CalSAWS

California Statewide Automated Welfare System

Design Document

CA-49410

Allow users to authorize multiple Need Types

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Ishrath Khan
	Reviewed By	Sidhant, Fiscal build team leads, North and South BAs

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/1/2020	V1.0	Final Design approved by BAs and build	Ishrath Khan

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1 OVERVIEW

1.1 Current Design

WTW/REP/Cal-Learn participants may receive payments for public transportation, mileage, or alternative methods of transportation to attend their Cal-learn/WTW/REP employment or activity. Currently workers are unable to authorize additional transportation when needed unless they select "Other" transportation type. -This results in incorrect reporting information and Program staff are unable to identify what the issuance is for when reviewing cases. Participants also receive the transportation approval notice (NA 820) that shows "other" which is misleading information.

The LRS system currently allows the authorization of different need types for the same service month. However, when the payment request is created a second time for the same need type, person, program and service month, the system throws a validation. For ex: If Arrangement period spans 07/2020 thru 09/2020 for Need type of Family Stabilization -Rental Assistance (Need type) for $100 and payment request is issued for Family Stabilization-Rental Assistance for 07/2020 for $50, the system will prevent another issuance for same person for 07/2020 for the same need type by throwing a validation on the Payment Request Detail page:

"Payment has already been issued for the same period and need type"

1.2 Requests

The request is to update LRS/CalSAWS logic to allow workers to authorize multiple supportive service payments for the same arrangement period.

1.3 Overview of Recommendations

Modify the logic on Service Arrangement and Payment Request pages to allow workers to authorize multiple supportive service payments for the same arrangement period.

1.4 Assumptions

1. The following programs are impacted by this SCR – WTW, REP, Cal-Learn.
2. Fiscal authorizations and Issuance threshold logic for transportation need categories will be updated as part of SCRs CA-212943 & CA-213493 to make them county configurable. The current fiscal authorization levels and issuance threshold values that exists in LRS for LA county will not be impacted by this SCR.

3. The recommendations specified in design are applicable to all need categories and need types unless otherwise specified. This SCR will now allow workers to issue multiple supportive service payments for all need types for the same program, person and service month.
4. All of the scenarios specified in this design are applicable for the same program and participant.

2 RECOMMENDATIONS

2.1 Service Arrangement Detail

2.1.1 Overview

The Service Arrangement Detail page allows users to create a service arrangement for a requested supportive service need. This section will describe the changes to allow multiple service arrangements to be authorized for a certain Arrangement period which can span single or multi-months.

2.1.2 Service Arrangement Detail Mockup

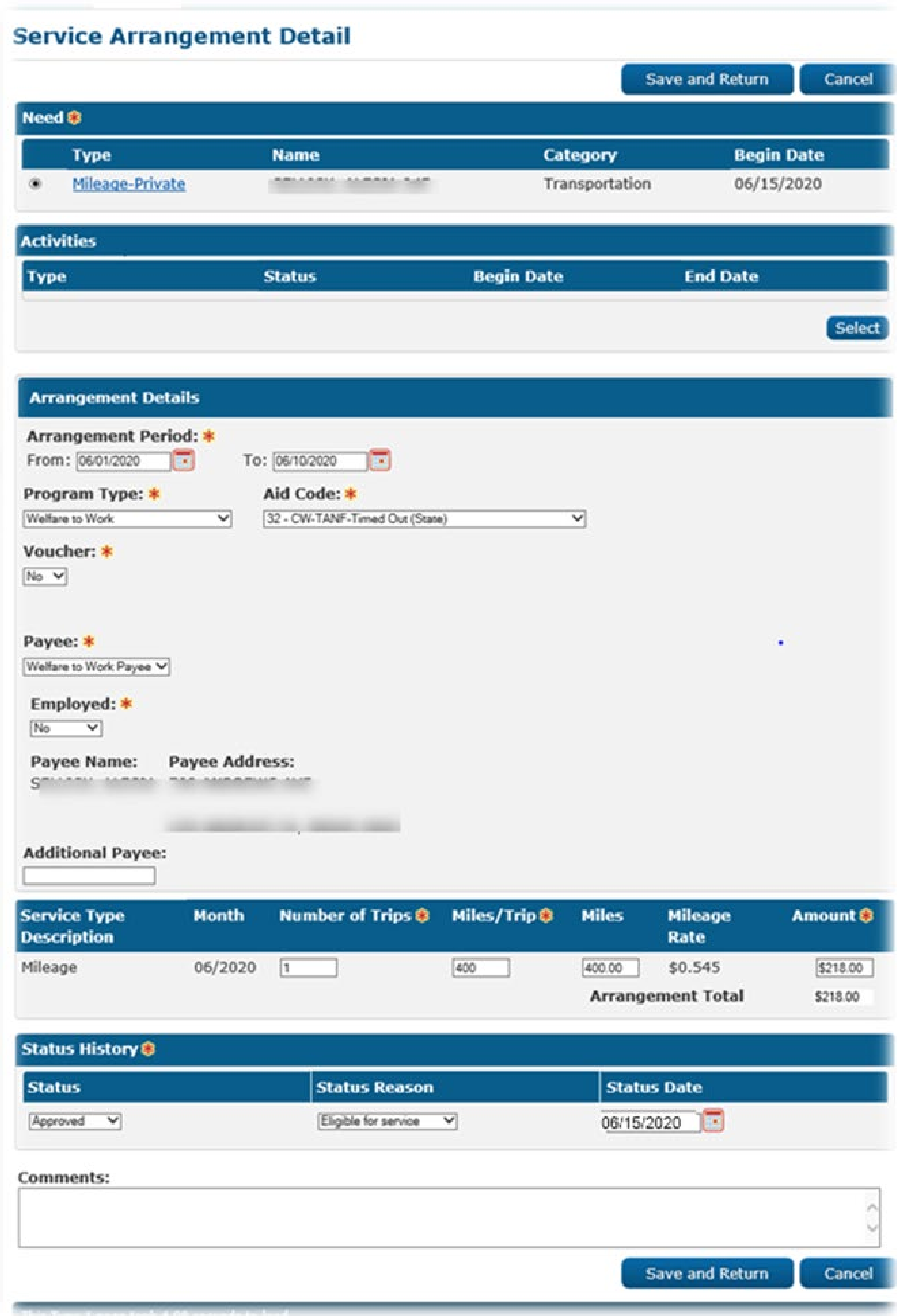


Figure 2.1.1 – Service Arrangement Detail (Mileage with Tier 1 rate)

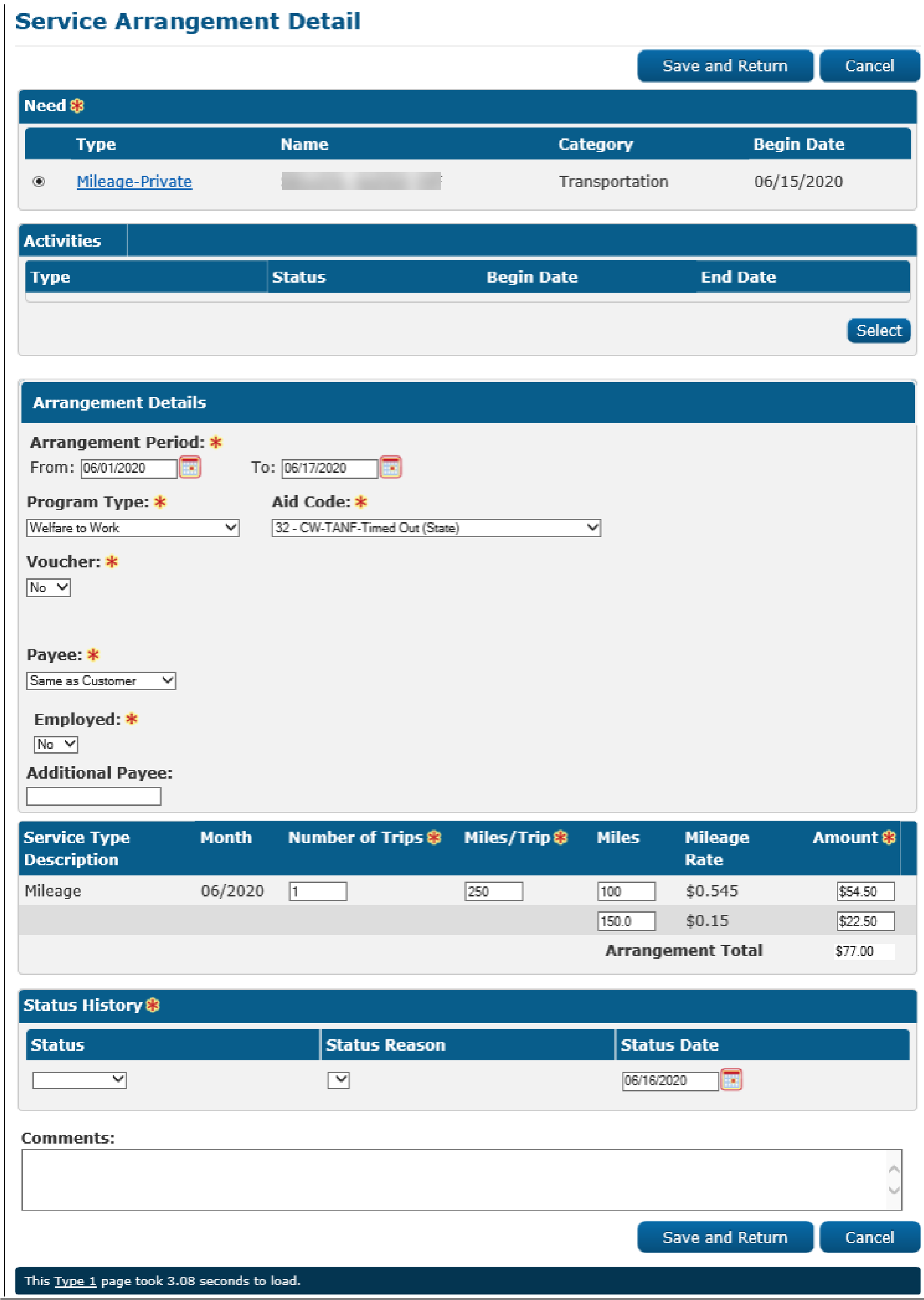


Figure 2.1.2 – Service Arrangement Detail (Mileage with Tier 1&2 rate)

2.1.3 Description of Changes

The following recommendations on Service Arrangement Detail page are applicable only to the need type of 'Mileage-Private'.

1. For the transportation need type of "Mileage Private", if there are multiple service payments for the same Service Month for the same person and program, mileage rates will be calculated as listed below.

   For example, a participant was advanced mileage payment for June 1-30 to attend her Vocational Training activity. However, on June 20th the participant reported a new employment that started on June 15th. The worker should be allowed to authorize additional mileage, the mileage rate should be calculated using the mileage already issued to the participant for that month. This means that if the participant was issued a mileage payment for a total of 400 miles for June but now she will be driving an additional 250 miles, the additional 250 miles should be calculated as follows:

   - 500 miles at Tier 1 rate and
   - 150 miles at Tier 2 rate

   The participant drove a total of 650 miles in the month and per Transportation policy, the first 500 miles per month, per participant are calculated using Tier 1 rate. Miles exceeding 500 miles per month, per participant are calculated using Tier 2 rate (see Figure 2.1.1 & 2.1.2)

   Workers will be able to properly select the correct transportation type on LRS/CalSAWS for each payment so that participants are notified accordingly via the NA 820, Transportation Approval NOA.

BEFORE:

Service Arrange ment ID	Service Month	Need type	Miles/ trip	Payment Request Status	Mileage Rate
1000500	June-20	Mileage -Private	400	Approved/A waiting Approval	Tier1
1000501	June-20	Mileage -Private	250	Validation -	N/A

AFTER:

Service Arrangement ID	Service Month	Need type	Miles/ trip	Payment Request	Mileage Rate	Payment Request ID	Pmt. Req. Amt	Pmt. Req Status
1000500	June-20	Mileage -Private	400	issuance created for full amount	Tier1	2000500 2000501	200 200	Issuance Created Issuance Created
1000501	June-20	Mileage -Private	250	No Validation - Allow the Service Arrangement to be created	Tier1 for first 100 miles Tier 2 for next 150 miles	2000502	250	

2. For the above transportation type of 'Mileage-Private', if the consolidated payment request amount for the mileage (for the service month) is not in a status of "Issuance Created" or "Disapproved" and the worker tries to create a second service arrangement for the same Service Month, same person and same program, the following validation message will be thrown on the Service Arrangement Detail page:
    - This service arrangement cannot be created as there is another service arrangement for <Benefit Month> with unissued amounts.

Service Arrangement ID	Service Month	Need type	Miles/trip	Payment Request	Payment Request ID	Payment Request Amount	Payment Request Status
1000500	June-20	Mileage-Private	400	Issuance created for partial amounts	2000500 2000501	200 200	Issuance Created Awaiting Approval
1000501	June-20	Mileage-Private	250	Validation - Service Arrangement cannot be created			

2.1.4 Page Location

Global: Employment Services

Local: Supportive Services

Task: Service Arrangements

2.1.5 Security Updates

No change.

2.1.6 Page Mapping

No change.

2.1.7 Page Usage/Data Volume Impacts

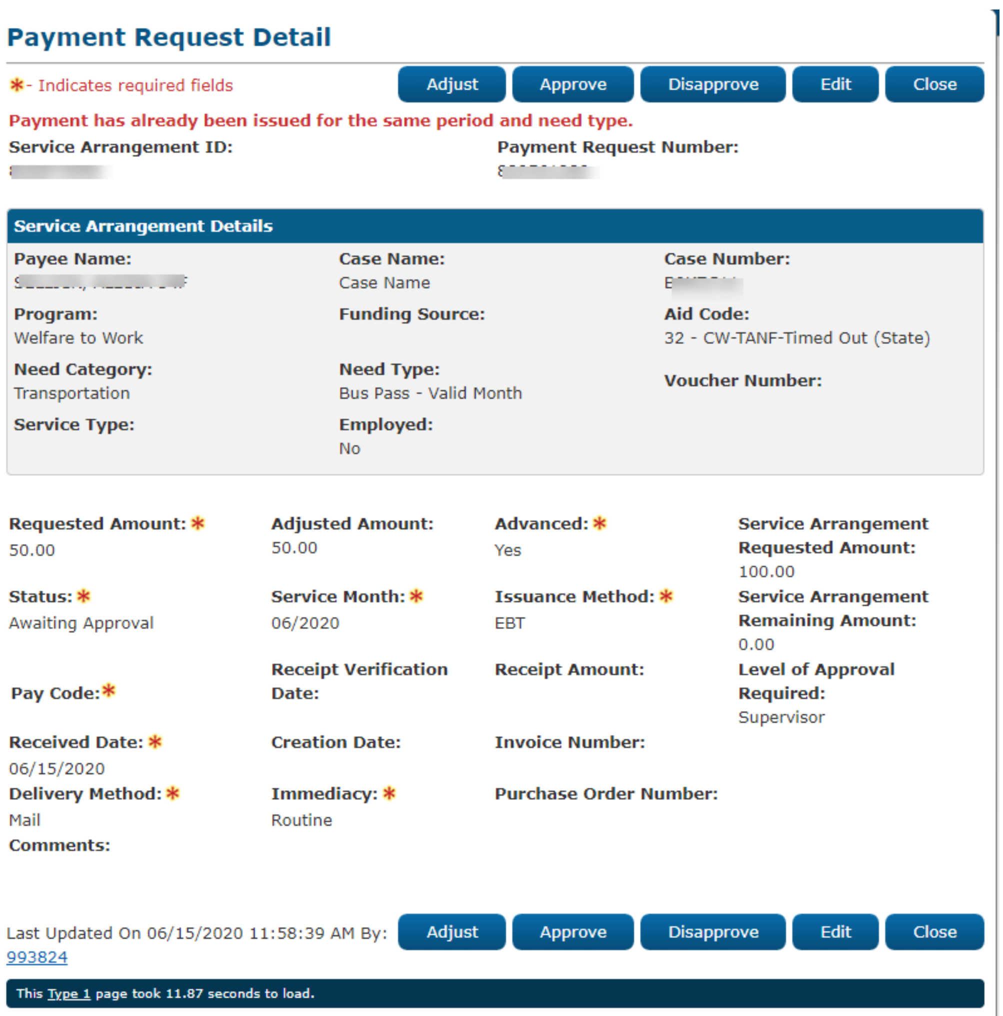
No change.

2.2 Payment Request Detail

2.2.1 Overview

The Payment Request Detail page allows user to create or approve a recipient's request for a supportive service. When creating/approving a request, users specify the Service Month for the request. This section will describe the changes to allow multiple payment requests to be issued for the same need type and for the same Service Month.

2.2.2 Payment Request Detail Mockup



Payment Request Detail

*- Indicates required fields
Adjust | Approve | Disapprove | Edit | Close

Payment has already been issued for the same period and need type.

Service Arrangement ID:

Payment Request Number:

Service Arrangement Details

Payee Name:	**Case Name:** Case Name	**Case Number:**
Program: Welfare to Work	**Funding Source:**	**Aid Code:** 32 - CW-TANF-Timed Out (State)
Need Category: Transportation	**Need Type:** Bus Pass - Valid Month	**Voucher Number:**
Service Type:	**Employed:** No	

Requested Amount: * 50.00	**Adjusted Amount:** 50.00	**Advanced:** * Yes	**Service Arrangement Requested Amount:** 100.00
Status: * Awaiting Approval	**Service Month:** * 06/2020	**Issuance Method:** * EBT	**Service Arrangement Remaining Amount:** 0.00
Pay Code: *	**Receipt Verification Date:**	**Receipt Amount:**	**Level of Approval Required:** Supervisor
Received Date: * 06/15/2020	**Creation Date:**	**Invoice Number:**	
Delivery Method: * Mail	**Immediacy:** * Routine	**Purchase Order Number:**	
Comments:			

Last Updated On 06/15/2020 11:58:39 AM By: 993824
Adjust | Approve | Disapprove | Edit | Close

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Figure 2.3.1 – Creating Payment Request (when a payment request in 'Awaiting Approval 'exists- Current Design)

2.2.3 Description of Changes

1. This recommendation applies to all Need categories and Need types. Remove the following existing validation message when worker tries to issue multiple service payments for an arrangement period for the same person and program (Fig. 2.3.1).

   - Payment has already been issued for the same period and need type

Note: This validation message is currently thrown for all need types and is applicable to the-following-programs: WTW, REP, Cal-Learn.

Example 1: Single Month

BEFORE:

Service Arrangement ID	Service Month	Need Category/Need Type	Amount	Payment Request Status	Program
1000500	June-20	Family Stabilization/Rental Assistance	400	Issuance Created/Approved	WTW
1000501	June-20	Family Stabilization/Rental Assistance	250	Validation: Payment has already been issued for the same period and need type	WTW

AFTER

Service Arrangement ID	Service Month	Need Category/Need Type	Amount	Payment Request Status	Program
1000500	June-20	Family Stabilization/Rental Assistance	400	Issuance Created/Approved	WTW
1000501	June-20	Family Stabilization/Rental Assistance	250	Approved	WTW

Example 2: Multi-Month

BEFORE:

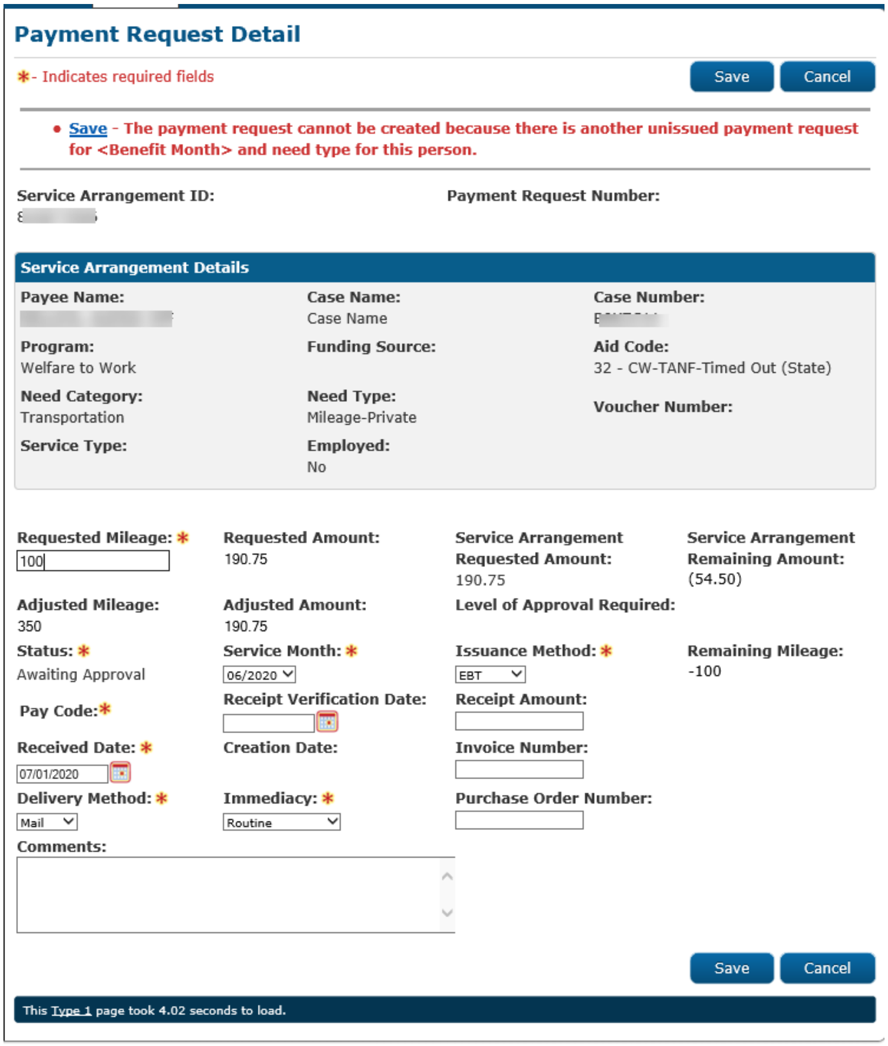
Service Arrangement ID	Service Month	Need Category/Need Type	Amount	Payment Request Status	Program
100500	June-20 July-20 Aug-20	Family Stabilization/Rental Assistance	400	Issuance Created/Approved	WTW
1000501	June-20 July-20 Aug-20	Family Stabilization/Rental Assistance	300	Validation: Payment has already been issued for the same period and need type	WTW

AFTER

Service Arrangement ID	Service Month	Need Category/Need Type	Amount	Payment Request Status	Program
100500	June-20 July-20 Aug-20	Family Stabilization/Rental Assistance	400	Issuance Created/Approved	WTW
1000501	June-20 July-20 Aug-20	Family Stabilization/Rental Assistance	300	Issuance Created/Approved	WTW

2. This recommendation is specific to the Need type of 'Mileage-Private'. When a payment request with a transportation need type of 'Mileage-Private' for the same program and person exists in a status other than 'Issuance Created/Disapproved 'and the worker tries to create another payment request with the same parameters(same program, same participant & same service month), the following validation message will be thrown on clicking 'Save' on the Payment Request Detail page: (See figure 2.3.2)

- Save - The payment request cannot be created because there is another unissued payment request for <Benefit Month> and need type for this person.



Payment Request Detail

*- Indicates required fields

Save | Cancel

- Save - The payment request cannot be created because there is another unissued payment request for <Benefit Month> and need type for this person.

Service Arrangement ID:

Payment Request Number:

Service Arrangement Details

Payee Name:	Case Name: Case Name	Case Number:
Program: Welfare to Work	Funding Source:	Aid Code: 32 - CW-TANF-Timed Out (State)
Need Category: Transportation	Need Type: Mileage-Private	Voucher Number:
Service Type:	Employed: No	

Requested Mileage: * 100	Requested Amount: 190.75	Service Arrangement Requested Amount: 190.75	Service Arrangement Remaining Amount: (54.50)
Adjusted Mileage: 350	Adjusted Amount: 190.75	Level of Approval Required:	
Status: * Awaiting Approval	Service Month: * 06/2020	Issuance Method: * EBT	Remaining Mileage: -100
Pay Code: *	Receipt Verification Date:	Receipt Amount:	
Received Date: * 07/01/2020	Creation Date:	Invoice Number:	
Delivery Method: * Mail	Immediacy: * Routine	Purchase Order Number:	

Comments:

Save | Cancel

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Figure 2.3.2 – Creating Payment Request (when a payment request in 'Awaiting Approval 'exists)

Note:

a. Payment requests with a status of "Disapproved" can be edited and Approved with a different amount as long as it does not exceed the remaining amount on the service arrangement.
b. Issuance threshold and Fiscal Authorizations logic is being updated to be county configurable with SCRs CA-212943 & CA-213493. For the all need categories, the fiscal authorizations will be configured using the "County Authorizations" page.

Scenario 1:

Service Arrangement ID	Service Month	Need type	Serv. Arrgmt. Mileage	Pmt. Req. Amount	Payment Request ID	Payment Request Status	Program	Rate
1000500	June-20	Mileage Private	650	400	2000500	Issuance Created	WTW	Tier1
				250	2000501	Approved	WTW	Tier 1 for the first 100 and Tier 2 for the next 150

Scenario 2:

Service Arrangement ID	Service Month	Need type	Serv. Arrgmt. Mileage	Pmt. Req. Amount	Payment Request ID	Payment Request Status	Program	Rate
1000500	June-20	Mileage Private	650	400	2000500	Disapproved	WTW	Tier 1
				250	2000501	Approved	WTW	Tier 1

Scenario 3:

Service Arrangement ID	Service Month	Need type	Serv. Arrgmt. Mileage	Pmt. Req. Amount	Payment Request ID	Payment Request Status	Program
1000500	June-20	Mileage Private	650	400	2000500	Awaiting Approval	WTW
				250	2000501	Validation	WTW

Results:

Scenario 1: Since the first payment request is in "Issuance created' status, the worker is able to authorize a second payment request and get it approved.

Scenario 2 : Since the first payment request is in 'Disapproved' status, the worker is able to authorize a second payment request and get it approved.

Scenario 3" Since the first payment request is still 'Awaiting Approval', the worker gets a validation when trying to authorize a second payment request for the same participant for same service month .

2.2.4 Page Location

Global: Fiscal

Local: Payment Requests

Task: Payment Request Search

2.2.5 Security Updates

No change.

2.2.6 Page Mapping

No change.

2.2.7 Page Usage/Data Volume Impacts

No change.

3 SUPPORTING DOCUMENTS

[This section should include any supporting documents for the design as imbedded documents. Some examples of supporting documents include the Security Matrix, Form Design Documents, NOA Design Documents, and ETL Source-to-Target Mappings.]

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

[Document what requirements are being addressed with this design and how they are being met]

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.1.26	The LRS shall support multiple arrangements for payment of bus tokens, including adding the purchase amount to cash or generating issuance of bus passes/ bus tokens.	This SCR enables the worker to issue multiple service arrangements to the customer for transportation and other supportive service payments

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

[Document any migration impacts such as data model or potential business process changes]

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

N/A

6.1 Lists

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-51882 Limit HA Manual and Override EDBC values

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	S Meenavalli, Anand Kulkarni
	Reviewed By	G Chakkingal, T Huckaby

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/01/2019	1.0	Initial Document	S Meenavalli
05/05/2019	2.0	Updates with Committee reviews	S Meenavalli
05/22/2018	3.0	Correspondence updates	Anand Kulkarni
07/05/2019	4.0	Updated the design to add / remove / change some of the HA status reasons	S Meenavalli
02/18/2020	5.0	Removed the 12-month to 365/366-days requirement and added to the SCR CA-211293 CIV-105386	S Meenavalli
07/20/2020	6.0	Added the new status reason "Not State/Federal declared Natural Disaster"	S Meenavalli

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1 OVERVIEW

1.1 Current Design

- Currently in LRS/CalSAWS, for the Temp-HA, Expanded Temp-HA, and Perm-HA programs, on the Manual EDBC page and the Override EDBC page, the system is displaying all Program Status Reasons and Person Status Reasons in the drop-down list, even if the reasons are not relevant to these programs.
- In LRS/CalSAWS, when Other Program Assistance (OPA) record exists for Regular Temp-HA or Perm-HA programs, EDBC program is not failing.

Note: In LRS/CalSAWS System, Homeless Assistance programs are automated EDBC and in C-IV System these programs are Manual EDBC.

1.2 Requests

- In LRS/CalSAWS, need to change the Manual and Override EDBC's for the HA programs to populate Program Status Reasons and/or Person Status Reasons that are relevant to HA programs only.
- In LRS/CalSAWS, EDBC should fail when OPA record exists for Regular Temp-HA or Perm-HA programs.

1.3 Overview of Recommendations

- Update Manual and Override EDBC's for the HA programs to populate Program Status Reasons and/or Person Status Reasons that are relevant to HA programs only.
- Update EDBC logic to fail the program when OPA records exists for Regular Temp-HA or Perm-HA programs.

1.4 Assumptions

1. AB 557 Expanded Temp-HA program is once in a lifetime and will not have any impact on the 12-month EDBC change.
2. There are no impacts to Forms or NOAs in LRS/CalSAWS within this effort.
3. Any OPA record added for HA Programs will be considered in the same Case and/or same County only.
4. OPA records will not be considered across the cases and/or across the counties.
5. As per the current functionality, OPA records are already being considered for Expanded Temp-HA Program.

2 RECOMMENDATIONS

2.1 OPA and Override Program Configuration (LRS/CalSAWS Only)

2.1.1 Overview

Homeless – Override Program Configuration screen will be used to set the Aid code, Program Status, Program Status Reason, Person Role, Person Role Reason, Person Status and Person Status Reason.

2.1.2 Description of Changes

- Update EDBC logic to fail HA program when OPA record exists for Regular Temp-HA or Perm-HA programs and treat as non-exception records.
- Update EDBC logic by considering OPA record as HA non-exception benefits issued from the OPA Page Begin Date till the OPA Page End Date.
- Update Override EDBC's for the HA programs (Temp-HA, Expanded Temp-HA, or Perm-HA) to populate Program Status Reasons and/or Person Status Reasons that are relevant to HA programs only.
- Remove the status reasons from the drop-down list that are not relevant to HA programs.

Technical Note:

- Remove status reasons in this context is to update the HA Programs code detail table columns to NULL.
- HA Status Reasons can be found in the XL attached under Section 3 Supporting Documents.

2.1.3 Program Configuration Override List Mockup

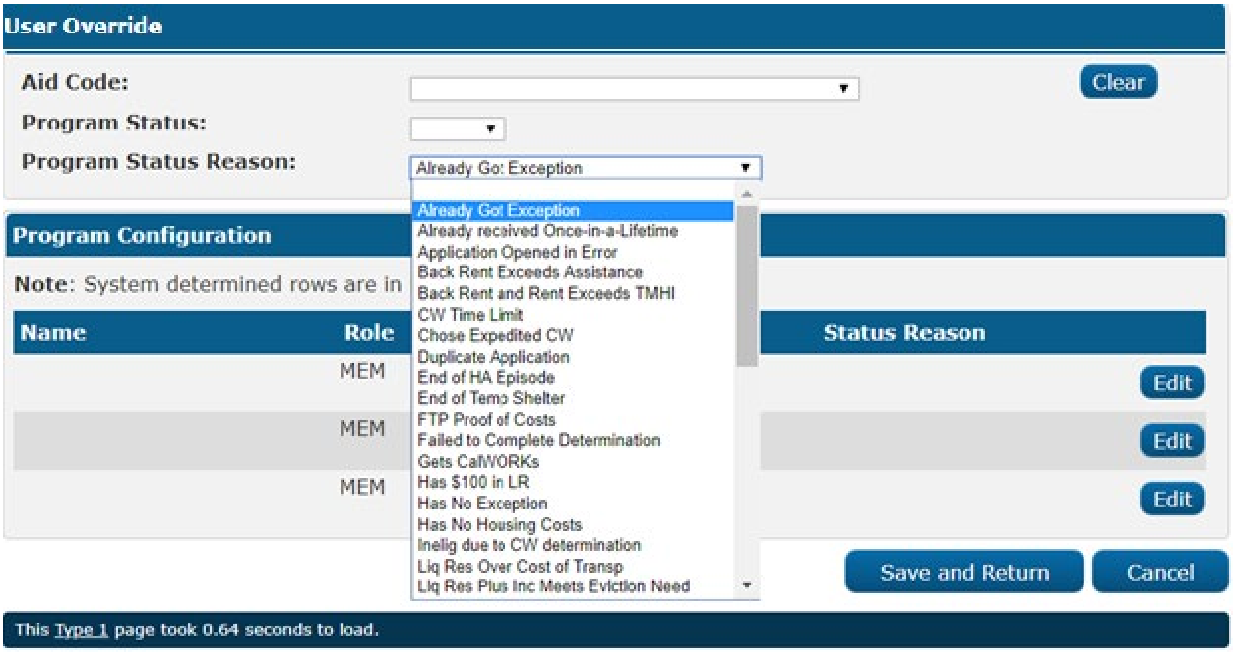

Figure 2.1(a) – Program Configuration Override List Mockup

2.1.4 Person level Configuration Override Detail Mockup

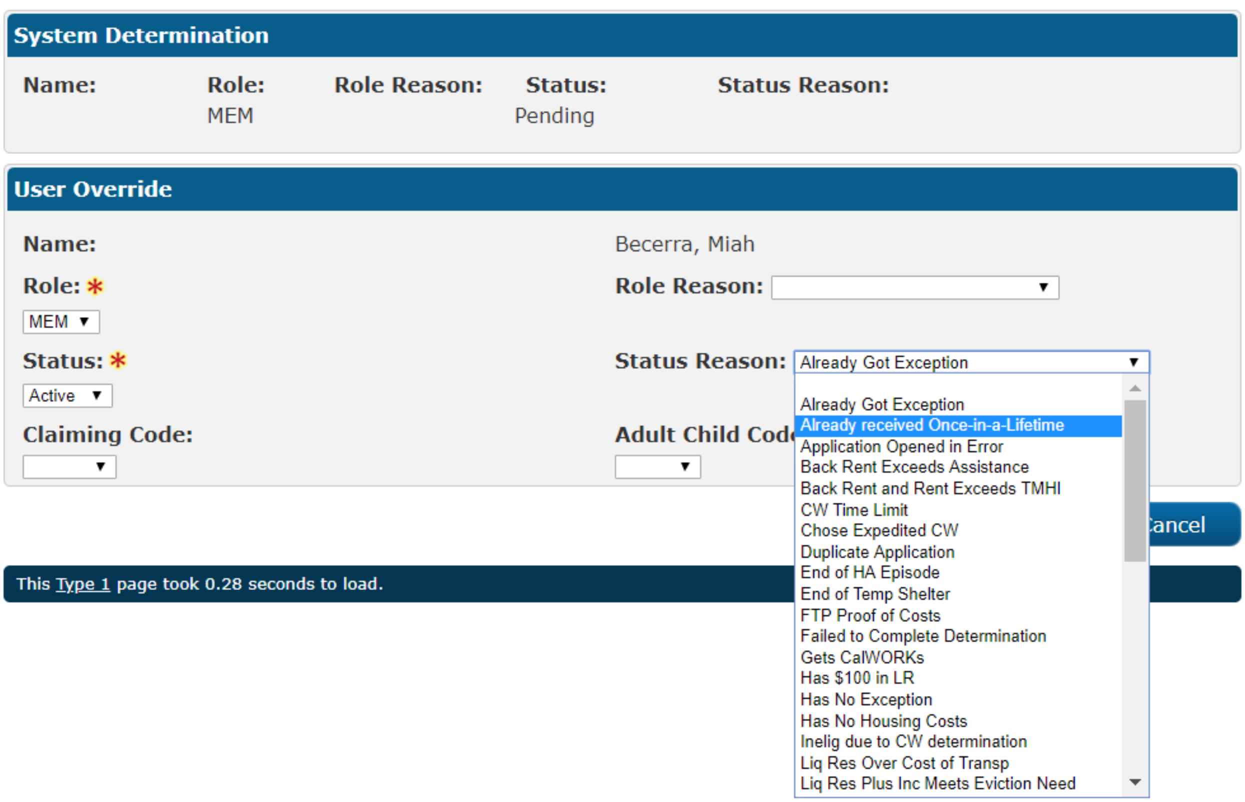

Figure 2.1(b) – Person level Configuration Override Detail Mockup

2.2 Homeless – Temp/Perm EDBC (Manual), Negative Action (LRS/CalSAWS Only)

2.2.1 Overview

Homeless – Temp/Perm Manual EDBC screen will be used to set the Aid code, Program Status, Program Status Reason, Person Role, Person Role Reason, Person Status and Person Status Reason.

2.2.2 Description of Changes

- Update Manual EDBC's for the HA programs (Temp-HA, Expanded Temp-HA, or Perm-HA) to populate Program Status Reasons and/or Person Status Reasons that are relevant to HA programs only.
- Remove the status reasons from the drop-down list that are not relevant to HA programs.

2.2.3 Program Configuration List Mockup

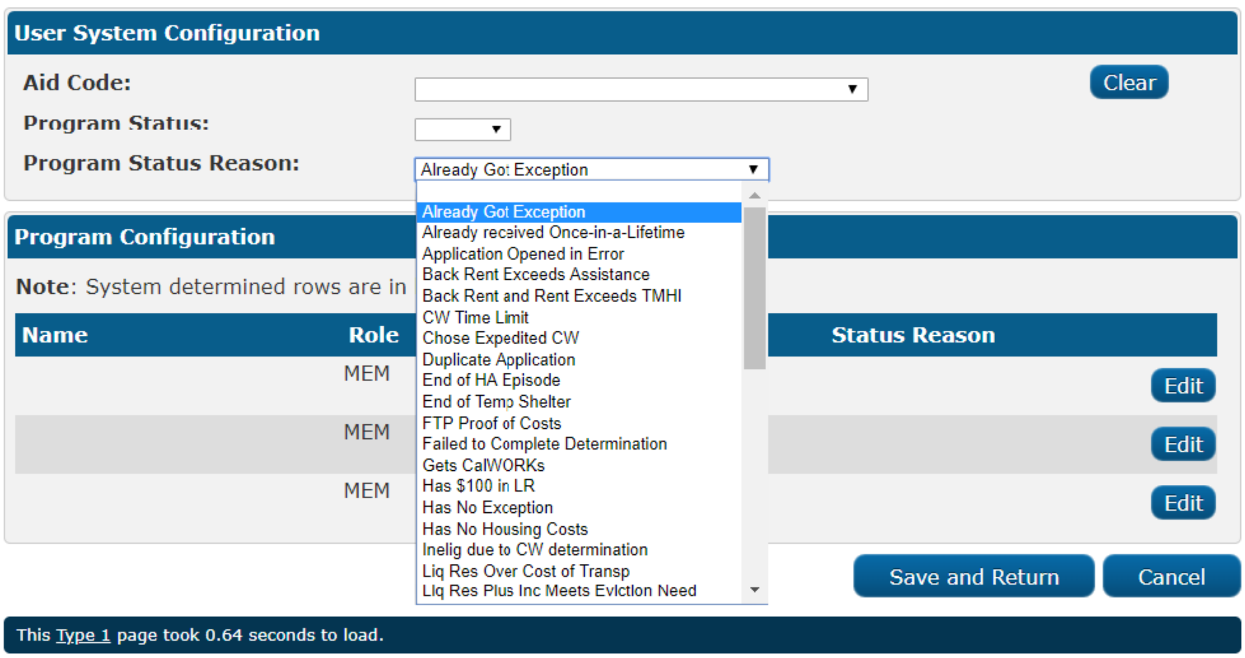

Figure 2.2(a) – Program Configuration List Mockup

2.2.4 Person level Configuration Detail Mockup

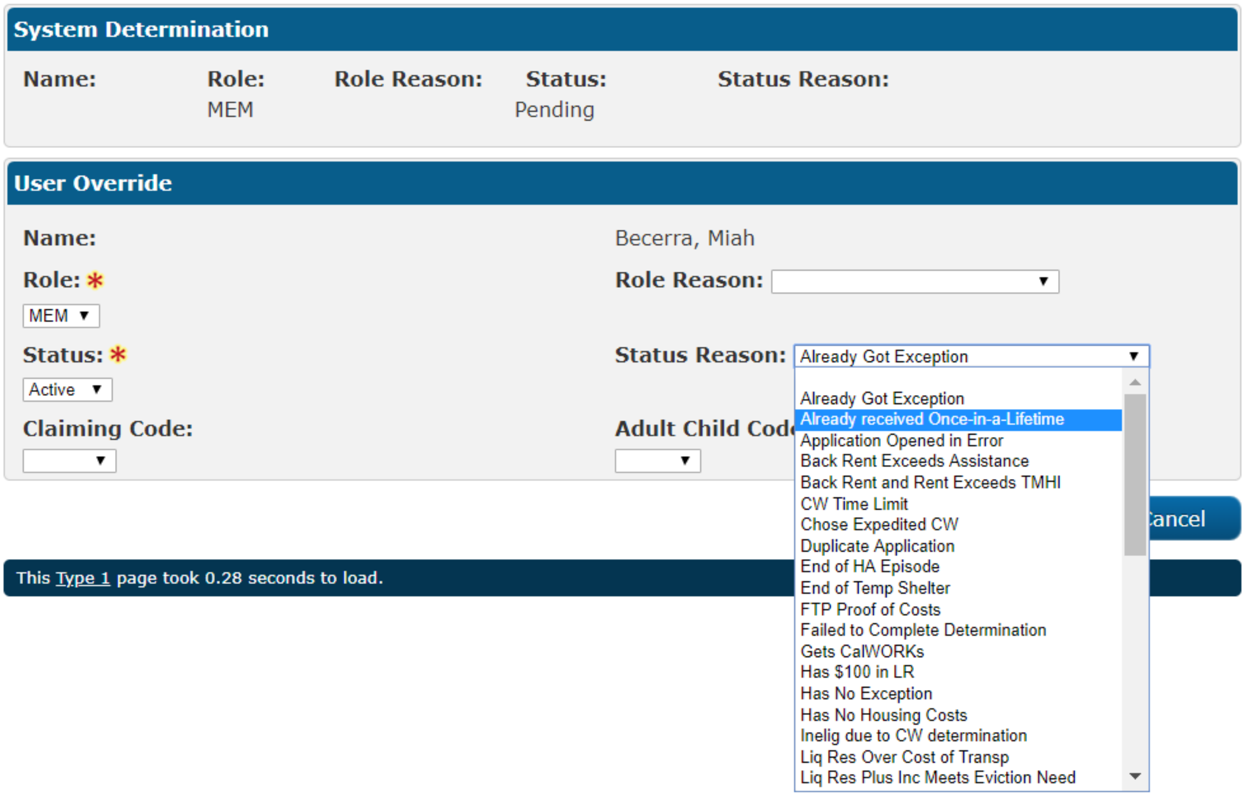

Figure 2.2(b) – Person level Configuration Detail Mockup

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Eligibility	Program / Person Status Reasons	HA Status Reasons

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.1.6	The LRS shall manage all the critical start, end, and effective dates for all ED/BC processes, including adverse action periods, in accordance with all applicable federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures by program type.	LRS/CalSAWS system will be updated for the HA Programs with the Manual and Overridden EDBCs to limit the dropdown values related to the HA Programs only.

