not completed five days before it is due, a similar tickler will be created and will appear under the Supervisor's Tickler expando. In addition to the information contained in the original tickler, the supervisor's tickler will also identify the responsible user. When the investigation is completed, approved and is recorded in Florida Safe Families Network, both the user's and supervisor's ticklers are removed from the desktop Tickler expando and deleted from the Tickler table by a background process.

There are two levels of escalation in tickler processing. The first level involves the responsible user's supervisor. A second level of the escalation process will produce a tickler to notify the supervisor's supervisor, if the work is still not completed. In this situation, a tickler for the same task will appear under the Tickler expando on three desktops - the original user's desktop as well as the desktops of the user's supervisor and the supervisor's supervisor.

Tickler information is derived from the module creating the tickler in conjunction with the Category Type reference table.

Units may customize existing ticklers. Tickler Due-dates and Escalation-dates can be set for specific Units. Units may also choose not to use specific ticklers.

The same category and type of tickler may, therefore, have different Due-Dates and Escalation-Dates between Units, and may not be created at all in some Units.

At the time the piece of work driving the creation of a tickler is approved, the system identifies the Unit of the user creating the work, and applies the Unit-appropriate tickler.

Each tickler category and type will have default due-date and escalation-date settings, which will apply unless the Unit has recorded specific definitions for the tickler.

If a Case or Provider record is transferred to a user in a different Unit (i.e. the Primary Worker assignment changes) - after a tickler has been created, the tickler will be transferred to the desktop (Tickler expando) of the new Primary Worker, via the Tickler Reassignment page.

The tickler Due and Escalation-dates will not adjust to match those of the 'new' Unit.

Similarly, if the 'new' Unit does not use the tickler, it will still appear on the Tickler expando of the 'new' user and related Escalation ticklers will appear on the Tickler expandos of the 'new' user's Supervisor and Supervisor's Supervisor.

The original Due and Escalation-dates will only drop from all desktops, Tickler expandos, once the outstanding piece of work has been completed and approved - i.e. according to existing functionality.

This topic paper describes the general functionality and processing associated with ticklers - it does not describe specific ticklers. Events requiring the generation of a tickler will be identified during the detailed design sessions for each topic area. Specific ticklers will therefore be described in a section of each detailed design topic paper.

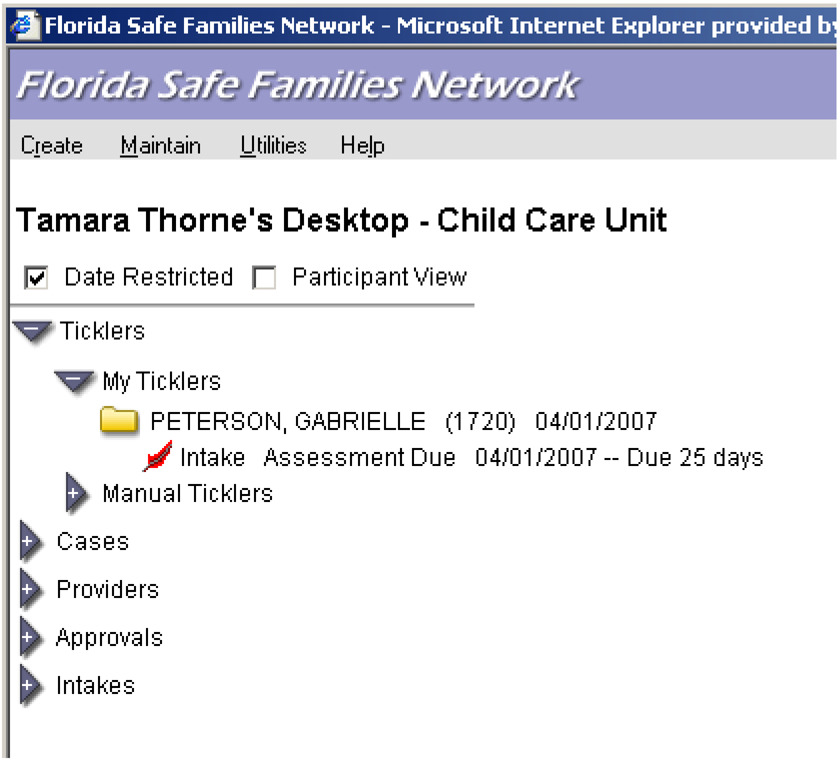
Unit-specific tickler details will be entered into the Category Type table, as Units are implemented.

1.2. Pages

1.2.1. Page – Desktop, Tickler Expando

Supervisor's tickler expando

User’s tickler expando



1.2.1.1.Page Navigation and Overview

The user’s desktop, also known as the Outliner, contains an expando listing all open ticklers assigned to the user. (This topic only discusses the Tickler expando; the rest of the Desktop is presented in topic *SM04b*.) Ticklers are automatically presented to a user once they log-on to the system. The Tickler expando is the first expando displayed on the user’s desktop, and is expanded upon log-in. All of the user’s ticklers are displayed under this expando and are grouped by the associated entity (Case or Provider). Under the Tickler expando, within each grouping, ticklers are sorted in reverse chronological order by due-date. Each entry contains the category (e.g. Child Investigation Reports), type (e.g. Child Investigation Due), due-date, and the number of days between that due-date and the current date.

The information for each grouping is organized into two levels. The upper level displays the case or provider icon, the name and ID number of the case or provider, and the first date that a piece of work related to this grouping is due. The lower level displays the tickler icon followed by the entry category, type, due-date, and the number of days between that due-date and the current date.

Supervisors will have 2 sub-expandos under their tickler expandos: My Tickler and Escalated Tickler. If the supervisor’s worker ID equals the tickler’s id_prsn, and id_prsn_wrkr_ref is null, then the tickler should be listed under My Tickler expando. If the supervisor’s worker ID equals the tickler's id_prsn, and id_prsn_wrkr_ref is not null, then the tickler should be listed under Escalated Tickler expando.

