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| [CIV-106705] <u>Outbound IVR and Text Message for COVID-19</u> Created: | |
| 03/18/2020 Updated: 03/19/2020 | |
| Status: | New |
| Project: | C-IV |
| Fix Version/s: | 20.03 |
| Type: | SCR |
| Current Design: | Text messages and Outbound IVR calls can be sent to participants who are currently opted-in for those features. |
| Request: | Text notification and outbound IVR calls regarding the County Office closures due to COVID-19 impact should be sent to the participants who are currently opted-in for those features. |
| Recommendation: | <p>1. Create a DCR to identify all Customers who are opted in and verified to receive C-IV Text Notifications and have an active or pending program in all C-IV counties. Send this text notification to these Customers on XX/XX/2020. Text Notification verbiage:</p> <p>English: C4Yourself Text</p> <p>Due to COVID-19-County offices may be closed to public. Visit C4yourself.com for case info.</p> <p>Questions? (844) 859-2100</p> <p>Spanish: C4Yourself Text</p> <p>Debido a COVID19-Las oficinas del Condado pueden estar cerradas al público Visite C4yourself.com para info del caso.</p> <p>Preguntas? (844) 859-2100</p> <p>2. Create a flat file from batch with the all customers who are opted into receive outbound IVR calls for the C-IV Counties and have an active or pending program. Flat files should identify county code, callers language and phone number. Note: 3 attempts will be made to reach customers, following existing outbound IVR standards.</p> <p>IVR Message English: Hello, Due to concerns with the COVID-19 Coronavirus, some county offices may have changed their existing office hours or closed public access to their offices. Please contact your local county office to confirm office</p> |



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| | <p>hours and availability before visiting any office. You can Visit C4Yourself.com or call <County IVR phone number> for information on your case. Thank you.</p> <p>IVR Message Spanish: Hola, Debido a las preocupaciones con el COVID-19 Coronavirus, algunas oficinas del condado pueden haber cambiado sus horarios de oficina o haber cerrado el acceso público a sus oficinas. Comuníquese con la oficina local de su condado para confirmar el horario de oficina y la disponibilidad. Puede visitar C4Yourself.com o llamar al <County IVR number> para obtener información del caso. Gracias.</p> <p>Note: Text Notifications will take up to 4 days and outbound IVR calls will take up to 3 days to process all the records.</p> |
| Migration Impact Description: | This is a C-IV only SCR. |



[CIV-106752] Do not send SAR 7 / SAR 72 for April due month to central print

Created: 03/20/2020 Updated: 03/26/2020 Resolved: 03/25/2020

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| Status: | In Production |
| Project: | C-IV |
| Fix Version/s: | 20.03 |
| Type: | SCR |
| Current Design: | <p>1) Within the last week of each month, CalSAWS automates the generation of the SAR 7/ SAR 72 periodic reports for CalWORKs and CalFresh. As a part of this process, the system:</p> <ul style="list-style-type: none">a. Generates a file via Batch Forms Jobsb. Creates a Generated Document record with a status of 'Printed Centrally'c. Prepares and bundles the SAR7/SAR 72 with other forms for the Central Print Facility to send to the customerd. Creates a Customer Reporting entry with a status of 'Sent' and sets a due date effective the last day of the next calendar month.e. Sends the bundles via SFTP to the central print facilityf. Queues the electronic version of the SAR7/SAR 72 to be posted to the self-service portal (C4Y/YBN), if applicable <p>2) If, by the 10th of the next month, the SAR7/SAR 72 has not yet been received, a 960X letter is automatically generated for the customer</p> <p>3) Outbound Campaigns (Text messages in CIV, Calls, Emails, and Texts in LRS) are sent to the customer notifying them of updates to the Customer Reporting Status</p> <p>4) Tasks are generated for workers when the SAR 7/SAR 72 is received through the Self-Service Portal or when the SAR 7 is scanned into the imaging system.</p> <p>If, as part of the receipt of the SAR 7/SAR 72, the worker marks the SAR 7/SAR 72 as a 'No Change' SAR7, an automated batch job will process the case via Batch EDBC</p> |
| Request: | <p>Per direction from CDSS, the SAWS will, Automatically complete Periodic Reports (SAR 7/SAR 72) for CW/CF Cases due between March 2020 and May 2020 will be automatically marked complete. The CW/CF program will not be automatically terminated due to SAR7/SAR 72 not received between March 2020 and May 2020.</p> <p>In order to facilitate this request, several automated processes will be deactivated.</p> |