5 MIGRATION IMPACTS

In C-IV system, Homeless Assistance programs are manual EDBC programs. C-IV counties will be adopting this functionality as part of migration.

6 OUTREACH

None

7 APPENDIX

None

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-55378

Impose CW MAP Reduction within the allotted timeframe when Immunization Page is not updated for children in the Assistance Unit is under age 6

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio –Eligibility Jamie Ng -Correspondence
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/13/2019	1.0	Initial Draft	T. Lazio
12/31/2019	1.1	Updated Overview, Sections 1.2, 1.3, 1.4, 2.1, 2.1.1 and 2.1.2. Removed recommendation for 'hard stop' to prevent users from EDBC when no immunization record exists due to migration impact.	T. Lazio
01/22/2020	1.2	Updated Overview, Sections 1.2, 1.3, 1.4, 2.1 and 2.2 Existing functionality for CW 2200 generation and due date will remain unchanged.	T. Lazio
01/30/2020	1.3	Updated Sections 1.3, 1.4 and 2.1. Added clarification for when 30/45 day penalty grace period is applied versus 45 day penalty grace period.	T. Lazio
03/23/2020	1.4	Added Section 2.3: Add CW 2209 Form Added Assumptions 10 and 11 in Section 1.4 Updated recommendations 1 and added recommendation 3 in Section 1.3 Updated penalty verbiage in Section 2.1.2.	J.Ng T.Lazio
04/08/2020	1.5	Per committee request, the following updates were made: Added recommendation 1 and updated recommendation 2 in Section 1.3.	T. Lazio

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
		Added Section 2.1 Updated Section 2.2.2	
05/14/2020	3.0	Per Committee request and CRPC 2098, the following sections were updated: Section 1.1 Section 1.2 Section 1.3 Section 1.4 Section 2.1.1 Section 2.1.2 Section 2.2.2 Section 2.3.1 Section 2.3.2	T. Lazio J. Ng M. Keehn

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1 OVERVIEW

CalWORKs policy (EAS 40-105.4) requires that immunization verification is submitted by the participant when a child in the Assistance Unit is under age 6. A pending CalWORKs (CW) application can be approved pending verification of immunization records. However, if up-to-date records are not provided at the time the case is approved, a penalty is imposed 30 or 45 days after determination of eligibility with a timely Notice of Action.

This SCR will accommodate the need to impose the MAP reduction penalty within the allotted timeframe on CW cases without immunization record verification for children in the Assistance Unit (AU) who are under age 6.

1.1 Current Design

A pending CalWORKs application can be approved pending verification of immunization records.

CalSAWS displays a soft validation message when running EDBC informing users that "There is no ongoing immunization record for the following child(ren): (Name of Child)" when there exists a child under 6 years old in the case that does not have a immunization record for the benefit month.

If the immunization verification is still pending once 10 days have passed from the Request Date on the Verification Detail page, a MAP grant reduction is imposed at the beginning of the benefit month.

If a child under the age 6 has an Immunization verification that is "Refused", EDBC currently sets the status to 'Denied'/'Discontinued' (Intake/Ongoing) for the CW program persons.

1.2 Requests

Per CalWORKs policy (EAS 40-105.4), verification of immunization is required for all children in the AU under the age of 6 by the CW participant within the established timeframe of 30 to 45 days. Therefore, CalSAWS must include functionality to automatically provide the required time for parent/caretaker applicants/participants to submit verifications after the case has been approved or reauthorized before 'FTP-Immunization' MAP reduction penalty is imposed.

Per CRPC 2198, CalSAWS should impose the 'FTP-Immunization' MAP reduction penalty in the amount of the parent(s) or caretaker relative within the established timeframe of 30 to 45 days for immunizations that are 'refused' and should not 'Deny' (Intake) or 'Discontinue' (Ongoing) the CW program persons.

1.3 Overview of Recommendations

1. Impose 'FTP-Immunization' MAP reduction penalty in the amount of the biological/adoptive parent(s) or caretaker relative exerting parental control that are receiving aid.

2. Update CW EDBC to not Deny (Intake) or Discontinue (Ongoing) CW persons when the immunization record has a status of ‘Refused’.

3. Impose ‘FTP-Immunization’ MAP reduction penalty within the established timeframe of 30 to 45 days while Immunization records remain pending or refused.

4. Update trigger of the existing CalWORKs no school/ immunization verification NOA.

5. Add CW 2209- IMMUNIZATION GOOD CAUSE REQUEST FORM to the Template Repository for LRS/CalSAWS.

1.4 Assumptions

1. Months on aid will continue to count towards the 48-month CW time limit of parent(s)/caretaker relative while ‘FTP-Immunization’ MAP reduction penalty is imposed.
2. The WTW program will be created for the penalized parent(s)/caretaker relative that are required to participate in the program.
3. The existing soft validation for missing immunization detail record will remain unchanged.

4. User is responsible for adding/updating the immunization record for children in the CW AU under age 6.

5. The existing logic for the soft validation message for the pending or refused immunization verification will remain unchanged.

6. CalWORKs applicants can be approved while verifications of immunization records are still pending.

7. User is responsible for generating the CW 2200 form when the immunization verification is pending.

8. The existing functionality which auto populates the due date and allows the user to edit the due date on the immunization verification record will remain unchanged.
9. An EDBC will lift MAP reduction and restore aid once verifications have been received for the children under 6 in the AU, children under 6 meet good cause exemption criteria or the youngest child in the AU turns six years old. In the case where verifications have been received for the children under 6 in the AU, the MAP grant amount will be increased the first of the benefit month following the month in which verifications are received. In the case of the youngest child in the AU turning six years old, the MAP grant amount will be increased the first of the youngest child’s birth month.

10. In C-IV, immunizations will continue to be a manual process and the functionality defined in this SCR will be adopted as part of migration.

11. Listings of CW cases with children in the Assistance Unit (AU) under age 6 without immunization record verification where there are two parents living in the home and only one parent has role of 'MMO' with role reason of "FTP Immunization will be provided with SCRs CA-214541 and CIV-106750.

12. There will be no changes to the monthly EDBC sweep jobs that run at 10 day cutoff which look at the immunization verifications (i.e. job numbers JB00E161M and JB00E169M) and lift immunization penalty when the child turns 6 (i.e. job number JB00E162M).

13. Logic to generate NOA Reason for Missing school verification will not be changed. (Logic to generate missing immunization verification is updated in Section 2.3).

14. The existing functionality of no penalty being applied to the biological/adoptive parent(s) or caretaker relative through EDBC if the child's verified Immunization Status is "Up to date", "Exempt", or there is a Immunization Verification Detail indicating good cause will remain unchanged.

15. When a CW case consists of both a senior parent and minor parent, both the minor biological parent and caretaker senior parent with parental control would be penalized for failure/refusal to submit immunization verification.

2 RECOMMENDATIONS

2.1 Update EDBC Rules to Impose MAP Grant Reduction on Biological/ Adoptive Parent(s) or Caretaker Relative

2.1.1 Overview

1) Update CW EDBC to impose 'FTP-Immunization' MAP reduction penalty in the amount of the following program participants:
    (a) Parent(s) of the child under the age of 6 in the AU with 'pending' or 'refused' immunization record
    (b) Caretaker relative with parental control over the child under the age of 6 in the AU with 'pending' or 'refused' immunization record.

2) Update CW EDBC to no longer set the status of Deny (Intake) or Discontinue (Ongoing) for CW persons when the immunization record has a status of 'Refused'.

2.1.2 Description of Changes

1) Update CW EDBC logic to impose the role of 'MMO' with the role reason of 'FTP-Immunization' for any the following active participants aided on the case:

    (a) Parent participant(s) with a relationship type of 'Parent (Biological/ Adoptive)'to the MEM participant(s) under the age of 6 in the AU with a 'pending'or 'refused' immunization record.

    (b) Caretaker participant with a relationship type NOT 'Parent(Biological/ Adoptive)' that 'Has Parental Control' over the MEM participant(s) under the age of 6 in the AU with a 'pending' or 'refused' immunization record.

2) Update CW EDBC logic to disable setting the program status of 'Denied'(Intake) or 'Discontinued' (Ongoing) for the CW program persons when the immunization record has a status of 'Refused' per CRPC #2198

2.1.3 Programs Impacted

CW

2.1.4 Performance Impacts

N/A

2.2 Update EDBC Rules for Timeframe for Imposing MAP Grant Reduction

2.2.1 Overview

Update the CW EDBC verification logic, which determines when a Failure to Provide (FTP) Status Reason can be set for an immunization record, to use the existing verification logic with some specific updates. The immunization FTP Status Reason will cause a MAP benefit reduction.

When determining whether an FTP Status Reason can be set, verified data records use the following decision flow:

1) Determine if the data record is a mandatory report for the benefit month. This will be true if the data record is one of the following. (**This step will be adjusted for immunization.**)
    a) Period required for an initial applicant
    b) Period required based on a period report, e.g., SAR7 or RE.
    c) A mandatory mid-period report (This does not apply to an immunization record.)
2) If the data record is *not* a mandatory report for the benefit month being processed, no FTP Status Reason will be set. No further processing is needed.
3) If the verification status is 'Refused', the FTP Status Reason is set. No further processing is needed. (**This step will be adjusted for immunization**.)
4) If the verification status is 'Not Applicable', no FTP Status Reason will be set. No further processing is needed.
5) If the immunization record is not verified, determine whether the FTP Status Reason can be set with 10-day notice based on the following factors:
    a) Extension period defined by the user (Example: good cause)
    b) Automatic grace periods based on the data type (**This step will be adjusted for immunization.**)

The following CW immunization scenarios distinguish how grace periods would be determined based on period required changes. Assume a CW household initially applies for aid Jan 2019. The CW program is SAR with a redetermination period of Jan – Dec 2019.

Scenario 1: After intake, a subsequent immunization record which is a voluntary mid-period report is only considered a Period Required change (mandatory) once the redetermination is due and is eligible for a 45 day grace period.

A Mom and child apply for CW Jan 5th, 2019.

1. The child's intake immunization record is verified.
2. The child is due for a DTaP booster May 2019. The CW household voluntarily reports that the booster was received, however they do not provide verification. The user creates a new immunization record with a Begin Date of May 1, 2019. The verification has a Request Date = May 1, 2019 and a Due Date = May 30, 2019. The client does not provide this verification. If the benefit months of May – Dec 2019 are processed, the immunization record with a Begin Date = May 1, 2019 is not assessed because it is a non-mandatory Mid-Period change until Jan 2020 (the start of the new redetermination period).

3. When the RE is received on Dec 13, 2019, the verification for the immunization booster is still not provided. The user processes CW for Jan 2020 on Dec 23, 2019 and establishes the RE period from Jan – Dec 2020.
    a. Because the immunization booster is needed for a child who is already a recipient in CW, the immunization will be consider 'verified' during the grace period which ends Feb 7, 2020 (45 days from Dec 23, 2019 which is the RE approval date for the Jan – Dec 2020 RE period). If the Mom does not verify the immunization, the Mom will be penalized beginning the March 2020 benefit month.

Scenario 2: After a mid-period applicant is approved, the subsequent immunization record is considered a Period Required change due to Redetermination (RE) and is eligible for a 45 day grace period.

A family applies for CW in Jan 2019. A child moves into the home Aug 5th, 2019.

1. The child is added to the AU beginning September 2019 and the immunization record is verified.
2. The child is due for a DTaP booster at redetermination. However, when the RE is received on Dec 13, 2019, the verification for the booster is not received. The user creates a new immunization record with a Begin Date of Nov 1, 2019. The verification has a Request Date = Dec 13, 2019 and a Due Date = Jan 12, 2019. The user processes CW for Jan 2020 on Dec 20, 2019 and establishes the RE period from Jan – Dec 2020.
    a. Because the immunization booster is needed for a child who is already a recipient in CW, the immunization will be consider 'verified' during the grace period which ends Feb 4, 2020 (45 days from Dec 20, 2019). If the parents have still not verified the immunization, the parents will be penalized beginning the March 1st , 2020 benefit month.
3. If the user processes the benefit months of Nov or Dec 2019, the system does not try to automatically assess the immunization record with a Begin Date Nov 1, 2019. This is because the immunization record is considered a non-mandatory Mid-Period change. This record does not get assessed until the Jan 2020 benefit month (as described above) because this is the first month for which it is Period Required.

Scenario 3: A mid-period applicant who is reported/applied during the data month for the upcoming RE period and is eligible for a 30 day grace period.

A family applies for CW in Jan 2019. A child moves into the home Nov 5th, 2019. The child has not previously received MC.

1. The child is added to the AU beginning Dec. 2019 with an initial approval date of Nov 6, 2019. The user created a new immunization record with a Begin Date of Nov 1, 2019. The verification has a Request Date = Nov 5, 2019 and a Due Date = Dec 5, 2019.
    a. Because the immunization booster is needed for a child who was a new applicant in CW, the immunization will be consider 'verified' during the grace period which ends Dec 7, 2019 (30 days from Nov 6, 2019). If the parents have still not verified the immunization, the parents will be penalized beginning the Jan 2020 benefit month.

2.2.2 Description of Changes

Update CW EDBC verification logic for immunization to use the standard verification logic/decision process with the following alterations:

1) Leverage existing logic to determine whether an immunization record is Period Required for the benefit month based only on the Redetermination period (see Overview point 1 above). This applies only to immunization records. A change in the immunization record is not required to be reported on the SAR7, but is required to be reported at redetermination. Given this, the normal logic used to determine whether an immunization record is period required cannot be used exactly "as is" since a SAR CW program would be based on 6-month periods rather than a 12-month period. Because of this the following definitions will be used to determine whether an immunization record is period required:

    (a) Period Required for an applicant: An immunization record will be consider Period Required for an applicant if the following condition is met:
        i. the immunization record Begin Date is prior to the initial approval date for the child under age 6.
    (b) Period Required for Redetermination: An immunization record will be considered Period Required for the redetermination if the immunization record Begin Date is prior to the Report Month for the redetermination period.

2) Update verification logic to treat an immunization record with a verification status of 'Refused' the same as a status of 'Pending' (see Overview point 3 above). This change is based on Consortium Request for Policy Clarification (CRPC) #2198.

3) Update the verification logic to define the automatic grace period for a verification of an immunization record as follows (see Overview point 5.b. in Section 2.2.1 above):
    (a) If the immunization record is Period Required for a new applicant, the grace period will be either 30 or 45 days. If the child under the age of 6 has Medi-Cal in the prior month, it is 45 days else 30 days. The end of the grace period will be calculated by adding the grace period days to either 1) the initial approval date of the child or 2) the Immunization Verification Request Date, whichever date is later.
    (b) If the immunization record doesn't meet the first requirement (point 3.a) but is Period Required due to a Redetermination period report, the grace period will be 45 days. The end of the grace period will be calculated by adding the grace period to either 1) the EDBC Run Date establishing the new Redetermination period for the benefit month (this can be determined by identifying the EDBC with a 'RE' run reason for a benefit month that is within the current Redetermination period) or 2) the Immunization Verification Request Date, whichever is later.

2.2.3 Programs Impacted

CW

2.2.4 Performance Impacts

N/A

2.3 Update CalWORKs No School/Immunization Verification NOA Reason

2.3.1 Overview

This effort is updating the trigger of the existing CalWORKs no school/ immunization verification Reason Fragment.

Reason Fragment Name and ID:
CW_CH_MISSING_SCHOOL_IMMUNZTN_VERIF_A994_EN.xdp 7331

Current NOA Template: M40-181E (11/2014) CHANGE: SAWS REVERIFICATION-IMMUNIZATIONS/SCHOOL ATTENDANCE

Current Program(s): CalWORKs

Current Action Type: Change
Currently Repeatable: No
Includes NA Back 9: Yes

Existing Languages:
English, Armenian, Cambodian, Chinese, Korean , Russian, Spanish, Tagalog, Vietnamese

Below is verbaige of the reason fragment:

TYPE	Fragment ID	Fragment File Name	Fragment Text
Reason	7331	CW_CH_MISSING_SCHOOL_IMMUNZTN_VERIF_A994_EN.xdp	We needed certain facts to check your eligibility. We asked you to {MissingSchoolVerifications}. You did not do this and you did not ask the County for help getting this proof, so your needs and/or the needs of {NoLongerEligPerson} were not counted in figuring the amount of your cash aid. You may restore the cash aid you lost by giving us proof of immunization or school attendance. If you are ages 16 through 17, this also means you have lost your Welfare to Work exemption. You will get another notice telling you of the welfare to work program rules.

2.3.2 Update CalWORKs NOA Generation

Update the NOA logic to generate the reason fragment for immunization when below condition is met:

- The AU has ‘MMO’ role with the role reason of ‘FTP-Immunization’

Note: Existing logic to generate NOA for missing school verification will not be changed.

2.4 Correspondence: Add the CW 2209 Form

2.4.1 Overview

The CW 2209- IMMUNIZATION GOOD CAUSE REQUEST FORM will be added to the Template Repository for LRS/CalSAWS.

State Form: CW 2209- IMMUNIZATION GOOD CAUSE REQUEST FORM (12/14)
Programs: CW
Attached Forms: N/A

Forms Category- LRS/CalSAWS: Form
Languages:
English and Spanish (Both languages are available in C-IV)

2.4.2 Description of Change

Create and add CW 2209- IMMUNIZATION GOOD CAUSE REQUEST FORM (12/14) in LRS/CalSAWS to template repository.

2.4.2.1 Create CW 2209 Form XDP

Create XDP for CW 2209 Form in English and Spanish.

Form Header: N/A, This Form will only be available to print locally.
Form Title: IMMUNIZATION GOOD CAUSE REQUEST FORM
Form Number: CW 2209 (12/14)
Include NA Back 9: No.
Form Mockups/Examples: See Supporting Documents #2 & #3

2.4.2.2 Add Form Variable Population for CW 2209

Form Body Variables:

Variable Name	Population	Formatting	Editable	Template Repository Population
Case Name	Populates the Case Name. For Example, "John Doe"	Arial Font 10	Yes	No
Case Number	Populates the Case Number. For Example, "809337372"	Arial Font 10	Yes	No
Name of Participant	Populates the Person Name based on the Document Parameters Person ID.	Arial Font 10	Yes	No

	For Example, “John Doe”			
Name of Participant’s children	Populates children of Person Name based on the Document Parameters Person ID. For Example, “Jane Doe”	Arial Font 10	Yes	No

Variables Requiring Translations: N/A

2.4.2.3 Add Form Control

The CW 2209 Form needs to be returned but have no due date. The form is triggered in Template Repository.

Due Date: None

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

2.4.2.4 Add CW 2209 Form to Template Repository

Add the CW 2209 Form to Template Repository with the following Document Parameters:

Required Document Parameters: Case Number, Customer Name, Program, Language

2.4.2.5 Add CW 2209 Form Print Options and Mailing Requirements

The following Print options will be included for the CW 2209 Form.

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	N	Y	N

Mailing Requirements:

N/A, Local Print only

Additional Requirements:
Special Paper Stock: None
Enclosures: None
Electronic Signature: No

2.5 Automated Regression Test

2.5.1 Overview

Create new automated regression test scripts to validate the new immunization validations and NOAs when running EDBC.

2.5.2 Description of Changes

1. Create cases with each of the following program configurations.

	Config 1	Config 2	Config 3	Config 4	Config 5	Config 6
Intake	1 Parent 1 Child Under 6	1 Parent 1 Child Under 6	1 Parent 1 Child 6 or Over	1 Parent 1 Child 6 or Over	2 Parents 1 Child Under 6	2 Parents 1 Child Under 6
Mid-Period	-	-	Child Under 6	Child Under 6	-	-
Medi-Cal	No	Yes	No	Yes	No	Yes
Verif Due Date	30 days	45 days	30 days	45 days	30 days	45 days

For each configuration,

a. Add the CalWORKs program for the specified persons. Run EDBC without adding an Immunization record. Confirm that the immunization validation displays.
b. Add a Pending immunization record and Run EDBC to activate the CalWORKs program.
c. Run EDBC for the benefit month after the verification due date. Confirm that the parent applicant(s) becomes MMO with a reason of FTP-Immunization. Also confirm that the Change NOA generates.
d. Mark the immunization record as Verified. Run EDBC for the next month and confirm that MEM benefits are restored for the parent applicant(s).

2. Create cases with each of the program configurations listed above (section 2.5.2.1). For each configuration,
    a. Add the CalWORKs program for the specified persons.
    b. Add a Refused immunization record and Run EDBC to activate the CalWORKs program.
    c. Run EDBC for the benefit month after the verification due date. Confirm that the primary applicant (parent) becomes MMO with a reason of FTP-Immunization. Also confirm that the Change NOA generates.
    d. Run EDBC for the benefit month in which the child would become 6 years old. Confirm that benefits are restored for the parents.
3. Create cases with each of the program configurations listed above (section 2.5.2.1), with a caretaker relative with that Has Parental Control over the Child Under 6 in place of one of the Parents. For each configuration, perform the same actions as outlined in that section, and confirm the same result.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Eligibility	CalWORKs policy (EAS 40-105.4) which specifies timeframes for immunization verifications.	Policy 40-105.docx
2	Correspondence	CW 2209 Mockup (English)	CW 2209 IMMUNIZATION GOC
3	Correspondence	CW 2209 Mockup (Spanish)	CW2209 Spanish.pdf
4	Eligibility	CRPC 2198 which clarifies treatment of 'Refused' immunizations	CRPC%202198%20-%20Immunization%2

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.5.2.13	The LRS shall allow COUNTY-specified Users to collect immunization information at the individual level.	This SCR will impose the MAP reduction penalty for missing immunizations for children under the age of 6 based on the CalWORKS policy timeframe.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-200449

DDCR 4013: TrustLine Regulation Changes for CAPP

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Patrick Lombardo
	Reviewed By	Long Nguyen, Christine Altavilla, Getnet Beyene, Michael Wu, Shivani Smith, Robert Untalan, Shilpa Suddavanda

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10 June 2020	V0.1	Initial Draft	Patrick Lombardo
18 June 2020	V0.2	Draft Revision	Patrick Lombardo
18 June 2020	V1.0	First Draft	Patrick Lombardo
8 July 2020	V2.0	Second Draft – Edits from Build Team Review	Patrick Lombardo
22 July 2020	V2.1	BA Comments	Patrick Lombardo

Table of Contents

1 OVERVIEW

On January 15, 2013, the California Department of Education released Management Bulletin (MB) 13-01 outlining new TrustLine regulations. Under these regulations, a "license-exempt childcare provider who is not the grandparent, aunt, or uncle of the child must be TrustLine registered" to be reimbursed for services. The regulation allows the parent to choose a "provisional child care provider," a provider whose TrustLine registration is pending, an option that was previously unavailable.

1.1 Current Design

Currently in LRS/CalSAWS, there is no Provisional Provider status for TrustLine providers in the Resource Databank (as seen below in Figure 1.1.1). However, this functionality has been added to the C-IV system via CIV-590.

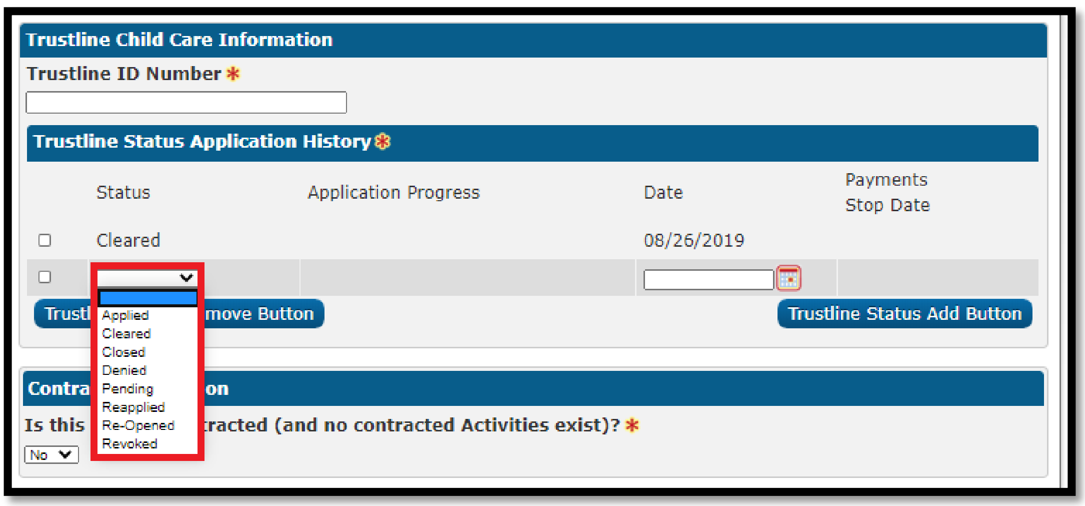


Figure 1.1.1 - Current TrustLine Status Application History Design (Edit Mode)

The TrustLine status is also used to determine if the user can proceed to the Payment Calculation page from the Child Care Customer Reporting task (Figure 1.1.2).

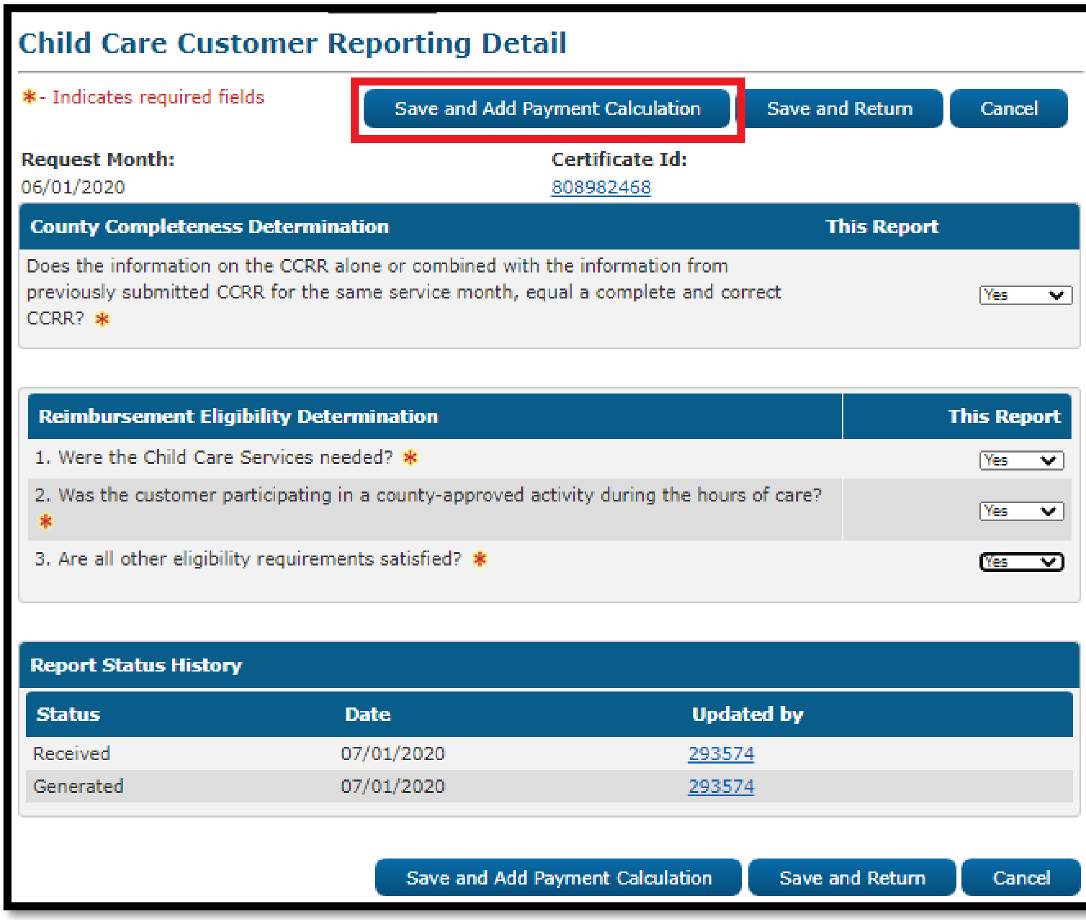


Figure 1.1.2 - Child Care Customer Reporting Detail showing Payment Calculation Option (Edit Mode)

1.2 Requests

Per DDCR 4013, migrate the "Applied – Provisional Provider" status currently available in C-IV to LRS/CalSAWS, and update Child Care Certificate logic accordingly.

1.3 Overview of Recommendations

1. Update of the Service Detail page to include an "Applied – Provisional Provider" option.
2. Update Child Care Certificate rules to account for the new "Applied – Provisional Provider" status.

3. Update Child Care Customer Reporting rules to prevent reimbursement for providers with the Provisional Provider Status.

1.4 Assumptions

1. This change does not impact TrustLine exempt child care providers.
2. Case workers should be able to generate form CCRR 100 from the Child Care Certificate Detail page.
3. If a page component or existing page logic is not mentioned in this design, its functionality will remain unchanged.

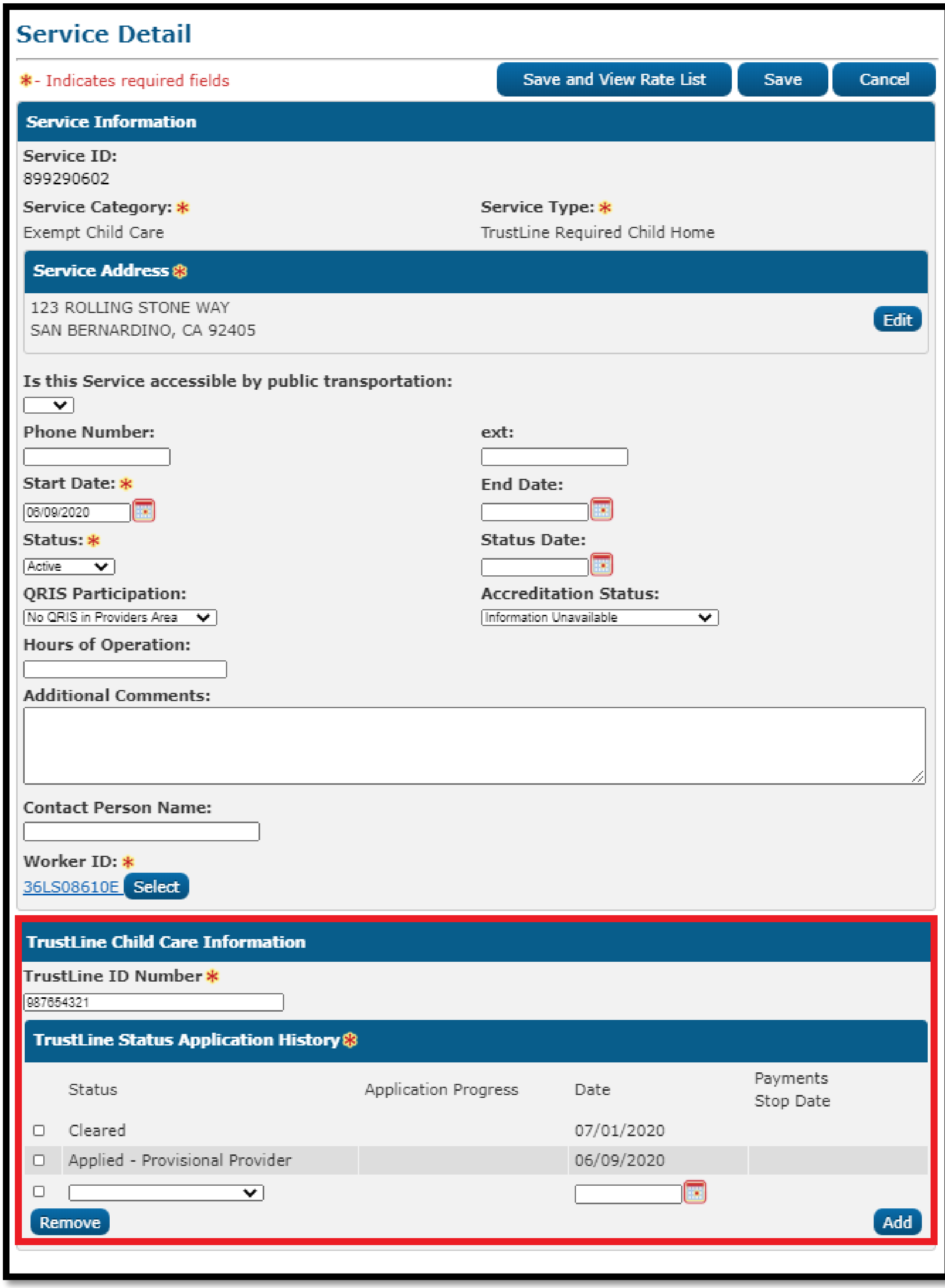
2 RECOMMENDATIONS

2.1 Service Detail Page

2.1.1 Overview

The Service Detail page displays information related to a service offered by a provider listed in the Resource Databank. On the Service Detail page for TrustLine Required services, there is a TrustLine Status Application History section that tracks TrustLine application progress.

2.1.2 Service Detail Page Mockup



Service Detail

*- Indicates required fields

Save and View Rate List | Save | Cancel

Service Information

Service ID:
899290602

Service Category: *
Exempt Child Care

Service Type: *
TrustLine Required Child Home

Service Address *

123 ROLLING STONE WAY
SAN BERNARDINO, CA 92405

Edit

Is this Service accessible by public transportation:

Phone Number:

ext:

Start Date: *
06/09/2020

End Date:

Status: *
Active

Status Date:

QRIS Participation:
No QRIS in Providers Area

Accreditation Status:
Information Unavailable

Hours of Operation:

Additional Comments:

Contact Person Name:

Worker ID: *
36LS08610E Select

TrustLine Child Care Information

TrustLine ID Number *
987654321

TrustLine Status Application History *

	Status	Application Progress	Date	Payments Stop Date
☐	Cleared		07/01/2020	
☐	Applied - Provisional Provider		06/09/2020	
☐				

Remove | Add

Figure 2.1.1 - Service Detail Page showing "Applied - Provisional Provider" Status (Edit Mode)

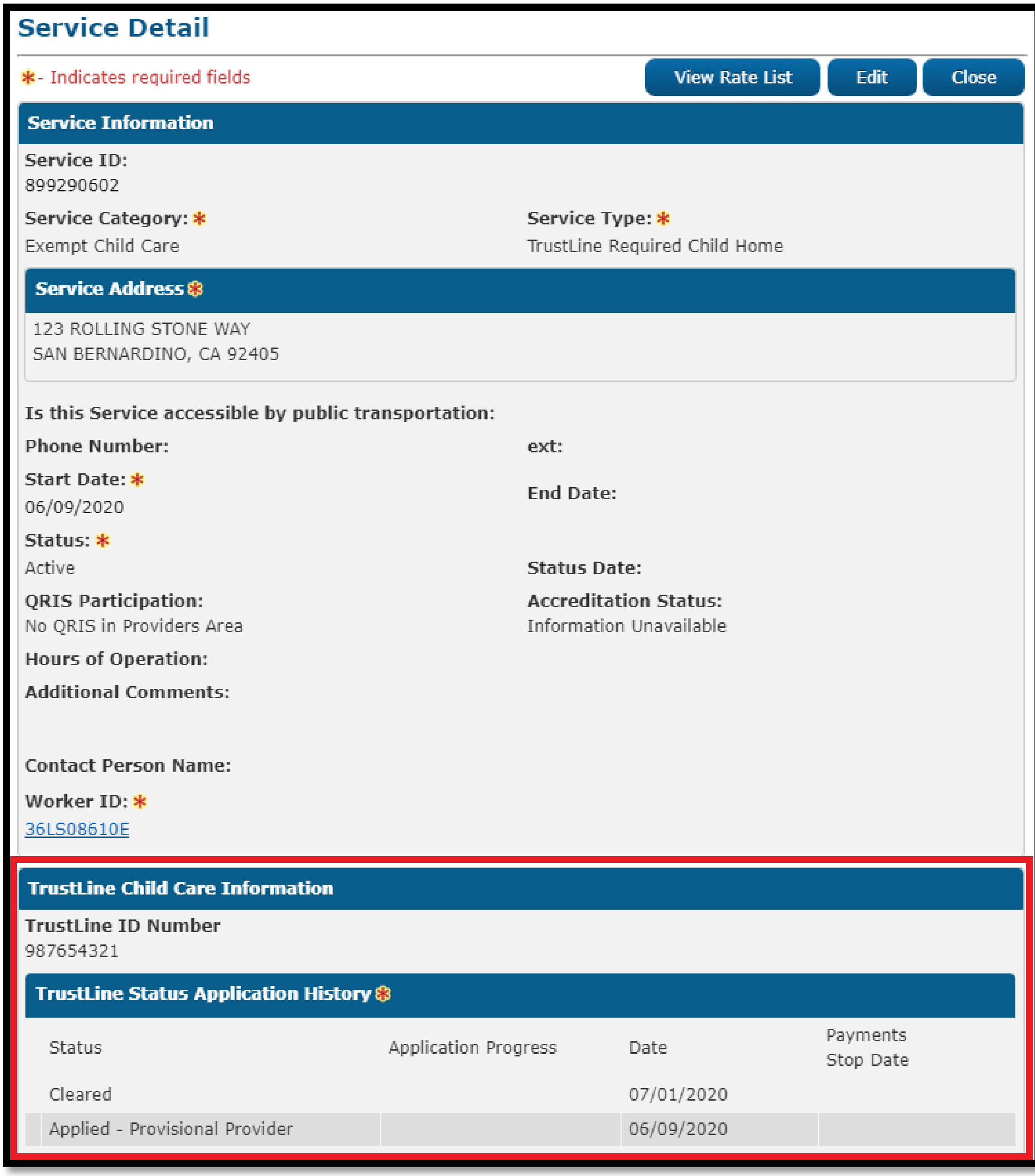


Figure 2.1.2 - Service Detail Page Showing "Applied - Provisional Provider" Status (View Mode)

2.1.3 Description of Changes

1. Update the available options for the Status field in the TrustLine Status Application History to include "Applied – Provisional Provider" for TrustLine Required Child Home and TrustLine Required Outside Home services.

2.1.4 Page Location

- **Global: Resource Databank**
- **Local: Resources**
- **Task: Services**

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

2. Security Groups

Security Group	Group Description	Group to Role Mapping

2.1.6 Page Mapping

No impact to this section.

2.1.7 Page Usage/Data Volume Impacts

No impact to this section.

2.2 Child Care Certificate Detail Page

2.2.1 Overview

The Child Care Certificate Detail page allows for case workers to enter details related to a child's care for a specified time period. In C-IV, once the details are entered, a case worker can generate a Child Care Reimbursement Request (CCRR 100) form for the specified time period that needs to be completed and returned for reimbursement. Once the CCRR 100 is returned, the worker can process the reimbursement.

This section outlines the logic changes that need to take place on the Child Care Certificate Detail page that result from adding the Provisional Provider option.