1.2.1.2.Page Information

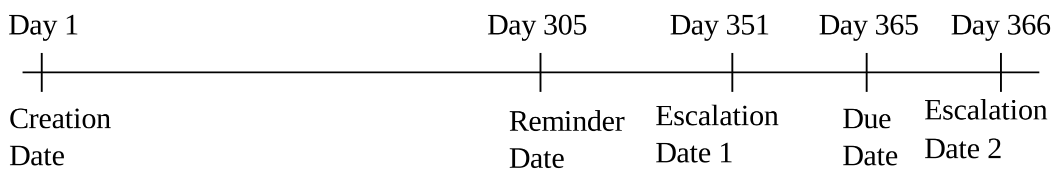
Ticklers will be automatically created and deleted by the system in real time. For example, the tickler for the Intake example will be created in the Tickler table upon acceptance of the Intake and deleted from the Tickler table when the Child Investigation or Adult Investigation is completed and recorded in Florida Safe Families Network.

In creating the tickler, the system will assign values to the following:

- Tickler category: general category of the tickler (e.g., Reports)
- Tickler type: specific tickler type (e.g., Complete Child Investigation)
- Creation date: date the tickler was created
- Reminder date: date the tickler first appears in the user's desktop - may be the same as the creation date
- Due-date: task due-date
- Escalation date 1: date upon which user's supervisor receives tickler
- Escalation date 2: date upon which supervisor's supervisor receives tickler

The following time line illustrates that tickler dates do not have to occur in one standard order. Depending on the time frame and nature of the task, the order of these dates can vary. The dates shown here are for illustration of the concept. The actual dates were determined in the topic that defined the specific tickler.

The following example is used for demonstration of the functionality of the Tickler topic and not to indicate Licensing processing. The tickler is created on Day 1 when the license is approved. The tickler appears in the user's desktop on Day 305, 60 days before the current license expires. In this example, the first escalation occurs prior to the actual expiration (due) date. Management is alerted two weeks in advance in order to avoid the accidental expiration of a license.



The escalation process will be managed by a nightly batch process that compares each tickler to its escalation and due-dates, and creates the necessary notifications to the appropriate level supervisor. Therefore, ticklers will be updated daily on a user's desktop. This program will also update the ticklers as necessary to indicate the level of escalation. For example, a tickler that has previously been forwarded to the supervisor will be updated so that it is not forwarded again.

1.2.1.3.Background Processing:

- Tickler Escalation:
  - The escalation process will be managed by a nightly batch process that compares each tickler to its escalation and due-dates, and creates the necessary notifications to the appropriate level of supervisor. Therefore, ticklers will be updated daily on a user's desktop. This program will also update the ticklers as necessary to indicate the level of escalation.
  - Based upon the qt_rmdr_days_wrkr, qt_escltn_days_spv, qt_escltn_days_psv, the tickler is displayed on the Ticklers tab of the appropriate user/supervisor/program supervisor when the current date is equal to or greater than dt_due minus qt_rmdr_days_wrker OR qt_escltn_days_spv OR qt_escltn_days_psv (worker OR supervisor OR program supervisor) on the TICKLER table.
  - To retrieve ticklers for the user to whom the tickler is assigned, the id_prsn of the currently logged on user is used.
  - To retrieve a supervisor's ticklers, the id_prsn_spvr is retrieved from the WORKER table for the user to whom the tickler is assigned.
  - To retrieve the program supervisor's ticklers (the supervisor's supervisor), the id_prsn_spvr is retrieved from the WORKER table for the user to whom the tickler is assigned. Then, the id_prsn_spvr for retrieved id_prsn_spvr is used.

1.2.1.4.Save Processing

- Tickler Creation
  - Tickler creation is accomplished by a function call which will be initiated during the save processing of the business process that requires the tickler. This calling process provides the tickler category, type, worker ID, and creation date. The system function that creates ticklers derives the reminder date, due-date, and both escalation dates using the pre-defined values from the Tickler reference table. All of this information is stored in a new record in the Tickler table.
  - Note that the system actions necessary to drive tickler creation are detailed within the appropriate individual topic papers.
  - When an action performed in the system generates a tickler, the CD_CTGRY and CD_TYPE are retrieved from the CATEGORY_TYPE table, based on the CD_CTGRY and CD_TYPE of the action, and on the CD_CNTY of the user completing the work, and are recorded in the TICKLER table.