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Recommendation:

1. Until further notice, Update the System to continue to Generate SAR7/SAR 72 Reports, but not send them to the customer. These records will be set to 'Complete' in a subsequent effort.

a. Deactivate the SAR7/SAR 72 Sweep Job (LRS: PBXXR410, CIV: PB00R515) from the batch scheduler.

b. Operationally execute the SAR7/SAR 72 Sweep Job (LRS: PBXXR410, CIV: PB00R515) and subsequent Forms Thread Jobs to process the records in SYS_TRANSACT.

c. Run an operational DCR to update the GENERATE_DOC records' status to 'Print Central Cancelled' for each GENERATE_DOC record generated by the operationally-run SAR7/SAR 72 job (PBXXR410), in which the case tied to the GENERATE_DOC record has a CW, CF, or CW and CF program in which the SAR7 is due. This includes SAR7, SAR72, and SAR73 documents.

d. NOTE: this process will allow the system to create SAR7/SAR 72 records and customer reporting records in the system for future DCR efforts to mark the SAR7/SAR 72 as Complete. This process will also prevent the SAR7/SAR 72 from being included in the outbound bundle to Central Print, as well as prevent the SAR7/SAR 72 from being posted to the Self-Service Portal.

2. Deactivate the NA 960X Batch Job (PBXXR440).

3. Deactivate the Contact Participant - CW SAR Reminder Task Job (PB19A210)

4. Deactivate 'No Change' SAR7/SAR 72 Batch Job (CIV: PB00E142, LRS:PB19E458)

5. Deactivate outbound campaigns for SAR7/SAR 72 Status Updates (Texts in CIV) (Calls, Emails, and Texts in LRS).

a. Deactivate the following Call, Email, and Text campaigns in LRS:

1. SAR7/SAR 72 Sent (Call - PO19C1116, Text- PO19C1301, Email - PO19C1122)

2. SAR7/SAR 72 Received (Call - PO19C1125, Text- PO19C1302, Email - PO19C1119)

3. SAR7/SAR 72 Processed (Call - PO19C1118, Text- PO19C1305, Email - PO19C1124)

4. SAR7/SAR 72 Incomplete (Call - PO19C1128, Text- PO19C1303, Email - PO19C1121)

5. SAR7/SAR 72 Not Received (Call - PO19C1127, Text- PO19C1180, Email - PO19C1120)

6. SAR7/SAR 72 Rescinded (Call - PO19C1117, Text- PO19C1304, Email - PO19C1123)

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b. Deactivate the following proactive text notification jobs:

1. SAR7/SAR 72 Sent (PB00Y917)
2. SAR7/SAR 72 Received (PB00Y918)
- 3 SAR7/SAR 72 Complete (PB00Y919)
4. SAR7/SAR 72 Discontinue (PB00Y903)
5. SAR7/SAR 72 Balderas Reminder (PB00Y907)
6. SAR7/SAR 72 Late SAR7/SAR 72 Reminder (PB00Y908)
7. CW RE discontinue (PB00Y904)
8. CF RE discontinue (PB00Y905)