2.2.2 Mockup

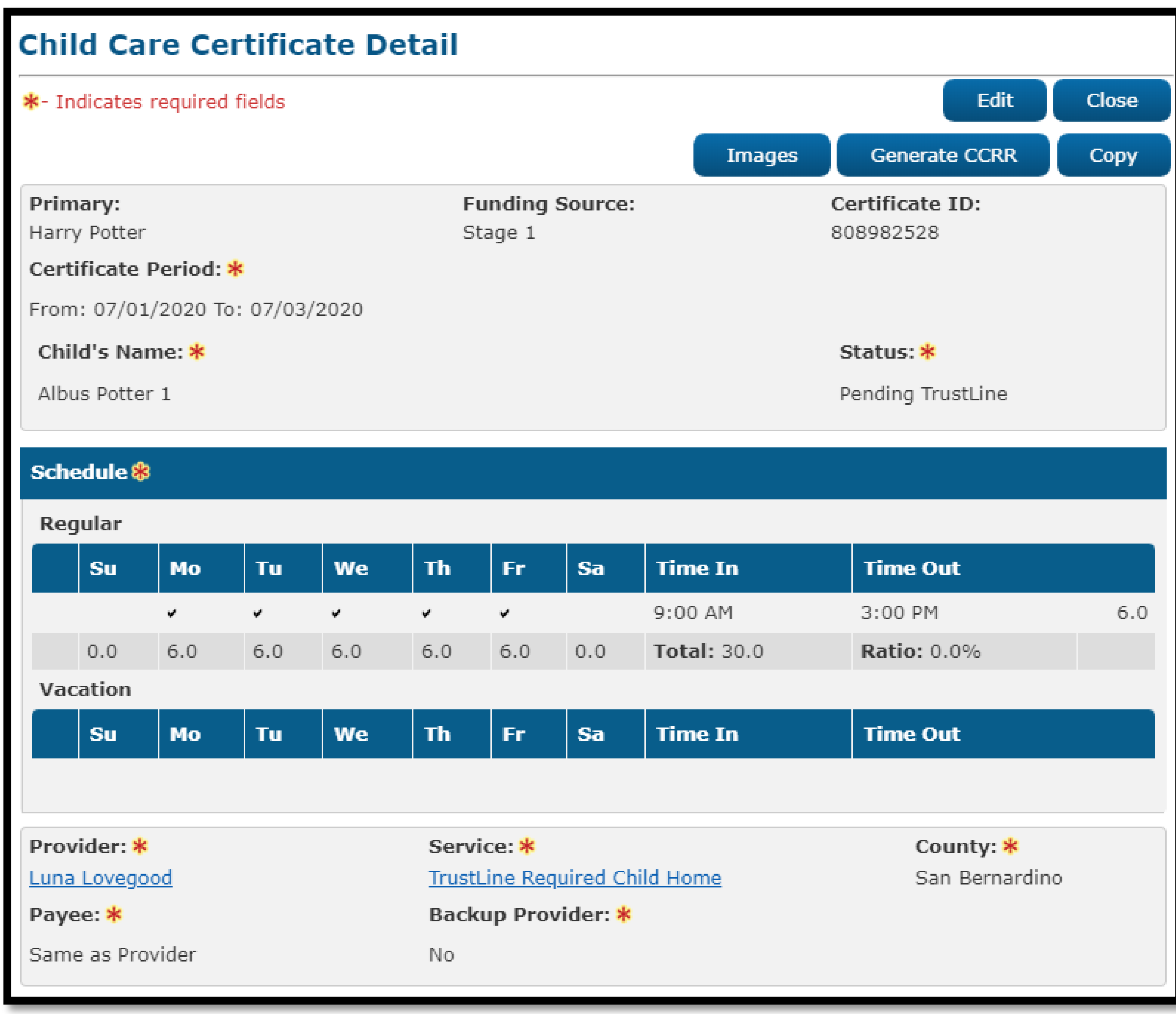


Figure 2.2.1 – Child Certificate Detail showing Pending TrustLine Status (View Mode)

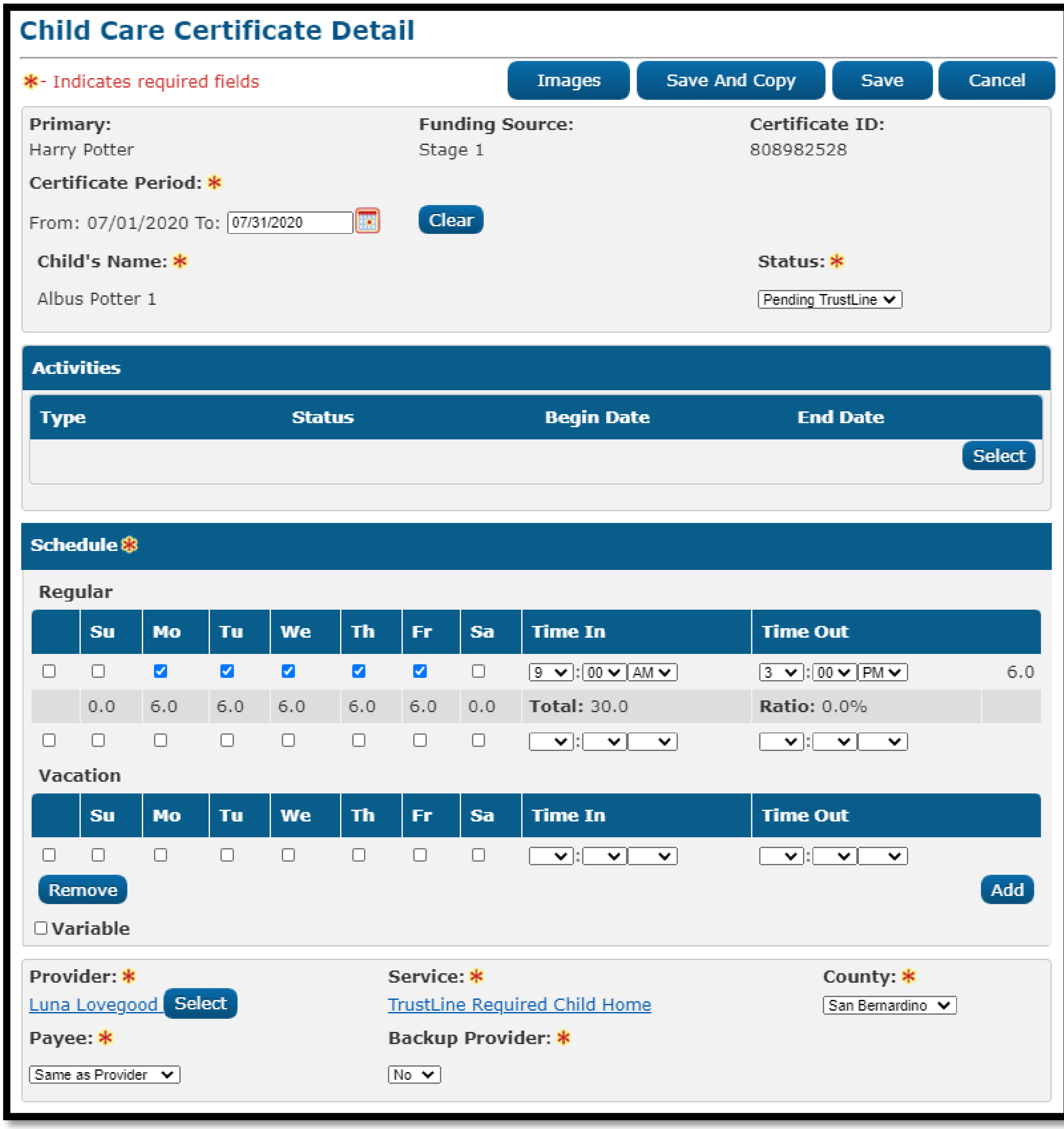


Figure 2.2.2 – Child Care Certificate Detail with Pending TrustLine Status (Edit Mode)

Child Care Certificate Detail

*- Indicates required fields

Edit | Close

Images | Generate CCRR | Generate Form | View Payment Calculation List | Copy

Primary: Harry Potter

Funding Source: Stage 1

Certificate ID: 808982528

Certificate Period: *

From: 07/01/2020 To: 07/03/2020

Child's Name: *

Albus Potter 1

Status: *

Approved

Schedule *

Regular

	Su	Mo	Tu	We	Th	Fr	Sa	Time In	Time Out	
		✔	✔	✔	✔	✔		9:00 AM	3:00 PM	6.0
	0.0	6.0	6.0	6.0	6.0	6.0	0.0	**Total:** 30.0	**Ratio:** 0.0%	

Vacation

	Su	Mo	Tu	We	Th	Fr	Sa	Time In	Time Out

Provider: *

Luna Lovegood

Service: *

TrustLine Required Child Home

County: *

San Bernardino

Payee: *

Same as Provider

Backup Provider: *

No

Figure 2.2.3 – Child Care Certificate Detail with Approved Provider (View Mode)

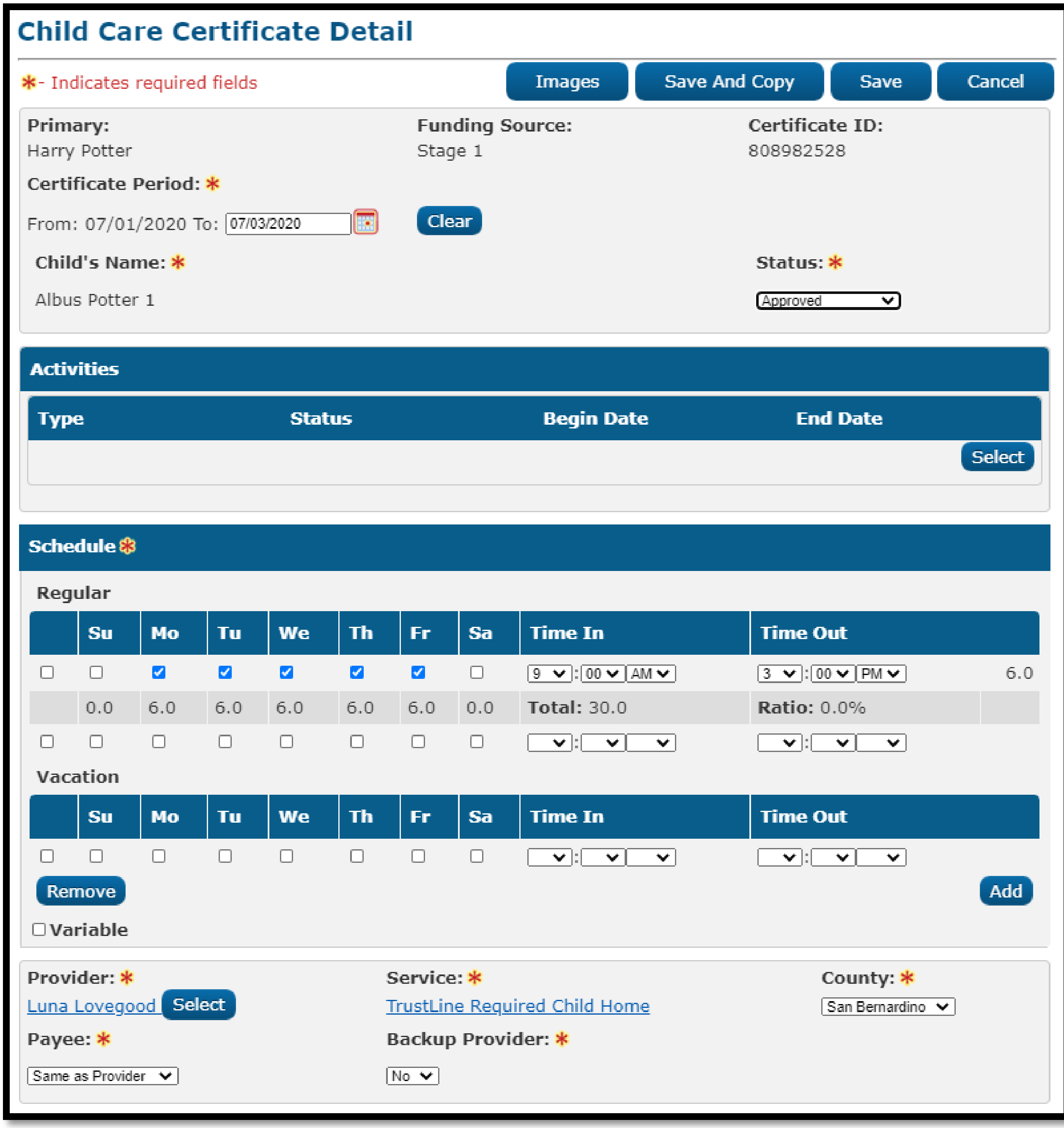


Figure 2.2.4 – Child Care Certificate Detail with Approved Provider (Edit Mode)

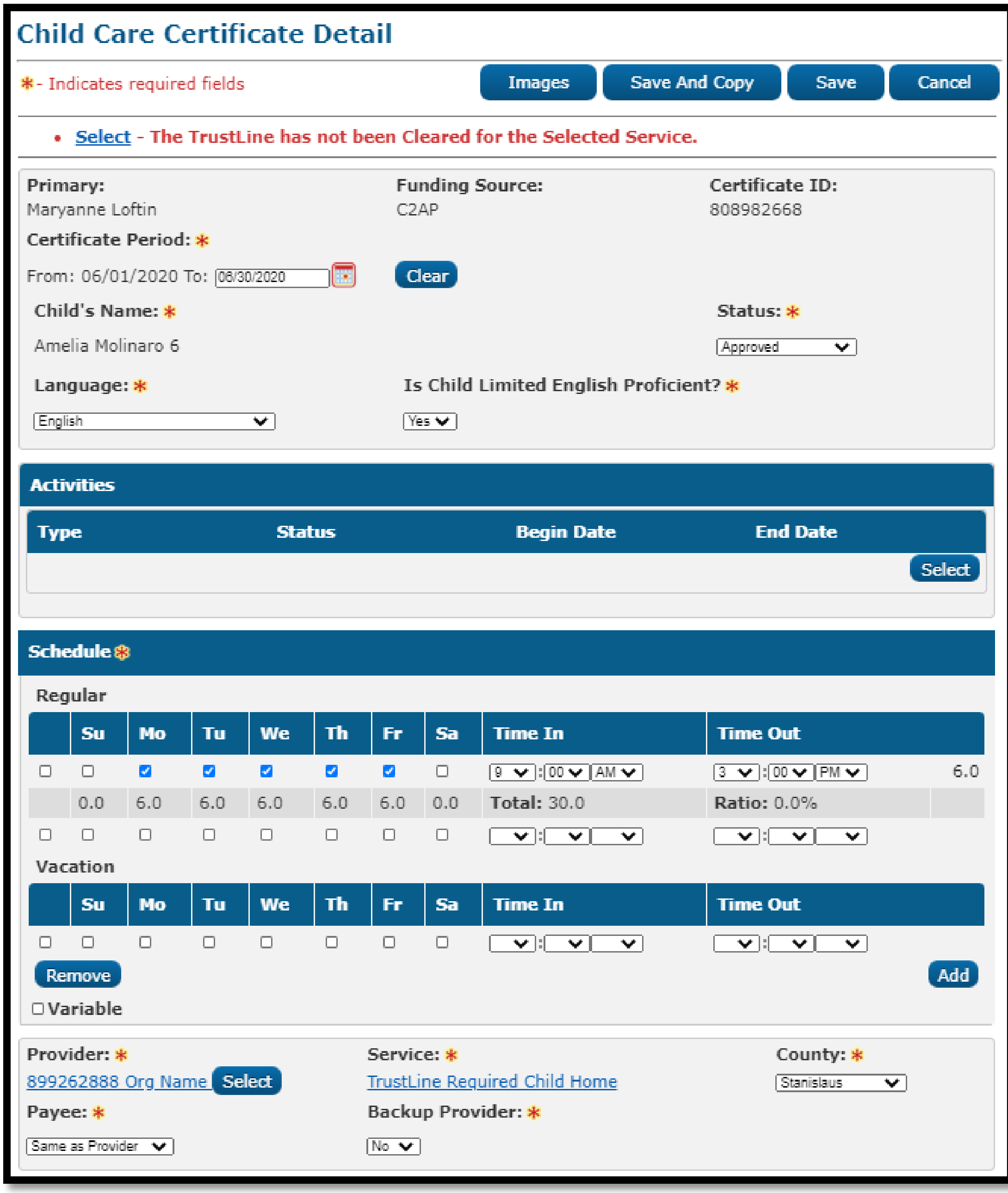


Figure 2.2.5 – Child Care Certificate Detail Page Showing Validation Error (Edit Mode)

2.2.3 Description of Changes

1. Update the logic that prepopulates the Status field when Child Care Certificates are created to do the following. Note that the TrustLine Status appears on the Service Detail page for TrustLine Required Child Home and TrustLine Required Outside Home service types.

a. Set the Certificate Status to "Pending TrustLine" (Figures 2.2.1 and 2.2.2) if any of the following criteria are met:
    i. The case has non-Stage-1 funding and the selected provider's TrustLine status is not "Cleared."
    ii. The case has Stage-1 funding and the selected provider's TrustLine Status is "Applied – Provisional Provider."
    iii. The selected provider's TrustLine Status is "Cleared," it is preceded by an "Applied – Provisional Provider" status, more than 30 days has elapsed between the Provisional Provider and Cleared statuses, and the Certificate Begin Date is before the date the TrustLine status was Cleared.
b. Set the Certificate Status to "Approved" (Figures 2.2.3 and 2.2.4) if any of the following criteria are met:
    i. The selected provider has a "Cleared" TrustLine Status and the Certificate Begin Date is either on or after the date of the provider's TrustLine Status was set to "Cleared."
    ii. The selected provider's TrustLine Status is "Cleared", it is preceded by an "Applied – Provisional Provider" status, 30 days or less elapsed between the Provisional Provider and Cleared statuses, and the Certificate Begin Date falls within that window.

2. Add a new validation error, "Select – The TrustLine has not been cleared for the selected service," (Figure 2.2.5) whenever the worker attempts to save the page when the Child Care Certificate status and selected provider's TrustLine Status are not aligned. These are the scenarios when the above validation message should be triggered:
    a. The Child Care Certificate Status is updated to "Approved" and the selected provider's TrustLine Status is not "Cleared."
    b. The Child Care Certificate Status is updated to "Approved," the selected provider's TrustLine Status is "Cleared," the Cleared status is preceded by an "Applied – Provisional Provider" status, and more than 30 days has elapsed between the Provisional Provider and Cleared statuses.

Please refer to sections 7.1 and 7.2 of the Appendix for examples.

2.2.4 Page Location

- **Global: Child Care**
- **Local: Case Summary**
- **Task: Child Care Certificates**

2.2.5 Security Updates

3. Security Rights

Security Right	Right Description	Right to Group Mapping

4. Security Groups

Security Group	Group Description	Group to Role Mapping

2.2.6 Page Mapping

No impact.

2.2.7 Page Usage/Data Volume Impacts

No impact.

2.3 Child Care Customer Reporting Detail

2.3.1 Overview

The Child Care Customer Reporting Detail page is where a user goes once the CCRR 100 form has been received to add completeness and eligibility information related to the form. If after answering these questions a reimbursement is permitted, the page displays a button with the option to "Save and Add Payment Calculation" (Figure 1.1.2).

2.3.2 Child Care Customer Reporting Mockups

Figure 2.2.4 – Child Care Customer Reporting Detail Without Payment Calculation Option (Edit Mode)

Figure 2.2.5 – Child Care Customer Reporting Detail Without Payment Calculation Option (View Mode)

2.3.3 Description of Changes

1. Update the Child Care Customer Reporting Detail page to ensure the "Save and Add Payment Calculation" option is not displayed for Child Care Certificates with a Status of "Pending TrustLine".
    a. The "Save and Add Payment Calculation" should continue to be displayed for Child Care Certificates having an "Approved" Status.
    b. This change applies to both View and Edit modes (Figures 2.2.4 and 2.2.5).

2.3.4 Page Location

- **Global: Child Care**
- **Local: Reporting**
- **Task: Child Care Customer Reporting**

2.3.5 Security Updates

5. Security Rights

Security Right	Right Description	Right to Group Mapping

Security Right	Right Description	Right to Group Mapping

6. Security Groups

Security Group	Group Description	Group to Role Mapping

2.3.6 Page Mapping

No impact to this section.

2.3.7 Page Usage/Data Volume Impacts

No impact to this section.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
MB 13-01	Child Care	Implementation of TrustLine Regulations	Link to CDE MB 13-01

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.28.2.18.1	The LRS shall include functionality to support child care services, for the following: a. Child care provider information; b. Referrals; c. Alert notices and NOA s; d. Tracking of activity and authorizations by child and case; e. Tracking of payments issued; f. Alternative Payment Program (APP) information; and g. Tracking and control of child care provider payment requests.	The Eligibility Detail page has been updated to reflect the new rates and use them to calculate for Child Care benefits.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

7 APPENDIX

7.1 Child Certificate Status Examples

1. TrustLine Status of “Applied – Provisional Provider” on January 1st, 2020 and TrustLine Status of “Cleared” on January 20th, 2020.
    a. Less than 30 days has elapsed between the Provisional Provider and Cleared statuses. Reimbursements can be made from January 1st onwards. Allow Child Care Certificate creation from January 1st, 2020.
    b. Updating the Child Care Certificate Status to “Approved” in this example should not throw a validation error.
2. TrustLine Status of “Applied – Provisional Provider” on January 25th, 2020 and TrustLine Status of “Cleared” on January 29th, 2020.
    a. Reimbursement can be made from January 25th, 2020. Allow child Care Certificate start date from January 25th, 2020 and no earlier.
3. TrustLine Status of “Applied – Provisional Provider” on January 1st, 2020 and TrustLine Status of “Cleared” on February 15th, 2020.
    a. More than 30 days have elapsed between the Provisional Provider and Cleared statuses. Reimbursements can only be made from the Cleared date (February 15th) onward. Do not allow reimbursements for dates before February 15th.
    b. Updating the Child Care Certificate with “Approved” for this example should throw a validation error (Figure 2.2.3).

7.2 Child Certificate Status Example Table

Applied – Provisional Provider Status Date	Cleared Status Date	Time Elapsed	Expected Behavior
01/01/2020	01/20/2020	Within 30 day window	Allow creation of Child Care Certificate with start date of January 1st
01/25/2020	01/29/2020	Within 30 day window	Allow creation of Child Care Certificate with start date of January 25th. Reimbursement cannot be made for services before January 25th.
01/01/2020	02/15/2020	More than 30 days	Allow creation of Child Care Certificate with start date of February 15th. Do not allow reimbursement for dates before February 15th. Updating the Child Care Certificate Status to "Approved" should throw a validation error.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-211777

Retain SAR 7A How to Fill Out Your SAR 7 (12/14)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Harish Katragadda
	Reviewed By	Pramukh Karla

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/30/2020	1.0	Original	Harish Katragadda

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1 OVERVIEW

The purpose of this change is to Update the SAR 7A (12/14) How to Fill Out Your SAR 7 Semi-Annual Eligibility/Status Report form in English and add SAR 7A (12/14) in threshold languages which are currently not in LRS/CalSAWS Template Repository.

1.1 Current Design

SAR 7A (12/14) How to Fill Out Your SAR 7 Semi-Annual Eligibility/Status Report currently exists in English, Spanish, Armenian, Cambodian, Chinese, Farsi, Korean, Tagalog, Russian, Vietnamese

1.2 Requests

Update SAR 7A (12/14) in existing languages to match the state version and Add SAR 7A (12/14) form in Arabic, Hmong and Lao

1.3 Overview of Recommendations

1. Update SAR 7A (12/14) How to Fill Out Your SAR 7 Semi-Annual Eligibility/Status Report form in English and Spanish to match the state version.
2. Add SAR 7A (12/14) How to Fill Out Your SAR 7 Semi-Annual Eligibility/Status Report in Arabic, Hmong and Lao forms to LRS/CalSAWS Template Repository.
3. Update SAR 7A (12/14) Form Name to One Standard Format in existing threshold languages.

1.4 Assumptions

1. SAR 7A (12/14) Arabic, Hmong and Lao forms will not have the LRS/CalSAWS Standard Header.
2. Print options remain same for SAR 7A (12/14) current forms and the same will be applicable to the forms that are being added in Arabic, Hmong and Lao.
3. All the Requirements for the Arabic, Hmong and Lao forms will be the same as the existing forms.

2 RECOMMENDATIONS

2.1 Update and Add SAR 7A (12/14) How to Fill Out Your SAR 7 Semi-Annual Eligibility/Status Report form

2.1.1 Overview

This section will cover the updates needed for SAR 7A (12/14) How to Fill Out Your SAR 7 Semi-Annual Eligibility/Status Report in English and the requirements for adding Arabic, Hmong and Lao forms.

2.1.2 Description of Change

Update SAR 7A (12/14) How to Fill Out Your SAR 7 Semi-Annual Eligibility/Status Report form in English and add Arabic, Hmong and Lao version of the form to template repository.

Update Forms in the following Languages:

Only English:

a. Update Verbiage in 'Fleeing and Parole/Probation Violations (CalWORKs only) (Question 4)' Section

b. Add Missing 'Proof of no longer receiving other monies' Verbiage

Form Mockup/Example: See Supporting Document #1(Mockup in English)
Updates Required: See Supporting Document #2

Both English and Spanish:

c. Update the Header to match the State Version

Updates Required: See Supporting Document #2

In Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese:

d. Update the Form Name at the bottom of the form to one Standard format

Example: SAR 7A (12/14) ARMENIAN - REQUIRED FORM - SUBSTITUTES PERMITTED

Updates Required: See Supporting Document #2

Add Forms in the following Languages: Arabic, Hmong and Lao

1. Create SAR 7A (12/14) form XDP in Arabic, Hmong and Lao languages with 2 impressions

   Form Mockup/Example: See Supporting Document #3

2. Add the SAR 7A (12/14) How to Fill Out Your SAR 7 Semi-Annual Eligibility/Status Report form in Arabic, Hmong and Lao to the Template Repository.

3. Add the following barcode options to the SAR 7A (12/14) How to Fill Out Your SAR 7 Semi-Annual Eligibility/Status Report for the three new forms

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

Additional Requirements:
Post to YBN/C4Y: No

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	SAR 7A English	SAR7A_EN.pdf
2	Correspondence	SAR 7A Updates	SAR7A_Update.docx
3	Correspondence	SAR 7A Arabic, Hmong, Lao	SAR7A_AR.pdf SAR7A_HM.pdf SAR7A_LA.pdf

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
	Retain LRS SAR 7A How To Fill Out Your SAR 7 How To Fill Out Your SAR 7 (12/14) version in the CalSAWS software as follows: 1) Update SAR7A English and Spanish version to match the State Version 2) Update Form Name to a Standard format 3) Add the additional threshold languages Hmong, LAO and Arabic	1. Estimate is just to implement 3 additional new languages. 2. Estimation doesn't include any changes to form version and trigger condition. 3. Estimate does NOT include any effort for modifying or creating new Functional Design Documents (FDDs) for forms being modified/migrated/created. Consortium staff will be modifying or creating FDDs.	With SCR CA-211777, SAR 7A (12/14) How to Fill Out Your SAR 7 Semi-Annual Eligibility/Status Report form will be updated in Existing languages, and added to LRS/CalSAWS repository in Arabic, Hmong and Lao

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-212943

Update Issuance Threshold Functionality To Be County Configurable

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Eric Wu
	Reviewed By	Sidhant Garg, Jyothirmayi Chavata, Kapil Santosh, John Besa

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/14/2020	1.0	Initial Draft	Eric Wu

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1 OVERVIEW

1.1 Current Design

Issuance Thresholds are established to determine the amount of benefits or services payments for each Program that can be approved by an Eligibility Worker without requiring a supervisor override. When an EW tries to generate an EDBC or a Service arrangement with benefit amount over the threshold limit, the system will fail the EDBC or prevent Service Arrangement from being saved.

In LRS/CalSAWS, additional thresholds can be set per customer need type to validate the amount of benefits of Payment Requests. Each request can go through the following validations which cannot be overrode by a supervisor:

1. Check the benefit amount of a Payment Request against the threshold amount. If the requested amount exceeds the threshold, the system displays a warning message **'Warning: Requested Amount exceeds issuance threshold'** after the request is saved.
2. Accumulate the benefit amount of non-disapproved Payment Requests over a period and check it against the threshold amount. If the total amount exceeds the threshold, the system will display an error message '**Maximum period amount has been reached**' and prevent the payment request from being saved.
3. Accumulate the quantity of new, approved, and pending-approval Valuable Requests over a period and check it against the threshold. If the total quantity exceeds the threshold, the system will display an error message '**Maximum period quantity has been reached**' and prevent the valuable request from being saved.

In both CIV and LRS/CalSAWS systems, all benefit issuance thresholds are managed in database only, and any update will require a SCR.

1.2 Requests

1. Allow counties to manage established Issuance Thresholds by programs for benefits or service payments.
2. Allow counties to limit the number of Valuables to be authorized per worker.
3. Allow counties to configure Fiscal authorization process and to require only one level of approval when deemed necessary.

1.3 Overview of Recommendations

1. Add new functionalities to allow the counties to configure and manage issuance threshold to limit the amount of benefit or service payments in LRS/CalSAWS system.
2. Default the values to maintain current benefit thresholds for Los Angeles and CIV counties. CalWIN counties will have default values based on San Bernardino county thresholds and can be modified later by the county admin user as deemed appropriate.

3. Remove the Issuance Threshold validation on Service Arrangement Detail page.
4. Update Payment Request Detail page to perform Issuance Threshold validation when users click 'Save' button. Only users with 'ApproveServiceArrangementOverThreshold' security right can save an over-threshold Payment Request.
5. Update Valuable Request Detail page to Validate the total dollar amount of Valuables instead of the quantity. Validation will be performed when users click 'Save' button. Only users with 'ApproveServiceArrangementOverThreshold' security right can save an over-threshold Valuable Request.
6. Create new Job Aid for the county-configurable issuance thresholds (SCR 218070).

1.4 Assumptions

1. Issuance Threshold validation on EDBCs will not be changed in this SCR.
2. SCR CA-212943 Update to Fiscal Authorization in 20.11 release and CA-207102 Updates to Authorization in 20.07 release will address the Request 3 - Allow counties to configure Fiscal authorization process and to require only one level of approval when deemed necessary.
3. Audit Trail for County Benefit Issuance Threshold will be implemented with SCR CA-217634.
4. General Assistance (Managed) will not be available when this SCR is implemented for 20.11. A DCR will be included to set benefit issuance threshold in SCR 'CA-201377 DDCR 10002: GA/GR Solution for C-IV Counties' for 21.01'.
5. CalWIN's General Assistance/ General Relief will be excluded from this SCR as it is not currently in the LRS/CalSAWS. A DCR will be included to set benefit issuance thresholds in SCR 'CA-215687 DDID 2686 FDS: GA GR Phase 1 - Case Summary and Application page Changes'.
6. Bus Token and Bus Pass No Valid Month for the GROW program current is validated by the quantity only. This function will continue to be maintained as hardcoded logic in the system for L.A county and does not impact other counties. Any changes of quantity threshold in future will require a CER.

2 RECOMMENDATIONS

2.1 County Benefit Issuance Thresholds

2.1.1 Overview

This new page will allow users to access all benefit issuance threshold settings for each program.

2.1.2 County Benefit Issuance Thresholds Mockup

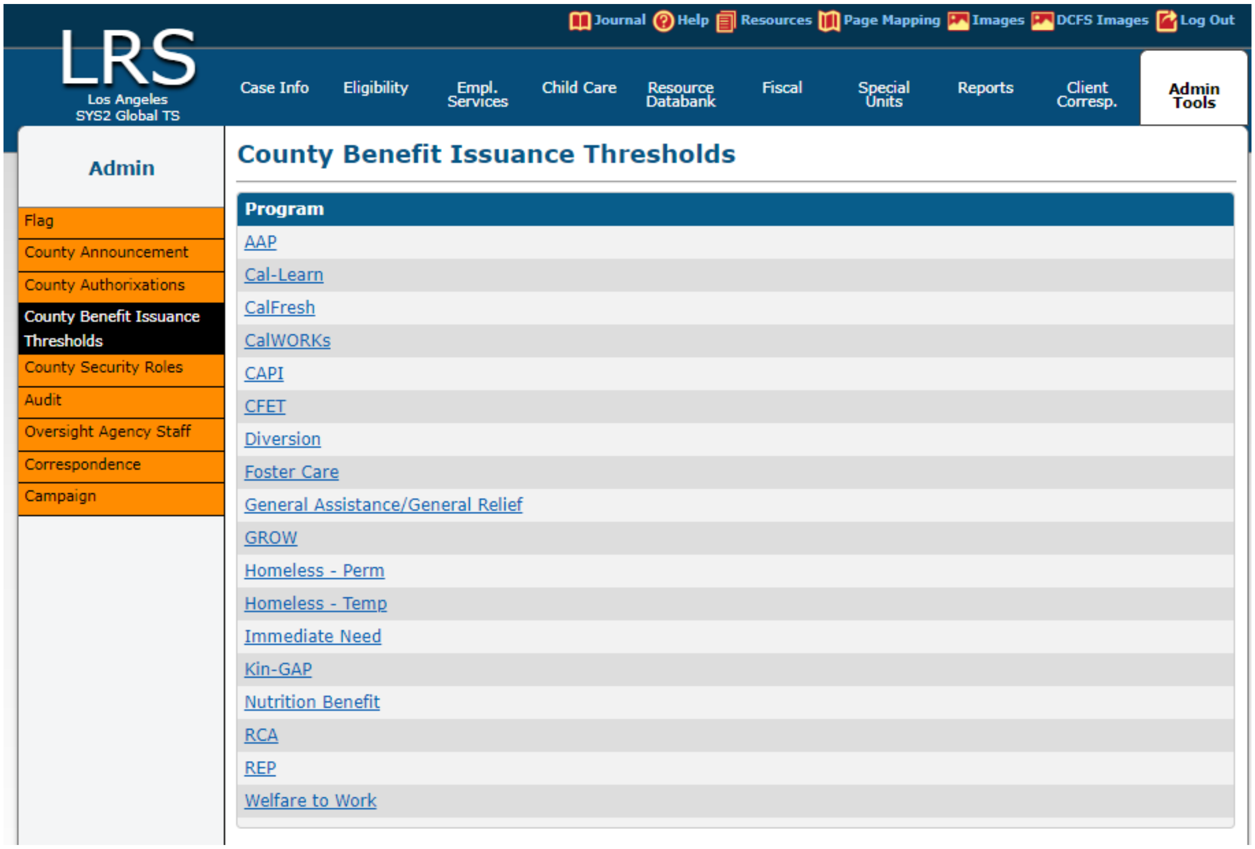


Figure 2.1.1 – County Benefit Issuance Thresholds for Los Angeles County

2.1.3 Description of Changes

1. Add a new County Benefit Issuance Thresholds page to display all programs available for EDBC and Service Arrangements for each county in alphabetical order. Each program will be a hyperlink which navigates users to the County Benefit Issuance Threshold List page (section 2.2).

2.1.4 Page Location

- **Global:Admin Tools**
- **Local:Admin**
- **Task:County Benefit Issuance Thresholds**

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsView	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Thresholds View

2. Security Groups

Security Group	Group Description	Group to Role Mapping
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion

2.1.6 Page Mapping

Program: 18 – Programs for counties to configure benefit issuance thresholds.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 County Benefit Issuance Threshold List

2.2.1 Overview

This new page will allow users to manage thresholds for EDBC, Payment Requests, and Valuable Requests for one program.

2.2.2 County Benefit Issuance Threshold List Mockup

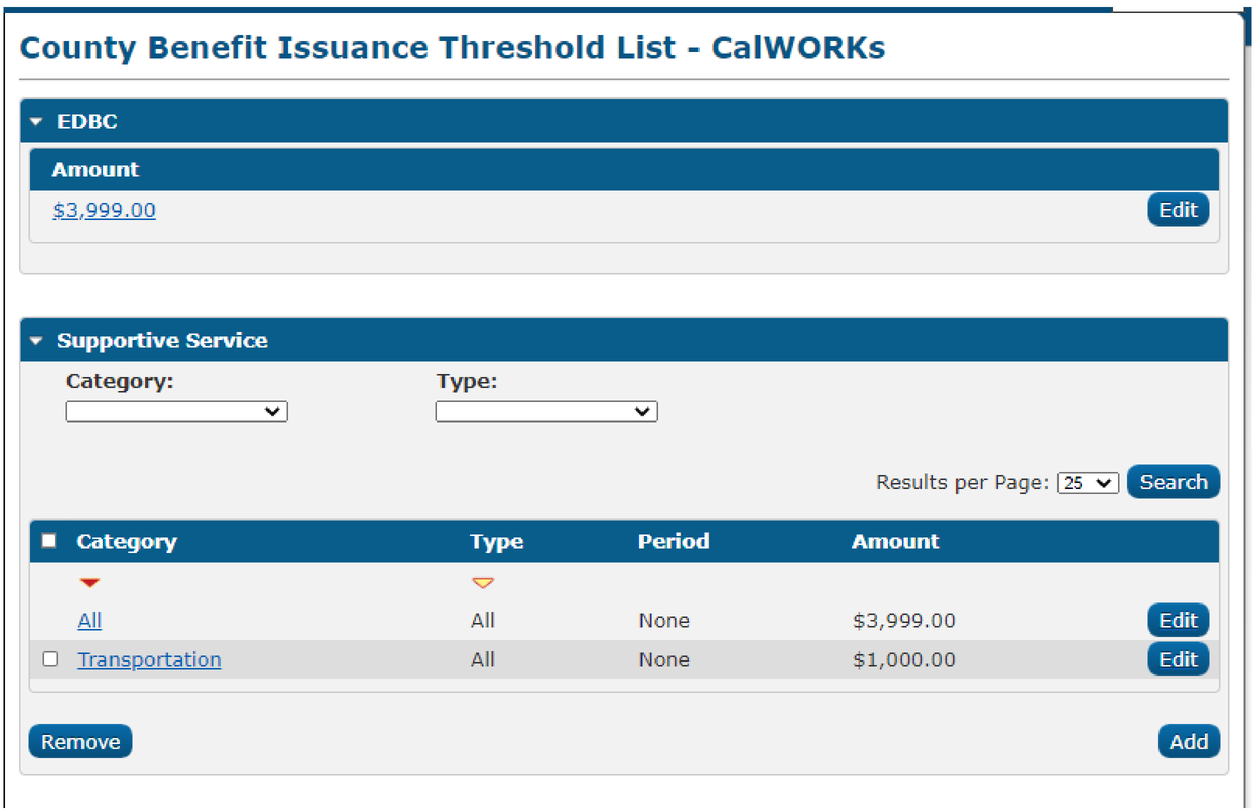
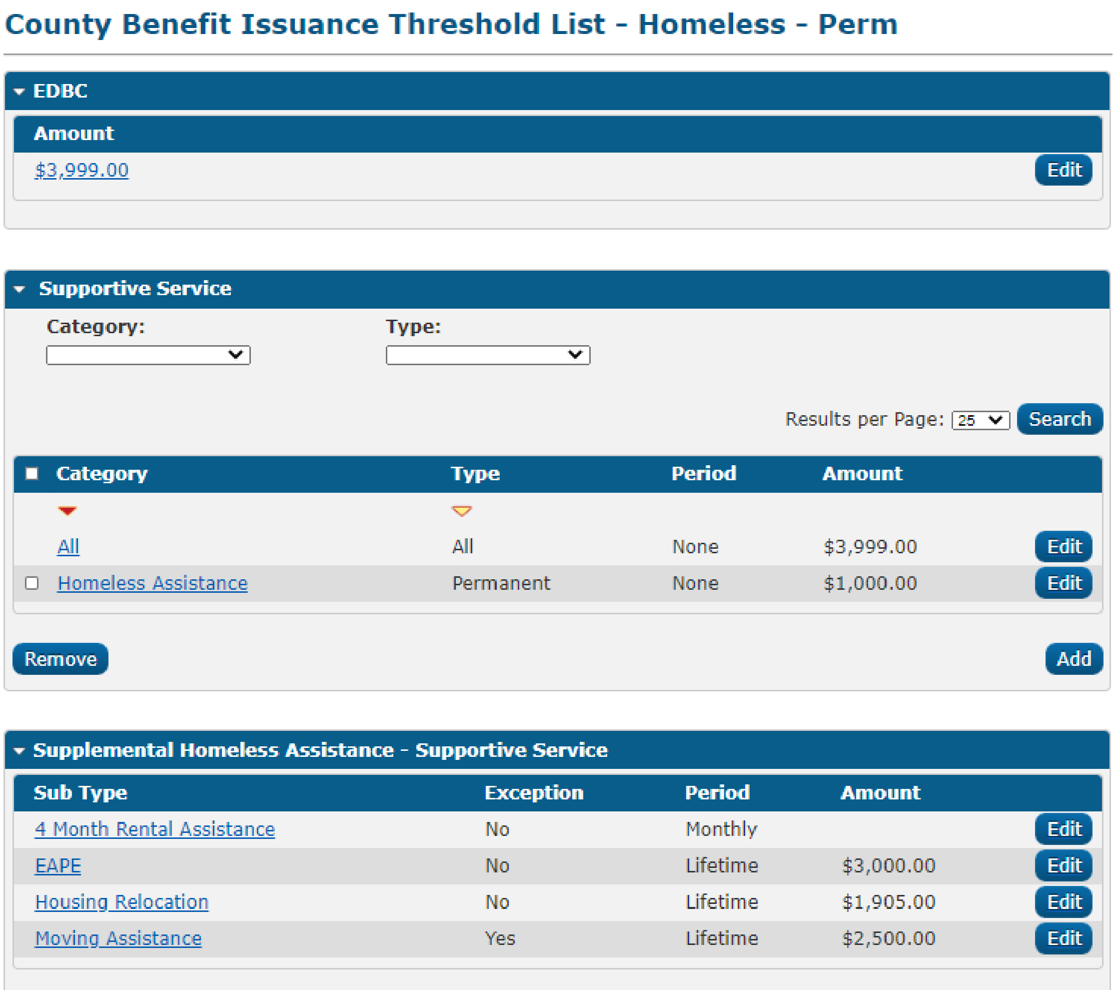


Figure 2.2.1 – County Benefit Issuance Threshold List for Cal-WORKs



County Benefit Issuance Threshold List - Homeless - Perm

EDBC

Amount	
$3,999.00	Edit

Supportive Service

Category:
Type:

Results per Page: 25 Search

Category	Type	Period	Amount	
All	All	None	$3,999.00	Edit
Homeless Assistance	Permanent	None	$1,000.00	Edit

Remove Add

Supplemental Homeless Assistance - Supportive Service

Sub Type	Exception	Period	Amount	
4 Month Rental Assistance	No	Monthly		Edit
EAPE	No	Lifetime	$3,000.00	Edit
Housing Relocation	No	Lifetime	$1,905.00	Edit
Moving Assistance	Yes	Lifetime	$2,500.00	Edit

Figure 2.2.2 – County Benefit Issuance Threshold List for HP (Los Angeles County)

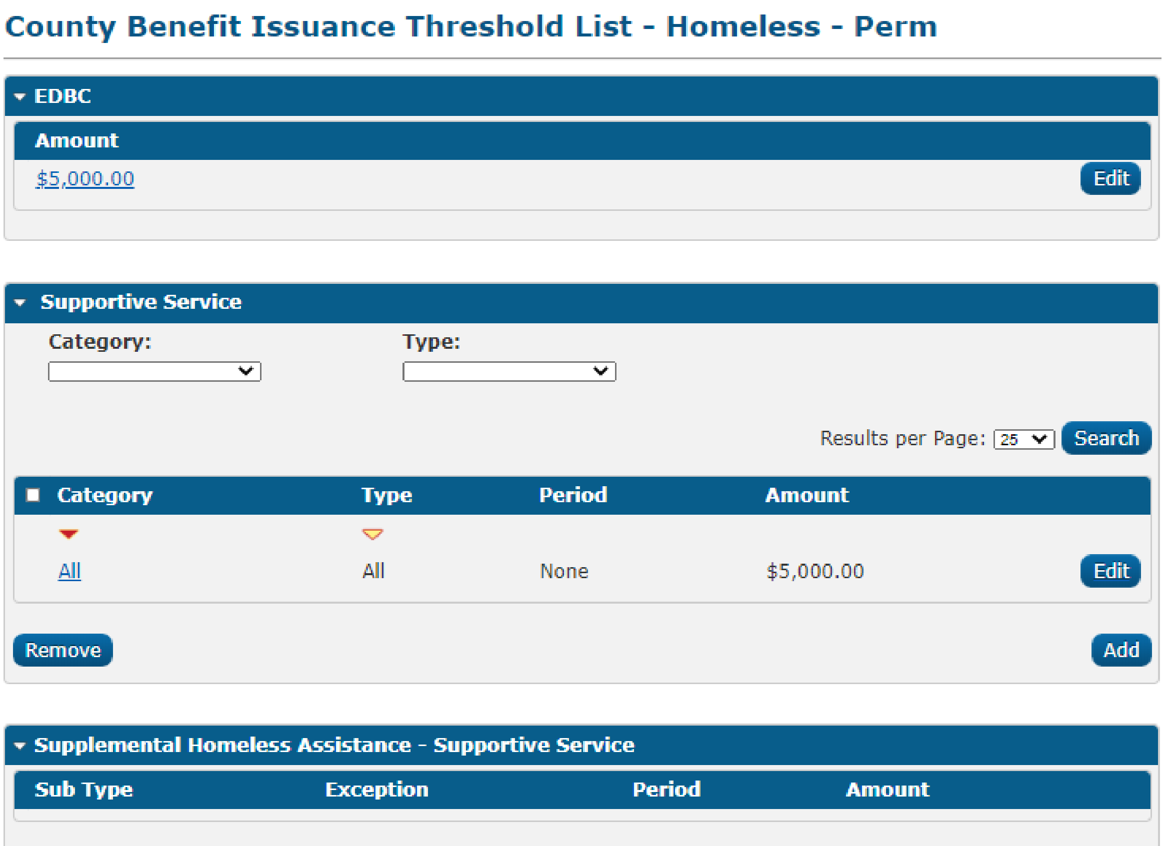


Figure 2.2.5 – County Benefit Issuance Threshold List for HP with All Sections Expand (Other Counties – San Bernardino)

2.2.3 Description of Changes

1. Add a new County Benefit Issuance Threshold List page. Users with 'CountyBenefitIssuaneThresholdsView' security right can navigate to this page from County Benefit Issuance Thresholds.
    a. The header format will be 'County Issuance Threshold List – [program]'.
2. A collapsible 'EDBC' section will have the following field:
    a. Amount – This field indicate the maximum EDBC benefit amount that can be authorized by an EW without requiring a supervisor override and will be a hyperlink that can navigate users to EDBC Threshold Detail page in view mode (section 2.3).
    b. Edit – This button will be visible for users with 'CountyBenefitIssuaneThresholdsEdit' security right and navigate users to EDBC Threshold Detail page (section 2.3) in Edit mode.