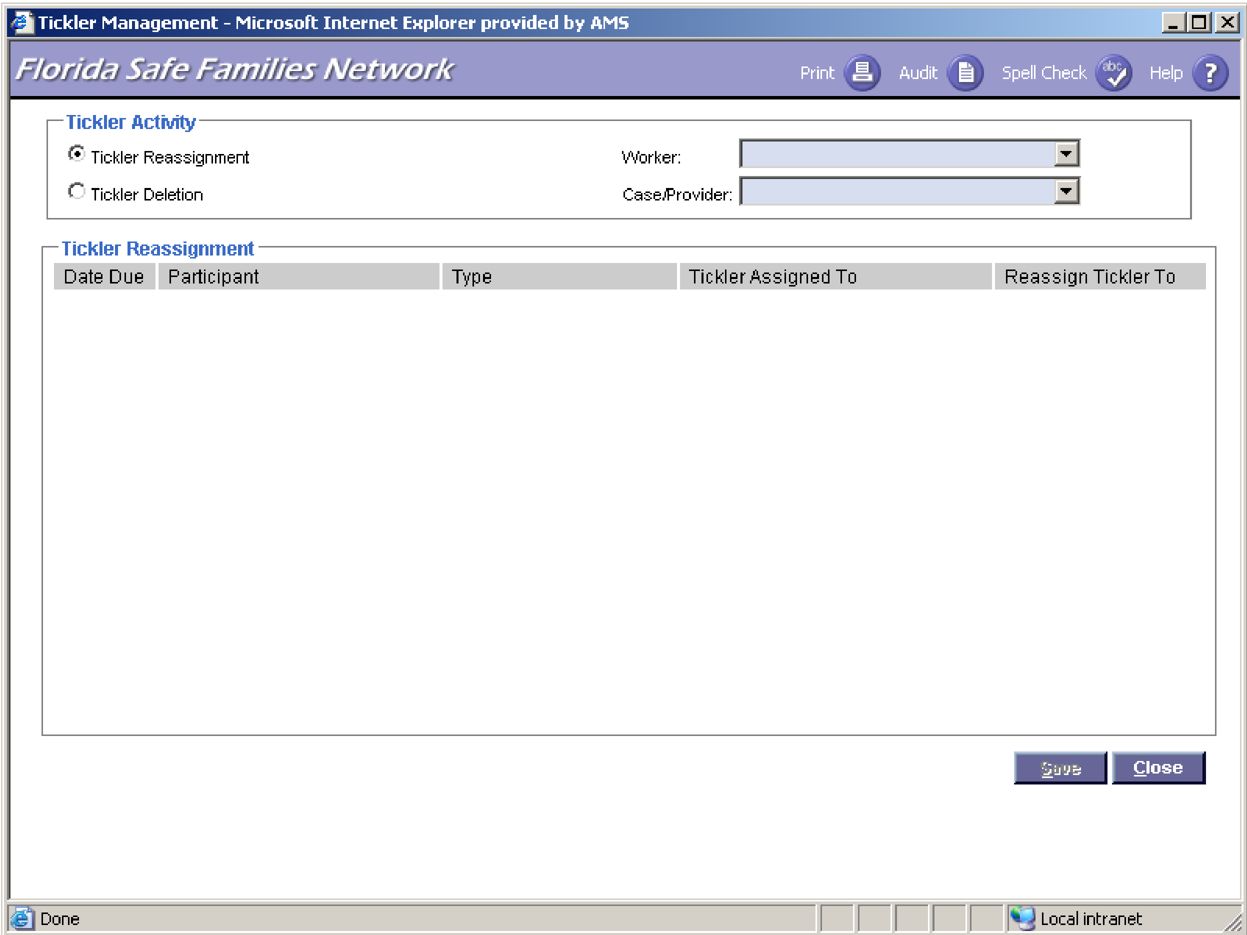
- The CATEGORY_TYPE table includes a column - CD_CNTY - which stores the county.
- The FL_IN_USE column in the CATEGORY_TYPE table stores an indicator for each Unit that does not employ the generic tickler definitions for the tickler type being created. If the value is Y, the county uses different dates for processing the tickler. If the value is N, the county does not employ the tickler. If there is no specific value entered for the county for the tickler type being created, the generic tickler definitions will be applied.
- The QT_NO_DAYS column in the CATEGORY_TYPE table stores the difference between generic Due-dates, and county-specific Due-dates. This column is used to calculate the Due and Escalation-dates for county-specific ticklers.

- Tickler Deletion
  - Note that the system actions necessary to drive tickler deletion are detailed within the appropriate individual topic papers.
  - When work for a tickler has been completed, (as defined by the topic paper describing the tickler) it is deleted from the TICKLER table by getting the ID of the tickler associated with the work performed. In addition, the id_tklr field's row will also be null on other corresponding tables if applicable. For example, a tickler has been generated to remind the user to complete a Child Investigation. Once the user has completed the assessment, this action will prompt the system to delete the tickler based upon the id_tklr associated with that piece of work.
- Tickler Transfer
  - If a Case/Provider record is transferred to a Unit other than that in which a tickler was created, the tickler will be transferred through the Tickler Reassignment page, to the desktop of the 'new' user with a Primary Worker assignment. The Due and Escalation-dates of the county in which the tickler originated will still apply (even if the 'new' Unit does not employ the tickler-type).
  - Such ticklers will be deleted according to existing functionality, i.e. at the time the outstanding work is completed and approved.

1.2.1.5.CRUD Matrix:

Table Name	**C**reate	**R**ead	**U**pdate	**D**elete
TICKLER	X	X		X
CASE_MASTER		X		
PROVIDER_ORG		X		
PERSON		X		
ORG_WORKER_ROLE		X		

1.2.2. Page - Tickler Management



1.2.2.1.Page Navigation and Overview

The Tickler Management page is launched from the Utilities menu by accessing Tickler Management. When Tickler Management is selected, the page will launch and default to the Tickler Reassignment view.

The Tickler Management page allows supervisors to reassign or delete ticklers for cases/providers assigned to their workers. The Tickler Management page defaults to the Tickler Reassignment view. To reassign a tickler, the Supervisor must select a user from the Worker drop-down field and then select the case or provider, which has the tickler to be reassigned, from the Case/Provider drop-down field. All ticklers for the specific case/provider that are available for reassignment will display.

To delete a tickler, the Supervisor must select the Tickler Deletion radio button to access the Tickler Deletion view. When using the Tickler Deletion view, the Supervisor must select the user from the Worker drop-down field. All ticklers for the specific case/provider that are available for deletion will display.

1.2.2.2.Page Information

Group Box:		Tickler Activity
Fields:	Tickler Reassignment	A radio button selected to access tickler reassignment functionality; User selected radio button for supervisors; Defaults to selected.
	Tickler Deletion	A radio button selected to access tickler deletion functionality; User selected radio button for supervisors; Defaults to not selected.
	Worker	A drop-down list of the supervisor's workers; User selected drop down box for supervisors; Required; Defaults to blank.
	Case/Provider	A drop-down list of the cases/providers assigned to the user selected in the Worker drop-down; User selected drop down box for supervisors; Required; Defaults to blank.
Options:	None	None
Links:	None	None
Buttons:	Save	Saves all changes made to the Tickler Management page.
	Close	Closes the page and returns the user back to the desktop. (If changes are made, a message is launched asking user to save changes before closing).

