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	Chapter No./Name	00- Miscellaneous Issuances Manual
	Part No./Name	E- Executive Bulletins
	Section No./Name	E-2500 Executive Bulletins
	Document No./Name	E-2526-00 Document Generation System (DGS) and Document Imaging (DI) Integration with Common Access Front End (CAFÉ)
	Effective Date	October 6, 2014

This Executive Bulletin (EB) is being issued to inform staff that effective October 6, 2014, two new features are being added to the Common Access Front End (CAFÉ) System Worker Portal. These are the Document Generation System (DGS) and Document Imaging (DI) Integration.

I. Document Generation System (DGS)

DGS allows staff to generate commonly used Economic Stability (ES) notices from CAFÉ. These notices can be mailed through the Department of Children and Family Services (DCFS) Mail Room (during the regular nightly batch process mailing) or staff will have the option to print the notices locally (manually) and hand or mail to a client. All of the DGS notices are available in English, Spanish, and Vietnamese. DGS is accessed from the Cases Page and the Wizard in CAFÉ.

The following notices can now be generated/sent via CAFÉ:


- The Current, Past or Anticipated Wage Verification Letter ([OFS 87](#)) – (To be sent directly to the Employer),
- The STEP Participation Requirements ([STEP 2](#)), and
- The Client Contact Letter ([OFS 18C](#)).

When an [OFS 18C](#) is selected in CAFE, staff can choose to attach the following notices to the [OFS 18C](#):

- The Non-Custodial Parent Information Summary ([OFS 4NCP](#)),
- The Information Summary Supplement by Natural Mother ([OFS 4NCP Supplement](#)),
- The Notice of Cooperation with Child Support Enforcement and Agreement to Relinquish Child Support Payment ([OFS Flyer 6](#)),
- The Notice of Assignment of Rights ([OFS Flyer 7](#)),
- The Collateral Statement ([OFS 80](#)),
- The Landlord Verification ([OFS 81](#)),
- The Verification of Living Arrangements ([OFS 83](#)),
- The Verification of Contributions ([OFS 86](#)), and
- The Current, Past or Anticipated Wage Verification Letter ([OFS 87](#)) – (Sent directly to the Client).

The [OFS 18C](#) and the Verification Request Form ([OFS 4AV](#)) have been combined. All of the information included on the [OFS 4AV](#) is now included on the [OFS 18C](#). The [OFS 4AV](#) will be declared obsolete and the semi-automated [OFS 18C](#) will be removed from LAMI.

Staff will have the ability to customize the [OFS 18C](#) by only selecting the appropriate language and the requested verification the client needs to provide. Customizing the [OFS 18C](#) will make it easier

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for clients to understand what is needed from them as they will only have to read the information that is applicable to their case and household situation. Staff will also be able to select the appropriate verification requested and select from a list of household members attached to the case. In addition, staff will also have the ability to enter text and date ranges as well as select date ranges from a calendar for requested income verification. The client's identifying information and the appropriate timeframe processing standards (7-day expedited due date, 10-day verification due date, 30-day processing) will be automatically populated on the [OFS 18C](#) depending on what option is selected for generating the [OFS 18C](#).

Staff can select from the following four different options when generating the [OFS 18C](#):

- Option 1 – 'Request Verification (not an initial request)' – This option is used when verification is being requested other than the original request for verification at application. When the program type check box is selected, a verification checklist pop-up box is displayed. It allows staff to select the requested verification and send the associated notices selected as an attachment directly to the client.
- Option 2 – 'Application and Verification Requested' – This option is used when verification is initially requested with an application. When the program type check box is selected a verification checklist pop-up box is displayed. It allows staff to select the requested verification and send the associated notices selected as an attachment directly to the applicant. The notice will provide the application date, the date the decision will be made on the application, and information regarding an EBT card.
- Option 3 – 'Application and No Verification Requested' – This option should **not** be used at this time. This option is used when no verification is needed from the applicant. When this option is selected the appropriate case processing timeframe standards will be automatically populated, if necessary (i.e. 7-day expedited due date, 10-day verification due date, 30-day processing date) on the [OFS 18C](#).

NOTE: When this option is selected, the case processing time frame standards are not automatically populated on the [OFS 18C](#). The radio button for the 'Application and No Verification Requested' option has not been disabled; therefore, staff must be cautious and not select this option. To ensure the applicant is notified of the appropriate case processing time frames, a workaround has been created.

Workaround: If no verification is needed from the applicant, staff must:

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- Select the ‘Application and Verification Requested’ Option (even though no verification is being requested), then
- Select the appropriate program,
- Click ‘Next’,
- Enter “No verification required” in the text box in the section labeled ‘Other’.

The workaround must be used until staff is notified otherwise.