    Only programs that issue benefits through EDBC will have a threshold amount in this section. For non-EDBC program, this section will have threshold amount blank and will be collapsed when the page loads.

3. A collapsible 'Supportive Service' section with paginations will have the following filters:
    a. Category – A drop-down field will contain an 'All' option and Need Categories available for the program. The default value is blank.
    b. Type – A drop-downfield will contain an 'All' option and Need Types available for the program. The default value is blank.
    c. Result per Page – A drop down field to set how many records to be display per page after clicking 'Search' button. Options are 25, 50, 75, and 100. The default value is 25.

   This section will have following fields:
    a. Check Box – This field will allow users to remove a Supportive Service Threshold Detail record. It will be visible for users with 'CountyBenefitIssuaneThresholdsEdit' security right. This check box will not be visible for the threshold set up on the program level, which has Category 'All' and Type 'All'.
    b. Category – The field will indicate the need category of the Supportive Service Threshold Detail. It will be a hyperlink and navigate users to Supportive Service Threshold Detail in View Mode (section 2.4).
    c. Type – The field will indicate the need type of Supportive Service Threshold Detail.
    d. Period – This field will indicate the time frame of the threshold amount. Possible values are below:
        - None
        - Monthly
        - Quarterly
        - Yearly
        - Biennial (Every Two years)
        - Lifetime

       For period 'None', the value of the Amount field will be the threshold to validate each Payment or Valuable request.

       Other Periods indicate that the value of the Amount field should be applied over the specified time frame. For example, A combination of Period 'Yearly' and Amount $100.00 means that $100.00 should be the threshold for the specified Need Type that a customer can receive under the same program within a year.
    e. Amount – This field will indicate the threshold amount for the specified category and type.
    f. Edit - This button will be visible for users with 'CountyBenefitIssuanceThresholdsEdit' security right and navigate users to Supportive Service Detail in Edit Mode (section 2.4).
    g. Search results will be paginated.
    h. Sortable columns will be Category and Type.

i. The default sort will be Category, and the order will begin with Category 'All' and is followed by the rest in alphabetical order. Within the same categories, the order will begin with Type 'All' and is followed by the rest types in alphabetical order.

j. Remove - This button will allow users to delete a Supportive Service threshold. This button will be visible when following conditions are met:
    i. There are any Supportive Service thresholds with checkboxes available.
    ii. Users have 'CountyBenefitIssuanceThresholdsEdit' security right.

k. Add - This button navigates users to Supportive Service Threshold Detail page in Create Mode (section 2.4), and will be visible when the following conditions are met:
    i. There are Customer Need Categories and Types set up for the program.
    ii. The program allows benefits being issued through service arrangements.
    iii. Users have 'CountyBenefitIssuanceThresholdsEdit' security right.

If the program does not issue benefits by service arrangements, this section will not have any thresholds and be collapsed.
Note:

EDBC Thresholds and program level Supportive Service Thresholds, which has Category 'All' and Type 'All', will be created for each county by the DCR in section 2.10. When implementing a new program in the future, it is recommended to set both thresholds with a DCR.

4. A collapsible 'Supplemental Homeless Assistance – Supportive Service' section will be only visible for HP and HT program. This section will allow L.A. county to set threshold amount for the following HA sub program types.
   Homeless Perm (see figure 2.2.2) -
    i. 4 Month Rental Assistance
    ii. EAPE
    iii. Housing Relocation
    iv. Moving Assistance
   Homeless Temp -
    i. THAP+ 14
   Other counties will not have any HA sub program types available (figure 2.2.5), and this section will be collapsed when page loads.
    a. Sub Type – This field will indicate the HA program sub type of Supplemental Homeless assistance benefits and will be a hyperlink that navigates users to Supplemental Homeless Assistance Threshold Detail page in view mode (section 2.5).

b. Exceptions – This field will indicate whether the over-threshold benefits amount is allowed when a payment request has one of the following Pay Codes:
    i. MA – Exception Other
    ii. MA – Exception DV
    iii. THAP+14 – Exception Other
    iv. THAP+14 – Exception DV

   'Yes' will allow requested amount to exceed the threshold.
c. Period – This field will indicate the time frame for the threshold amount. (same as 2.2.3 d)
d. Amount – This field will indicate the threshold amount for the specified Supplemental Homeless Assistance Service Type. This field is empty when threshold amount is based on the AU size.
e. Edit - This button will be visible for users with 'CountyBenefitIssuanceThresholdsEdit' security right and navigate users to Supplemental Homeless Assistance Threshold Detail in Edit Mode (section 2.5).

2.2.4 Page Location

- **Global:Admin Tools**
- **Local:Admin**
- **Task:County Benefit Issuance Thresholds**

2.2.5 Security Updates

3. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsView	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Thresholds View, County Benefit Issuance Threshold Edit

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsEdit	Add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Threshold Edit

4. Security Groups

Security Group	Group Description	Group to Role Mapping
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion
County Benefit Issuance Thresholds Edit	Giver Users the ability to add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid	County Discretion

Security Group	Group Description	Group to Role Mapping
	Month Threshold Detail page	

2.2.6 Page Mapping

Add page mapping for the County Benefit Issuance Threshold List page.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 EDBC Threshold Detail

2.3.1 Overview

This new page will allow users to manage EDBC threshold amount for a program.

2.3.2 EDBC Threshold Detail Mockup

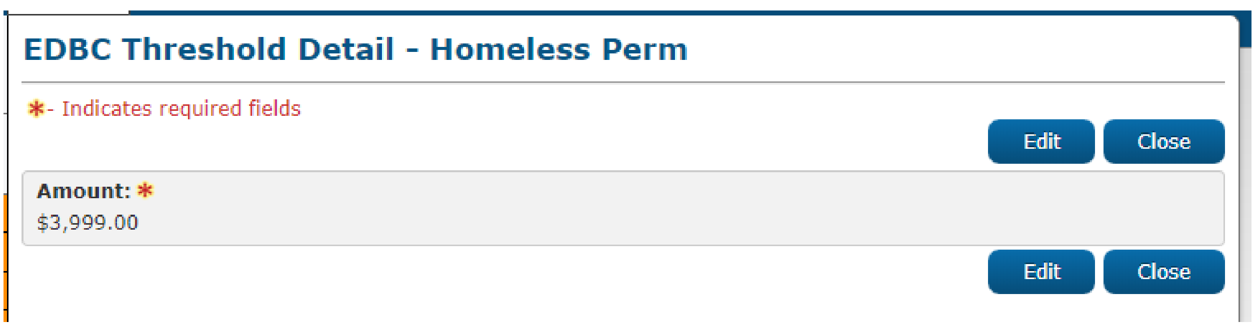


Figure 2.3.1 – EDBC Threshold Detail in View Mode

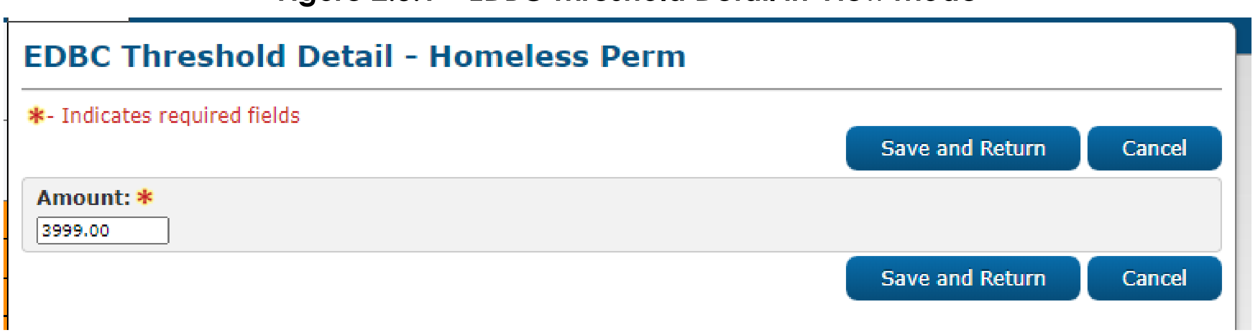


Figure 2.3.2 – EDBC Threshold Detail in Edit Mode

2.3.3 Description of Changes

1. Add a new EDBC Threshold Detail page (figure 2.3.1) Users with 'CountyBenefitIssuanceThresholdView' or 'CountyBenefitIssuanceThresholdEdit' security right can navigate to this page from County Benefit Issuance Threshold List page.
2. This page will have view and edit modes only.
3. Amount – This field will indicate the maximum EDBC benefit amount that can be authorized by an EW without requiring a supervisor override and will be editable in edit mode.
4. Edit – This button will change the page to the edit mode and will only be available in view mode. The security right of 'CountyBenefitIssuanceThresholdEdit' will be required to view this button.
5. Close – This button will be only available in View mode and navigate users to County Benefit Issuance Threshold List page.
6. Cancel – This button will only be available in edit mode. It will not save any changes made by users and navigate them to the page from where edit mode is accessed.
7. Save and Return – This button will only be available in edit mode. It will be used to save the changes made by users and navigate them back to the County Benefit Issuance Threshold List page.
8. Add validation 'Please enter a positive amount in xx,xxx,xxx.xx format.' and prevent data from being saved.

2.3.4 Page Location

- **Global:Admin Tools**
- **Local:Admin**
- **Task:County Authorizations**

2.3.5 Security Updates

5. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsView	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC, Supplemental Homeless	County Benefit Issuance Thresholds View, County Benefit Issuance

Security Right	Right Description	Right to Group Mapping
	Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	Threshold Edit
CountyBenefitIssuanceThresholdsEdit	Add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Threshold Edit

6. Security Groups

Security Group	Group Description	Group to Role Mapping
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion
County Benefit	Giver Users the ability to add, create, edit, and	County Discretion

Security Group	Group Description	Group to Role Mapping
Issuance Thresholds Edit	remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	

2.3.6 Page Mapping

Add page mapping for the EDBC Threshold Detail page.

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Supportive Service Threshold Detail

2.4.1 Overview

This new page will allow users to manage benefit thresholds of Supportive Service.

2.4.2 Supportive Service Threshold Detail Mockup

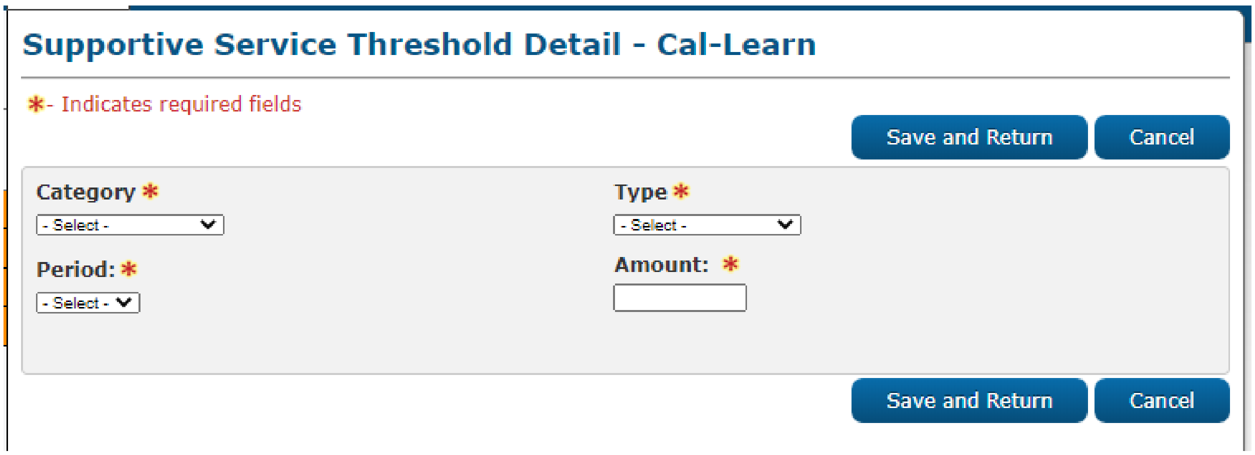


Figure 2.4.1 – Supportive Service Threshold Detail in Create Mode

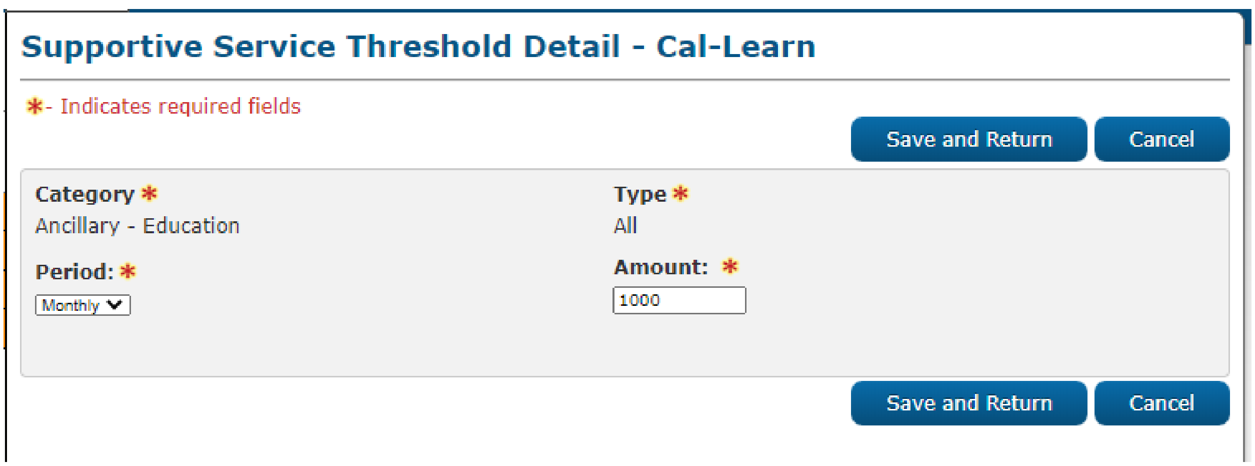


Figure 2.4.2 – Supportive Service Threshold Detail in Edit Mode (non-Program Level Threshold)

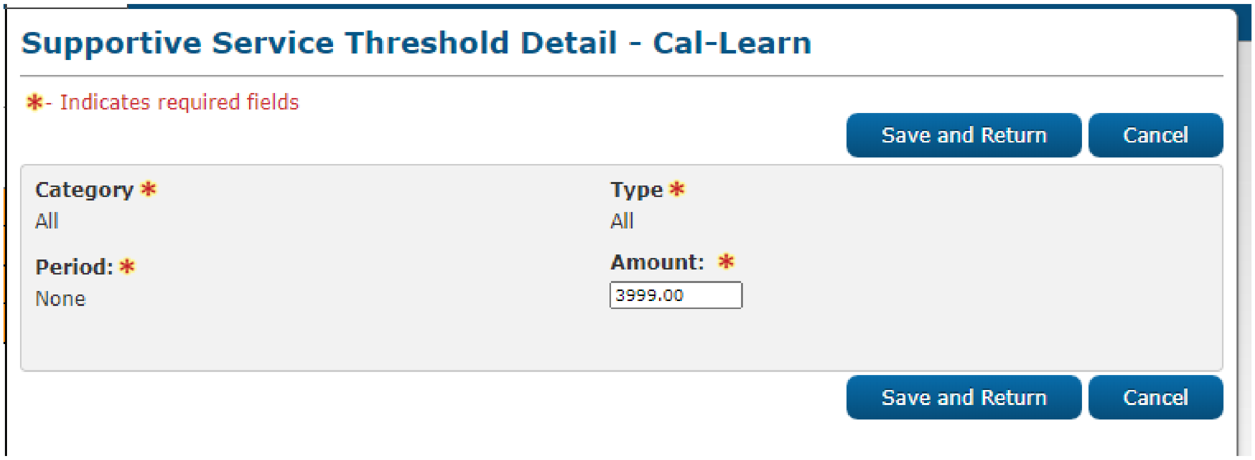


Figure 2.4.3 – Supportive Service Threshold Detail in Edit Mode (Program Level Threshold)

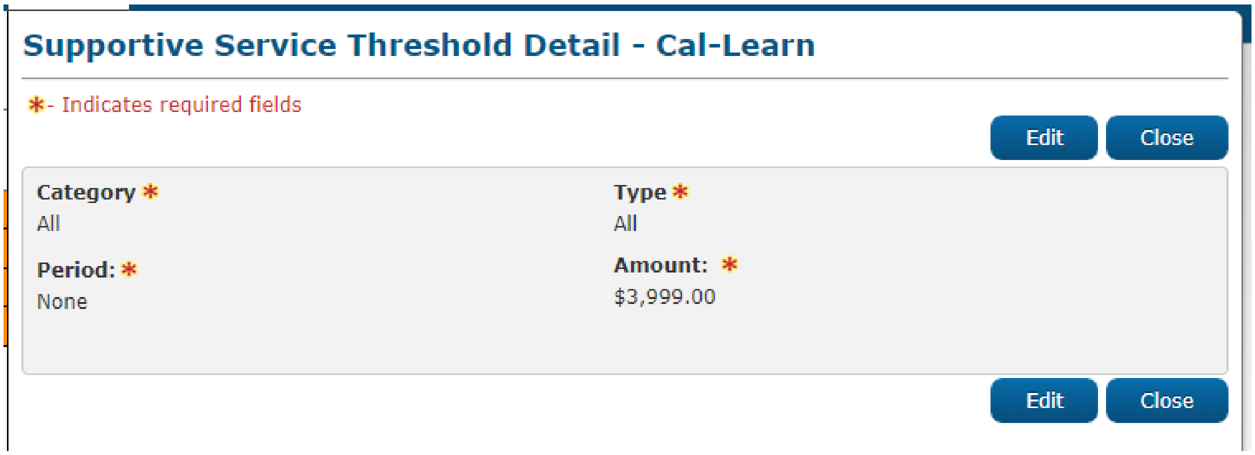


Figure 2.4.4 – Supportive Service Threshold Detail in View Mode

2.4.3 Description of Changes

1. Add a new Supportive Service Threshold Detail page (figure 2.4.1). Users with 'CountyBenefitIssuanceThresholdView' or 'CountyBenefitIssuanceThresholdEdit' security right can navigate to this page from County Benefit Issuance Threshold List page.
2. Category – This field will only be editable and mandatory in Create Mode. The dropdown will contain an 'All' option and need categories available for a program. The default value is '– Select –'.
3. Type – This field will only be editable and mandatory in Create Mode. The dropdown will contain an 'All' option and need types available for the selected need category. If no Category is selected, the dropdown will have no options. If Category is 'All', then 'All' is the only selectable option and the default value. Otherwise the default value is '– Select – '. Please see 'ProgramCategoryTypeMapping.xlsx' for options mapping.

When this field is set to 'All', the threshold will be applied to all types of the specified Category unless the type has its own threshold amount defined.
For example, Supportive Service Threshold List for Welfare to Work below:

Category	Type	Amount
Transportation	All	$100
Transportation	Taxi Fare	$20

A Payment Request with 'Transportation' Category and 'Vehicle Repair' Type will have threshold limit of $100. However, a Payment Request with 'Transportation' Category and 'Taxi Fare' will be limited at $20.

4. Period - The system will accumulate non-disapproved requested benefits over the specified period and check it against the threshold amount. For period 'None', the value of the Amount field will be the threshold to validate each Payment or Valuable request. This field will be mandatory and editable in create mode but only in edit mode for non-program-level thresholds, which does not have Category 'All' and Type 'All'. (see figure 2.4.2).

   Possible options are below:

   - – Select –
   - None
   - Monthly
   - Quarterly
   - Yearly
   - Biennial (Every Two years)
   - Lifetime

   The default value will be '– Select – 'in Create Mode and last saved data in edit mode.

5. Amount – This field will indicate the threshold amount that will be used to validate Payment or Valuable Requests for the specified Customer Need Category and Type. It will be editable in both create and edit mode. The default value is blank in create mode and last saved data in edit mode.
   For a Valuable Request, system will calculate the benefits amount by multiplying the dollar value of the Valuables by requested quantity. For example, if a User try to authorize two Bus Tokens, each worth $7.00, in a Valuable Request, the system will use $7.00 x 2 = $14.00 and check it against the threshold.
6. Edit – This button will change the page to Edit mode and will only be available in View mode. The security right of 'CountyBenefitIssuanceThresholdEdit' is required to view this button.
7. Close – This button will be only available in View mode and navigate users to County Benefit Issuance Threshold List page.

8. Cancel – This button is only available in Edit mode. This button will not save any changes made by users and navigate them to the page from where Edit Mode is accessed.
9. Save and Return – This button is only available in Edit mode. It will be used to save the changes made by users and navigate them back to the County Benefit Issuance Threshold List page.
10. Add validation 'Amount cannot be less than 0' and prevent data from being saved.
11. Add a validation 'Combination of Category and Type already exists.' and stop data from being saved.
12. Add validation 'Please enter a positive amount in xx,xxx,xxx.xx format.' and prevent data from being saved.

Note:
For GROW program, the system does not prevent L.A. county from setting dollar-amount thresholds for Bus Token and Bus Pass No Valid Month on this page. However, Valuable Requests with these two types will only have quantity validation which are hardcoded in backend.
For both Homeless – Temp and Homeless Permanent program, the system does not prevent counties from setting the threshold for Supplemental Homeless Assistance (SHA) type. However, Payment Requests with the SHA type will be validated with the threshold of the Supplemental Homeless Assistance Threshold Detail page (section 2.5). Supplemental Homeless Assistance Threshold Detail pages will be available for L.A county only, and an CER will be required when other counties want to implement the threshold for SHA in future.

2.4.4 Page Location

- **Global:Admin Tools**
- **Local:Admin**
- **Task:County Authorizations**

2.4.5 Security Updates

7. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsView	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC,	County Benefit Issuance Thresholds View, County Benefit Issuance

Security Right	Right Description	Right to Group Mapping
	Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	Threshold Edit
CountyBenefitIssuanceThresholdsEdit	Add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Threshold Edit

8. Security Groups

Security Group	Group Description	Group to Role Mapping
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion
County Benefit	Giver Users the ability to add, create, edit, and	County Discretion

Security Group	Group Description	Group to Role Mapping
Issuance Thresholds Edit	remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	

2.4.6 Page Mapping

Add page mapping for the Supportive Service Threshold Detail page.

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 Supplemental Homeless Assistance Threshold Detail

2.5.1 Overview

This new page will allow users to manage benefit thresholds for Supplemental Homeless Assistance. Only L.A county will have access this page.

2.5.2 Supplemental Homeless Assistance Threshold Detail Mockup

Figure 2.5.1 – Supplemental Homeless Assistance Threshold Detail in View Mode

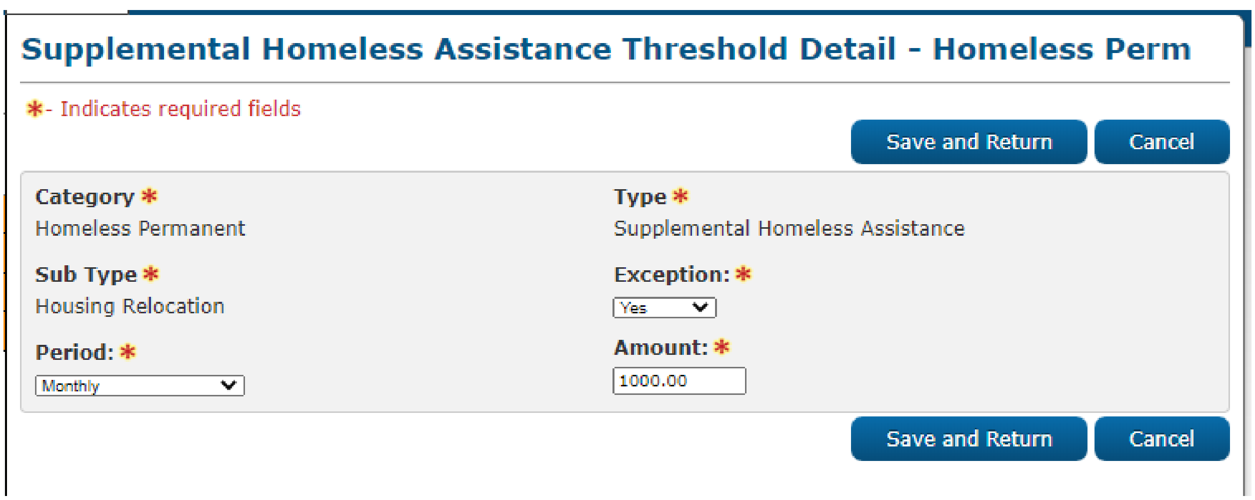


Figure 2.5.2 – Supplemental Homeless Assistance Threshold Detail in Edit Mode

Figure 2.5.3 – Supplemental Homeless Assistance Threshold Detail in View Mode (Amount by AU Size)

Figure 2.5.4 – Supplemental Homeless Assistance Threshold Detail in Edit Mode (Amount by AU Size)

2.5.3 Description of Changes

1. Add a new Supplemental Homeless Assistance Threshold Detail page (figure 2.5.1). L.A County users with 'CountyBenefitIssuanceThresholdView' or 'CountyBenefitIssuanceThresholdEdit' security right can navigate to this page from County Benefit Issuance Threshold List page for HP and HT program.
2. This page will have Edit and View Modes only.
3. Category – This field will indicate the category of customer needs and will not be editable.
4. Type- This field will be 'Supplemental Homeless Assistance' and will not be editable.
5. Sub Type - This field will indicate the HA sub program type and will not be editable.
5. Exception - This field will indicate whether the threshold validation is required and will be editable. Value 'Yes' will allow requested amount to exceed the threshold when a payment request has one of the following Pay Codes:
    a. MA – Exception Other
    b. MA – Exception DV
    c. THAP+14 – Exception Other
    d. THAP+14 – Exception DV

   The possible options will be:

    a. – Select –
    b. Yes
    c. No

   This field is a mandatory field.
6. Period - The system will accumulate non-disapproved requested benefits over the specified period and check it against the threshold amount. For period 'None', the value of the Amount field will be the threshold to validate each Payment. This field will be mandatory and editable. Please see section 2.4.3.4 for possible options.
7. Amount – This field will indicate the threshold amount that will be used to validate Payment for the specified HA sub program type. It will only be visible and mandatory for the following sub program types (see figure 2.5.1 and 2.5.2):
    a. EAPE
    b. Housing Relocation
    c. Moving Assistance

   Add validation 'Please enter a positive amount in xx,xxx,xxx.xx format.' and prevent data from being saved
8. A new section 'Amount By AU Size' will only be visible for the following HA sub program types (see figure 2.5.3 and 2.5.4):
    a. 4 Month Rental Assistance
    b. THAP+ 14

This section will have following fields:

1 to 8+ - Those fields will allow users to set threshold amount based on AU size and will be editable and mandatory. Value of '8+' field will be used for validation when AU size is eight or more.

Add validation 'Please enter a positive amount in xx,xxx,xxx.xx format.' and prevent data from being saved.

Note:

The current logic to calculate the threshold amount is multiplying the amount of AU Size by 14. For example, the value for AU size 4 is set to $400.00, then the threshold will be $400.00 X 14 = $5,600.00.

9. Edit – This button will change the page to Edit mode and will only be available in View mode. The security right of 'CountyBenefitIssuanceThresholdEdit' is required to view this button.
10. Close – This button will be only available in View mode and navigate users to County Benefit Issuance Threshold List page.
11. Cancel – This button is only available in Edit mode. This button will not save any changes made by users and navigate them to the page from where Edit Mode is accessed.
12. Save and Return – This button is only available in Edit mode. It will be used to save the changes made by users and navigate them back to the County Benefit Issuance Threshold List page.

2.5.4 Page Location

- **Global:Admin Tools**
- **Local:Admin**
- **Task:County Authorizations**

2.5.5 Security Updates

9. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsView	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC, Supplemental Homeless	County Benefit Issuance Thresholds View, County Benefit Issuance Threshold Edit

Security Right	Right Description	Right to Group Mapping
	Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	
CountyBenefitIssuanceThresholdsEdit	Add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Threshold Edit

10. Security Groups

Security Group	Group Description	Group to Role Mapping
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion
County Benefit Issuance	Giver Users the ability to add, create, edit, and remove Supportive County Benefit Issuance	County Discretion

Security Group	Group Description	Group to Role Mapping
Thresholds Edit	Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	

2.5.6 Page Mapping

Add page mapping for the Supplemental Homeless Assistance Threshold Detail page.

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Service Arrangement Detail

2.6.1 Overview

The Service Arrangement Detail page allows Workers to arrange supportive services to Customers with a Need. There is the threshold validation to prevent users without 'ApproveServiceArrangementOverThreshold' security right from authorizing the benefit amount that exceeds Issuance Threshold. For example, the Issuance Threshold for CalWORKS is $3,999.00. When an EW, who does not have the override-threshold security right, tries to create a Service Arrangement with $4,000.00 CalWORKS benefits, the system will display an error message '**Requested Amount exceeds issuance threshold.**' and prevent users from saving the Service Arrangement. Only users with 'ApproveServiceArrangementOverThreshold' security right can create or update a Service Arrangement with over-threshold benefit amounts.

2.6.2 Description of Changes

1. Remove the threshold validation with error message '**Requested Amount exceeds issuance threshold.**' on the Service Arrangement Detail page. The validation will be performed on Payment Request Detail and Valuable Request Detail page.

2.6.3 Page Location

- **Global: Empl. Services**
- **Local: Supportive Service**
- **Task: Service Arrangements**

2.7 Payment Request Detail

2.7.1 Overview

The Payment Request Detail page allows the user to create or approve a recipient's request for a supportive service. When creating/approving a payment request, users specify the Service Month for the request. This section will describe the changes to use new configurable County Benefit Issuance Thresholds to validate requested amount of benefits on the page.

2.7.2 Description of Changes

1. Remove soft validation '**Warning: Requested Amount exceeds issuance threshold'** on the page.
2. Update page to use the thresholds defined in 'Supportive Service' section of County Benefit Issuance Threshold List page when validating the amount of requested benefits.
   For the threshold with Period 'None', display error message '**Requested Amount exceeds issuance threshold.**' and prevent users from saving data when all the following conditions are met:
   a. Users does not have 'ApproveServiceArrangementOverThreshold' security right.
   b. The requested amount on the page exceeds the threshold.

   For the threshold with other Periods, display error massage '**Maximum period amount has been reached.**' and prevent users from saving data when all the following condition are met:

   a. Users does not have 'ApproveServiceArrangementOverThreshold' security right.
   b. The total amount of non-disapproved benefits that a customer requests for the specific need within the Period exceeds the threshold.

   This validation will be triggered by clicking the 'Save' button.
   Note: Only users with 'ApproveServiceArrangementOverThreshold' can create a Payment Request record with over-threshold amount, and the request will require a different user for approval In L.A. county,

2.7.3 Page Location

- **Global: Empl. Services**
- **Local: Supportive Service**
- **Task: Service Arrangements**

2.8 Valuable Request Detail

2.8.1 Overview

The Payment Request Detail page allows the user to create or approve a request for valuables. This section will describe the changes to use new configurable County Benefit Issuance Threshold for validations on the page.

2.8.2 Description of Changes

1. Remove soft validation '**Maximum period quantity has been reached'** on the page.

2. Update page to use the thresholds defined in 'Supportive Service' section of County Benefit Issuance Threshold List page when validating the amount of benefits. The amount of benefits is multiplying the dollar value of the Valuables by requested quantity. System will not validate the Valuable Request if the Valuable Type is worth $0.00. E.g. EBT Card. For the threshold with Period 'None', display error message '**The value of requested quantity exceeds issuance threshold.**' and prevent users from saving data when all the following conditions are met:
    a. Users does not have 'ApproveServiceArrangementOverThreshold' security right.
    b. The amount of benefits exceeds the threshold.

    For the threshold with other Periods, display error massage '**Maximum period amount has been reached.**' and prevent users from saving data when all the following condition are met:

    c. Users does not have 'ApproveServiceArrangementOverThreshold' security right.
    d. The total amount of non-disapproved benefits that a customer requests for the specific need within the Period exceeds the threshold.

    This validation will be triggered by clicking the 'Save' button.
    Note:
    Only users with 'ApproveServiceArrangementOverThreshold' can create a Valuable Request record with over-threshold benefits, and the request will require a different user for approval In L.A. county.
    For Bus Token and Bus Pass No Valid Month, system will continue to use error message '**Maximum period quantity has been reached**' since these types are validated on the requested quantity.

2.8.3 Page Location

- **Global: Empl. Services**
- **Local: Supportive Service**
- **Task: Service Arrangements**

2.9 Data Change Request

2.9.1 Overview

Default the values to maintain current benefit thresholds for Los Angeles and CIV counties. CalWIN counties will have default values based on San Bernardino county thresholds and can be modified later by the county admin user as deem appropriate.

2.9.2 Description of Change

1. Perform data change to the file 'All Counties Issuance Threshold.xlsx' for Los Angeles and CIV counties.

2.9.3 Estimated Number of Records Impacted/Performance

Around 1000 records.

2.10 CTCRs

1. Add new references 'Available for EDBC Threshold' in CODE_DETL for Category 18 with values in sheet 'EDBC' of CA-212943 Updates to Fiscal Authorizations CTCR.xlsx
2. Add new references 'Available for Supportive Service Threshold' in CODE_DETL for Category 18 with values in sheet 'Supportive Service' of CA-212943 Updates to Fiscal Authorizations CTCR.xlsx

2.11 Database Change

3. Create a new table 'COUNTY_FISCAL_AUTH_DETL' with following columns:
    a. ID – This column will store system-generated unique identifier for each instance of this table.
        i. This column will not allow null value.
        ii. Data type will be number.
        iii. Comment will be 'This is a System-generated unique identifier for an instance of this table to be used as the primary key'.
    a. COUNTY_FISCAL_AUTH_ID – This column will store the primary key of COUNTY_FISCAL_AUTH table.
        i. This column will not allow null value.
        ii. Data type will be number.
        iii. Comment will be 'This column is a foreign key to the COUNTY_FISCAL_AUTH table.'
    b. SUB_PMG_TYPE_CODE – This column will store the HA sub program code for Supplemental Homeless Assistance.
        i. This column will allow null value.
        ii. Data type will be VARCHAR2(3 Byte).
        iii. Comment will be '708 – The Homeless Assistance sub program code associated with a threshold record'.
    c. EXCEPT_IND – This column will indicate over-threshold benefit amount is allowed.
        i. This column will allow null value.
        ii. Data type will be VARCHAR2 (1 Byte).
        iii. Comment will be 'This field will be used to determine if over-threshold benefit amount is allowed for Supplemental Homeless Assistance services.'
    d. AMT – This field will store the dollar amount of issuance threshold.

    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold or minimum amount of authorization'.

e. PERIOD – This field will store the period to which the amount is applied.
    i. This column will allow null value.
    ii. Data type will be VARCHAR2 (3 Byte).
    iii. Comment will be 'This field will store the period to which the amount is applied'.

f. AU_1_AMT – This field will determine the threshold amount for AU size of one.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of one.

g. AU_2_AMT – This field will determine the threshold amount for AU size of two.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of two.

h. AU_3_AMT – This field will determine the threshold amount for AU size of three.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of three.

i. AU_4_AMT – This field will determine the threshold amount for AU size of four.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of four.

j. AU_5_AMT – This field will determine the threshold amount for AU size of five.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of five.

k. AU_6_AMT – This field will determine the threshold amount for AU size of six.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).

iii. Comment will be ‘This field will store the dollar amount of issuance threshold for AU size of six.

l. AU_7_AMT – This field will determine the threshold amount for AU size of seven.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be ‘This field will store the dollar amount of issuance threshold for AU size of seven.

m. AU_8_AMT – This field will determine the threshold amount for AU size of eight or more.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be ‘This field will store the dollar amount of issuance threshold for AU size of eight.

n. CREATED_BY – This column will identify the person who creates an instance on this table.
    i. This column will not allow null value.
    ii. Data type will be VARCHAR2(30 Byte).
    iii. Comment will be ‘'This column captures the name of the person who created a specific instance on this table.’

o. UPDATED_BY – This column will identify the last person who updates an instance on this table.
    i. This column will not allow null value.
    ii. Data type will be VARCHAR2(30 Byte).
    iii. Comment will be ‘This column captures the name of the person who last updated a specific instance on this table’

p. CREATED_ON – This column will store the date/time when an instance of this table is created.
    i. This column will not allow null value.
    ii. Data type will be TIMESTAMP (6).
    iii. Comment will be ‘this column captures the date/time when a specific instance of this table was created.’

q. UPDATED_ON – This column will store the date/time when an instance of this table is last updated.
    i. This column will not allow null value.
    ii. Data type will be TIMESTAMP (6).
    iii. Comment will be ‘This column captures the date/time when a specific instance of this table was last updated’.