1.2.2.3.Background Processing

- When the Tickler Management page is accessed, the Worker field drop-down values are system derived to populate with the names of those users supervised by the Supervisor launching the page.
- When a user is selected, the Case/Provider field drop-down values are system derived to populate with the cases/providers assigned to the user selected in the Worker drop-down field.

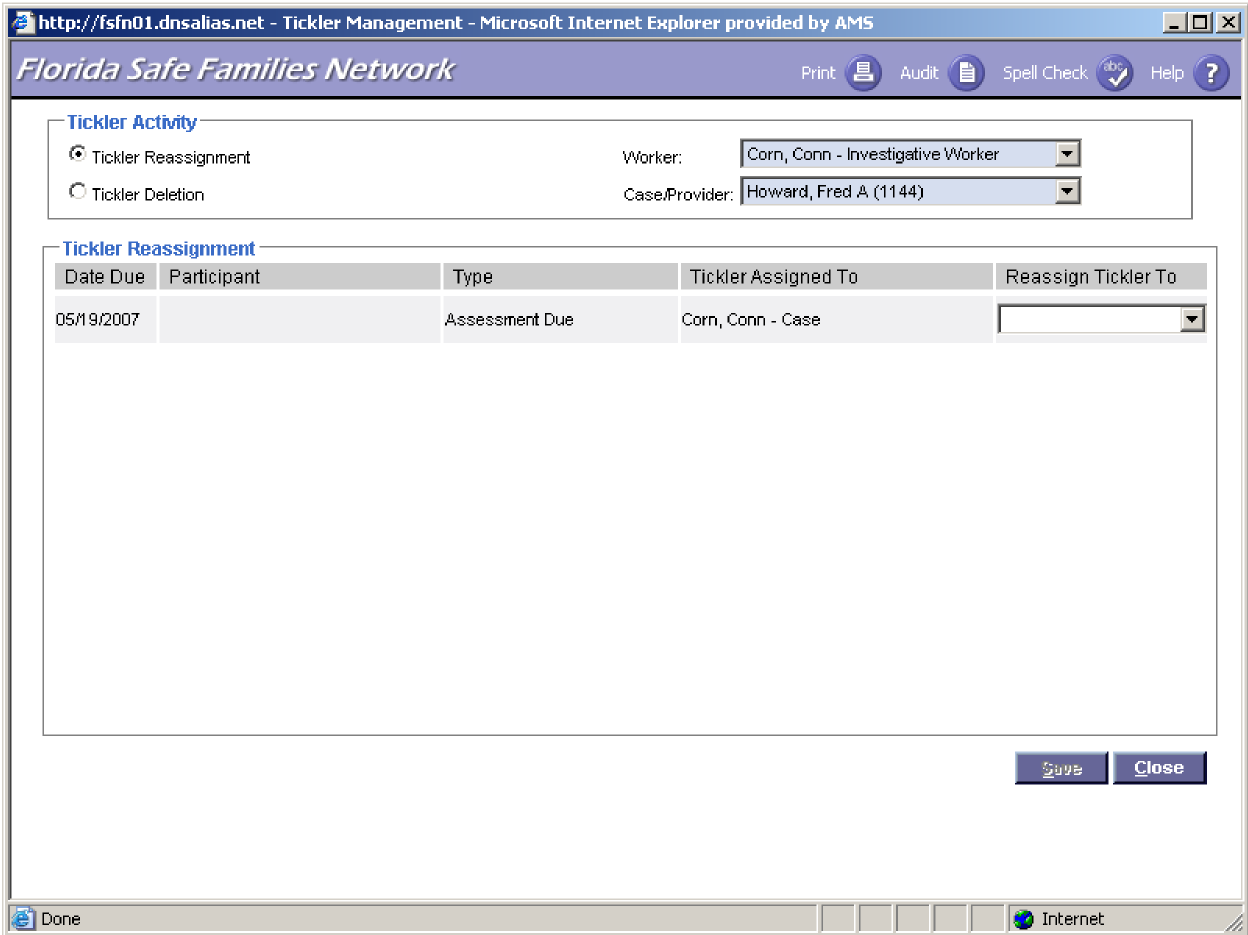
1.2.2.4.Save Processing

- When in Tickler Reassignment view, the selected ticklers are reassigned once the Save button is selected. When in Tickler Deletion view, the selected ticklers are deleted once selecting the Save button and the Yes button on the pop up edit message.

1.2.2.5.CRUD Matrix:

Table Name	**C**reate	**R**ead	**U**pdate	**D**elete
TICKLER				X
ADPTN_CASE_PLAN			X	
AGREE_AMEND			X	
AGREE_AMEND_DTL			X	
AGREEMENT			X	
ASSESSMENT			X	
CASE _MASTER			X	
CASE_PART			X	
CASE_PLAN			X	
COURT_DISP			X	
CPS_REPORT			X	
ELIG_REDET			X	
ELIGIBILITY			X	
LICENSE			X	
MEDICAID_ELIGIBILITY			X	
MEETING_PART			X	
PROVIDER_ORG			X	
TRUST_ACCOUNT			X	

1.2.3. Page - Tickler Reassignment



1.2.3.1. Page Navigation and Overview

The Tickler Management page displays defaulting to the Tickler Reassignment view. Supervisors with security to access Tickler Management can only reassign ticklers for the users they supervise.

To reassign a tickler, the Supervisor must first select the user from the Worker drop-down field and then select the case or provider, which has the tickler to be reassigned, from the Case/Provider drop-down field. Ticklers for the specific case/provider that are available for reassignment will display. Ticklers that have not yet displayed on the user's desktop are available for tickler reassignment.

Once the Supervisor selects the user and case/provider, the Tickler Reassignment group box updates to display ticklers available for reassignment. Information displayed for each tickler includes: Date Due, Participant, Type, Tickler Assigned To, and Reassign Tickler To. The Supervisor then selects the appropriate user in the Reassign Tickler To drop-down associated with the row for the specific tickler to be reassigned. Only users with current open assignments to the case will be available for selection in the Reassign Tickler To drop-down.