- Option 4 – ‘To Request Client to Call’ - This option is used to request that the client call the worker. This option may be selected with or without selecting one of the other options.

In addition to the four options listed above, the [OFS 18C](#) can also be used to schedule an interview for an application or to reschedule a redetermination interview. An interview can be scheduled from within the Wizard or the ‘Case Registration Screen’.

To schedule an interview staff must:


- Select the ‘Scheduled Interview’ button located in the Wizard or the ‘Case Registration Screen’, and
- Complete the required fields in the ‘Create Interview Event’ window.

This will create a Calendar Event in CAFÉ for the interview, send an [OFS 18C](#), create a case note documenting the scheduled interview appointment, and create an appointment on the worker’s Outlook Calendar.

Interview appointments originally created in CAFÉ can be rescheduled using the [OFS 18C](#). This includes a redetermination interview created using the ‘CAFÉ Redet Scheduler’ where a Notice of Expiration ([OFS 18MR](#)) was created. However, the rescheduled redetermination interview appointment does not create another [OFS 18MR](#), therefore, the LAMI Automated Notice Screen (UT NT RN) is not updated to reflect the rescheduled interview.

To reschedule an interview staff must:

- Navigate to the ‘Detailed Search’ Screen,
- Select the ‘Calendar Events’ tab,
- Choose the ‘Search Type’,
- Click on the ‘Event Type’ hyperlink for the Calendar Event needing rescheduling displayed in the search results,

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- Update the appointment with the new appointment information, on the 'View/Edit Interview Event' window,
- Select the 'Send Client Contact Letter-Form18C' check box, and
- Click the 'Save and Close' button.

This will update the Calendar Event in CAFÉ for the interview appointment, send an [OFS 18C](#) for the rescheduled appointment, create a case note documenting the change, and update the appointment on the worker's Outlook Calendar.


Staff can create, delete, or locally print one or more notices from the Notices Page in CAFÉ. The status of each notice generated in CAFÉ can also be found on the Notices Page. The different statuses include:

- Ready for Print – staff has entered all data in CAFÉ for the notice to be created and the notice is ready to be printed by DGS in the nightly batch. The notice can be edited by selecting the 'Ready for Print' hyperlink in the status column.
- Must be Printed Locally – staff must print these notices locally (manually) and provide to the client. In order to print these notices locally, staff must first open the PDF to view the notice. This status is set when staff indicates a Family Assessment ([OFS 4FA](#)), a Needs Assessment ([OFS 4NA](#)), or a Notification of the Right to Claim Good Cause ([OFS Flyer DV](#)) is being attached to the [OFS 18C](#). Please note that the [OFS 18C](#) can be generated through DGS, however, the [OFS 4FA](#), [OFS 4NA](#), and the [OFS Flyer DV](#) must be printed from the Policy Management System (PMS). If any of these forms are selected, all other forms generated for the client in that packet must be provided manually.

After the notice is printed either in the nightly batch or locally, the initial status of a notice will be changed to one of the following:

- Processed – The notice was sent to the client via DGS after the nightly batch.
- Printed Locally – All data has been entered in CAFÉ for the notices to be created and the notice was printed locally by staff. All notices can be printed locally, if necessary.
- Error – The notice was not sent successfully by DGS.

NOTE: A notice can be edited the same day the notice is created.

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An automated case note is created once the status is updated to ‘Processed’ or ‘Printed Locally’.

II. Document Imaging

Document Imaging has been integrated with CAFÉ. Staff will have the capability to search and view documents entered into OnBase through CAFÉ without having to log into the OnBase System separately.

A new camera icon representing Document Imaging has been added to the Notification Center. The icon is located at the top of each page of the CAFÉ Worker Portal to allow staff to view OnBase documents from CAFÉ. An exclamation point is displayed inside the icon to notify staff when new documents are available in their OnBase queue for review. Documents can also be viewed through the ‘Documents’ icon found in the Case Maintenance Results Table as well as through the new “OnBase Search” tab created that is located on the Main Navigation Bar in CAFÉ.

Documents are accessed through the ‘Documents’ icon by clicking on the appropriate icon beneath the column header ‘Docs’ in the Case Maintenance Results Tables. If no icon is present, this means there are no documents available for review.

To search for a document through the ‘OnBase Search’ tab, staff must enter identifying information (Client’s Social Security Number, Case ID, First and Last Name, etc.) in the search fields and click the ‘Search OnBase’ button and the results will display in a new window. To view the documents, the user must click on the document’s name. To complete an additional or new search, staff must click the, ‘Navigate to OnBase Search’ button to open the search page to continue their search within the OnBase system.

Refer to the CAFÉ Release 4: Economic Stability Updates User Guide.

Please contact your Regional Program Consultant if you have any questions.