Table comment will be ‘This Table stores the issuance threshold information for Supplemental Homeless Assistance services and GROW transportation services.’

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Testing	Mapping of Programs, Customer Need Categories and Types	ProgramCategoryTypeMapping.xlsx
2	Security	Security Updates	CA-212943 Issuance Threshold County Configurable - Security Matrix.xlsx
3	DCR	Default EDBC and Supportive Service Threshold for all counties	All Counties Issuance Threshold.xlsx
4	CTCR	Add references for Category ID 18	CA-212943 Issuance Threshold County Configurable CTCR.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.1.6	The LRS shall set issuance amount limits by program and issuance method, as specified by COUNTY.	System will be updated with new functionalities for each county to manage its own issuance amount limits.

5 TRAINING RECOMMENDATION

Create new Job Aids for County Benefit Issuance Thresholds. (SCR 218070 Create Job Aid for SCR # CA-212943 Update Issuance Threshold functionality to be County configurable)

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-213876

DDCR 5055, 5028, 5011, 4095, 5092, 3177, 3179

Call Log Enhancements

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Long Nguyen, Srividhya Sivakumar, Michael Wu, Christine Altavilla, William Baretsky.

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03.20.2020	1.0	Initial	Erika Kusnadi-Cerezo

Table of Contents

1 OVERVIEW

The Call Log List and Call Log Detail page are currently used by county workers that are working from a Call Center or County office(s) to log calls and also to keep track and monitor those calls that are being logged.

1.1 Current Design

Currently in the LRS/CalSAWS system the Call Log List and Call Log Detail page are not used by the county workers. This is different than the C-IV system in that the Call Log List and the Call Log Detail page are being used on a regular basis. Because of this, the Call Log List and Call Log Detail page in the C-IV system have more information compared to the ones in the LRS/CalSAWS system.

The C-IV system also has the Subscriber County Review List enabled and Message Center was enhanced with the ability to display the Call Log. These specific functionalities currently do not exist in the LRS/CalSAWS system.

1.2 Requests

Override the LRS/CalSAWS Call Log List and Call Log Detail page code with the C-IV Call Log List and Call Log Detail page. Enable the Subscriber County Review List in LRS and add Message Center capabilities to Call Log Detail page.

1.3 Overview of Recommendations

1. Override the LRS/CalSAWS Call Log List code with the C-IV Call Log List code base.
2. Override the LRS/CalSAWS Call Log Detail code with the C-IV Call Log Detail code base.
3. Enable the Subscriber County Review List in LRS/CalSAWS system so that it's no longer hidden.
4. Add Message Center capabilities to the Call Log Detail page, include updating the Message Center to display Call Log notifications.
5. Enable automated journal for Call Log, so that users can open the Journal Window from the Call Log Detail page (View or Edit mode).

1.4 Assumptions

1. Task for Call Log will be addressed in a future SCR (CA-215944).
2. IVR related functionality will be addressed in a future SCR (CA-215560).
3. Updates to the Call Log Report/Dashboard will be addressed in a future SCR
4. Conversion team will map over the existing CIV data for Non-C-IV County value for Call Type/Call Action type to Non-CalSAWS County during migration.

2 RECOMMENDATIONS

Override the LRS/CalSAWS code for the Call Log List and the Call Log Detail with the C-IV Call Log List and Call Log Detail code base. Enable the Subscriber County Review List in the LRS/CalSAWS system so it's no longer hidden, add message center capabilities to Call Log Detail page.

2.1 Call Log List

2.1.1 Overview

Override the existing LRS/CalSAWS Call Log List code with the C-IV system Call Log List code base. With this change, the Call Log List page in LRS/CalSAWS system will now look and function the same way as the Call Log List page in the C-IV system.

2.1.2 Call Log List page Mockup

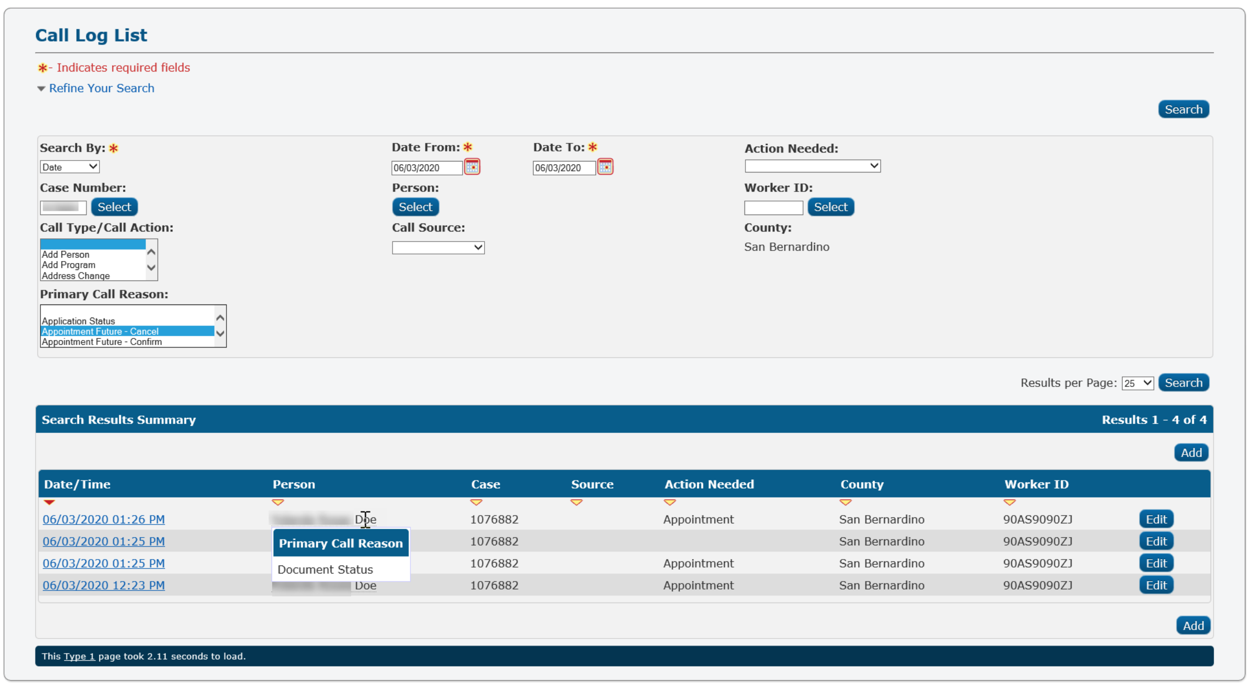


Figure 2.1.1 – Call Log List

2.1.3 Description of Changes

1. The Call Log List page will look (Figure 2.1.1) and function the same way as the current C-IV system Call Log List page.
    a. The "Search By" field will have the following value:
        i. Date

1. The previous value of "View Date" that was in the LRS/CalSAWS will be updated to "Date" as part of this change.

ii. Tracker ID

Note: Searching by Tracker ID will not provide any data until after migration.

b. The "View Date:" field will no longer exist in the LRS/CalSAWS Call Log List page and will be replaced by "Date From:" and "Date To:" field.
    i. The "View Date" and the corresponding "Date" value that was entered (which was part of the LRS/CalSAWS code) will no longer display under the "Search Results Summary" section.
    ii. The New field "Date From:" and "Date To:" field will be a requirement.
        1. Default the date range to be the current system date and allow a date range of up to 31 days.
        2. Create a validation: "The selected Date range must be 31 days or less" if someone attempts to search for longer than 31 days.
        3. These fields will be used as the date range criteria when users are searching for Calls that were logged.
c. Case Number will automatically prepopulate in the "Case Number" field when the workers are in a case context or viewing a case as soon as the Call Log List page opens.
    i. Case Number field will remain empty if the worker is not in the context or viewing a case.
    ii. Case Number field will not be required.
d. 'Person' field will display the value selected in the following format:
    i. LAST NAME, FIRST NAME AGE (example: DOE, JOHN 34)
e. The "Call Type:" drop down field that was originally in the LRS/CalSAWS system will now display as "Call Type/Call Action:"
    i. Workers can continue to make multiple selections from the "Call Type/Call Action" field.
    ii. "Call Type/Call Action" field will not be required
    iii. The following values will be displayed under the "Call Type/Call Action" field and in the following order:
        1. "Blank" value
        2. Add Person
        3. Add Program
        4. Address Change
        5. Appointment/Activity
            a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code

6. BIC/EBT
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
7. Benefits Question
8. Discontinuance
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
9. Dropped Call/Disconnect
10. Escalation
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
11. General Question
12. Household Status
13. ICT/Other County
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
    b. "Other County" value that was part of the LRS/CalSAWS code will now be displayed as "ICT/Other County".
14. Income
15. Missing Document
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
16. New Application
17. Non-CalSAWS County
    a. Update the value 'Non-C-IV county' to 'Non-CalSAWS County'.
18. Notice of Action
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
19. Other Agency/Resources
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
20. Phone Number Update
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
21. Property
22. RE

    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code

23. Report
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
24. Restoration
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
25. Verifications

f. The Call Source field will be non-mandatory and will have the following drop down fields and will default to blank:
    i. Call Center
    ii. Covered California
    iii. Office
    iv. Outbound IVR
        1. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
g. A new field titled “Primary Call Reason:” will now display as part of the Call Log List page.
    i. The “Primary Call Reason” field will not be required, and the worker can choose multiple selections.
    ii. The “Primary Call Reason” will have the following options:
        1. “Blank” value
        2. Application Status
        3. Appointment Future – Cancel
        4. Appointment Future – Confirm
        5. Appointment Future – New
        6. Appointment Future – Question
        7. Appointment Future – Reschedule
        8. Appointment Past – Question
        9. Appointment Past – Reschedule
        10. BIC Replacement
        11. Benefits (NOA) – Denial or Discontinuance
        12. Benefits (NOA) – Other
        13. Benefits (NOA) – Reduction
        14. Change of Address
        15. Change of Employment
        16. Change of Household
        17. Change of Income
        18. Document – Request or Question
        19. Document Status
        20. EBT Card Replacement
        21. New Application
        22. None of the Above

h. The “Search Results Summary” section of the Call Log List page will be updated to the following:
    i. It will no longer display the “View Date: MM/DD/YYYY” as noted above in point b.i. (This is to align with the change of the Search Criteria to have a Date Range)
    ii. The Column titled “Time” will be replaced to “Date/Time”.
        1. Value will be displayed in the following format: MM/DD/YYYY MM:SS AM/PM (ex: 04/04/2020 04:15 PM)
        2. This will be a hyperlink and clicking the hyperlink will take the worker to the Call Log Detail page in “View” mode.
i. Update Tool Tip to display when hovering over the following fields
    i. When hovering over the “Primary Call Reason” field, it will display the following “Primary Call Reason”
    ii. When hovering over the “Person” column in the Search Summary Result, it will display the “Primary Call Reason” as shown on Figure 2.1.1

2.1.4 Page Location

- **Global: Admin Tools**
- **Local: Office Admin**
- **Task: Call Log**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Page Mapping will be updated to accommodate the changes to the Call Log List page.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Call Log Detail Page

2.2.1 Overview

Override the existing LRS/CalSAWS Call Log List code with the C-IV system Call Log Detail code base. With this change, the Call Log Detail page in

LRS/CalSAWS system will now look and function the same way as the Call Log Detail page in the C-IV system.

2.2.2 Call Log Detail Page Mockup

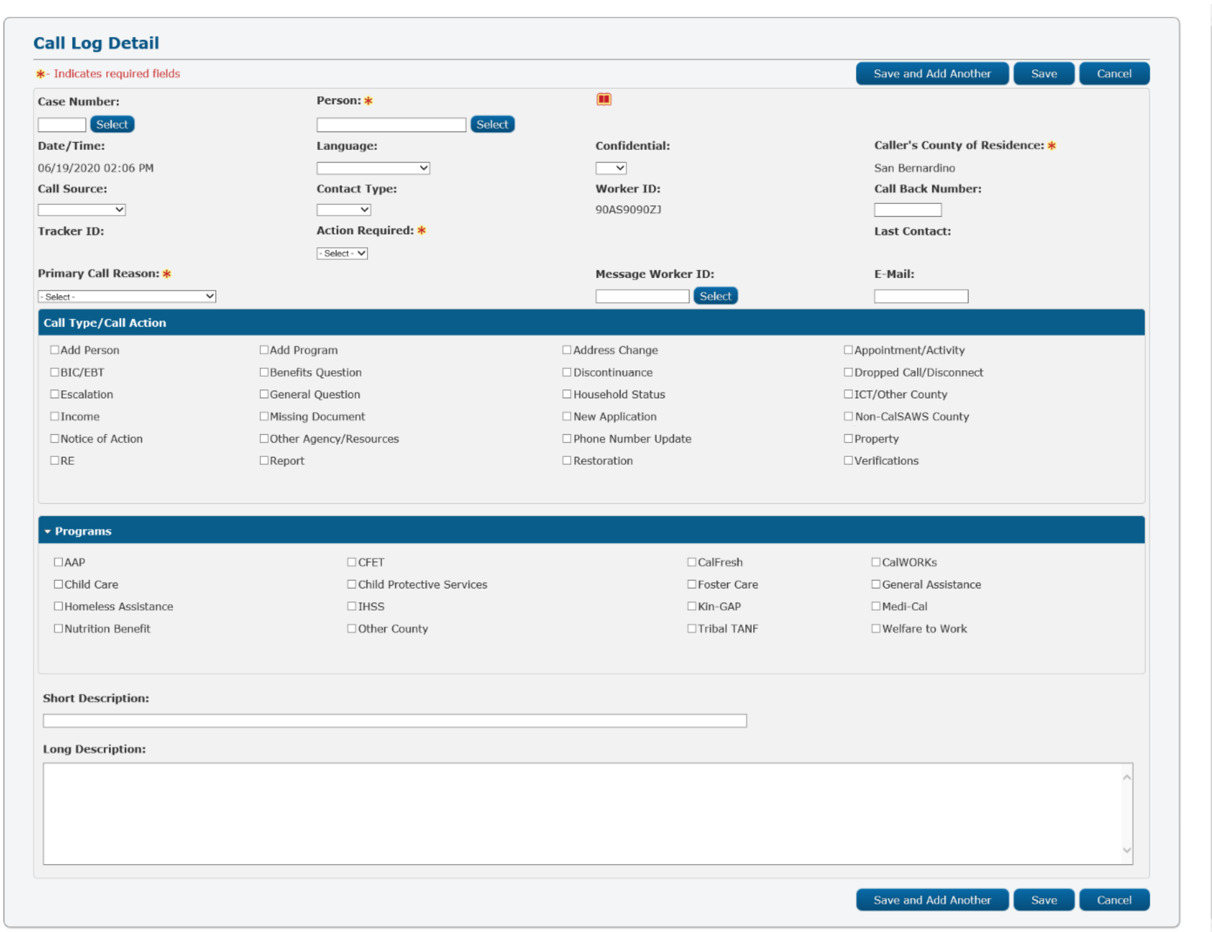


Figure 2.2.1 – Call Log Detail

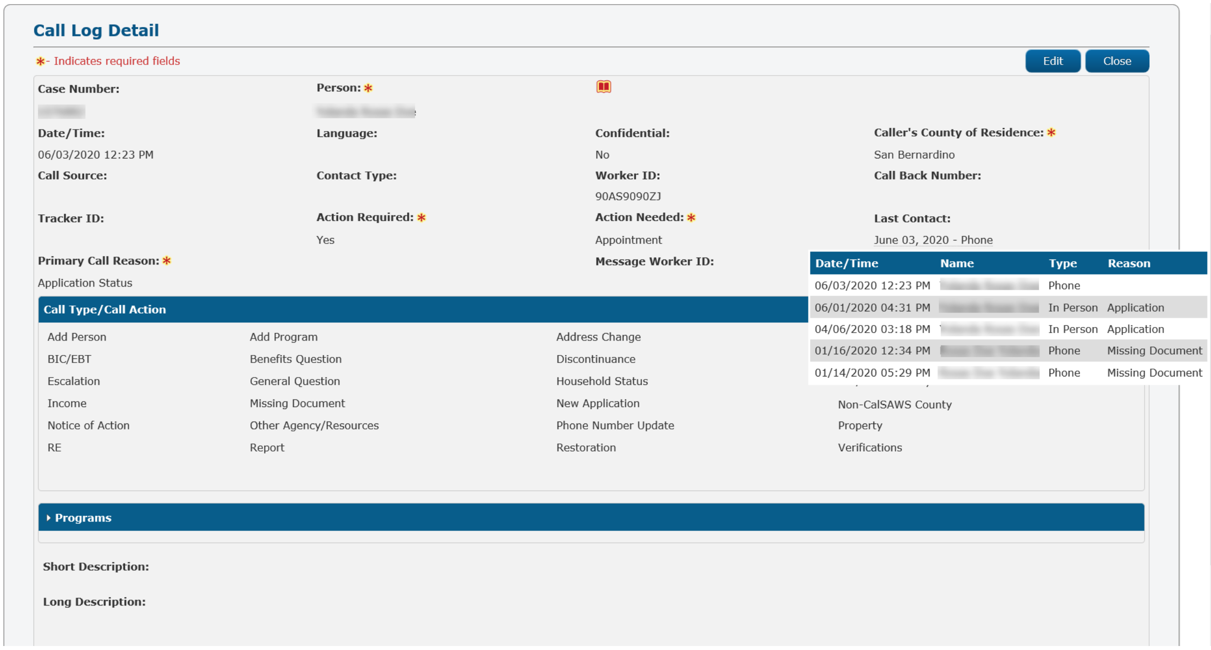


Figure 2.2.2 – Last 5 contact information for hovering over the Last Contact field

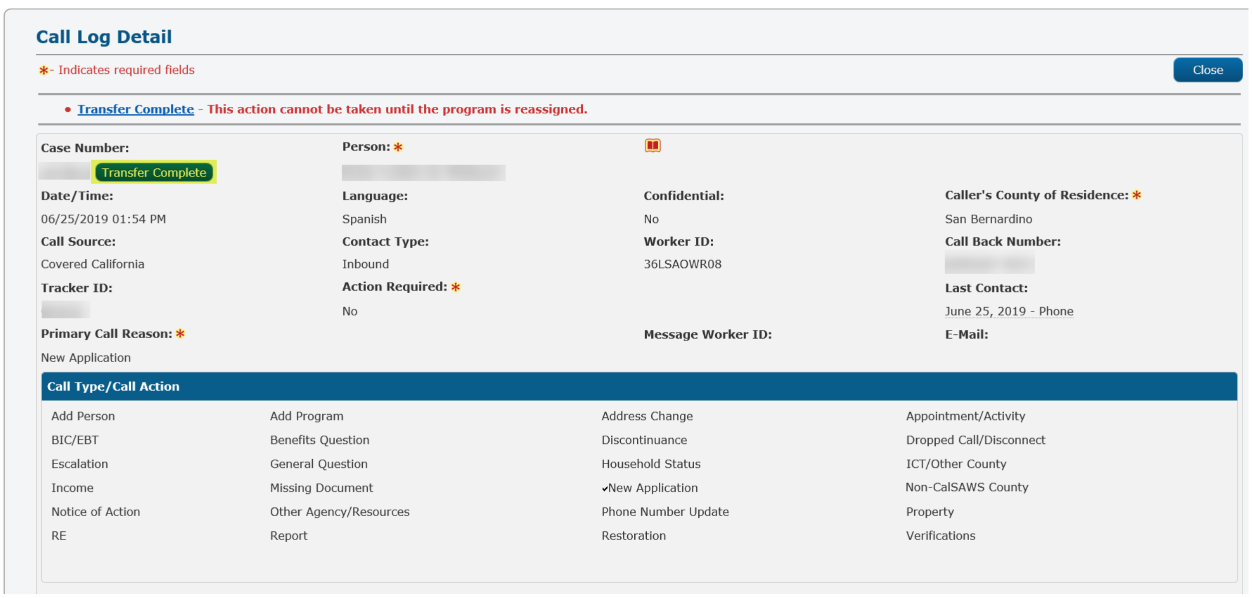


Figure 2.2.3 – Transfer Complete option for Call Log Detail "View" mode.

2.2.3 Description of Changes

1. The Call Log Detail page will look (Figure 2.2.1) and function the same way as the current C-IV system Call Log Detail page.
    a. Case Number should be auto populating in the Case Number field as it will carry over from the Call Log List page when the worker clicks on the "Add" button.
        1. If there is no Case Number that is inputted in the Case Number field from the Call Log List page, the Case Number field in the Call Log Detail page will remain empty.
    b. 'Person' field will be required, and the value selected will be display in the following format:
        i. If no case number is inputted, the 'Person' field will be an editable text field with a select button next to the editable text field.
            1. Clicking on the 'Select' button will take the user to the 'Select Person' page.
        ii. If a valid case number is inputted on the 'Case Number' field, the 'Person' field will display with a list of names associated to the case in a drop down format.
        iii. 'Person' field will display the person name in the following format: LAST NAME, FIRST NAME AGE (example: DOE, JOHN 34)
    c. Caller's County of Residence field will now be a required field.
        i. The County of Residence field will auto populate with the value that was selected in the "County" field that's located in the LRS/CalSAWS home page.
    d. A new field titled "Contact Type:" will be added to the Call Log Detail page.
        i. This will be located between the "Call Source" field and the "Worker ID" field.
        ii. The "Contact Type" field will have the following drop down values and will default to blank:
            1. Inbound
            2. Outbound
            3. Webchat
        iii. A new "Last Contact:" field will be added to the Call Log Detail page. This will display the Last Contact information for the Case (this will be based on the information that is inputted on the "Case" field).
            1. This field will display the last contact information in the following format: Month Name, Date, YYYY – Type (Example: July 10, 2019 – Phone)
                a. Type will be based on the Type of Call or Visit (Reception Log) that was received.

2. Hovering over the "Last Contact" field will display the last 5 contacts information for the case as shown on figure 2.2.2
    a. The most recent contact history will be listed at the top of the page.

iv. A required "Primary Call Reason:" will be added to the Call Log Detail Page
1. The "Primary Call Reason:" field will have the following drop down values and will default to "-Select-":
    a. Application Status
    b. Appointment Future – Cancel
    c. Appointment Future – Confirm
    d. Appointment Future – New
    e. Appointment Future – Question
    f. Appointment Future – Reschedule
    g. Appointment Past – Question
    h. Appointment Past – Reschedule
    i. BIC Replacement
    j. Benefits (NOA) – Denial or Discontinuance
    k. Benefits (NOA) – Other
    l. Benefits (NOA) – Reduction
    m. Change of Address
    n. Change of Employment
    o. Change of Household
    p. Change of Income
    q. Document – Request or Question
    r. Document Status
    s. EBT Card Replacement
    t. New Card Replacement
    u. New Application
    v. None of the Above
2. Only 1 value can be selected

v. Add a new editable field titled "Other Reason"
1. This will be a required field
2. This field will be dynamic and only display if the value chosen in the "Primary Call Reason" field is "None of the Above" or "Benefits (NOA) – Other"
3. This field will have a maximum amount of 150 characters

vi. A new editable field titled "Message Worker ID" will be added to the Call Log Detail page with a "Select" button next to the editable field
1. Clicking on the "Select" button will take the worker to the Select Worker page.
2. This field will trigger a notification to display in the message center. Worker information that is inputted in this field will be receiving a message.

3. If this field is left blank, the Call Log will not display in Message Center.

vii. A new editable field titled "Email" will be added to the Call Log Detail page

1. Worker will need to enter the E-mail address using the traditional format of a period or @. If the incorrect format was used, a validation message will display stating the E-mail (E-mail address) is not valid for this field.
2. The E-mail information that is inputted into this field will receive the e-mail notification.

Note: In order for the send a Message Center notification to a worker that is not assigned to the case, the worker's information needs to be inputted into the "Message Worker ID" field as this will be the field that will trigger the notification to display in Message Center.

e. The "Call Type" block will be updated to be non-mandatory and it will be renamed from "Call Type" to "Call Type/Call Action"

i. The following values will display on the "Call Type/Call Action" block:

1. Add Person
2. Add Program
3. Address Change
4. Appointment/Activity
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
5. BIC/EBT
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
6. Benefits Question
7. Discontinuance
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
8. Dropped Call/Disconnect
9. Escalation
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
10. General Question
11. Household Status
12. ICT/Other County

a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
b. "Other County" value that was part of the LRS/CalSAWS code will now be displayed as "ICT/Other County".

13. Income
14. Missing Document
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
15. New Application
16. Non-CalSAWS County
    a. Update the value 'Non-C-IV county' to 'Non-CalSAWS County'.
17. Notice of Action
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
18. Other Agency/Resources
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
19. Phone Number Update
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
20. Property
21. RE
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
22. Report
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
23. Restoration
    a. This is a new value that did not exist previously under the LRS/CalSAWS Call Log List code
24. Verifications

f. The following values will display on the "Program" block:
   i. AAP
      1. This is a new value that did not exist previously under the LRS/CalSAWS Call Log Detail page
   ii. CFET
      1. This is a new value that did not exist previously under the LRS/CalSAWS Call Log Detail page

iii. CalFresh
iv. CalWORKs
v. Child Care
vi. Child Protective Services
vii. Foster Care
viii. General Assistance
ix. Homeless Assistance
x. IHSS
xi. Kin-GAP
    1. This is a new value that did not exist previously under the LRS/CalSAWS Call Log Detail page
xii. Medi-Cal
xiii. Nutrition Benefit
xiv. Other County
    1. This is a new value that did not exist previously under the LRS/CalSAWS Call Log Detail page
xv. Tribal TANF
xvi. Welfare to Work

g. Add a "Transfer Complete" button to the Call Log Detail page in view mode only as shown on Figure 2.2.3.
    i. The "Transfer Complete" button will appear the day after the record is created and if the "Action Required" field is set to "yes".
    ii. Clicking "Transfer Complete" button will clear the call log record from the Subscriber County Review List page.
    iii. The "Transfer Complete" button will not display after the worker clicks the button or reassigns the programs from the Subscriber County Review List page.
    iv. Add a customer validation that will display if the worker clicks the "Transfer Complete" button before reassigning the program from the Generic Worker (reassignment will need to be done from the Subscriber County Review List page).
        1. Validation message should be: "Transfer Complete – This action cannot be taken until the program is reassigned.

h. Hide the "Add Task" icon from the Call Log Detail page.
    i. Note: The "Add Task" icon will be enabled under a future SCR when "Task functionality is addressed overall for the LRS/CalSAWS system.

i. Enable the "Journal" icon so that the Journal window will open when the user clicks the "Journal" icon from the Call Log Detail page.
    i. Journal Window will only open from the Call Log Detail page when it's in 'View' or 'Edit' mode. (Journal window will not open when it's in 'Create' mode since a journal entry will be created upon saving the Call Log entry).

Please see Section 2.5 for Automated Journal functionality for Call Log.

2.2.4 Page Location

- **Global: Admin Tools**
- **Local: Office Admin**
- **Task: Call Log**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Page Mapping will be updated to accommodate the changes to the Call Log Detail page.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Subscriber County Review List page

2.3.1 Overview

The Subscriber County Review List allows workers to view a list of call log records. Workers will also be able to reassign a program to a worker from this page as well. The Subscriber County Review List will be enabled in the LRS/CalSAWS system so that workers are able to use this page accordingly.

2.3.2 Subscriber County Review List Mockup

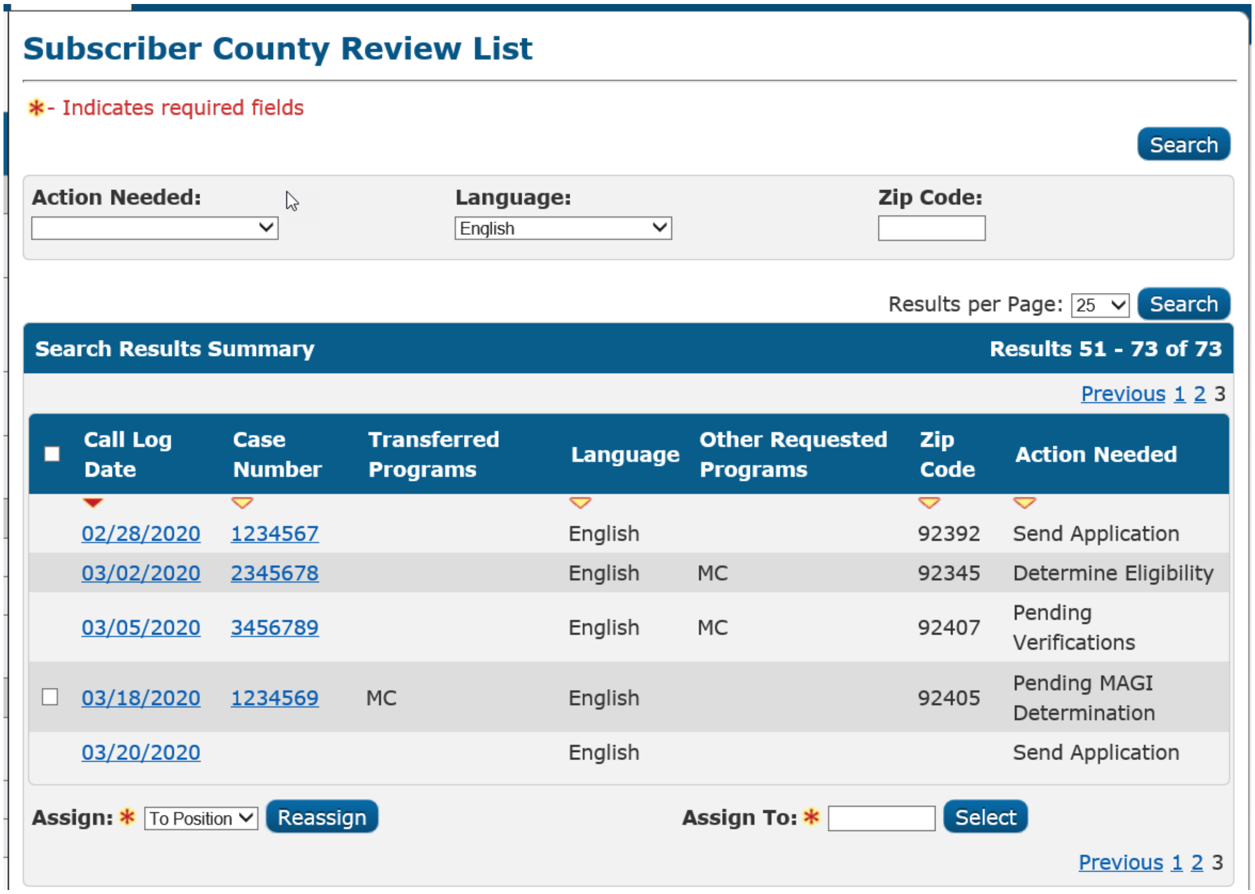


Figure 2.3.1 – Subscriber County Review List Mockup

2.3.3 Description of Change

1. The Subscriber County Review List page will be enabled in the LRS/CalSAWS system as show on Figure 2.3.1
    a. The Subscriber County Review List page will be available under the e-tools local navigation and will be listed under the" External Agencies" task navigation.
    b. The Subscriber County Review List page will not load the search results by default. Workers will need to click the Search button in order to view the call log records.
        i. The Subscriber County Review List will provide a list of call log entries created by the Regional Call Center Agents in Host Counties. These call log records that are listed require additional processing by the Subscriber County.
            1. Information will be displayed the day after the call log entries were created.

2. These will display for call log records with a Call Source of Covered California and one of the following:
    a. The Call Log Record included a Tracker ID and the "Action Needed" field is set to "Yes"
    b. The "Program" field is set to "Medi-Cal" and it's been assigned to a Generic Worker

Note: To search for call log records associated to a case with a program assigned to the Generic worker that did not have an "Action Needed", select "Not Required" from the "Action Needed" drop-down box; this will display with call log records not associated with a case and an Action Required of No.

c. The Subscriber County Review List page will have 3 different fields that the worker can use to filter their search by. These field will be titled as below:
    i. Action Needed
        1. This will be a field that will have the following drop down values and it will default to blank.
            a. Appointment
            b. Determine Eligibility
            c. Incomplete Data Collection
            d. MEDS Discrepancy
            e. Pending Verifications
            f. Reported Changes
            g. Send Application
            h. Not Required
    ii. Language
        1. This will be a drop down field that will have the same drop down values as the Language field in the Call Log Detail page. This field will default to blank.
    iii. Zip Code
d. The Search Result field will have the following columns:
    i. Check box
        1. This Check box will display if the case number is associated to the call log record. This check box will be used to reassign program(s) from the Generic Worker. This check box will allow the worker to assign it from the Generic Worker to a different worker. (Please see section 'e' on reassignment process).
    ii. Call Log Date (The date the RCC Agent received the initial call)
        1. This will display in the following format: MM/DD/YYYY

2. This will be a hyperlink and clicking the hyperlink will take the worker to the Call Log Detail page in View mode.

iii. Case Number (The Case number associated to the call log record)

1. This will display the Case Number that was associated to the Call Log

a. If no Case Number is associated to the Call Log, this column will be blank

2. This will be a hyperlink and clicking the hyperlink will take the worker to the Case Summary page.

iv. Transferred Programs (The Program code if the RCC Agent created/pended the program and assigned it to the Generic Worker)

1. This field will display the programs that are currently assigned to a generic Worker

v. Language (The Customer's language)

1. This field will display the language that is associated to the call log record.

vi. Other Requested Programs (Other programs the Customer requested).

1. This field will display the additional programs that may be associated to a call log record.

vii. Zip Code (The zip code of the case associated to the call log record)

1. This field will display the Zip Code of the person that is associated to a Call Log record.

viii. Action Needed (The Action Needed Selected on the call log record)

1. This field will display the action that is needed to be taken.

e. At the bottom of the page there will be two required fields that will allow the worker to reassign the program(s) from the Generic Worker for the call log record that is associated to a case (please reference section d.1 for explanation on the check box that will allow you to choose the call log record). These two fields will be titled:

i. Assign:

1. This field will have the following values:

a. To Position

i. It will default to this value

ii. Workers will need to determine the position by entering the "Assign To" field with a Worker ID.

b. To Me

2. There will be a button next to the drop down field labeled "Reassign".

a. Clicking the "Reassign" button will reassign the Program (currently assign to a generic worker) to the worker that's been set in the "Assign" field.
    i. Choosing "To Position" will reassign the program to the Worker ID in the "Assign To" field.
    ii. Choosing "To Me" will reassign the program to the worker that is currently logged in to the system.

ii. Assign To:
    1. This will be an editable field that will allow the worker to input a "Worker ID" directly.
    2. There will be a button next to the editable field labeled "Select".
        a. Clicking the "Select" button will take the worker to the "Select Worker" page that will allow the worker to search for the worker they would like to reassign the Program that is currently assign to a generic worker to.

Note: This field will only display if there is a Call Log record that is eligible to be reassigned.

f. The Call Log record can be cleared out from the Subscriber County Review List by the following options:
    i. Clicking the "Call Log Date" hyperlink which will take the user to the Call Log Detail page. There, the worker will need to click on the "Transfer Complete" button. Clicking on the button will then clear the call log record from the Subscriber County Review List. (Please see section 2.2 section
    ii. The worker reassigns the program from the Generic Worker position to another Generic Worker by clicking the Reassignment button (see Section 'e' for more information on how to reassign the call log entry).

2.3.4 Page Location

- **Global: Case Info**
- **Local: e-tools**
- **Task: Subscriber County Review List**

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

Page Mapping will be updated to accommodate for the newly enabled page.

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Message Center

2.4.1 Overview

Message Center will be updated to allow the worker to receive notifications from the Call Log.

2.4.2 Message Center Mockup

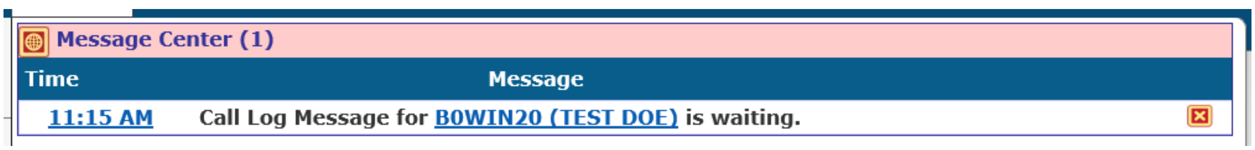


Figure 2.4.1 – Message Center Mockup

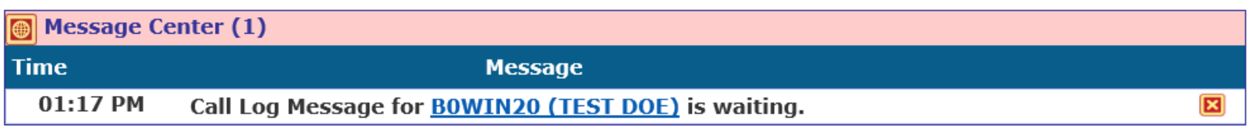


Figure 2.4.2 – Message Center Mockup

2.4.3 Description of Change

1. Update Message Center so the worker can receive notifications from the Call Log as shown on Figure 2.4.1 and Figure 2.4.2.
    a. Message Center will display the information for Call Log notification:
        i. Time
            1. This will be the time associated on the Call Log
            2. For users that have security rights to the Call Log, the "Time" will be a hyperlink
                a. Clicking on the hyperlink will take the worker to the Call Log Detail page in "View" mode.
            3. For users that do not have the security rights to access the Call Log, the "Time" will still be displayed but it will not be a hyperlink (this is to ensure that users without security rights to the Call

Log will not be able to access the Call Log Detail page from message center) as shown on Figure 2.4.2.

ii. Primary Call Reason
    1. Primary Call Reason that is associated to the Call Log entry.
    2. This will be followed by "for".

iii. Case Number with the associated Case Name
    1. This will be followed by "is waiting."
    2. Case Number (Case Name) will be a hyperlink.
        a. Case Number will be for the Case Number information that's associated to the Call Log entry.
        b. Case Name will be for the Case Name that's based on the Case Number that's associated to the Call Log entry
        c. Clicking on the Case Number (Case Name) hyperlink will take the worker to the Case Summary page.

iv. "X" icon will be displayed on the right hand side.
    1. This will be a no response icon. Clicking on this icon will clear the Call Log notification from Message Center.
    2. Display a Tool tip when hovering over the "X" icon that will display the following "No Response button".

2.4.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: N/A**

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

N/A

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 Call Log - Journal

2.5.1 Overview

Update Automatic Journal, so that a journal entry will automatically be created when a user saves a Call Log Detail page that is associated to a case.