When reassigning a tickler, the tickler will immediately display for the new user upon saving. For those ticklers being reassigned that have been escalated to a supervisor, the new user's supervisor will not see the tickler until the tickler escalation batch has been run.

1.2.3.2. Page Information

Group Box:		Tickler Reassignment
Fields:	Date Due	Date task is due; system derived; not user editable.
	Participant	Participant task is for; system derived concatenation of participant's first name, last name, and person ID number; if tickler is case (not participant) specific this field will be blank; not user editable.
	Type	Specific tickler type (i.e. Assessment Due); system derived; not user editable.
	Tickler Assigned To	Current user assigned to the tickler; system derived; not user editable.
	Reassign Tickler To	A drop-down list of the user with current active assignments to the case/provider the tickler is for; User selected drop down; Not Required; Defaults to blank.
Options:	None	None
Links:	None	None
Buttons:	Save	Saves all changes made to the Tickler Management – Tickler Reassignment page.
	Close	Closes the page and returns the user back to the desktop. (If changes are made, a message is launched asking user to save changes before closing).

1.2.3.3. Background Processing

- When the Tickler Management page is accessed, the Worker field drop-down values are system derived to populate with the names of those users supervised by the Supervisor launching the page.
- When a user is selected, the Case/Provider field drop-down values are system derived to populate with the cases/providers assigned to the user selected in the Worker drop-down field.

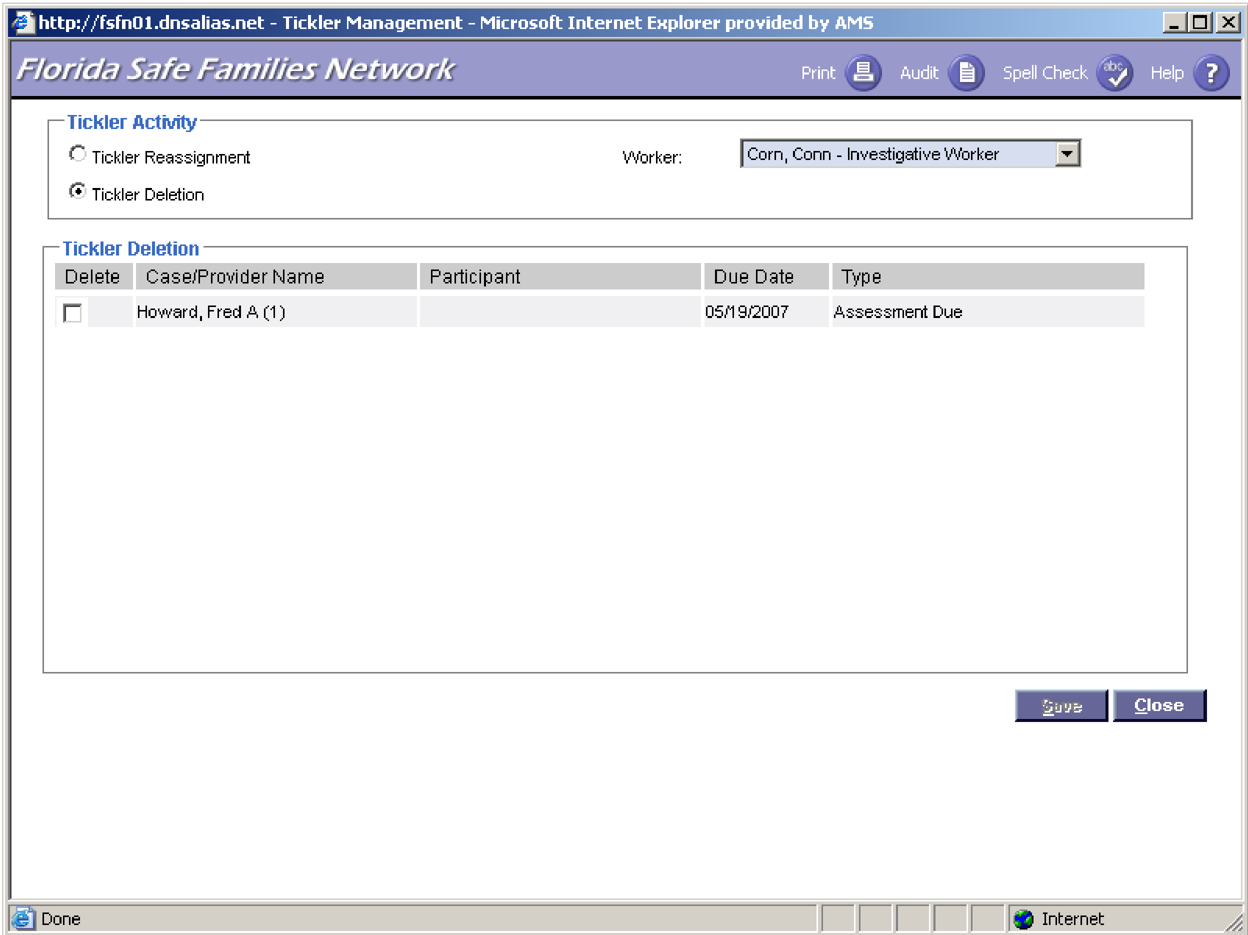
1.2.3.4. Save Processing

- The selected ticklers are reassigned once the Save button is selected. The Tickler Assigned To field is updated to display the new user assigned to the tickler.

1.2.3.5.CRUD Matrix:

Table Name	**C**reate	**R**ead	**U**pdate	**D**elete
TICKLER				X
ADPTN_CASE_PLAN			X	
AGREE_AMEND			X	
AGREE_AMEND_DTL			X	
AGREEMENT			X	
ASSESSMENT			X	
CASE_MASTER			X	
CASE_PART			X	
CASE_PLAN			X	
COURT_DISP			X	
CPS_REPORT			X	
ELIG_REDET			X	
ELIGIBILITY			X	
LICENSE			X	
MEDICAID_ELIGIBILITY			X	
MEETING_PART			X	
PROVIDER_ORG			X	
TRUST_ACCOUNT			X	

1.2.4. Page –Tickler Deletion



1.2.4.1. Page Navigation and Overview

The Tickler Management page displays defaulting to the Tickler Reassignment view. The Tickler Deletion radio button must be selected to access Tickler Deletion functionality. Supervisors with security to access Tickler Management can only delete ticklers for the users they supervise.