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| [CA-214544] Do not send SAR 7 for April due month to central print Created: | |
| 03/20/2020 Updated: 04/01/2020 Resolved: 03/26/2020 | |
| Status: | In Production |
| Project: | CalSAWS |
| Fix Version/s: | 20.03 |
| Type: | SCR |
| Current Design: | <p>1) Within the last week of each month, CalSAWS automates the generation of the SAR 7 periodic reports for CalWORKs and CalFresh. As a part of this process, the system:</p> <ol style="list-style-type: none">Generates a file via Batch Forms JobsCreates a Generated Document record with a status of 'Printed Centrally'Prepares and bundles the SAR7 with other forms for the Central Print Facility to send to the customerCreates a Customer Reporting entry with a status of 'Sent' and sets a due date effective the last day of the next calendar month.Sends the bundles via SFTP to the central print facilityQueues the electronic version of the SAR7 to be posted to the self-service portal (C4Y/YBN), if applicable <p>2) If, by the 10th of the next month, the SAR7 has not yet been received, a 960X letter is automatically generated for the customer</p> <p>3) Outbound Campaigns (Text messages in CIV, Calls, Emails, and Texts in LRS) are sent to the customer notifying them of updates to the Customer Reporting Status</p> <p>4) Tasks are generated for workers when the SAR 7 is received through the Self-Service Portal or when the SAR 7 is scanned into the imaging system.</p> <p>If, as part of the receipt of the SAR 7, the worker marks the SAR 7 as a 'No Change' SAR7, an automated batch job will process the case via Batch EDBC</p> |
| Request: | <p>Per direction from CDSS, the SAWS will, Automatically complete Periodic Reports (SAR 7) for CW/CF Cases due between March 2020 and May 2020 will be automatically marked complete. The CW/CF program will not be automatically terminated due to SAR7 not received between March 2020 and May 2020.</p> <p>In order to facilitate this request, several automated processes will be deactivated.</p> |
| Recommendation: | <p>1. Until further notice, Update the System to continue to Generate SAR7 Reports, but not send them to the customer. These records will be set to 'Complete' in a subsequent effort.</p> <ol style="list-style-type: none">Deactivate the SAR7 Sweep Job (LRS: PBXXR410, CIV: |

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PB00R515) from the batch scheduler.

b. Operationally execute the SAR7 Sweep Job (LRS: PBXXR410, CIV: PB00R515) and subsequent Forms Thread Jobs to process the records in SYS_TRANSACT.

c. Run an operational DCR to update the GENERATE_DOC records' status to 'Print Central Cancelled' for each GENERATE_DOC record generated by the operationally-run SAR7 job (PBXXR410), in which the case tied to the GENERATE_DOC record has a CW, CF, or CW and CF program in which the SAR7 is due. This includes SAR7, SAR72, and SAR73 documents.

d. NOTE: this process will allow the system to create SAR7 records and customer reporting records in the system for future DCR efforts to mark the SAR7 as Complete. This process will also prevent the SAR7 from being included in the outbound bundle to Central Print, as well as prevent the SAR7 from being posted to the Self-Service Portal.

2. Deactivate the NA 960X Batch Job (PBXXR440).

3. Deactivate 'No Change' SAR7 Batch Job (CIV: PB00E142, LRS:PB19E458)

4. Deactivate outbound campaigns for SAR7 Status Updates (Texts in CIV) (Calls, Emails, and Texts in LRS).

a. Deactivate the following Call, Email, and Text campaigns in LRS, as well as the outbound text FTP jobs:

1. SAR7 Sent (Call - PO19C1116/PO19C1216, Text-PO19C1301/PO19C1401, Email - PO19C1122)

2. SAR7 Received (Call - PO19C1125/PO19C1225, Text-PO19C1302/PO19C1402, Email - PO19C1119)

3. SAR7 Processed (Call - PO19C1118/PO19C1218, Text-PO19C1305/PO19C1405, Email - PO19C1124)

4. SAR7 Incomplete (Call - PO19C1128/PO19C1228, Text-PO19C1303/PO19C1403, Email - PO19C1121)

5. SAR7 Not Received (Call - PO19C1127/PO19C1227, Text-PO19C1180/PO19C1280, Email - PO19C1120)

6. SAR7 Rescinded (Call - PO19C1117/PO19C1217, Text-PO19C1304/PO19C1404, Email - PO19C1123)

b. Deactivate the following proactive text notification jobs:

1. SAR7 Sent (PB00Y917)

2. SAR7 Received (PB00Y918)

3 SAR7 Complete (PB00Y919)

4. SAR7 Discontinue (PB00Y903)

5. SAR7 Balderas Reminder (PB00Y907)

6. SAR7 Late SAR7 Reminder (PB00Y908)

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| | <p>7. CW RE discontinue (PB00Y904) 8. CF RE discontinue (PB00Y905)</p> |
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