2.5.2 Call Log Automated Journal Mockup

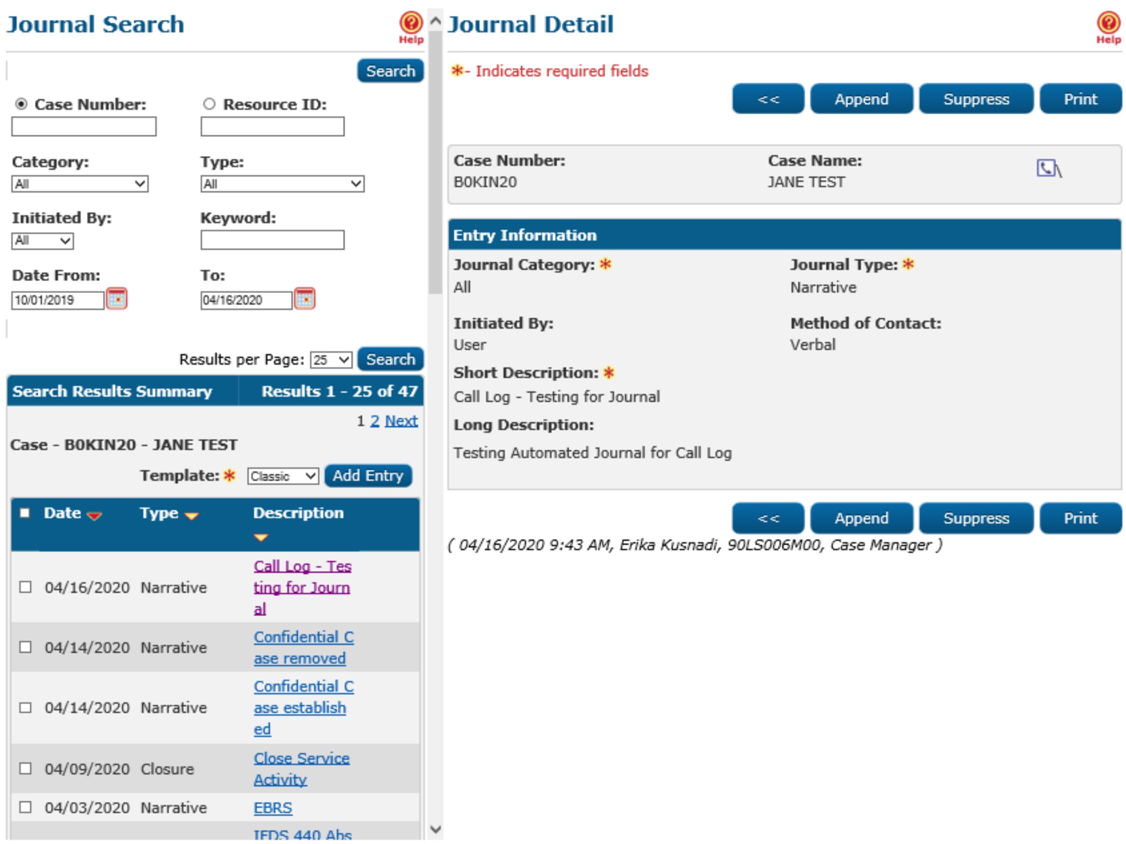


Figure 2.5.1 – Journal

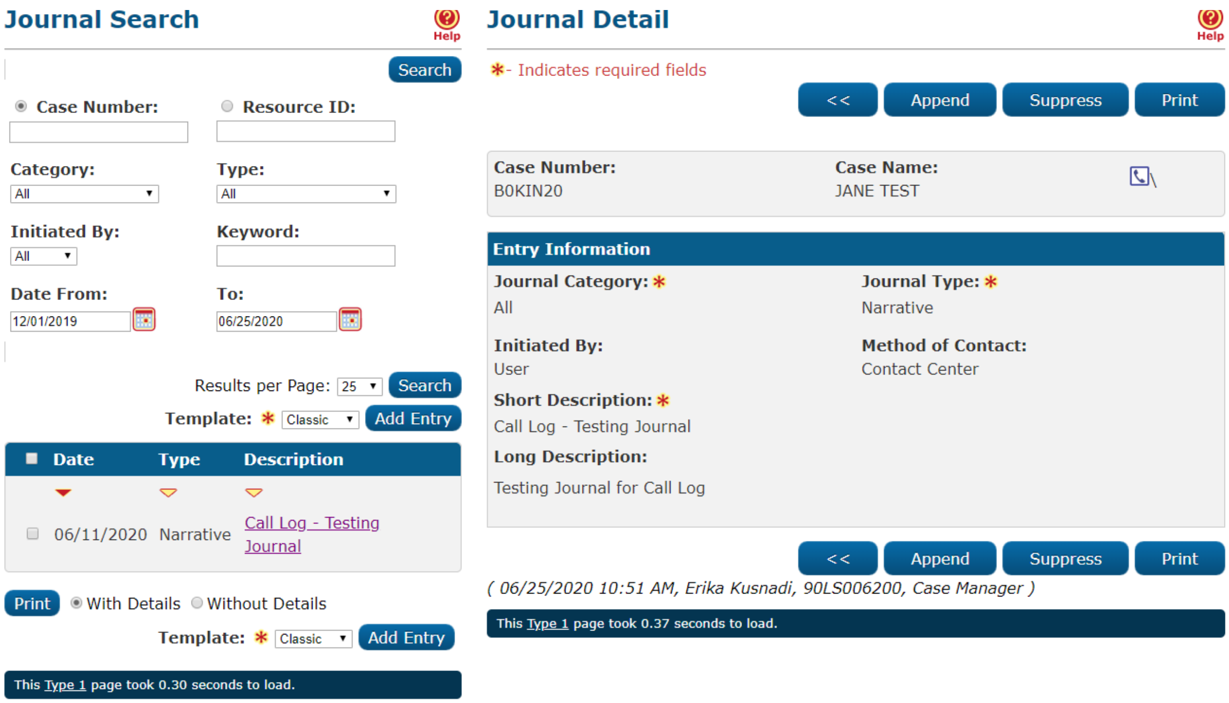


Figure 2.5.2 – Journal opened via Call Log Detail page

2.5.3 Description of Change

1. Update Journal so that Call Log entry is being captured when a user saves a Call Log Detail page that is associated to a case (if no case is associated, it will not create a journal entry).
   a. If the Journal window was opened via the Toolbar, the Call Log entry will display as shown on Figure 2.5.1

      Note: It will display like any other journal entries.
   b. If the Journal window was opened via the “Journal” icon from the Call Log Detail page (Edit or View mode) it will display as shown on Figure 2.5.2
      i. Journal will open and automatically will display only the journal entry for the associated Call Log record associated to the Call Log Detail page from which the “Journal” icon was clicked from.
   c. The journal entry for Call Log uses the Classic template and the information populates from the Call Log Detail page. The following information displays on the auto-created journal entry:
      i. Case Number – This will be the Case number that is associated to the Call Log entry
      ii. Case Name – This will be the Case Name that is associated to the Call Log entry
      iii. Journal Category – All
      iv. Journal Type – Narrative

v. Initiated By – User
vi. Method of Contact – This will be based on the Call Source drop-down selection associated to the Call Log entry.
  1. If 'Covered California' is the Call Source, it will display as 'Contact Center' in the Method of Contact field in the Journal.
  2. If 'Call Center' is the Call Source, it will display as 'Contact Center' in the Method of Contact field in the Journal.
  3. If 'Office' is the Call Source, it will display as 'Verbal' in the Method of Contact field in the Journal.
vii. Short Description – It will display as such:
  1. Call Log – (text that was inputted on the Short Description text box on the associated Call Log entry from the Call Log Detail page.)

  Note: If there's no text that was entered on the Short Description text box when the Call Log entry was originally created, the Short Description field in Journal will display 'Call Log'

viii. Long Description – It will display the text that was inputted on the Long Description text box on the associated Call Log entry from the Call Log Detail page.

  Note: If there's no text that was entered on the Long Description text box when the Call Log entry was originally created, the Long Description field in the Journal will not display anything (this will be blank).

d. The 'Phone' icon will display on the Journal Detail page only for the journal entry that was created from the Call Log Detail Page.
  i. Clicking on the 'Phone' icon will open the associated Call Log Detail page for that Call Log entry (in view mode) in a separate window.
e. For automated journal entries for Call Log (journal entries that were created from the Call Log Detail page and it's associated to a case) will only be created upon creation of the Call Log record. Any changes that were made to the Call Log record will not create a new journal entry or modify the original journal entry.

2.5.4 Page Location

- **Toolbar: Journal**

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

N/A

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Automated Regression Testing

2.6.1 Overview

Update or duplicate the existing Call Log script(s) [ex. "CF - Customer Contact"] to be executable against the CalSAWS application. Expand the scope of the existing or new script to verify the details of the Journal Entry that is automatically created when saving a new Call Log record.

2.6.2 Description of Changes

Either update the existing automated script(s) associated to the Call Log functionality, or create a new automated script, to verify the following:

1. That a new Call Log record can be created from the Call Log List page for the primary applicant of an existing program, associated by Case Number and Person.
2. That a newly saved Call Log record displays on the Customer Contact History page, and that the Call Log Detail page for the record can be opened from this page.
3. That a Call Log record can be created from the Customer Contact History page.
4. That a Journal Entry is automatically created when a new Call Log record is saved, with the appropriate details.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.2.1.3	LRS shall provide a method for capturing the purpose of the contact.	Call Log pages, Subscriber County Review List page and Journal were updated in order to provide the counties the ability to log and capture the purpose of the contact made by the participants to the county workers.
2.2.1.4	LRS shall provide a method to log and record individual contact and inquiries.	Call Log pages, Subscriber County Review List page and Journal were updated in order to provide the counties ability to log and capture the purpose of the contact made by the participants to the county workers.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214054

Get Person Info, Get Override Flags Info and Get Form Info Imaging Inbound Web Services

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jennifer Kim
	Reviewed By	[individual(s) from build and test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/18/20	1.0	Initial Draft	Jennifer Kim

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1 OVERVIEW

This SCR addresses three inbound web services to serve CalSAWS Data to the CalSAWS Imaging System: Get Person Info, Get Override Flags and Get Form Info Calls. The CalSAWS Imaging System leverages all three calls to receive Person information; security driven options; and both CalSAWS-generated and Imaging-exclusive form information respectively.

The Get Person Info Web Service makes a request for Person data from CalSAWS by sending request parameters that validate the request.

The Get Override Flags Web Service makes a request for security driven options from CalSAWS when the Imaging user logs into the Imaging System by sending request parameters that validate the request.

The Get Form Info Web Service makes a request for both CalSAWS-generated and Imaging-exclusive form information from CalSAWS by sending request parameters that validate the request.

1.1 Current Design

There are no established web services between the CalSAWS Imaging System and CalSAWS to request Person and Form information and security driven options from CalSAWS.

1.2 Requests

1. Create new inbound web services for the CalSAWS Imaging System to request supporting Person and Form data and security driven options from the CalSAWS System.

1.3 Overview of Recommendations

1. Create a Get Person Info Inbound Web Service to return CalSAWS Person data to the Imaging System.
2. Create a Get Override Flags Info Inbound Web Service to return CalSAWS security driven options to the Imaging System.
3. Create a Get Form Info Inbound Web Service to return CalSAWS system-generated and Imaging-Exclusive Form data to the Imaging System.

1.4 Assumptions

1. **CA-214060** will have added a new Code Category Table for the CalSAWS Imaging Type Codes. It will have added the Imaging Type Descriptions into a new code lookup table.
2. **CA-214060** will have added a new "Imaging Form Name" column to the DOC_TEMPL table. **CA-214060** will also have repurposed the existing IMG_TYPE column in the DOC_TEMPL table to refer to the new CalSAWS Imaging Type Code Category table.

3. **CA-214060** will have added a new Static Table for the CalSAWS Imaging System Document Types and Short Names. This Static Table will only store Imaging-exclusive (non-system generated) documents and will have the "Imaging Form Name" and "Imaging Document Type Code" columns.
4. Database updates within the CalSAWS System will be made to store the Imaging Form Number mappings for documents that are not yet captured in the CalSAWS System. The Imaging Team will provide the list of Form Numbers for Imaging-exclusive documents to add the new 'Imaging Form Number' column in the new Static Table for the CalSAWS Imaging System Document Types and Short Names. Refer to SCR CA-214038 for the list of Form Number mappings for Imaging-exclusive documents.
5. The Imaging Task Override Security Right added in this design will be addressed with the document task functionality to be implemented in SCR CA-214034 (DDID 2504). Downstream task functionality will be affected by the addition of this security right in this SCR.
6. The Imaging No Change SAR7 Security Right will be addressed with the document task functionality to be implemented in SCR CA-214034 (DDID 2504). Downstream task functionality will be affected by the addition of this security right in this SCR.
7. This design will not be implementing retry mechanisms or addressing system outage scenarios for the inbound web services.

2 RECOMMENDATIONS

2.1 Get Person Info Inbound Web Service

2.1.1 Overview

The Imaging System invokes the Get Person Info Web Service. The request can be made in one of the following queues in the Imaging System below:

1. **Person Select Queue**- All documents categorized as person level are routed to the Person Select Queue in the Imaging System for a staff member to select the appropriate person(s) associated to the case. The Case UID is leveraged in this scenario to pull back the list of person(s). Include hidden person(s) and exclude duplicate person(s). From here, the Get Person Info Web Service will be invoked when the Imaging user selects the Person field, leveraging that Case UID, which will request the Case UID in CalSAWS to return person(s) associated to the case.
2. **Re-index Queue**- Documents that have been fully indexed may be pulled back into a Re-index Queue in the Imaging System for case or person(s) association(s) to be corrected. The Imaging user can click on a field to populate the Case Number. From here, the Get Person Info Web Service can be invoked leveraging that Case Number, which will request the

Case Number and County Code in CalSAWS to return person(s) associated to the case.

The Get Person Info Web Service requests person details from CalSAWS by sending parameters that validate the request.

2.1.2 Description of Change

1. Create a Get Person Info Web Service, in which the Imaging System requests the following Person details by sending the 'Case UID' or 'Case Number' and 'County Code' to CalSAWS:
    a. Name
    b. Person CIN
    c. Person SSN
    d. Person UID
    e. Date of Birth
2. Perform Integration Testing with the interface partner.

Table 1 – Get Person Info Request Parameters

Get Person Info – REQUEST			
FIELD NAME	TYPE	COMMENTS	REQUIRED
Either 'caseUID' or 'caseNumber' + 'countyCode' must be sent to CalSAWS. The reason for providing an alternative set of request parameters is to fulfill a Web Service call during a re-index process where the Case UID is not available.			
caseUID	Long	Case unique ID of document being indexed in the Imaging System as a person level document.	Y
------ OR -------			
caseNumber	String (7 char.)	Case number of document being re-indexed in the Imaging System as a person level document. 7-char case SERIAL_NUM_IDENTIF	Y

countyCode	String (2 char.)	2-digit case county code of document being re-indexed in the Imaging System as a person level document.	Y

Table 2 – Get Person Info Response Parameters

Get Person Info – RESPONSE			
Data Element Name	**TYPE**	**COMMENTS**	**REQUIRED**
If there is more than one person associated to the case, return a list of objects. Each object should contain data information for a single person as listed below. There is no field name for both the list and object. This web service returns a JSON in the response parameters. Exclude duplicate Person(s) and include hidden Person(s) when returning Person Info in this web service. All optional values will send an empty string with the attribute name if there is no data to return.			
responseCode	HTTP Response Code 200	Return HTTP response code 200 if the call was completed successfully.	Y
name	String (40 char. limit)	First and last name of person associated to the requested Case UID OR Case Number and County Code in CalSAWS. Instructions to concatenate first and last name values to become one value and additional instructions to truncate concatenated	Y

		values if they exceed 40 characters: 1. Concatenate first and last name values from PERS table of CalSAWS database. Add a space in between the first and last names. 2. If the concatenated value does not exceed the 40-character limit, return the results of the concatenated value as is. 3. If the concatenated value exceeds the 40-character limit, separate the concatenated values by spaces and hyphens. 4. Concatenate the first and last values after separating them accordingly. Maintain a space between the first and last values when concatenating. 5. If the new concatenated value does not exceed the 40-character limit,	

		return the results of the new concatenated value as is. 6. If the new concatenated value exceeds the 40-character limit, truncate after the 40th character of the value and take the first 40 characters as the new Name value.	
CIN	String (40 char. limit)	Alpha-numeric Client Identification Number (CIN) associated to the Case UID OR Case Number and County Code in CalSAWS.	N
SSN	String (9 char.)	9-digit Social Security Number (SSN) associated to the Case UID OR Case Number and County Code in CalSAWS.	N
personUID	Long	Person Unique ID associated to the Case UID OR Case Number and County Code in CalSAWS.	Y
DOB	Date (Format "MM/DD/YYYY")	Date of Birth of person associated to the Case UID OR case Number and County Code in CalSAWS. Date of Birth may be sent as a null	Y

		date (i.e. 12/1/9999).	

Table 3 – Get Person Info - FAILED WEB SERVICE OPERATIONS

HTTP Response Code	Field Name	Value	COMMENTS
Error codes are intended for backend processes and will not be displayed for end-users.			
400	responseCode	400	Return HTTP response code 400 if there is a tech failure because the required data attribute(s) was not supplied.
	errorMessage	"${Field Name(s)} Must Be Supplied."	
404	responseCode	404	Return HTTP response code 404 if the required data attribute(s) cannot be found in the CalSAWS System.
	errorMessage	"${Field Name(s)} Not Found."	

422	responseCode	422	Return HTTP response code 422 if there is a problem with the request for the required data attribute(s) and the Integration Server is unable to process it.
	errorMessage	"${Field Name(s)} Is an Unprocessable Entity."	
500	responseCode	500	Return HTTP response code 500 if there is an unknown internal server error that occurred while trying to process the request.
	errorMessage	"Internal Server Error."	

2.1.3 Execution Frequency

This web service is called real-time in the 'Person Select' or 'Re-Index' Queue in the Imaging System.

2.1.4 Key Scheduling Dependencies

N/A – Real Time Interface

2.1.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

2.1.6 Data Volume/Performance

N/A

2.1.7 Interface Partner

CalSAWS Imaging System

2.1.8 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.2 Get Override Flags Inbound Web Service

2.2.1 Overview

The Get Override Flags Web Service is invoked each time the user logs into the Imaging System. The returned 'Task Override' and 'Person Override' values will determine whether the imaging user has the security rights to override task configuration and default person level documents to case level documents respectively during scanning. The returned 'No Change SAR7' value will determine whether the imaging user has the security right to mark the document as received, mark eligibility as complete and ignore task configuration during scanning.

2.2.2 Description of Change

1. Add the 'Imaging Task Override' Security Right to CalSAWS. This new security right will allow the imaging worker to ignore task configuration during scanning.
2. Add the 'Imaging Person Override' Security Right to CalSAWS. This new security right will allow the imaging worker to default person level documents as case level documents during scanning.
3. Add the 'Imaging No Change SAR7' Security Right to CalSAWS. This new security right will allow the imaging worker to mark the scanned document as received, mark eligibility as complete and override task configuration during scanning.
4. Create a web service call in which the imaging system requests the following security driven options in CalSAWS by sending the Active Directory User Name.
    - Task Override
    - Person Override
    - No Change SAR7
5. Perform Integration Testing with the interface partner.

Table 1 – Get Override Flags Request Parameters

Get Override Flags – REQUEST			
FIELD NAME	**TYPE**	**COMMENTS**	**REQUIRED**
userName	String (40 char. limit)	Active Directory User Name of user who has logged into the Imaging System. Table name is 'Staff' and column name is 'ACTIVE_DIR_USER_NAME' in Active Directory.	Y

Table 2 – Get Override Flags Response Parameters

Get Override Flags – RESPONSE			
FIELD NAME	**TYPE**	**COMMENTS**	**REQUIRED**
responseCode	HTTP Response Code: 200	Return HTTP response code 200 if the call was completed successfully.	Y
taskOverride	Boolean	Boolean value of Imaging Task Override Security Right. Return 'true' if the Active Directory User Name in the request has the appropriate Imaging Task Override Security Right. Return 'false' if otherwise.	Y
personOverride	Boolean	Boolean value of Imaging Person Override Security Right. Return 'true' if the Active Directory User Name in the request has the appropriate	Y

		Imaging Person Override Security Right. Return 'false' if otherwise.	
noChangeSar7	Boolean	Boolean value of Imaging No Change SAR7 Security Right. Return 'true' if the Active Directory User Name in the request has the appropriate Imaging No Change SAR7 Security Right. Return 'false' if otherwise.	Y

Table 3 – Get Override Flags - FAILED WEB SERVICE OPERATIONS

HTTP Response Code	Field Name	Value	COMMENTS
Error codes are intended for backend processes and will not be displayed for end-users.			
400	responseCode	400	Return HTTP response code 400 if there is a tech failure because the required data attribute was not supplied.
	errorMessage	"${Field Name} Must Be Supplied."	

404	responseCode	404	Return HTTP response code 404 if the required data attribute cannot be found in the CalSAWS System.
	errorMessage	"${Field Name} Not Found."	
422	responseCode	422	Return HTTP response code 422 if there is a problem with the request for the required data attribute and the Integration Server is unable to process it.
	errorMessage	"${Field Name} Is an Unprocessable Entity."	
500	responseCode	500	Return HTTP response code 500 if there is an unknown internal server error that occurred while trying to process the request.
	errorMessage	"Internal Server Error."	

2.2.3 Execution Frequency

This web service is invoked real-time when the user logs into the Imaging System.

2.2.4 Key Scheduling Dependencies

N/A – Real Time Interface

2.2.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

2.2.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
ImagingTaskOverride	Allows the imaging worker to override task generation during scanning.	Imaging Task Override
ImagingPersonOverride	Allows the imaging worker to default all person level documents to case level documents during scanning.	Imaging Person Override
ImagingNoChangeSAR7	Allows the imaging worker to mark the scanned document as received, mark eligibility as complete and ignore task configuration during scanning.	Imaging No Change SAR7

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Imaging Task Override	Allows the imaging worker to override task generation during scanning.	County Discretion
Imaging Person Override	Allows the imaging worker to default all person level documents to case level documents during scanning.	County Discretion
Imaging No Change SAR7	Allows the imaging worker to mark the scanned document as received, mark eligibility as complete and ignore task configuration during scanning.	County Discretion

2.2.7 Data Volume/Performance

N/A

2.2.8 Interface Partner

CalSAWS Imaging Solution

2.2.9 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.3 Get Form Info Inbound Web Service

2.3.1 Overview

Create a Get Form Info Web Service in which the Imaging System will make a generic request to CalSAWS to receive document info of all document types daily.

2.3.2 Description of Change

1. Add a new column in the Static Table for the CalSAWS Imaging System Document Types and Short Names. Refer to SCR CA-214038 to view all newly created form numbers for Imaging-exclusive documents. This Static Table currently stores Imaging-exclusive (non-system generated) documents (such as Driver's License, Pay Stub, etc.) and will additionally add the following column representing the following element:
    a. "Imaging Form Number" – This new column will be limited to 40 characters to match the length limitations of the Imaging System.
2. Create a web service in which the Imaging System will make a generic request to CalSAWS for the following information:
    - Form Name
    - Form Number
    - Document Type
    - Time Sensitive Flag
3. Perform Integration Testing with the interface partner.

Table 1 – Get Form Info Request Parameters

Get Form Info – REQUEST			
FIELD NAME	TYPE	COMMENTS	REQUIRED

No parameters are required in this request.

Table 2 – Get Form Info Response Parameters

Get Form Info – RESPONSE			
FIELD NAME	**TYPE**	**COMMENTS**	**REQUIRED**
This web service requests CalSAWS to provide the Imaging System all Form information, which includes Form Names, Form Numbers and Document Types, for all system-generated and Imaging-exclusive documents. In other words, send the Imaging System the entire repository of Form Name, Form Number and Document Type mappings.			
responseCode	HTTP Response Code: 200	Return HTTP response code 200 if the call was completed successfully.	Y
formName	String (40 char. limit)	1) For CalSAWS system-generated documents, Form Name will be found in the 'Imaging Form Name' column of the DOC_TEMPL table. 2) For Imaging-exclusive documents, Form Name will be found in the 'Imaging Form Name' column of the new Static Table for the CalSAWS Imaging System Document Types and Short Names.	Y
formNumber	String (20 char. limit)	1) For CalSAWS system-generated documents, Form Number will be found in the DOC_TEMPL record. 2) For Imaging-exclusive documents, Form Number will be found in the 'Imaging Form Number' column of the new Static Table for the CalSAWS Imaging System	Y

		Document Types and Short Names.	
documentType	String (40 char. limit)	1) For CalSAWS system-generated documents, Document Type is listed in the new CalSAWS Imaging Type Code Category table, which is associated to the IMG_TYPE column in the DOC_TEMPL table. 2) For Imaging-exclusive documents, Document Type is listed in the new CalSAWS Imaging Type Code Category Table, which is associated to the IMG_TYPE column in the new Static Table for the CalSAWS Imaging System Document Types and Short Names.	Y
timeSensitive	Boolean	Time sensitive status of document in CalSAWS. Documents that are time sensitive are listed in CT 329. Return 'true' if the document is listed in CT 329. Return 'false' if otherwise.	Y

Table 3 – Get Form Info - FAILED WEB SERVICE OPERATIONS

HTTP Response Code	Field Name	Value	COMMENTS
Error codes are intended for backend processes and will not be displayed for end-users.			
500	responseCode	500	Return HTTP response code 500 if there is an unknown

	errorMessage	"Internal Server Error."	internal server error that occurred while trying to process the request.

2.3.3 Execution Frequency

This web service will be executed daily in the Imaging System.

2.3.4 Key Scheduling Dependencies

N/A [This web service is scheduled by the Imaging System. The Imaging System will invoke this web service daily where they will send the entire repository of Form Name, Form Number and Document Type Mappings in CalSAWS. There is neither an event nor scenario that triggers this web service.]

2.3.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

2.3.6 Data Volume/Performance

2,000 records will be processed per execution of web service.

2.3.7 Interface Partner

CalSAWS Imaging Solution

2.3.8 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

3 SUPPORTING DOCUMENTS

[This section should include any supporting documents for the design as imbedded documents. Some examples of supporting documents include the Security Matrix, Form Design Documents, NOA Design Documents, and ETL Source-to-Target Mappings.]

Number	Functional Area	Description	Attachment
1	Security	Security Matrix	Security Matrix
2	Imaging	Imaging Form Name 7.23.20 Comments	Imaging Form Name 7.23.20 Comments

4 REQUIREMENTS

[Document what requirements are being addressed with this design and how they are being met]

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
DDID 2199	The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to do the following:1) Automatically categorize all system generated documents.2) Automatically categorize up to 70 person level/verification documents.3) Read the form number from a specified location on the document(s) to be determined during detailed design.4) Capture the Form Name, Form Number, Case Name, Case Number, and Document Type as key metadata.4a) Documents with no case number are automatically sent to a quality assurance queue for review. 5) Compare the confidence score of all	None	This design creates a Get Person Info Web Service, in which the Imaging System requests Person information by sending the 'Case UID' or 'Case Number' and 'County Code' to CalSAWS.

	automatically categorized documents to a confidence threshold.5a) All scanned documents that do not meet the categorization confidence threshold are sent to a quality assurance queue for review. All cases associated the document that does not meet the confidence thresholds will be sent to a quality assurance queue for review.6) Designated staff to be prompted to select case member, multiple persons, or no person option for all person level document types which will be determined during detailed design.		
DDID 2523	The CONTRACTOR shall provide configurable security rights that are maintained by county local security administrators within the CalSAWS Software with the following:1) CalSAWS Software security rights will update the imaging solution during a nightly batch process2) The No Change SAR7/QR7 override option will only be available to counties that have opted into this functionality3) Up to 120 individual security rights will be provided as a part of the imaging solution	None	1. This design adds the Imaging Task Override Security Right to CalSAWS. 2. This design adds the Imaging Person Override Security Right to CalSAWS. 3. This design adds the Imaging No Change SAR7 Security Right to CalSAWS.
DDID 2500	Configure the imaging solution to have the following security driven options at the point of scanning:	None	This design creates a Get Override Flags Web Service, in which the Imaging System

	2. Task Override: Will ignore task configuration, no task will be created 3. Program Selection: Will define which worker is tasked (the list is pre-defined based on the case information and is available in single case mode or when a coversheet is used in batch mode) 4. No Change SAR7/QR7: Will prompt the CalSAWS Software to do the following: a. Mark the document as received b. Mark Eligibility as complete c. Ignore task configuration, no task will be created 5. Person Override: Will default person level documents as case level documents. 6. Confidential: Will allow designated staff to scan to confidential cases		makes a request for security driven options associated to the user logged into the Imaging System by sending the Active Directory User Name to CalSAWS.
DDID 2198	The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to perform the following functions when a system generated barcode is recognized by the imaging solution: 1) Perform a CalSAWS	None	This design creates a Get Form Info Web Service, in which the Imaging System requests all CalSAWS system-generated and Imaging-exclusive form information.

	Software lookup of Form Name, Form Number, Case Name, Case Number, and Document Type2) Check the barcode against the case information entered during the scan mode 2a) Not applicable to multi-case scan mode3) If the document is time sensitive (tracked), mark the document as received in the CalSAWS Software3a) If the barcode is not recognized, time sensitive (tracked) documents are reviewed by designated staff to confirm the barcode		

5 MIGRATION IMPACTS

[Document any migration impacts such as data model or potential business process changes]

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 APPENDIX

[Include any supplementary items that my not fit in the Description section. Examples could include flow charts, lengthy code tables, etc.…]

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214893

DDID 1628

Task Management

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Justin Dobbs
	Reviewed By	Sarah Cox, Araceli Gallardo, Pandu Gupta, Carlos Albances

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/16/2020	1.0	Initial Revision	Justin Dobbs

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1 OVERVIEW

This design outlines modifications to migrate a population of existing C-IV System Automated Tasks into the LRS/CalSAWS System. The attributes defined for each Automated Action within this design document will be initially set up as default values based on the current logic available in the source C-IV System. The Automated Actions defined in this document will be configured to support all 58 counties.

1.1 Current Design

CA-214928 for DDID 34 introduces the Automated Action framework to the LRS/CalSAWS System. This framework allows a level of configurability of automated tasks by the counties. The C-IV System includes a set of automated tasks through the Automated Action framework that do not exist in the LRS/CalSAWS System.

1.2 Requests

Migrate a population of C-IV System automated tasks into the LRS/CalSAWS System. This population is limited to automated tasks that do not currently exist in the LRS/CalSAWS System. Common automated tasks will be addressed with DDID 1629, which converts LRS/CalSAWS automated tasks into the Automated Action framework.

1.3 Overview of Recommendations

1. Migrate a population of the C-IV System Automated Action settings for automated tasks into the LRS/CalSAWS System.

1.4 Assumptions

1. SCRs CA-214927 and CA-214928 related to DDID 34 have set up the underlying data model and front-end Automated Action pages to support Automated Action processing.
2. Not all batch processes require modifications to be configured to run for 58 counties. The Automated Actions defined in this document that do not have a recommendation to modify the batch process to be 58 county friendly will function for 58 counties natively or DDID 1787 has already accounted for the migration of C-IV System specific batch processes into the LRS/CalSAWS System.

2 RECOMMENDATIONS

This section will outline recommendations to migrate a population of C-IV System Automated Action tasks into the LRS/CalSAWS System.

2.1 Migrate a set of C-IV System Automated Tasks into the LRS/CalSAWS System

2.1.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation. For example, the county can choose to deactivate a specific automated task within their county outside of the project enhancement process. They also can define attributes such as Task Type, Task Sub-Type, the due dates and initial assignment information for the resulting tasks through the Automated Action Detail page. (Reference CA-214928 – DDID 34 for the specifics of the Automated Action pages).

This section outlines the modifications required to support a population of migrated C-IV System automated tasks in the Automated Action framework in the LRS/CalSAWS System.

2.1.2 Automated Action Detail – Reference Example

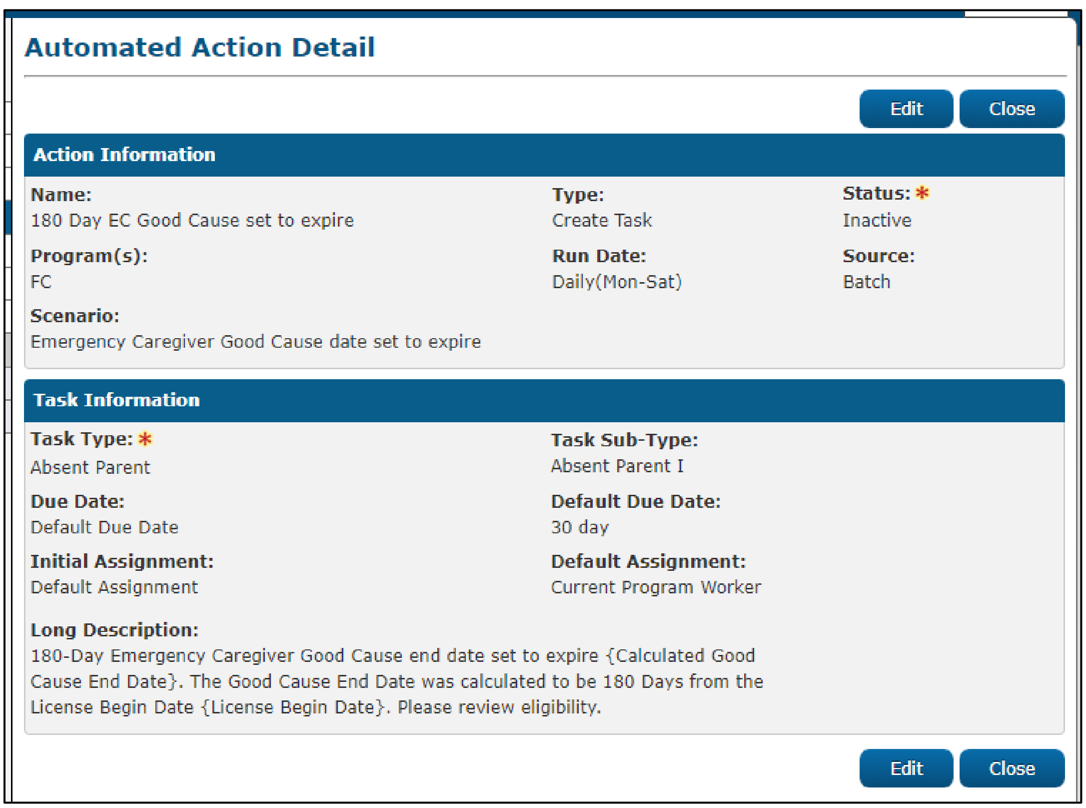


Figure 2.1.1 – Automated Action Detail

2.1.3 Description of Changes

Migrate the following C-IV System automated tasks into the LRS/CalSAWS System. (Please reference the Automated Action Detail page in Figure 2.1.1 for display of the Action Information and Task Information attributes.)

Technical: For LA and the CalWIN counties, the Status will initially be Inactive with a blank Task Type and Task Sub-Type. This is because each county can set a custom Task Type for each Automated Action. If Los Angeles or a CalWIN county decides to Activate one of these Automated Actions, the page validation will require that the county also select a Task Type to be used. As for the C-IV county entries, the Automated Action information will become available through the Automated Action pages with conversion as each county will have the ability to change configurations up until cutover into LRS/CalSAWS.

Attribute values such as "Program(s)" and "Run Date" are based on the attribute values available in the existing C-IV System Automated Action configurations.

1. WTW Recipient: Reached 23rd Month
   a. Action Information
      i. Name: WTW Recipient: Reached 23rd Month
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): WT
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active WTW recipient has reached their 23 month mark. The WTW recipient is approaching the 24 month WTW time limit. Review for appropriate action.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Person with CIN {CIN Number} is in WTW month 23. This person did not receive a WTW 46/WTW 44 due to not having a scheduled WTW 24-Month Interview between the 10th and last day of {MM/YYYY}. Please schedule a WTW 24-Month Interview and send a WTW 46 and WTW 44.

c. Update LRS/CalSAWS to run a batch process on the 1st day of each month to trigger the Automated Action for WTW recipients who have reached the 23rd Time Limit Month and a WTW 46 form has not been sent out signifying the WTW 24-Month appointment has been scheduled. Reference Section 2.1.2.

2. WTW Recipient: Reached 22nd Month
   a. Action Information
      i. Name: WTW Recipient: Reached 22nd Month
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): WT
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active WTW recipient has reached their 22 month mark. The WTW recipient is approaching the 24 month WTW time limit. Review for appropriate action.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 25 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Person with CIN {CIN Number} is in WTW month 22. Please schedule a WTW 24-Month Interview between the 10th day and last day of {MM/YYYY}.

   c. Update LRS/CalSAWS to run a batch process on the 1st day of each month to trigger the Automated Action for WTW recipients who have reached the 22nd Time Limit Month. Reference Section 2.1.2.

3. WTW Recipient: Reached 21st Month
   a. Action Information
      i. Name: WTW Recipient: Reached 21st Month
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): WT
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active WTW recipient has reached their 21 month mark. The WTW recipient is approaching the 24 month WTW time limit.

   b. Task Information

   i. Task Type: BLANK
   ii. Task Sub-Type: BLANK
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Person with CIN {CIN Number} is in WTW month 21. Please take the appropriate action.

c. Update LRS/CalSAWS to trigger the Automated Action for Los Angeles county when a WTW recipient reaches the 21-month mark. DDID 571 will trigger the Automated Action for the additional 57 counties by migrating the PIXXE811 batch job from the C-IV System.

4. CalFresh Documents: Translation
   a. Action Information
      i. Name: CalFresh Documents: Translation
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CF
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: New documents have been created for the CalFresh program and have not been sent. Review documents for translation.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: {document_count} documents have been created since {created_on_date} for {program_type} on case number {case_number} which require further translation in order to be sent. Please review Distributed Documents to finalize translation.

   c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A130 to run on a daily basis and evaluate information for all 58 counties. Batch job PB00A130 is currently available in the LRS/System but it is not currently scheduled to run.

5. CalWORKs Child: Age 18 Verify Graduation
    a. Action Information
        i. Name: CalWORKs Child: Age 18 Verify Graduation
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): CW
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: An active CalWORKs child is turning 18. Verify the graduation date for the member.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Verify HS graduation date for {person name}

    c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A107 to run on a daily basis and evaluate information for all 58 counties. Batch job PB00A107 is currently available in the LRS/System but it is not currently scheduled to run.

6. CalWORKs Discontinued: Review WTW
    a. Action Information
        i. Name: CalWORKs Discontinued: Review WTW
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): CW, WT
        v. Run Date: 4th day of each month(Mon-Fri)
        vi. Source: Batch
        vii. Scenario: The CalWORKs program has been discontinued for an active person. Further review of Welfare to Work programs is required.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: Next business day
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker

vii. Long Description: CalWORKs program discontinued as of {Date}. Review Welfare to Work.

c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A103 to run on the 4th day of each month and evaluate information for all 58 counties. Batch job PB00A103 is currently available in the LRS/System but it is not currently scheduled to run.

7. CalWORKs Member: Age 60 Timed Out
   a. Action Information
      i. Name: CalWORKs Member: Age 60 Timed Out
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CW
      v. Run Date: 2nd day of each month(Mon-Fri)
      vi. Source: Batch
      vii. Scenario: The CalWORKs program has been discontinued for an active person. Further review of Welfare to Work programs is required.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: Last day of next month after batch date
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Review case for possible Extender for {person_name}, who is Timed Out and will turn 60.

   c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A129 to run on the 2nd day of each month and evaluate information for all 58 counties. Batch job PB00A129 is currently available in the LRS/System but it is not currently scheduled to run.

8. CalWORKs Recipient Approaching TANF Time Limit: 54 Months
   a. Action Information
      i. Name: CalWORKs Recipient Approaching TANF Time Limit: 54 Months
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CW
      v. Run Date: 2nd day of each month(Mon-Fri)

vi. Source: Batch
vii. Scenario: An active CalWORKs recipient has reached their 54 month mark. The CalWORKs recipient is approaching the 60 month TANF time limit.

b. Task Information
   i. Task Type: BLANK
   ii. Task Sub-Type: BLANK
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Person with CIN {CIN Number} is in TANF month 54. Please take the appropriate action.

c. Update LRS/CalSAWS to trigger the Automated Action for Los Angeles county when a CalWORKs recipient reaches the 54 month mark. DDID 571 will trigger the Automated Action for the additional 57 counties by migrating the PIXXE811 batch job from the C-IV System.

9. CalWORKs Recipient Approaching TANF Time Limit: 58 Months
   a. Action Information
      i. Name: CalWORKs Recipient Approaching TANF Time Limit: 58 Months
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CW
      v. Run Date: 2nd day of each month(Mon-Fri)
      vi. Source: Batch
      vii. Scenario: An active CalWORKs recipient has reached their 58 month mark. The CalWORKs recipient is approaching the 60 month TANF time limit.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Person with CIN {CIN Number} is in TANF month 58. Please take the appropriate action.

   c. Update LRS/CalSAWS to trigger the Automated Action for Los Angeles county when a CalWORKs recipient reaches the 58 month mark. DDID 571 will trigger the Automated Action for the additional 57 counties by migrating the PIXXE811 batch job from the C-IV System.

10. Medi-Cal Deemed Eligible: Age 1 Review Eligibility
    a. Action Information
        i. Name: Medi-Cal Deemed Eligible: Age 1 Review Eligibility
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): MC
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: An active Medi-Cal child that has been Deemed Eligible is turning 1. Review the child's eligibility for Medi-Cal.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 day cutoff for program
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: DE Child Turns 1 - Check Eligibility

    c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A111 to run on the 1st day of each month and evaluate information for all 58 counties. Batch job PB00A111 is currently available in the LRS/System but it is not currently scheduled to run.

2.2 WTW 22nd/23rd Time Limit Month Task Batch Job

2.2.1 Overview

The WTW 22nd/23rd Time Limit Month Task Batch Job will evaluate for WTW recipients on a monthly basis who have reached the 22nd or 23rd WTW Time Limit month. The batch process will trigger the appropriate Automated Action as defined in Sections 2.1.3.1 and 2.1.3.2.

2.2.2 Description of Change

1. Trigger the WTW Recipient: Reached 23rd Month Automated Action defined in Section 2.1.3.1 for WTW recipients meeting the following criteria:
    a. The WTW recipient has reached 23 months on the WTW 24 Month Time Clock.

    b. A WTW 46 form has not been sent to signify that a WTW 24-Month appointment has been scheduled
2. Trigger the WTW Recipient: Reached 22nd Month Automated Action defined in Section 2.1.3.2 for WTW recipients meeting the following criteria:
    a. The WTW recipient has reached 22 months on the WTW 24 Month Time Clock.

2.2.3 Execution Frequency

This batch job will run on the first day (Monday through Saturday) of every month.

2.2.4 Key Scheduling Dependencies

None

2.2.5 Counties Impacted

All LRS/CalSAWS Counties are impacted.

