Request Status Definitions

The table below defines each status in the request process, which user role is involved, and whether an email is sent.

Status	User	Definition	Email	Sent To
Creating	Requestor	The requestor has begun a request but has not submitted the request.	No	
Coordinator Review	CTS Coordinator	The request has been submitted by the requestor. The CTS Coordinator selects a Track and a Content Area or a HIP Intervention and assigns a SME and other CTS users to the request.	Yes	Coordinator
Referred	CTS Coordinator or SME	The CTS Coordinator or the SME refers a request to CDC Trains Provider Organization and the request is closed.	Yes	Selected organization contact person, Requestor, Recipient, Coordinator, PO, SME
Return By Coordinator	CTS Coordinator	The CTS Coordinator returns a request to the requestor for more information, or other reason.	Yes	Requestor, Recipient, Coordinator
Withdrawn	CTS Coordinator or Requestor	The CTS Coordinator or the requestor have the ability to withdraw a request. The requestor can withdraw a request up until the CTS Coordinator submits to the request to the SME. The CTS Coordinator can withdraw a request when the request is in one of the following statuses: Coordinator Review, Initial Contact, Creating Action Plan, Working and Closed. The status displays as Closed (Withdrawn).	Yes	Requestor, Recipient, Coordinator, PO (and SME if Coordinator withdrew request)
Declined	CTS Coordinator or SME	The CTS Coordinator or the SME have the ability to decline a request. A request can be declined for any number of reasons. The status displays as Closed (Declined).	Yes	Requestor, Recipient, Coordinator, PO, SME
Deleted	CTS Coordinator or Requestor	The CTS Coordinator or the requestor have the ability to delete a request. The requestor can only delete a request if the request has not been submitted. The CTS Coordinator can delete a request during the Coordinator Review.	Yes	Requestor, Recipient, Coordinator, PO, SME

SME Review	SME	The request has been submitted by the CTS Coordinator to the SME for review. The SME can approve, decline, refer, link to a resource, or return the request to the CTS Coordinator.	Yes	SME, PO
Linked To Resource	SME	The SME links the request to a resource and the request is closed.	Yes	Requestor, Recipient, Coordinator, PO, SME
Returned By SME	SME	The SME returns a request to the CTS Coordinator for more information, or other reason.	Yes	Coordinator, SME
Initial Contact	Provider	The SME has approved the request and the provider makes initial contact for the request.	Yes	SME, PC
Creating Action Plan	Provider	After making initial contact for the request, the provider creates an action plan.	No	
Reviewing AP	Approver	The provider submits the action plan for review. Each approver reviews the action plan.	Yes	Requestor, Recipient, Coordinator, PC, PO, SME
Creating AP - Returned for Revision	Provider	The provider submits the action plan for review. One or more of the approvers disapproves the action plan. CTS updates the request status and returns the request to the provider's dashboard, TA That Require My Response.	Yes	Provider, Requestor, Recipient Coordinator, PC, PO, SME
Reviewing AP - Pending REQ/REC 5-Day	Provider	The provider submits the action plan for review. The requestor and/or recipient have not made an approval decision on the action plan within 5 days of the action plan being submitted. The Provider will receive an email to contact the requestor or recipient, dependent on which one hasn't responded to help facilitate the approval or revision of the action plan. The Project Officer and Coordinator will be copied on the email. The request will not be returned to the Provider for revision or moved forward until the requestor has been notified and completed the reviewing action plan approval process, or CDC makes a determination to move the request without the requestor and/or recipient approval of the action plan.	Yes	Requestor, Recipient, PO
Reviewing AP - Pending REQ/REC 10-Day	Provider	The provider submits the action plan for review. The requestor and/or recipient have not made an approval decision on the action plan within 10 days of the action plan being submitted.	Yes	Requestor, Recipient, PO

		The Provider will receive an email to contact the requestor or recipient, dependent on which one hasn't responded to help facilitate the approval or revision of the action plan. The Project Officer and Coordinator will be copied on the email. The request will not be returned to the Provider for revision or moved forward until the requestor has been notified and completed the reviewing action plan approval process, or CDC makes a determination to move the request without the requestor and/or recipient approval of the action plan.		
Reviewing AP - Resubmitted	Provider	The action plan was returned to the provider by one or more of the approvers. The provider made the necessary changes to the action plan and is resubmitting the action plan to the approvers (who disapproved) for review.	No	
Working	CTS Coordinator or Approver	Once a request is approved by all approvers, the request status is set to Working. The CTS Coordinator has the ability to set a request to Working status as well.	Yes	Provider, Requestor, Recipient, PC, PO, SME
Closed	Provider	After the services have been provided, the provider enters the completion details to the request and closes the request.	Yes	Requestor, Recipient, PC, PO, SME