To delete a tickler, the Supervisor must first select his/her user from the Worker drop-down field. Ticklers for the specific user are available for deletion display. Ticklers that have not yet displayed on the user's desktop are available for tickler deletion.

Once the Supervisor selects the user, the Tickler Deletion group box updates to display ticklers available for deletion. Information displayed for each tickler includes: Delete, Case/Provider Name, Participant, Date Due, and Type. The Supervisor must then select the checkbox in the Delete column, and select the Save button. They will first be prompted with an edit message asking them to verify their decision. Once verified, the system will automatically delete the selected tickler and all associated escalated ticklers.

1.2.4.2. Page Information

Group Box:		Tickler Deletion
Fields:	Delete	Checkbox selecting tickler for deletion; user selected.
	Case/Provider Name	Case/Provider task is for; system derived concatenation of case name or provider name and case or provider ID number; system derived; not user editable.
	Participant	Participant is for; system derived concatenation of participant's first name, last name, and person ID number; if tickler is case (not participant) specific this field will be blank; not user editable.
	Date Due	Date task is due; system derived; not user editable.
	Type	Specific tickler type (i.e. Assessment Due); system derived; not user editable.
Options:	None	None
Links:	None	None
Buttons:	Save	Saves all changes made to the Tickler Management – Tickler Deletion page.
	Close	Closes the page and returns the user back to the desktop. (If changes are made, a message is launched asking user to save changes before closing).

1.2.4.3. Background Processing

- When the Tickler Management page is accessed, the Worker field drop-down values are system derived to populate with the names of those users supervised by the Supervisor launching the page.
- When a user is selected, the Tickler Deletion group box populates with all ticklers available for deletion.
- If TICKLER.fl_can_delete = N, then the associated tickler does not appear in the Tickler Deletion Page. If the flag = Y, then the associated tickler does appear in the Tickler Deletion page. This flag will be set at the Unit level.

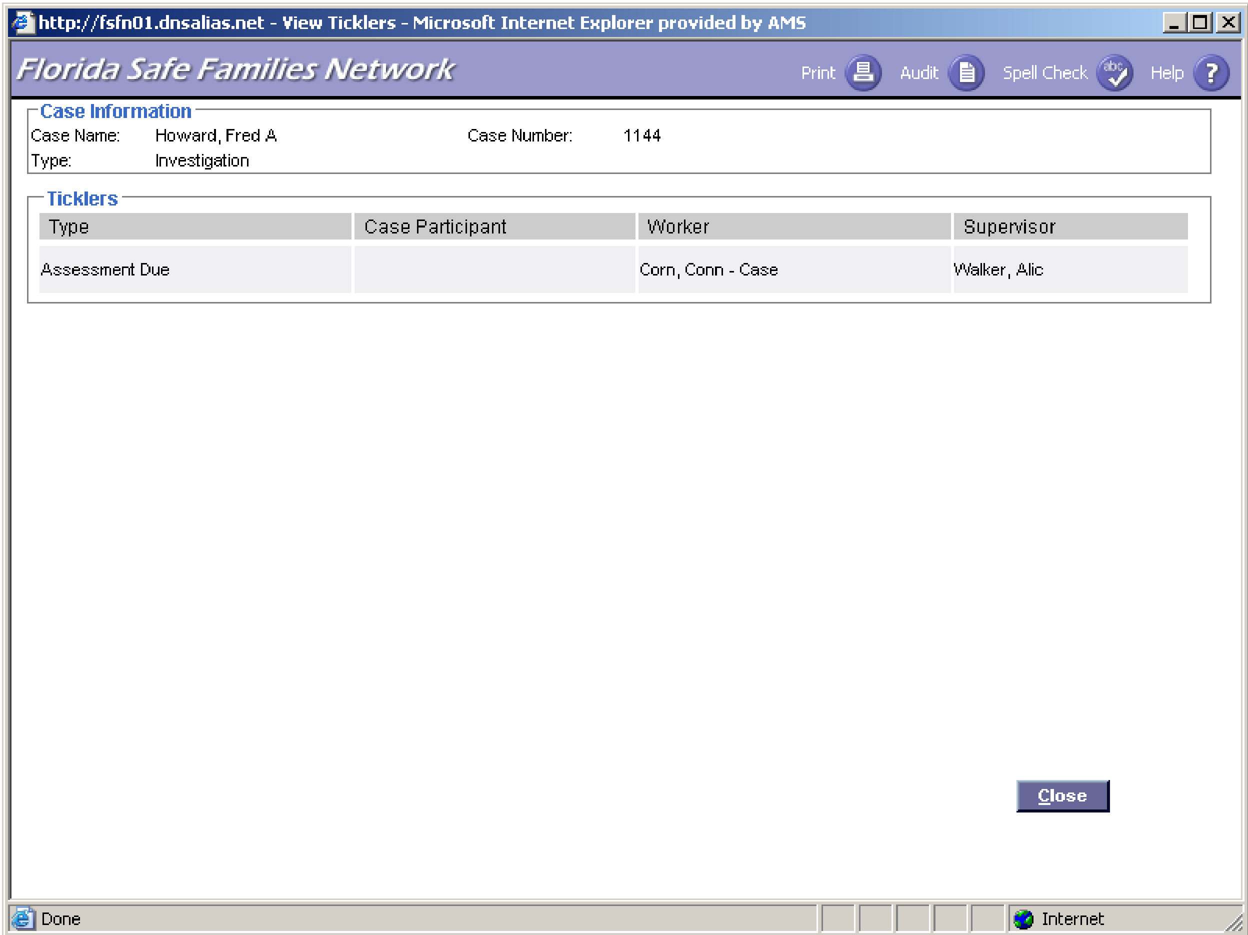
1.2.4.4. Save Processing

- When a tickler is selected, and the Save button is selected, the user will receive the following edit message: ‘The selected ticklers and the associated escalated ticklers will be deleted. Are you sure you want to do this?’
- If ‘Yes is selected on the edit message, all ticklers and associated escalated ticklers are deleted from the system.