2.2.6 Data Volume/Performance

Approximately 4 to 6,000 records will be processed per month across all counties.

2.2.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

3 SUPPORTING DOCUMENTS

N/A – No Supporting Documents

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1628	The CONTRACTOR shall migrate the existing C-IV automated tasks, as	- Approximately 22 C-IV automated	This design will migrate a population of C-IV System automated tasks into the

	specified in the "Task Management C-IV Automated Task Inventory" appendix, into the CalSAWS Software for all 58 Counties; as well as migrate current task configurations for 39 C-IV Migration Counties into the CalSAWS Software as default settings for the 39 C-IV Migration Counties.	actions directly overlap with LRS automated tasks. - Support for mapping CalWIN automated tasks to C-IV automated tasks is not included. - Automated tasks included in this DDID would be set to "Inactive" at cutover for CalWIN counties. - Please refer to CalSAWS Agreement Exhibit U Schedule 1 - Attachment 1 Contractor Assumptions Inventory List, worksheet 'C-IV Automated Tasks'	LRS/CalSAWS System as an initial phase of DDID 1628.

5 MIGRATION IMPACTS

N/A

6 OUTREACH

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214899

DDID 1629

Task Management

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Justin Dobbs
	Reviewed By	William Baretsky, Naveen Bhumandla, Sarah Cox, Araceli Gallardo, Pandu Gupta, Carlos Albances

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/2/2020	1.0	Initial Revision	Justin Dobbs

Table of Contents

1 OVERVIEW

This design outlines modifications to a population of existing LRS/CalSAWS automated tasks to function per the Automated Action framework introduced with CA-214928 (DDID 34 – Unified Task Management). The attributes defined for each Automated Action within this design document will be initially set up as default values based on the current logic available in the LRS/CalSAWS System. The Automated Actions defined in this document will be configured to support all 58 counties. The result of this approach is a system change that is transparent to the end users.

1.1 Current Design

The LRS/CalSAWS System includes functionality to create tasks in an automated fashion via the nightly batch processes or by specific worker actions. SCR CA-214928 for DDID 34 includes recommendations to introduce Automated Action functionality as part of the Unified Task Management solution. This framework allows a level of configuration for automated tasks that can be maintained by the counties.

1.2 Requests

Update an initial population of automated LRS/CalSAWS tasks to function within the Automated Action framework.

1.3 Overview of Recommendations

1. Update a population of automated LRS/CalSAWS tasks to function within the Automated Action framework.

1.4 Assumptions

1. SCRs CA-214927 and CA-214928 related to DDID 34 have set up the underlying data model and front-end Automated Action pages to support Automated Action processing.
2. Not all batch processes require modifications to be configured to run for 58 counties. The Automated Actions defined in this document that do not have a recommendation to modify the batch process to be 58 county friendly will function for 58 counties natively or DDID 1787 has already accounted for the migration of C-IV System specific batch processes into the LRS/CalSAWS System.

2 RECOMMENDATIONS

This section will outline recommendations to adjust a population of LRS/CalSAWS automated tasks to function within the Automated Action framework.

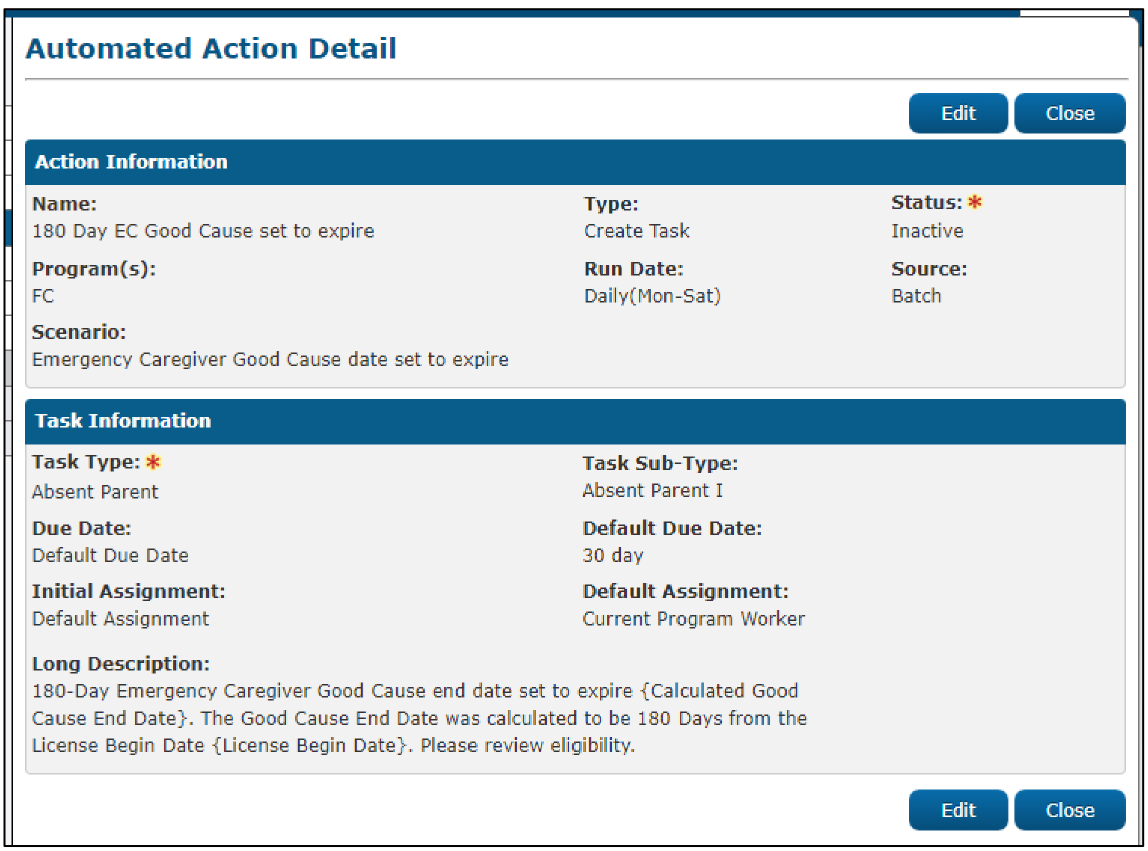
2.1 Update LRS/CalSAWS Automated Tasks Per Automated Action Framework

2.1.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation. For example, the county can choose to deactivate a specific automated task within their county outside of the project enhancement process. They also can define attributes such as Task Type, Task Sub-Type, the due dates and initial assignment information for the resulting tasks through the Automated Action Detail page. (Reference CA-214928 – DDID 34 for the specifics of the Automated Action pages).

This section outlines the modifications required to support a population of LRS/CalSAWS automated tasks in the Automated Action framework.

2.1.2 Automated Action Detail – Reference Example



Automated Action Detail

Edit Close

Action Information

Name: 180 Day EC Good Cause set to expire

Type: Create Task

Status: * Inactive

Program(s): FC

Run Date: Daily(Mon-Sat)

Source: Batch

Scenario: Emergency Caregiver Good Cause date set to expire

Task Information

Task Type: * Absent Parent

Task Sub-Type: Absent Parent I

Due Date: Default Due Date

Default Due Date: 30 day

Initial Assignment: Default Assignment

Default Assignment: Current Program Worker

Long Description: 180-Day Emergency Caregiver Good Cause end date set to expire {Calculated Good Cause End Date}. The Good Cause End Date was calculated to be 180 Days from the License Begin Date {License Begin Date}. Please review eligibility.

Edit Close

Figure 2.1.1 – Automated Action Detail

2.1.3 Description of Changes

Update the following LRS/CalSAWS automated tasks to define the required Automated Action attributes in order to function with the Automated Action Framework. (Please reference the Automated Action Detail page in Figure 2.1.1 for display of the attributes.)

Attribute values such as "Program(s)" and "Run Date" are based on the existing logic of the automated Task in the LRS/CalSAWS System. The current processing was evaluated to determine which programs the Task is applicable to, how the due date is calculated and when the automated Task creation runs.

1. CalWORKs Recipient Approaching CW Time Limit: 42 Months

    a. Action Information
        i. Name: CalWORKs Recipient Approaching CW Time Limit: 42 Months
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): CW
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: An active CalWORKs recipient has reached their 42 month mark. The CalWORKs recipient is approaching the 48 month CalWORKs time limit.

    b. Task Information
        i. Task Type: Participant exceeded the CW 42 month time clock
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Person with CIN {CIN Number} reached the CW 42 month clock on {Date}

    c. **Technical**: Update the Sub Type Code parameter value in the Participant Exceeded CW 42 Month Clock Task batch process (PB19A206) to be '42' instead of 'X2'.

2. CalWORKs Recipient Approaching CW Time Limit: 46 Months

   a. Action Information
      i. Name: CalWORKs Recipient Approaching CW Time Limit: 46 Months
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CW
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active CalWORKs recipient has reached their 46 month mark. The CalWORKs recipient is approaching the 48 month CalWORKs time limit.

   b. Task Information
      i. Task Type: Participant exceeded the CW 46 month time clock
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 7 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Person with CIN {CIN Number} reached the CW 46 month clock on {Date}

   c. **Technical**: Update the Sub Type Code parameter value in the Participant Exceeded CW 46 Month Clock Task batch process (PB19A205) to be '43' instead of 'X6'.

3. CalWORKs Recipient: CalWORKs Time Limit Exceeded

   a. Action Information
      i. Name: CalWORKs Recipient: CalWORKs Time Limit Exceeded
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CW
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active CalWORKs recipient has exceeded their CalWORKs time limit of 48 months. Review for appropriate action.

   b. Task Information
      i. Task Type: Participant exceeded the CW 48 month time clock
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 7 days

v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: Person with CIN {CIN Number} reached the CW 48 month clock on {Date}

c. **Technical**: Update the Sub Type Code parameter value in the Participant Exceeded CW 48 Month Clock Task batch process (PB19A204) to be '49' instead of 'X8'.

4. CalWORKs Recipient: TANF Time Limit Exceeded

   a. Action Information
      i. Name: CalWORKs Recipient: TANF Time Limit Exceeded
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CW
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active CalWORKs recipient has exceeded their TANF time limit of 60 months. Review for appropriate action.

   b. Task Information
      i. Task Type: Participant exceeded the TANF 60 Month Time Clock
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 7 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Person with CIN {CIN Number} reached the TANF 60 month clock on {Date}

   c. **Technical**: Update the Sub Type Code parameter value in the Participant Exceeded TANF 60 Month Clock Task batch process (PB19A244) to be '47' instead of 'TA'.

5. WTW Recipient: Reached 18th Month

   a. Action Information
      i. Name: WTW Recipient: Reached 18th Month
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): WT
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch

vii. Scenario: An active WTW recipient has reached their 18 month mark. The WTW recipient is approaching the 24 month WTW time limit.

b. Task Information
   i. Task Type: Participant exceeded 18 month of the WTW 24 month clock
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 7 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Person with CIN {CIN Number} reached 18 months of the WTW 24 month clock on {Date}

c. **Technical**: Update the Sub Type Code parameter value in the Participant Exceeded WTW 18 Month Clock Task batch process (PB19A217) to be '125' instead of 'W8'.

6. WTW Recipient: Reached 19th Month

   a. Action Information
      i. Name: WTW Recipient: Reached 19th Month
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): WT
      v. Run Date: 15th day of each month(Mon-Fri)
      vi. Source: Batch
      vii. Scenario: An active WTW recipient has reached their 19th month mark. The WTW recipient is approaching the 24 month WTW time limit.

   b. Task Information
      i. Task Type: 19th month of the WTW 24-Month Time Clock
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 15 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: The participant has reached the 19th month of the WTW 24-Month Time Clock. Please review and schedule a WTW 46 End of WTW 24-Month Time Clock Review Appointment if appropriate

c. Modify the batch process (PB19A262) to evaluate data for all LRS/CalSAWS counties. The batch job name is currently configured for a single county code of 19.

7. WTW Recipient: Reached 20th Month

    a. Action Information
        i. Name: WTW Recipient: Reached 20th Month
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): WT
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: An active WTW recipient has reached their 20 month mark. The WTW recipient is approaching the 24 month WTW time limit.

    b. Task Information
        i. Task Type: Participant exceeded 20 month of the WTW 24 month clock
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Person with CIN {CIN Number} reached 20 months of the WTW 24 month clock on {Date}

    c. Modify the batch process (PB19A218) to evaluate data for all LRS/CalSAWS counties. The batch job name is currently configured for a single county code of 19.

8. WTW Recipient: Time Limit Reached

    a. Action Information
        i. Name: WTW Recipient: Time Limit Reached
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): WT
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: An active CalWORKs recipient is in the 24th month of their Welfare to Work (WTW) time clock. Review for appropriate action.

    b. Task Information

i. Task Type: Participant exceeded the WTW 24 month clock
ii. Task Sub-Type: N/A
iii. Due Date: Default Due Date
iv. Default Due Date: 7 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: Person with CIN {CIN Number} reached the WTW 24 month clock on {Date}

c. Modify the batch process (PB19A214) to evaluate data for all LRS/CalSAWS counties. The batch job name is currently configured for a single county code of 19.

d. **Technical**: Update the Sub Type Code parameter value in the Participant Reached WTW 24 Month Clock Task batch process (PB19A214) to be '127' instead of 'W4'.

9. WTW Recipient: New WTW Plan Required

a. Action Information
i. Name: WTW Recipient: New WTW Plan Required
ii. Type: Create Task
iii. Status: Active
iv. Program(s): WT
v. Run Date: Daily(Mon-Sat)
vi. Source: Batch
vii. Scenario: A 321 exemption has been applied to a participant's time limit month. Evaluate need for a new signed WTW Plan.

b. Task Information
i. Task Type: New WTW Plan needs to be signed
ii. Task Sub-Type: N/A
iii. Due Date: Default Due Date
iv. Default Due Date: 15 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: Exemption 321 has been applied to participants time limit month. A new WTW Plan needs to be signed

10. CalWORKs Recipient: 48 Month Time Limit Flag Changed
a. Action Information
i. Name: CalWORKs Recipient: 48 Month Time Limit Flag Changed
ii. Type: Create Task

iii. Status: Active
iv. Program(s): WT
v. Run Date: Daily(Mon-Sat)
vi. Source: Batch
vii. Scenario: A CalWORKs recipient has received a Role Reason of 'CW Time Limit'. Review and take appropriate action.

b. Task Information
   i. Task Type: Participant 48-month time limit Flag Changed
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 7 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Participant's 48-month time limit Flag was updated

c. Modify the batch process (PB19A215) to evaluate data for all LRS/CalSAWS counties. The batch job name is currently configured for a single county code of 19.

11. Kin-GAP Child: Age 18 Review Eligibility
   a. Action Information
      i. Name: Kin-GAP Child: Age 18 Review Eligibility
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): KG
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Kin-GAP child is turning 18 within 2 months. Review program eligibility.

   b. Task Information
      i. Task Type: Kin-GAP Child Turns 17 Years and 10 Months
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: Beginning of month of batch date plus two months
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: {Child_Name} will turn 18 on {birth_date}

   c. Update the existing "Kin-Gap Child Turns 17 Years and 10 Months" Task Type to be "Kin-GAP Child Turns 17 Years and 10 Months".

12. Foster Care Child: Age 18 Extended Foster Care
    a. Action Information
        i. Name: Foster Care Child: Age 18 Extended Foster Care
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): FC
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A Foster Care child is turning 18 within the next 2 months. Review for extended Foster Care.

    b. Task Information
        i. Task Type: Foster Care Child Turns 17 Years and 10 Months
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: Beginning of month of batch date plus two months
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: {Child_Name} will turn 18 on {birth_date}. Please review for extended Foster Care.

13. Adoptions Assistance Child: Age 18 Review Eligibility
    a. Action Information
        i. Name: Adoptions Assistance Child: Age 18 Review Eligibility
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): AA
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: An Adoptions Assistance child is turning 18 in two months. Review program eligibility.

    b. Task Information
        i. Task Type: AAP Child Turns 17 years and 10 months old
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: Beginning of month of batch date plus two months
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: {Child_Name} will turn 18 on {birth_date}

14. Foster Care Child: Voluntary Placement 180th day
    a. Action Information
        i. Name: Foster Care Child: Voluntary Placement 180th day

ii. Type: Create Task
iii. Status: Active
iv. Program(s): FC
v. Run Date: 1st day of each month(Mon-Sat)
vi. Source: Batch
vii. Scenario: A Foster Care child is reaching their 180th day of placement within the next month. Review the case and take the appropriate action.

b. Task Information
   i. Task Type: Voluntary Placement
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: Last day of next month after batch date
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: {child_name} is approaching the 180th day of placement. Please take the appropriate action.

c. Update the due date logic of the Voluntary Placement Task batch process (PB00A118) to set the due date of the Task to the last day of the following month. Current logic simply adds 60 days to the date the batch process runs.

15. Foster Care Child: Not to Exceed (NTE) Date
   a. Action Information
      i. Name: Foster Care Child: Not to Exceed (NTE) Date
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): FC
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Foster Care child on Emergency Assistance (EA) is approaching their Not to Exceed (NTE) date and will no longer be eligible for EA funds.

   b. Task Information
      i. Task Type: Emergency Assistance NTE
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: Date of EA fund ineligibility
      v. Default Assignment: Current Program Worker
      vi. Long Description: A Foster Care child will no longer be eligible to EA funds on {date}. Please take the appropriate action.

c. Update the due date logic of the Emergency Assistance NTE Task batch process (PB00A112) to set the due date of the Task to the date of EA ineligibility. Current logic simply adds 30 days to the date the batch process runs.

16. Foster Care Child: Age 18 Verify Graduation
    a. Action Information
        i. Name: Foster Care Child: Age 18 Verify Graduation
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): FC
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A Foster Care child is turning 18 within the next 3 months. Verify the graduation date for the member.

    b. Task Information
        i. Task Type: Foster Care Graduation
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 30 days
        v. Default Assignment: Current Program Worker
        vi. Long Description: {child_name} is turning 18 within the next 3 months. Verify the graduation date for the member.

17. Foster Care Child: Special Care Increment (SCI) Expiring
    a. Action Information
        i. Name: Foster Care Child: Special Care Increment (SCI) Expiring
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): FC
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A Foster Care child has been identified as currently receiving Special Care Increment (SCI) funds with an SCI ending in the current month.

    b. Task Information
        i. Task Type: Special Care Increment
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 30 days
        v. Default Assignment: Current Program Worker
        vi. Long Description: {child_name} has been identified as currently receiving Special Care Increment (SCI) funds with an SCI ending in the current month.

18. Foster Care Child: Rate Change
    a. Action Information
        i. Name: Foster Care Child: Rate Change
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): FC
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A Foster Care child, who is currently in an age-based rate, is turning age 5, 9, 12, or 15 within the current month. Run EDBC for next month.

    b. Task Information
        i. Task Type: Foster Care Rate Change
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Default Assignment: Current Program Worker
        vi. Long Description: {child_name} will turn {age} this month. Run EDBC for future month to increase rate.

19. Specialized Supportive Services Activity: No Concurrent Activity
    a. Action Information
        i. Name: Specialized Supportive Services Activity: No Concurrent Activity
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): AA, CC, CL, CP, CS, CW, DV, FC, FS, FT, GA, GW, HP, HT, IN, KG, MC, NB, RC, RE, WT
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A specialized supportive services activity has been effective for 5 months and a subsequent activity has not been created. Please review.

    b. Task Information
        i. Task Type: Specialized Supportive Services Activity with no Concurrent Activity
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 30 days
        v. Default Assignment: Current Program Worker
        vi. Long Description: 5 Months passed with no Concurrent Activity.

c. Update the existing "SSS Activity with No Concurrent Activity" Task Type name to be "Specialized Supportive Services Activity with no Concurrent Activity".

d. Modify the batch process (PB19A239) to evaluate data for all LRS/CalSAWS counties. The batch job name is currently configured for a single county code of 19.

20. WTW/REP Recipient: Activity Ending in 10 Days
    a. Action Information
        i. Name: WTW/REP Recipient: Activity Ending in 10 Days
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): WTW, RE
        v. Run Date: Daily(Mon-Fri)
        vi. Source: Batch
        vii. Scenario: A WTW/REP activity is ending in 10 days.

    b. Task Information
        i. Task Type: Activity will end in 10 days
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Default Assignment: Current Program Worker
        vi. Long Description: Activity will end in 10 days - schedule an appointment for next activity

    c. Update the existing "Activity will end in 5 days" Task Type name to be "Activity will end in 10 days".

    d. Update the conditions for the batch process (PB19A216) that creates the Task to trigger when the activity is ending in 10 days instead of 5 days.

    e. Modify the batch process (PB19A216) to evaluate data for all LRS/CalSAWS counties. The batch job name is currently configured for a single county code of 19.

21. CalWORKs Recipient: Retroactive Extender Approved
    a. Action Information
        i. Name: CalWORKs Recipient: Retro Active Extender Approved
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): CW
        v. Run Date: Daily(Mon-Fri)

vi. Source: Batch
vii. Scenario: A Retroactive extender has been approved. Take appropriate action.

b. Task Information
   i. Task Type: Retro Active Extender
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 15 days
   v. Default Assignment: Current Program Worker
   vi. Long Description: Retro Active extender has been approved. Take appropriate action. {months the extender has been approved for}

c. Update the existing "Notify eligibility worker of retroactive extender" long description to be "Retro Active extender has been approved. Take appropriate action. {months the extender has been approved for}". The "{months the extender has been approved for}" portion of the Task description will display a comma delimited list of months formatted as MM/DDDD. For example, if a retro active extender is approved for June and July of 2020, this list will display as 06/2020, 07/2020.

d. Modify the batch process (PB19A237) to evaluate data for all LRS/CalSAWS counties. The batch job name is currently configured for a single county code of 19.

22. Batch MC Auto-Rescission failed
   a. Action Information
      i. Name: Batch MC Auto-Rescission failed
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): MC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: Batch MC Auto-Rescission failed

   b. Task Information
      i. Task Type: Medical Auto Rescind
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Default Assignment: Current Program Worker
      vi. Long Description: Batch was unable to automatically rescind the Discontinued Medi-Cal Program and reactivate via Batch

EDBC for {Benefit Month}. Review the case and take appropriate action.

23. Kin-GAP, Child Care, Adoptions Assistance Child: Age 3
    a. Action Information
        i. Name: Kin-GAP, Child Care, Adoptions Assistance Child: Age 3
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): KG, FC, AA
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A child enrolled in either of the following programs is turning 3: Kin-GAP, Child Care, or Adoptions Assistance. Review regional center status and rate.

    b. Task Information
        i. Task Type: California Early Start
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: Last day of the month
        v. Default Assignment: Current Program Worker
        vi. Long Description: {Child_Name} will turn 3 next month. Verify the child's continuing regional center status and rate.

24. 180 Day EC Good Cause set to expire
    a. Action Information
        i. Name: 180 Day EC Good Cause set to expire
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): FC
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: Emergency Caregiver Good Cause date set to expire

    b. Task Information
        i. Task Type: 180-Day EC Good Cause set to expire
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 30 days
        v. Default Assignment: Current Program Worker
        vi. Long Description: 180-Day Emergency Caregiver Good Cause end date set to expire {Calculated Good Cause End Date}. The Good Cause End Date was calculated to be 180 Days from the License Begin Date {License Begin Date}. Please review eligibility.

25. 365-Day EC Good Cause set to expire
    a. Action Information
        i. Name: 365-Day EC Good Cause set to expire
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): FC
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: Emergency Caregiver Good Cause date set to expire

    b. Task Information
        i. Task Type: 365-Day EC Good Cause set to expire
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 30 days
        v. Default Assignment: Current Program Worker
        vi. Long Description: 365-Day Emergency Caregiver Good Cause end date set to expire {Calculated Good Cause End Date}. The Good Cause End Date was calculated to be 365 Days from the License Begin Date {License Begin Date}. Please review eligibility.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1629	The CONTRACTOR shall update the existing LRS	- Existing thresholds for	25 automated Tasks in LRS/CalSAWS are being

	automated tasks, as specified in the "Task Management LRS Automated Task Inventory" appendix, into the CalSAWS Software for all 58 Counties; as well as update current task configurations for Los Angeles County into the CalSAWS Software as default settings for Los Angeles County.	authorization based tasks will remain the same, and threshold amounts will not be configurable by county. - Support for mapping CalWIN automated tasks to LRS automated tasks is not included. - Automated tasks included in this DDID would be set to "Inactive" at cutover for CalWIN counties. - Please refer to CalSAWS Agreement Exhibit U Schedule 1 – Attachment 1 Contractor Assumptions Inventory List, worksheet 'LRS Automated Tasks'	converted into the Automated Action framework with this enhancement. This is the first phase of DDID 1629.
1832	The CONTRACTOR shall update the task name from "SSS Activity with no Concurrent Activity" to "Specialized Supportive Services Activity with no Concurrent Activity".	This requirement will be met with the implementation of DDID 1629 as the LRS Automated Tasks are initialized.	Recommendation 2.1.3.19.c will rename the Task Type as described in the Requirement text.

1830	The CONTRACTOR shall update the name, long description and associated trigger for the task "Activity will end in 5 days" to reference 10 days instead of 5 days.	None	Recommendation 2.1.3.20 updates the task information and task trigger conditions.
1831	The CONTRACTOR shall update the long description of the task, "Retro Active Extender" from "Notify eligibility worker of retroactive extender" to "Retro Active extender has been approved. Take appropriate action. <months the extender has been approved for>".	- This requirement will be met with the implementation of DDID 1629 as the LRS Automated Tasks are initialized.	Recommendation 2.1.3.21 update the task long description per the requirement.
2103	The CONTRACTOR shall turn on the Emergency Assistance NTE task and batch job for the 58 Counties. The 58 Counties will have the option to opt in or opt out of the batch job at the time of migration.	None	Recommendation 2.1.3.15 converts the Emergency Assistance NTE task into the Automated Action framework. This framework allows counties to opt in/out of the task. The batch process itself is already configured to accept data for any LRS/CalSAWS county.
2104	The CONTRACTOR shall turn on the Special Care Increment task and batch job for the 58 Counties. The 58 Counties will have the option to opt in or opt out of the batch job at the time of migration.	None	Recommendation 2.1.3.17 converts the Special Care Increment task into the Automated Action framework. This framework allows counties to opt in/out of the task. The batch process itself is already configured to accept data for any LRS/CalSAWS county.
2105	The CONTRACTOR shall turn on the Foster Care Rate Change task and batch job for the 58 Counties. The 58 Counties will have the option to	None	Recommendation 2.1.3.18 converts the Foster Care Rate Change task into the Automated Action framework. This framework allows counties to opt in/out

	opt in or opt out of the batch job at the time of migration.		of the task. The batch process itself is already configured to accept data for any LRS/CalSAWS county.
2106	The CONTRACTOR shall turn on the Foster Care Graduation task and batch job for the 58 Counties. The 58 Counties will have the option to opt in or opt out of the batch job at the time of migration.	None	Recommendation 2.1.3.16 converts the Foster Care Graduation task into the Automated Action framework. This framework allows counties to opt in/out of the task. The batch process itself is already configured to accept data for any LRS/CalSAWS county.
2107	The CONTRACTOR shall turn on the Voluntary Placement task and batch job for the 58 Counties. The 58 Counties will have the option to opt in or opt out of the batch job at the time of migration.	None	Recommendation 2.1.3.14 converts the Voluntary Placement task into the Automated Action framework. This framework allows counties to opt in/out of the task. The batch process itself is already configured to accept data for any LRS/CalSAWS county.
2108	Per DDID 2108, the CONTRACTOR shall turn on the DCFS Foster Care Dual Agency Child Turns 3 task and batch job for the 58 Counties and remove the reference to DCFS. The 58 Counties will have the option to opt in or opt out of the batch job at the time of migration.	None	Recommendation 2.1.3.23 converts the Foster Care Dual Agency Child Turns 3 Task (aka California Early Start Task) into the Automated Action framework. This framework allows counties to opt in/out of the task. The batch process itself is already configured to accept data for any LRS/CalSAWS county.
2141	The CONTRACTOR shall enable the Foster Care Age 17 years and 10 months task and batch job, AAP Age 17 years and 10 months task and batch job and Kin-GAP Age 17 years and 10 months task and batch job. The 58 Counties will	None	Recommendations 2.1.3.11, 2.1.3.12 and 2.1.3.13 convert the Age 17 years and 10 months task for Foster Care, AAP and Kin-GAP into the Automated Action framework. This framework allows counties to opt in/out of the task. The batch process itself is already configured to

	have the option to opt in or opt out of each task and batch job at the time of migration. Note: The batch jobs need to be revisited to make sure they align to policy.		accept data for any LRS/CalSAWS county.

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214928

DDID 34

Unified Task Management

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mayuri Srinivas, Justin Dobbs, Jennifer Muna
	Reviewed By	Araceli Gallardo, Dymas Pena, Sarah Cox, Pandu Gupta, Carlos Albances, Aman Mishra

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/29/2020	1.0	Version 1	Mayuri Srinivas

Table of Contents

1 OVERVIEW

This design outlines modifications to Task Management functionality within the LRS/CalSAWS System to include core components that are available within the C-IV System to develop a unified Task Management solution. Future Task Management requirement designs will be based on the foundation established by this enhancement.

1.1 Current Design

The LRS/CalSAWS System contains a series of Worklist pages allowing county staff to view, manage and work tasks. The C-IV System includes additional functionalities for Task Management such as county-maintained Task Types/Sub Types, configuration of Automated Actions, reassignment functionality and Bank managed Tasks.

1.2 Requests

Develop a unified Task Management solution within the LRS/CalSAWS System that supports both the C-IV and LRS/CalSAWS tasking models. This enhancement will introduce several Task Management components that are currently available in the C-IV System. The Worklist pages within the LRS/CalSAWS System will remain available.

1.3 Overview of Recommendations

1. Add functionality to allow county customization of Task Types and Task Sub-Types
2. Add functionality to allow a level of county customization of automated task creation such as configurability of resulting Task Types, due date and assignment specifics.
3. Add functionality to allow county customization of Task Banks.
4. Convert LRS/CalSAWS System Master Assignment Queue positions and related Tasks to Banks.
5. Add functionality to allow additional customization of bulk Task reassignment configurations.
6. Modify the LRS/CalSAWS Worklist and Worklist PR RE Pages to evaluate for the county customizable Task Types and Task Banks.

1.4 Assumptions

1. The data model has been configured to support this design with CA-214927.
2. SCR CA-48393 will introduce the multi-select checkboxes to the Select Worker, Select Unit and Select Office pages and introduce a Select Bank page. These functions are required by the Task Reassignment Detail page.
3. Once Master Assignment Queue assigned Tasks are reassigned to Banks, the Task Management Dashboard pages will still display these Tasks assigned to an

"Unknown" worker until the Dashboard can be modified to support Banks with SCR CA-217304.

2 RECOMMENDATIONS

This section will outline recommendations to introduce several Task Management components to the LRS/CalSAWS System.

2.1 Task Statuses

2.1.1 Overview

Currently in LRS/CalSAWS, a Task can have one of the following statuses:

- Assigned
- Completed
- Expired

Much of the functionality being introduced with DDID 34 and DDID 655 are based on C-IV Task functionality which allows a Task to have one of the following statuses:

- Open
- In Process
- Cleared
- Expired
- Void

This section will outline recommendations to establish a consolidated set of Task statuses in LRS/CalSAWS. The additional recommendations within this design and within the DDID 655 design will make reference to this set of Task statuses.

2.1.2 Description of Changes

1. Introduce the following Task statuses to the LRS/CalSAWS System:
    a. In Process – Indicates if a Task is currently in process.
    b. Void – An optional status to indicate a void Task.

   The resulting set of Task statuses ongoing in LRS/CalSAWS is:

   - Assigned
   - In Process
   - Completed
   - Expired
   - Void

Note: Legacy C-IV System functionality served as reference for this design document. The use of the "Assigned" Task status serves the same purpose as the legacy "Open" status in the C-IV System. Similarly, the use of the "Completed" Task status serves the same purpose as the legacy "Cleared" Task status in the C-IV System.

2.2 Task Type List

2.2.1 Overview

Add a Task Type List page to the LRS/CalSAWS System. This page will display Task Types that have been defined by the county.

2.2.2 Task Type List Page Mockups

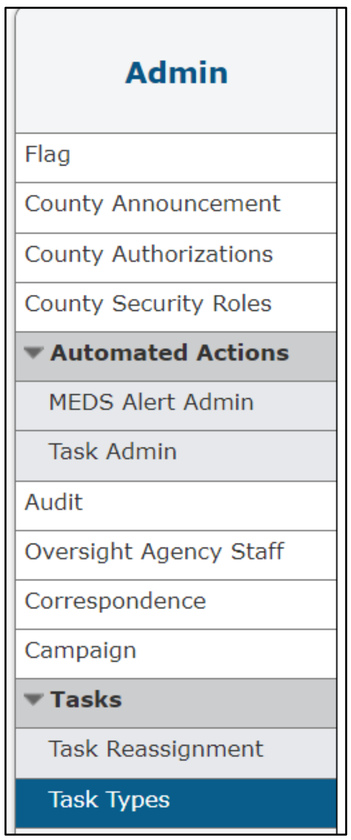


Figure 2.2.2.1 – Task Type List - Task Navigation

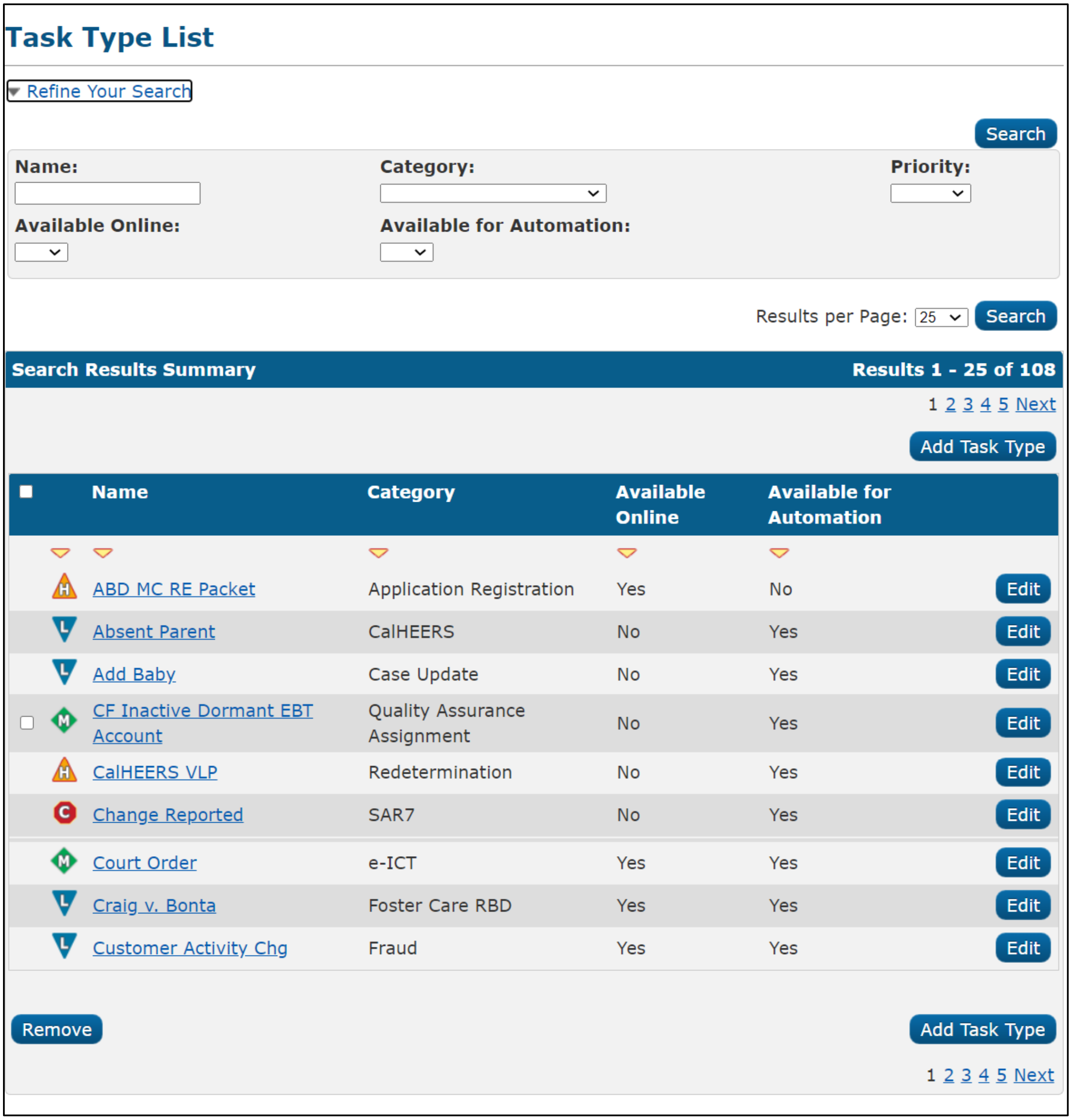


Figure 2.2.2.2 – Task Type List Mockup

2.2.3 Description of Change

Add a Task Type List page to the LRS/CalSAWS System accessible through a 'Task Types' link beneath the 'Tasks' option in the Task Navigation menu. Reference Section 2.2.5 for the full page navigation.

1. Refine Your Search Section

This is an expandable section toward the top of the page that displays parameters which can be used to filter the Tasks displayed on the page. It is expected to be collapsed on initial load.

a. **BUTTON:** Search –This button will refresh the information on the list page based on the search parameter values. If this button is clicked without filling in any parameters, all records are expected to display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

b. Name – A text field which will filter Task Type results if the Name of the Task Type includes the text within this field (upper/lower case does not matter).
   Example: If an "ABD MC RE Packet" Task Type exists, searching with any of the following text strings in the Name field will return the "ABD MC RE Packet" Task Type in the results:
   - "ABD"
   - "MC RE"
   - "mc re"
   - "ABD MC RE Packet"

c. Category – A dropdown box which will filter Task Type results by Category. Options included in this dropdown are:
   i. Application Registration
   ii. Batch EDBC
   iii. CMIPSII
   iv. CSC
   v. CWS
   vi. CalHEERS
   vii. Case Update
   viii. Computation Request
   ix. EBT
   x. e-ICT
   xi. EDBC
   xii. External Recovery Account
   xiii. Foster Care RDB
   xiv. Fraud
   xv. IEVS
   xvi. IEVS Criminal
   xvii. IEVS Priority
   xviii. Interest Allocation
   xix. Invoice
   xx. Issuance Method
   xxi. Issuance Replacement/Reissue
   xxii. MC 355
   xxiii. MEDS Alert
   xxiv. MEDS Liaison

xxv. Manual
xxvi. Payment Request
xxvii. QR7LA
xxviii. Quality Assurance Assignment
xxix. Quality Review
xxx. Redetermination
xxxi. SAR7
xxxii. Screening Packet
xxxiii. Time Limits
xxxiv. Transaction Refund
xxxv. Valuable
xxxvi. YBN
xxxvii. YBN E-communications

d. Priority – A dropdown box which will filter Task Type results based on priority. Options included in this dropdown are:
   i. Critical
   ii. High
   iii. Medium
   iv. Low

e. Available Online – A dropdown box which will filter Task Type results based on the value of the Available Online attribute. Options included in this dropdown are:
   i. Yes
   ii. No

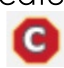
f. Available for Automation – A dropdown box which will filter Task Type results based on the value of the Available for Automation attribute. Options included in this dropdown are:
   i. Yes
   ii. No

2. <u>Search Results Summary Section</u>

   This section will be displayed when there is at least one Task Type record found. The results will be paginated with 25 results per page. Initial load of the page will display all Task Types for the county. The expected order of the listing is by Name alphabetically. The 'Priority', 'Name', 'Category', 'Available Online', and 'Available for Automation' fields are sortable for the results.

   a. **BUTTON:** Add Task Type – This button will navigate to the Task Type Detail page in create mode. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

b. Selectable checkbox – For each result displayed, a selectable checkbox may or may not display at the beginning of the row. If a checkbox displays, this means that the Task Type has not been associated to any Tasks and it can be removed via the "Remove" button.
Technical: Do not display the selectable checkbox if a Task Type is associated to a Category 399 Code Table entry (TASK_TYPE.TYPE_CODE). This is necessary so that a Task Type currently associated to an automated Task process for Los Angeles county that has not yet been converted to the Automated Action framework with DDID 1629 cannot be removed.

c. Priority – This column does not have a column header shown on the page. The column will display the following graphical icons to indicate the Task Type Priority for each row:
    i. 

 - Critical
    ii. 

 - High
    iii. 

 - Medium
    iv. 

 - Low

d. Name – This column will display the Name attribute of the Task Type. The Name will display as a hyperlink which will navigate to the Task Type Detail page in View mode for the Task Type if the worker's security profile contains the "TaskTypeDetailView" security right.

e. Category – This column will display the Category attribute of the Task Type.

f. Available Online – This column will display the Available Online attribute of the Task Type. This attribute controls whether a Task Type is selectable on the Task Detail page.

g. Available for Automation – This column will display the Available for Automation attribute of the Task Type. This attribute controls whether a Task Type is available for use during Automated Action scenarios that create Tasks.

h. **BUTTON**: Edit – This button will navigate to the Task Type Detail page in Edit mode for the Task Type. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

i. **BUTTON**: Remove – This button will remove any Task Types that have a checkmark in the selectable checkbox column. (See Selectable checkbox field above in 2b). This button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

2.2.4 Page Validation

1. "Remove – One of the selections for removal is currently configured in an Automated Action. Please select a different Task Type."
   a. Pressing the Remove button while selecting a Task Type that has been configured for an Automated Action will display a validation message.