1.2.4.5.CRUD Matrix:

Table Name	**C**reate	**R**ead	**U**pdate	**D**elete
TICKLER				X
ADPTN_CASE_PLAN			X	
AGREE_AMEND			X	
AGREE_AMEND_DTL			X	
AGREEMENT			X	
ASSESSMENT			X	
CASE_MASTER			X	
CASE_PART			X	
CASE_PLAN			X	
COURT_DISP			X	
CPS_REPORT			X	
ELIG_REDET			X	
ELIGIBILITY			X	
LICENSE			X	
MEDICAID_ELIGIBILITY			X	
MEETING_PART			X	
PROVIDER_ORG			X	
TRUST_ACCOUNT			X	

1.2.5. Page – View Ticklers



1.2.5.1. Page Navigation and Overview

The View Ticklers page is launched by selecting View Ticklers from the Actions link at the Case or Provider level from the Case or Provider expando on the user's desktop or from the Worker expando of the user's supervisor.

The View Ticklers is a view-only page that allows any user assigned to a case/provider to view all ticklers associated with the case/provider. Information displayed on the page for each tickler includes Type, Case Participant, user, and Supervisor.

1.2.5.2. Page Information

Group Box:		Case/Provider Information
Fields:	Case/Provider Name	The name of the case/provider; system derived; read only; not user modifiable; disabled.
	Case/Provider	The number of the case/provider; system derived; read

	Number	only; not user modifiable; disabled.
	Type	The type of the case/provider; system derived; read only; not user modifiable; disabled.
Group Box:		Ticklers
Fields:	Type	Specific tickler type (i.e. Child Investigation Due); system derived; not user editable; disabled.
	Case / Provider Participant	Participant task is for; system derived concatenation of participant's first name, last name, and person ID number; if tickler is case or provider (not participant) specific this field will be blank; not user editable; disabled.
	Worker	user the tickler is assigned to; system derived; not user editable; disabled.
	Supervisor	Supervisor of the user the tickler is assigned to; system derived; not user editable; disabled.
Options:	None	None
Links:	None	None
Buttons:	Close	Closes the page and returns the user back to the desktop.

1.2.5.3.Background Processing

- None

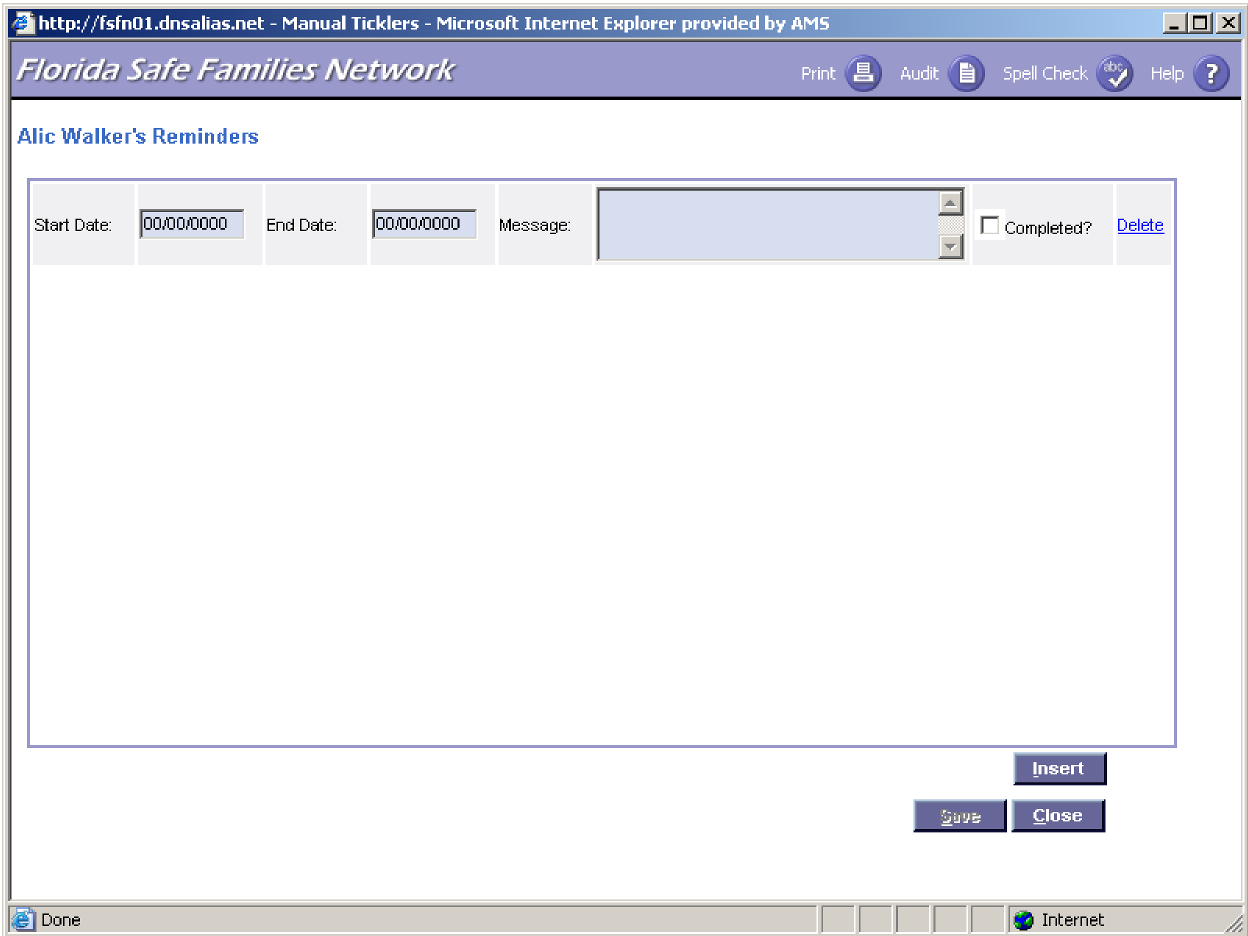
1.2.5.4.Save Processing

- None

1.2.5.5.CRUD Matrix:

- None

1.2.6. Page – Manual Ticklers



1.2.6.1. Page Navigation and Overview

The Manual Ticklers page is launched from the Maintain menu by accessing Manual Ticklers. When Manual Ticklers is selected, the page will launch enabling the user to create or update their personal manual ticklers.

If the user has previously created manual ticklers, these ticklers will display upon launching the Manual Ticklers page. If no manual ticklers exist, this page will be blank.

To create a new manual tickler, the user selects the Insert Button and enters the tickler start and end dates (if applicable), and enters the appropriate message. Once complete, the user selects save and the manual tickler will display under the Manual Ticklers expando of the user's desktop.

To update an existing tickler, the user updates the appropriate tickler and selects the Save button. The updated manual tickler will display under the Manual Ticklers expando of the user's desktop.

To delete a manual tickler, the user selects the Delete hyperlink beside the appropriate manual tickler. Once deleted, the manual tickler will no longer display under the Manual Ticklers expando of the user's desktop.

By selecting Completed? Checkbox, the user defines the manual tickler as completed. The manual tickler will no longer display under the Manual Ticklers expando of the user's desktop, but will display on the Manual Ticklers page.

Manual Ticklers are personal ticklers created by the user. These ticklers can not be viewed by other users within the system and are specific only to the user who created the manual tickler.

Manual Ticklers are not driven by processes within the system. They are not created, updated or deleted by system processes.

1.2.6.2.Page Information

Group Box:		None
Fields:	Start Date	Start date associated to tickler; enabled; defaults to blank
	End Date	End date associated to tickler; enabled; defaults to blank
	Message	User entered text field describing manual tickler; enabled; defaults to blank
	Completed?	User selected checkbox stating that manual tickler is complete; enabled; defaults to not selected.
Options:	None	None
Links:	Delete	Hyperlink allows a user to delete a row in the Manual Ticklers page.
Buttons:	Insert	Creates a new row in the Manual Tickler page.
	Save	Saves all changes made to the Manual Tickler page.
	Close	Closes the page and returns the user back to the desktop. (If changes are made, a message is launched asking user to save changes before closing).

1.2.6.3.Background Processing

- Clicking the Insert button adds a new row to the Manual Ticklers page.
- When the Delete hyperlink is selected, the row is deleted after answering 'Yes' to the prompt: 'Are you sure you want to delete this entry?'
- When updates are made to the Manual Ticklers page, the changes are displayed on under the Manual Ticklers expando on the user's desktop.

1.2.6.4.Save Processing

- Save processing is initiated by clicking on the Save command button. Save processing is also initiated when selecting the Close button, and then answering ‘Yes’ when the system asks the user if they would like to ‘Save changes before closing the page.’
- Updates made to the Manual Ticklers page are saved to the MANUAL_TICKLERS table.

1.2.6.5.CRUD Matrix:

Table Name	**C**reate	**R**ead	**U**pdate	**D**elete
MANUAL_TICKLER	X	X	X	X

1.3. Inventories

1.3.1. Table Description

Table Name	Description
CASE_MASTER	A CASE 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 table contains case relations, address and approval information. Processes of SM04 (Maintain Case) and SM05 (Close Case) create and maintain case records.
PERSON	This PERSON table maintains information that identifies an individual known to DCF/Community-Based Care /Sheriff's Office or the county child welfare division 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 around this data. Processes of CM01 (Person Management) build and maintain this information.
PROVIDER_ORG	This table maintains information pertaining to a PROVIDER ORG, facility or vendor. Data includes name and address information, placement preferences and home condition description. Records in PROVIDER ORG table are created in PM02a/b (Person Provider/Organization Provider) and updated in PM04a (Licensing Home Provider).
TICKLER	Ticklers are an electronic notification to Florida Safe Families Network workers of tasks to be completed by a certain time. The TICKLER table maintains information about all ticklers and alerts in Florida Safe Families Network. CM04 (Ticklers) creates tickler 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 CM04 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. Triggers

None

1.3.10. Batch Programs

1.3.10.1. Monitor Ticklers

Program Name: b-cm04-tklr

Script Name: b-cm04-00.script

Process Summary: This program will scan all ticklers to determine those that need to be escalated to either the user's direct supervisor or the supervisor's supervisor. It also creates the necessary ticklers to notify the appropriate supervisors.

Frequency:	Nightly	
Dependencies:	None	
Input Parameters:	cm04-00-parameter Job Name Create Date Category Type	
Input Files:	cycle-date-override	
Output Files:	None	
Database Tables:	TICKLER	R, U, I
	CATEGORY_TYPE	R
	NEXT_NUM	R
	WORKER	R

Process Description:

Validate the control card:

1. If the control card exists, validate the category and type. If category and type are invalid then stop processing current control card.
2. If there is not a control card, then process all categories and types within categories.

For each record in the Tickler Table:

1. If the first escalation date is less than or equal to the system date and the tickler has not been escalated to the immediate supervisor, create a new tickler which is identical to the original tickler but is associated with the immediate supervisor. Update the original tickler to reflect that it has been escalated to the immediate supervisor.
2. If the second escalation date is less than or equal to the system date and the tickler has not been escalated to the supervisor's supervisor, create a new tickler which is identical to the original tickler but is associated with the second supervisor. Update the original tickler to reflect that it has been escalated to two levels of supervision.

1.4. Requirements Covered In This Paper

None