2.2.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks > Task Types

  The Task Navigation will display if the user profile contains the "TaskTypeListView" security right.

2.2.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaskTypeListView	Task Type List;	• Task Type View • Task Type Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Task Type View	View Task Type List and Detail information.	• View Only
Task Type Edit	View Task Type List and Detail information. Edit and save Task Type information.	N/A

2.2.7 Page Mapping

Implement page mapping for the Task Type Detail page.

2.2.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.3 Task Type Detail

2.3.1 Overview

The Task Type Detail page is accessible from the Task Type List page. This page will be used to capture and display detailed information about the Task Type.

2.3.2 Task Type Detail Mockups

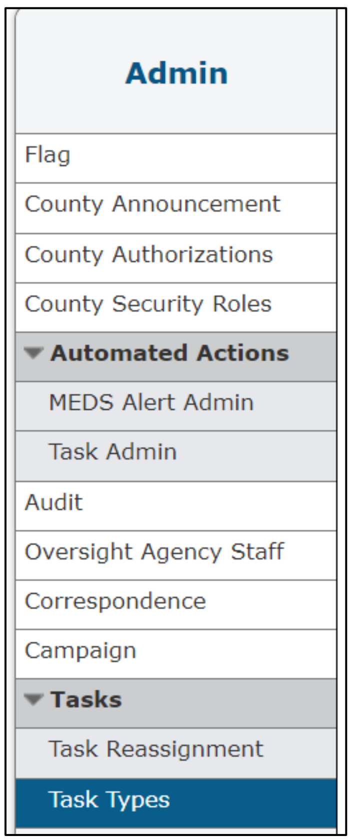
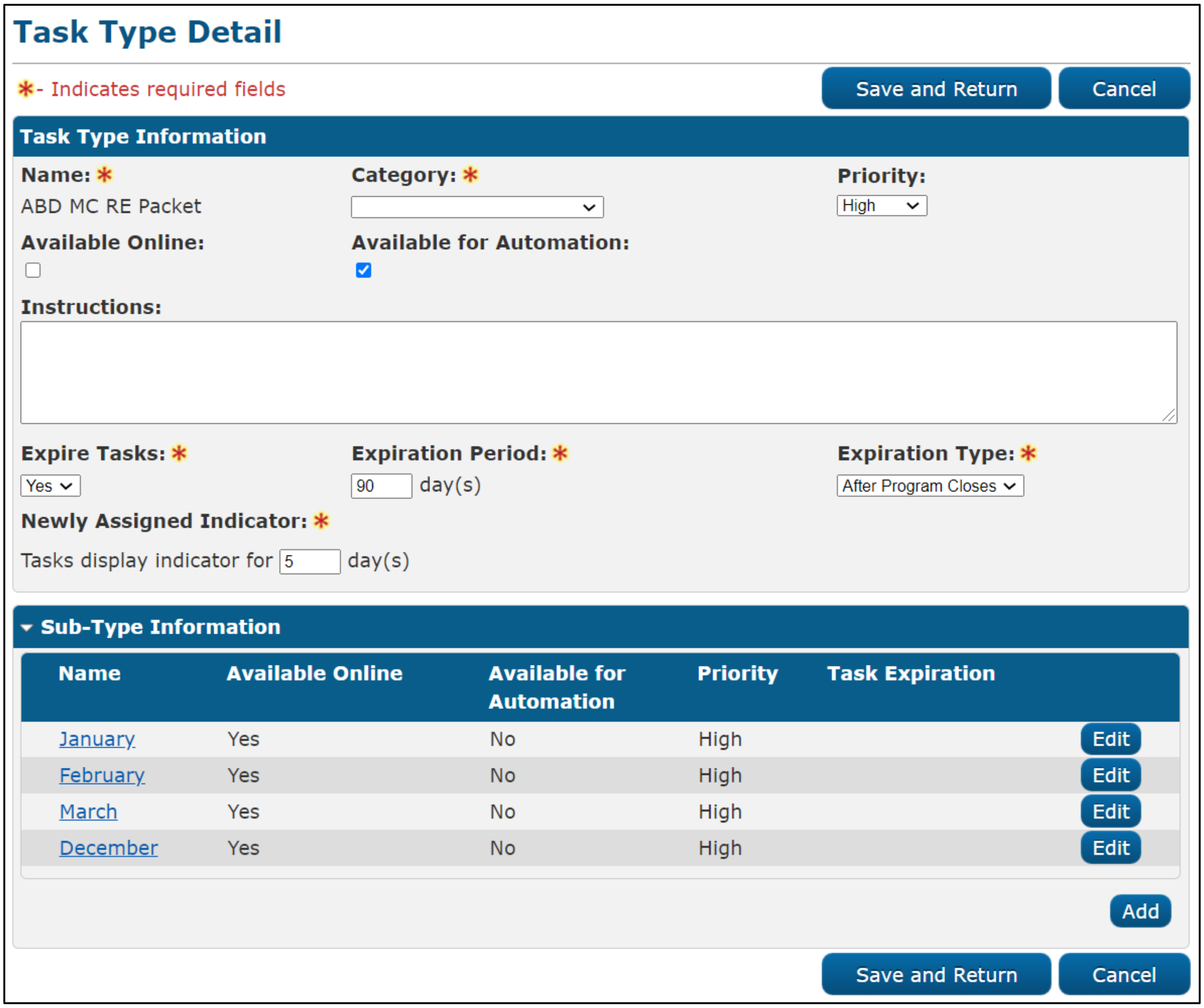


Figure 2.3.2.1 – Task Type Detail - Task Navigation



Task Type Detail

*- Indicates required fields

Save and Return | Cancel

Task Type Information

Name: *
ABD MC RE Packet

Category: *

Priority:
High

Available Online:

Available for Automation:

Instructions:

Expire Tasks: *
Yes

Expiration Period: *
90 day(s)

Expiration Type: *
After Program Closes

Newly Assigned Indicator: *
Tasks display indicator for 5 day(s)

Sub-Type Information

Name	Available Online	Available for Automation	Priority	Task Expiration	
January	Yes	No	High		Edit
February	Yes	No	High		Edit
March	Yes	No	High		Edit
December	Yes	No	High		Edit

Add

Save and Return | Cancel

Figure 2.3.2.2 – Task Type Detail – Edit Mode

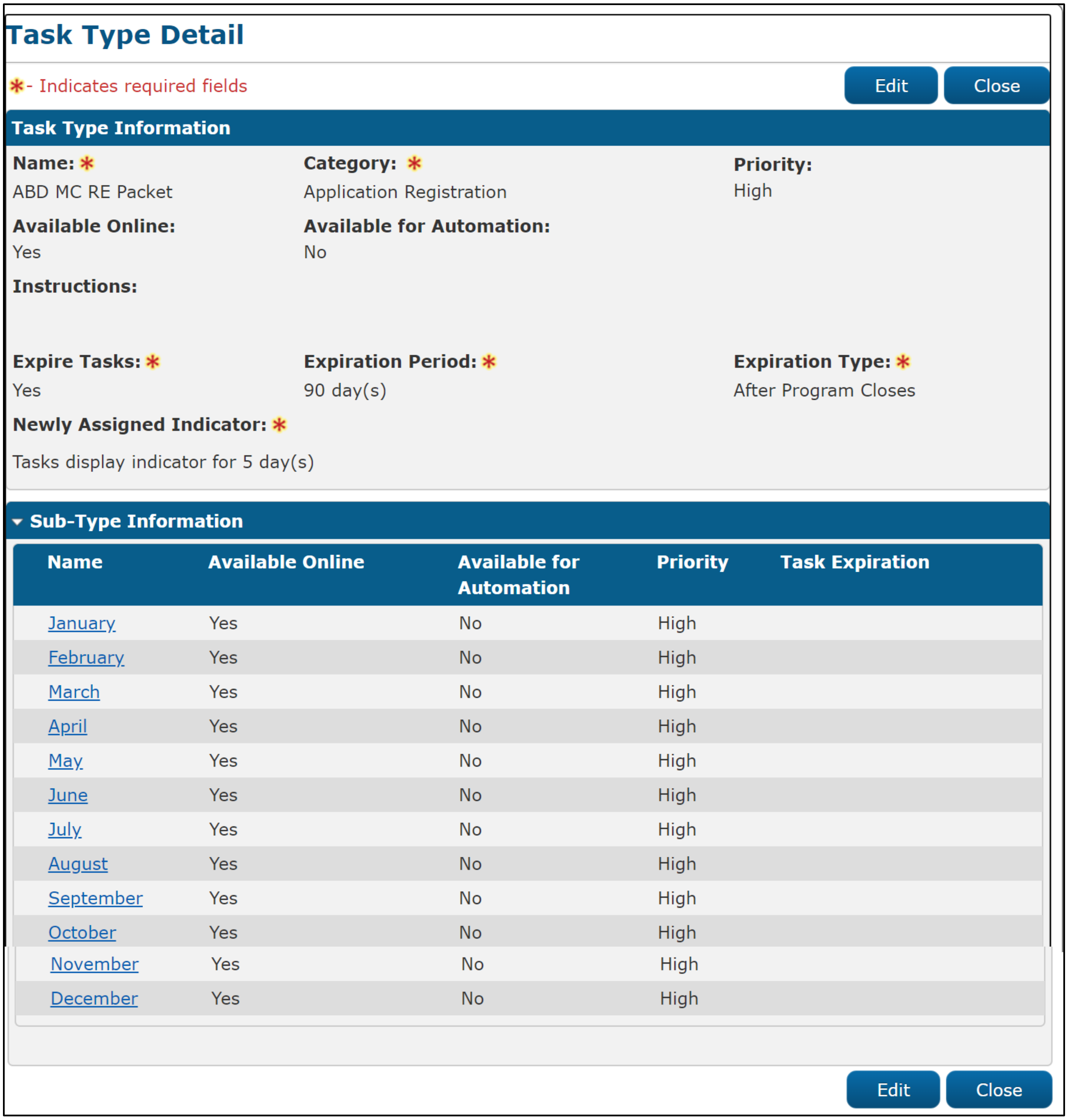


Figure 2.3.2.3 – Task Type Detail – View Mode

Figure 2.3.2.4 – Task Type Detail – Edit Mode Sub-Type Buttons

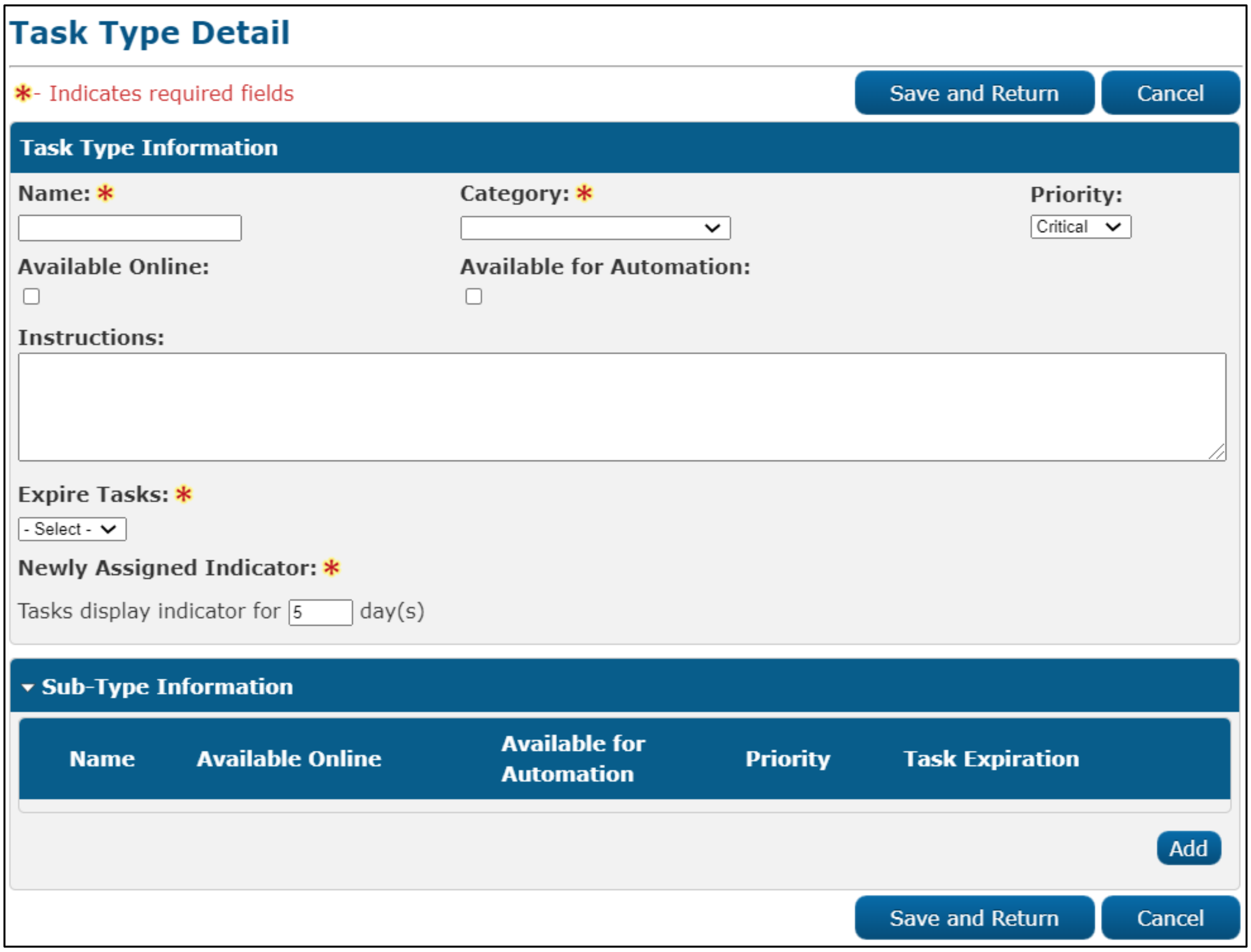


Figure 2.3.2.5 – Task Type Detail – Create Mode

2.3.3 Description of Changes

Add a Task Type Detail page to the LRS/CalSAWS System.

1. **BUTTON**: Edit - This button displays when the page is in view mode and will navigate to the Task Type Detail page in edit mode. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

2. **BUTTON**: Close - This button displays when the page is in view mode and will navigate to the Task Type List page.

3. **BUTTON**: Save and Return - This button displays when the page is in create or edit mode. The button will save page changes and navigate to the Task Type List page. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

4. **BUTTON**: Cancel - This button displays when the page is in create or edit mode. The button will discard page changes and navigate to the Task Type List page.

5. <u>Task Type Information Section</u>

   This is the upper section of the page that displays various Task Type attributes.

   a. Name **(Required)** – A text field that allows a user to specify the name of the Task Type. The maximum length for this field is 50 characters.

   b. Category **(Required)** – A dropdown menu that contains options for Task Type Category. Values included in the dropdown will display in the following order:
      i. Application Registration
      ii. Batch EDBC
      iii. CMIPSII
      iv. CSC
      v. CWS
      vi. CalHEERS
      vii. Case Update
      viii. Computation Request
      ix. EBT
      x. e-ICT
      xi. EDBC
      xii. External Recovery Account
      xiii. Foster Care RDB
      xiv. Fraud
      xv. IEVS
      xvi. IEVS Criminal
      xvii. IEVS Priority
      xviii. Interest Allocation
      xix. Invoice

xx. Issuance Method
xxi. Issuance Replacement/Reissue
xxii. MC 355
xxiii. MEDS Alert
xxiv. MEDS Liaison
xxv. Manual
xxvi. Payment Request
xxvii. QR7LA
xxviii. Quality Assurance Assignment
xxix. Quality Review
xxx. Redetermination
xxxi. SAR7
xxxii. Screening Packet
xxxiii. Time Limits
xxxiv. Transaction Refund
xxxv. Valuable
xxxvi. YBN
xxxvii. YBN E-communications

c. Priority – A dropdown menu that contains options for Task Type priority. Values included in the dropdown will display in the following order:
   i. Critical
   ii. High
   iii. Medium
   iv. Low

   This field will default initially to "Medium" unless it is modified by the user who is creating the Task Type.

d. Available Online – A checkbox field that will indicate if the Task Type will be selectable on the Task Detail page.

e. Available for Automation – A checkbox field that will indicate if the Task Type will be available for Automated Action scenarios that create Tasks.

f. Instructions – A text field that allows a user to input up to 2000 characters of information to serve as instructions for the particular Task Type.

g. Expire Tasks **(Required)** – A dropdown menu that is editable when the Task Type Detail page is in create or edit mode. The dropdown menu will display the following values:
   i. Yes
   ii. No

h. Expiration Period **(Required)** – Displays if the value of the Expire Tasks field is Yes. This field will display as plain text when the Task Type Detail page is in view mode. When the page is in create or edit mode, this field allows a user to input the numeric value between 1-999 to complete the following statement:

   "# day(s)"

i. Expiration Type **(Required)** – Displays if the value of the Expire Tasks field is Yes. This field will display as plain text when the Task Type Detail page is in view mode. When the page is in create or edit mode, this field is a dropdown menu containing the following values:
   i. After Program Closes
   ii. After Task Is Created

j. Newly Assigned Indicator **(Required)** – Allows a user to input the numeric value to complete the following statement:

   "Tasks display indicator for # day(s)"

   The number of days value controls how long a Task of this Task Type will display the exclamation point icon.
   Example: if the value is set as 10 days, a Task that is assigned to a Worker on January 3rd will display an exclamation point on the Task Search page (reference CA-214929 for Task Search page specifics) through January 13th. On January 14th, the exclamation point will no longer display.

   This field is limited to numbers from 1-999 and it will default to a value of 5.

6. <u>Sub-Type Information Section</u>
   This is an expandable section on the Task Type page that displays the following information for one or more Task Sub Types:
   a. Selectable checkbox – For each result displayed, a selectable checkbox may or may not display at the beginning of the row. If a checkbox displays, this means that the Task Sub-Type has not been associated to any Tasks and it can be removed via the "Remove" button.

   b. Name – This column will display the Sub-Type Name attribute of the Task Sub-Type. The Name will display as a hyperlink which will navigate to the Task Sub-Type Detail page in View mode for the Task Sub-Type.

c. Available Online - This column will display the Available Online attribute of the Task Sub-Type. This attribute controls whether a Task Sub-Type is selectable on the Task Detail page.

d. Available for Automation – This column will display the Available for Automation attribute of the Task Sub-Type. This attribute controls whether a Task Sub-Type is available for use during Automated Action scenarios that create Tasks.

e. Priority – This column will display the Priority attribute of the Task Sub-Type.

f. Task Expiration – This column will display the Expire Tasks attribute of the Task Sub-Type.

g. **BUTTON**: Edit – This button will navigate to the Task Sub-Type Detail page in edit mode. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

h. **BUTTON:** Remove – This button will remove any Task Sub-Types that have a checkmark in the selectable checkbox column. (See Selectable checkbox field above in 2a). The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

i. **BUTTON**: Add – This button will navigate to the Task Sub-Type Detail page in create mode. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

2.3.4 Page Validation

1. "Remove – One of the selections for removal is currently in use for Automated Actions. Please select a Task Sub-Type that is not in use."
    a. Pressing the Remove button while selecting a Task Sub-Type that is in use for an Automated Action will display a validation message.

2. "Name – A Task Type with this name already exists."
    a. Creating a Task Type with the same name as another Task Type within the county will display a validation message. The Name comparison is not case sensitive.

3. "Available for Automation – A Task Type or Task Sub-Type you have made unavailable for automation is already in use by automation. Please update the Automated Action."

   a. Updating a Task Type or Task Sub-Type to be unavailable for automation, while the Task Type or Task Sub-Type is selected for an Automated Action will display a validation message.

4. "Newly Assigned Indicator - Value must be a number from 1 – 999. Please enter a different value."
   a. When the User attempts to save a value other than a number from 1 – 999 in the Newly Assigned Indicator field, a validation message is triggered.

5. "Expiration Period – Value must be a number from 1 - 999. Please enter a different value."

2.3.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks > Task Types >

  Click on a hyperlink of the desired result displayed in the Task Type Search page or the "Add Task Type" button to navigate to the Task Type Detail page.

  The Task Navigation will display if the user profile contains the "TaskTypeListView" security right.

2.3.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaskTypeDetailView	Task Type Detail;	• Task Type View • Task Type Edit
TaskTypeDetailEdit	Task Type Detail;	• Task Type Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Task Type View	View Task Type List and Detail information	• View Only

Security Group	Group Description	Group to Role Mapping
Task Type Edit	View Task Type List and Detail information. Edit and save Task Type information.	N/A

2.3.7 Page Mapping

Implement page mapping for the Task Type Detail page.

2.3.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.4 Task Sub-Type Detail

2.4.1 Overview

The Task Sub-Type Detail page is accessible from the Sub-Type Information section of the Task Type Detail page. This page will be used to capture and display information about Task Sub-Types.

2.4.2 Task Sub-Type Detail Mockups

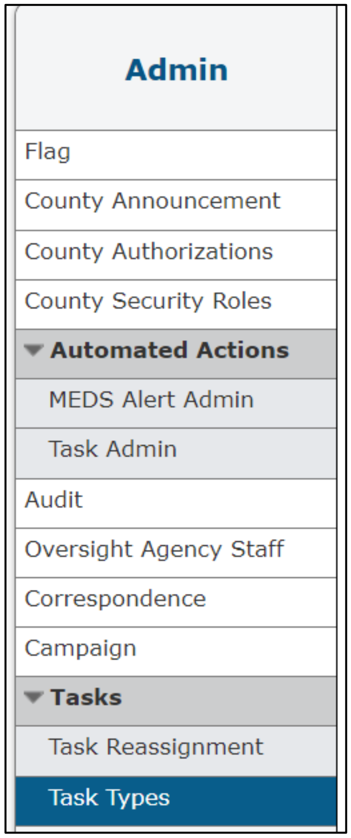


Figure 2.4.2.1 – Task Sub-Type Detail - Task Navigation

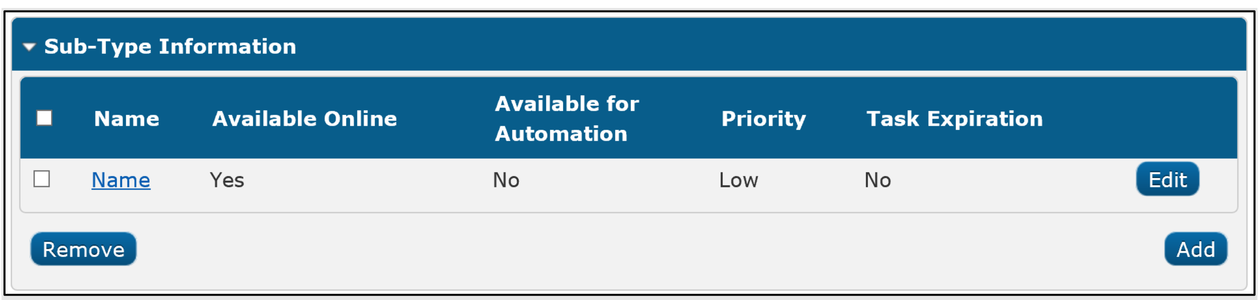


Figure 2.4.2.2 – Sub-Type Information Section on the Task Type Detail page

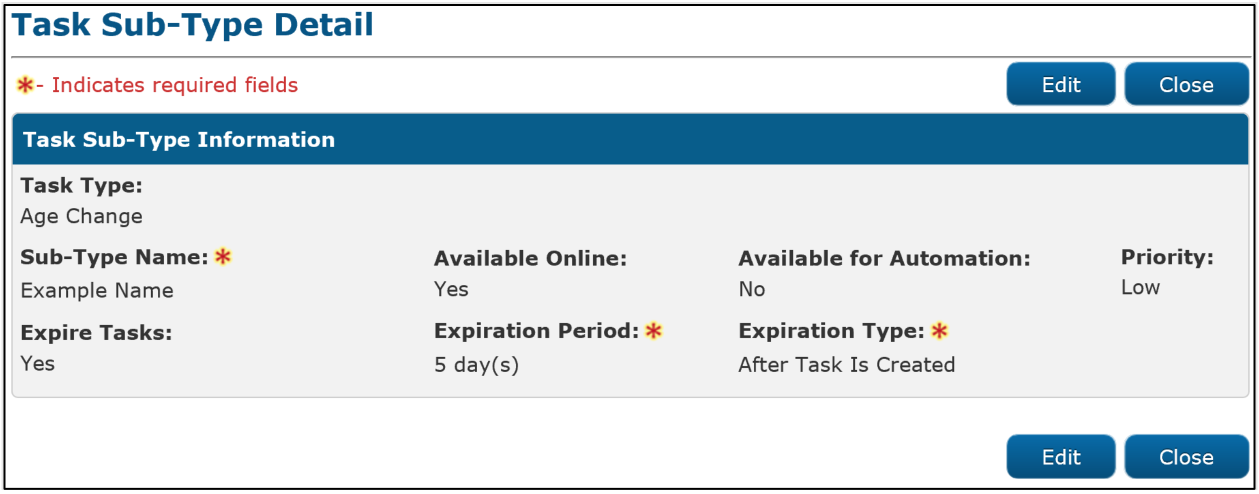


Figure 2.4.2.3 – Task Sub-Type Detail – View Mode

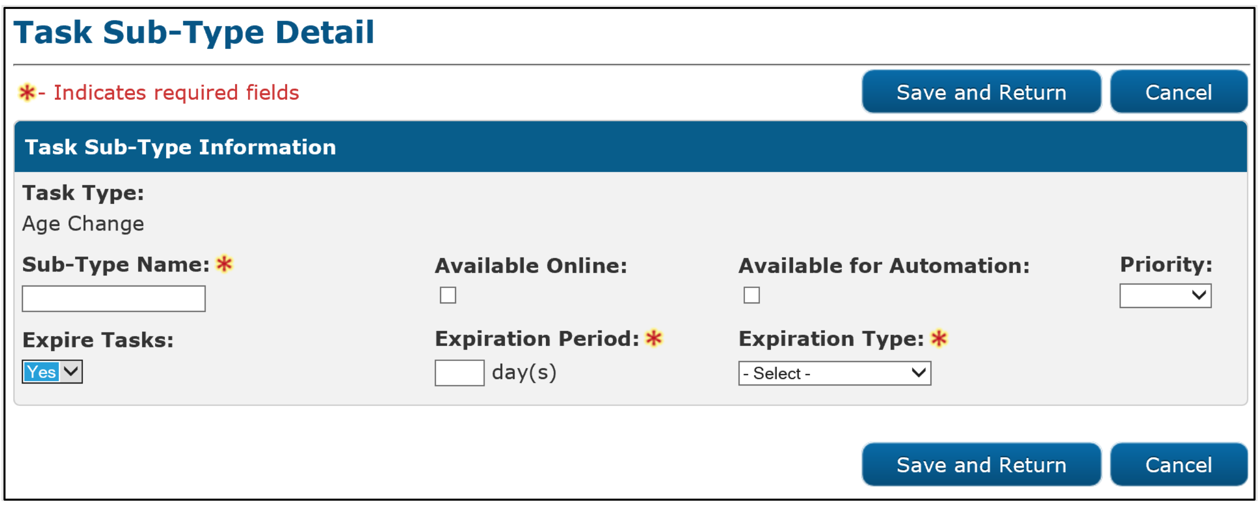


Figure 2.4.2.4 – Task Sub-Type Detail – Edit Mode

2.4.3 Description of Changes

Add a Task Sub-Type Detail page to the LRS/CalSAWS System.

The Name hyperlink, Edit and Add buttons in the Sub-Type Information section of the Task Type Detail page as displayed in figure 2.4.2.2 above will navigate to the Task Sub-Type Detail page.

1. **BUTTON**: Edit – This button will display when the Task Sub-Type Detail page is in view mode and will refresh the page into edit mode. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

2. **BUTTON**: Close – This button will display when the Task Sub-Type Detail page is in view mode and it will navigate to the Task Type Detail page.

3. **BUTTON:** Save and Return – This button will display when the Task Sub-Type Detail page is in create or edit mode. The button will save page changes and navigate to the Task Type Detail page.

4. **BUTTON**: Cancel – This button will display when the Task Sub-Type Detail page is in create or edit mode. The button will discard page changes and navigate to the Task Type Detail page.

5. Task Type – The name of the Task Type that the Task Sub-Type applies to.

6. Sub-Type Name **(Required)** – A text field that allows a user to specify the name of the Task Sub-Type. The maximum length for this field is 50 characters.

7. Available Online – A checkbox field that will indicate if the Task Sub-Type will be selectable on the Task Detail page.

8. Available for Automation – A checkbox field that will indicate if the Task Sub-Type will be available for Automated Action scenarios that create Tasks.

9. Priority – A dropdown menu that contains options for Task Sub-Type priority. Values included in the dropdown will display in the following order:
    a. Critical
    b. High
    c. Medium
    d. Low

    If a Sub-Type is not assigned a priority (by selecting <blank>), it will be considered as having the same Priority as its parent Task Type.

10. Expire Tasks – A dropdown menu that is editable when the Task Sub-Type Detail page is in create or edit mode. The dropdown menu will display the following values:
    a. Yes
    b. No

11. Expiration Period **(Required)** - Displays if the value of the Expire Tasks field is Yes. This field will display as plain text when the Task Sub-Type Detail page is in view mode. When the page is in create or edit mode, this field allows a user to input the numeric value to complete the following statement:

"# day(s)"

12. Expiration Type **(Required)** - Displays if the value of the Expire Tasks field is Yes. This field will display as plain text when the Task Sub-Type Detail page is in view mode. When the page is in create or edit mode, this field is a dropdown menu containing the following values:
    a. After Program Closes
    b. After Task Is Created

2.4.4 Page Validation

1. "Name – A Sub-Type with this name already exists."
    a. Creating duplicate Sub-Types for a single Task Type will display a validation message.

2. "The Sub-Type is already in use by Automation. Please update the Automated Action."
    a. When a User attempts to select a Sub-Type already in use by Automation, a validation message is triggered.

3. "Expiration Period – Value must be a number from 1 - 999. Please enter a different value."

2.4.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks > Task Types

  The Name hyperlink, Edit and Add buttons in the Sub-Type Information section of the Task Type Detail page as displayed in figure 2.4.2 above will navigate to the Task Sub-Type Detail page.

2.4.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaskTypeDetailView	Task Type Detail;	• Task Type View • Task Type Edit
TaskTypeDetailEdit	Task Type Detail;	• Task Type Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Task Type View	View Task Type List and Detail information	• View Only
Task Type Edit	View Task Type List and Detail information. Edit and save Task Type information.	N/A

2.4.7 Page Mapping

Implement page mapping for the Task Sub-Type Detail page.

2.4.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.5 Automated Action List

2.5.1 Overview

The Automated Action List page will display the Automated Actions that are available in the LRS/CalSAWS System. Users can navigate to detailed information for each Automated Action from this page. Add 'Task Admin' tab to Task Navigation.

2.5.2 Automated Action List Page Mockup

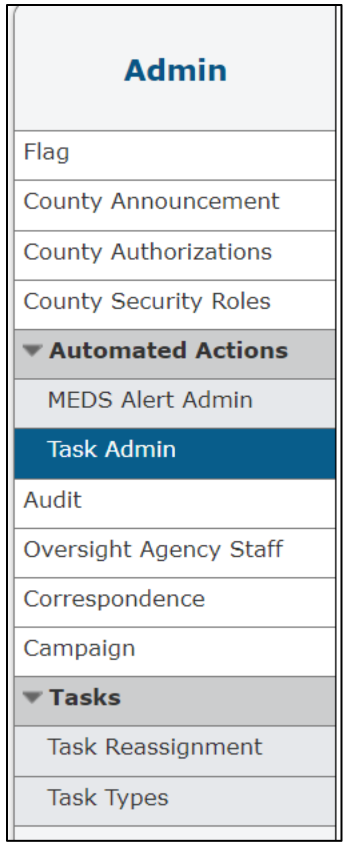


Figure 2.5.2.1 – Automated Action List Task Navigation

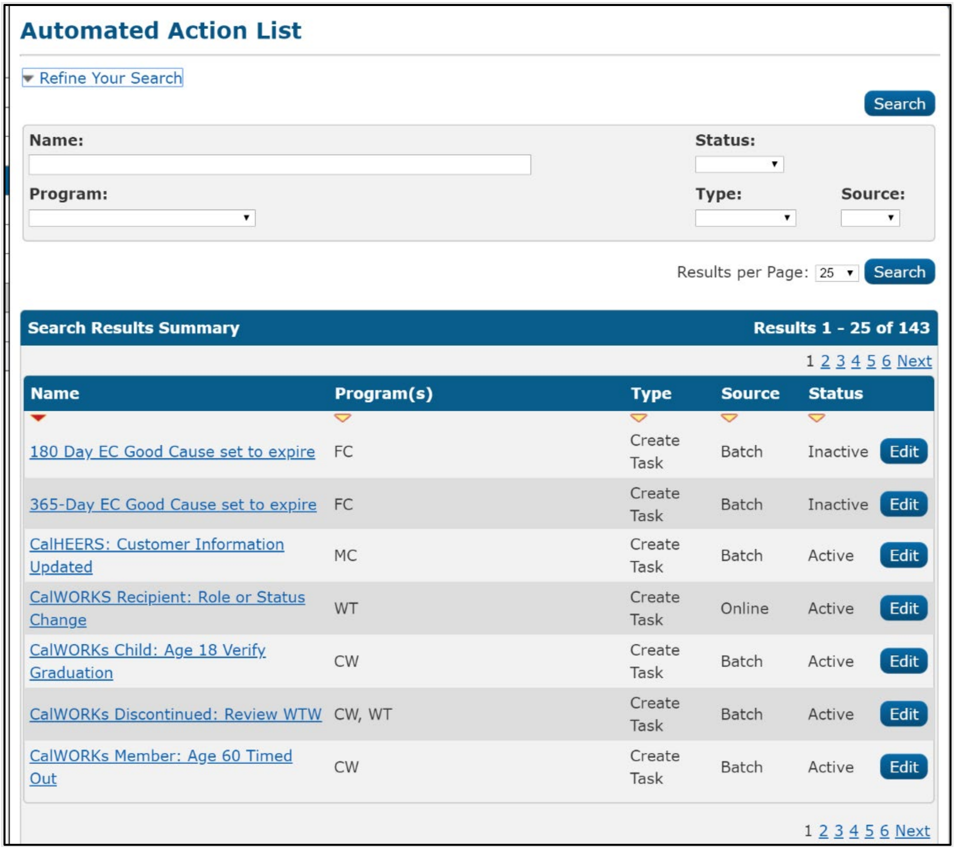


Figure 2.5.2.2 – Automated Action List Page Mockup

2.5.3 Description of Changes

Add an Automated Action List page to the LRS/CalSAWS System.

1. Refine Your Search Section

   This is an expandable section toward the top of the page that can be used to filter the Automated Actions displayed on the page. It is expected to be collapsed on initial load. The expected order of the listing is by Name alphabetically. The 'Name', 'Program(s)', 'Type', 'Source', and 'Status' fields are sortable for the results.

   a. **BUTTON**: Search –This button will refresh the information on the list page based on the search parameter values. If this button is clicked without filling in any parameters, all records are expected to display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

   b. Name – A text field which will filter Automated Action results if the Name of the Automated Action includes the text within this field (upper/lower case does not matter).

c. Status – a dropdown that indicates the status of the Automated Action. Options included are:
    i. Active
    ii. Inactive
    iii. Unavailable

d. Program – a dropdown that will filter Automated Action results if by a specific program.

e. Type – a dropdown that will filter Automated Action results by Automated Action type. Options included are:
    i. Create Task
    ii. Text Outreach
    iii. Clear Task

f. Source – a dropdown that will filter Automated Action results by Automated Action source. Options included are:
    i. Batch
    ii. Online

2. <u>Search Results Summary Section</u>
This section will be displayed when there is at least one Automated Action record found. The results will be paginated within 25 results per page. Initial load of the page will display all Automated Actions for the county.

    a. Name – This column will display the Name attribute of the Automated Action.

    b. Program(s) – This column will display the Program(s) attribute of the Automated Action.

    c. Type – This column displays the Type of the Automated Action.

    d. Source – This column displays the Source of the Automated Action.

    e. Status – This column displays the Status of the Automated Action.

    f. **BUTTON**: Edit – This button will navigate the User to the Automated Action Detail page in Edit mode for the Automated Action. The button will display if the worker's security profile contains the "AutomatedActionsDetailEdit" security right.

2.5.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Automated Actions > Task Admin

  The Task Navigation will display if the user profile contains the "AutomatedActionsListView" security right.

2.5.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
AutomatedActionsListView	Automated Action List;	• Automated Actions View • Automated Actions Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Automated Actions View	View Automated Actions list and Detail information.	• View Only
Automated Actions Edit	View Automated Actions list and Detail information. Edit and save Automated Actions Detail information.	N/A

2.5.6 Page Mapping

Implement page mapping for the Automated Action List page.

2.5.7 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.6 Automated Action Detail

2.6.1 Overview

The Automated Action Detail page is accessible from the Automated Action List page. This page allows the User to capture and display detailed information about the Automated Action. Add 'Task Admin' tab to Task Navigation.

2.6.2 Automated Action Detail Mockup

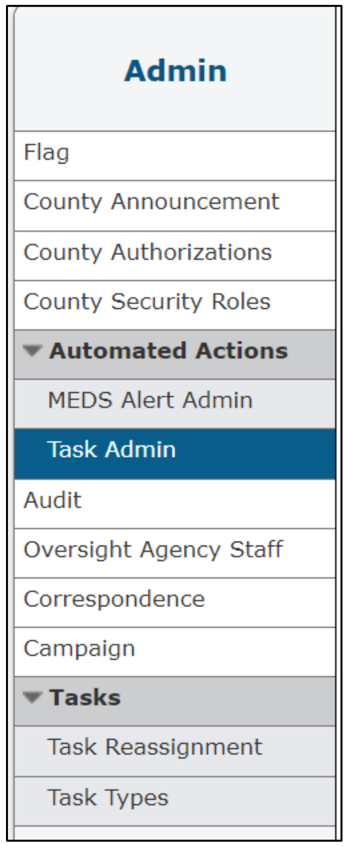


Figure 2.6.2.1 – Automated Action Detail Task Navigation

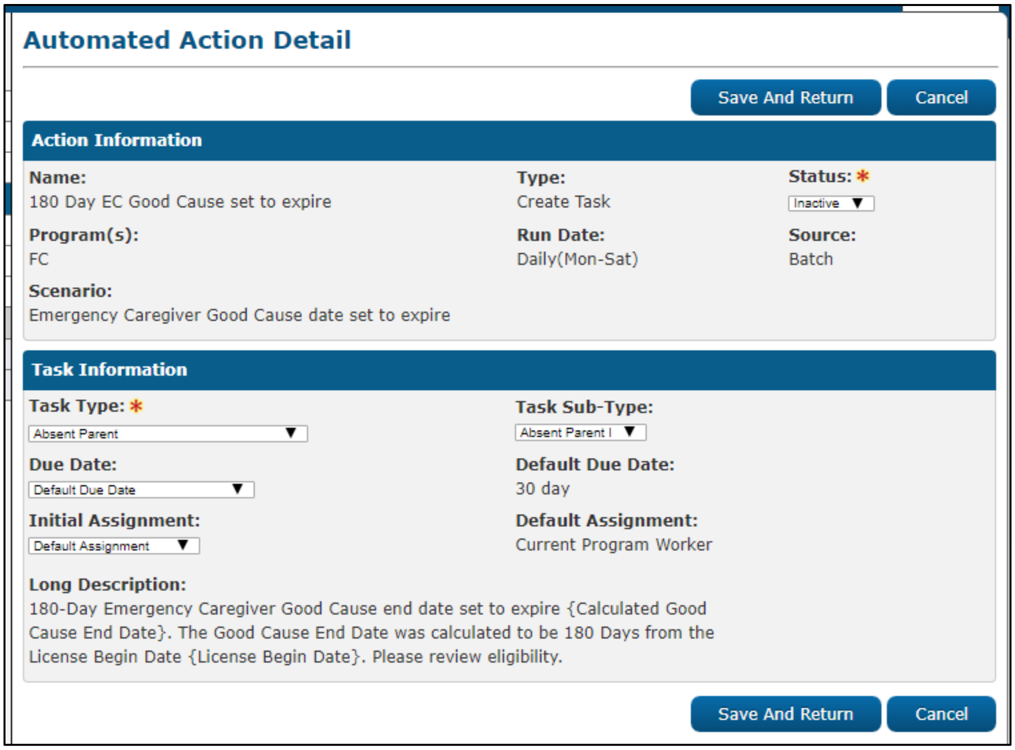


Figure 2.6.2.2 – Automated Action Detail Edit Mode Mockup

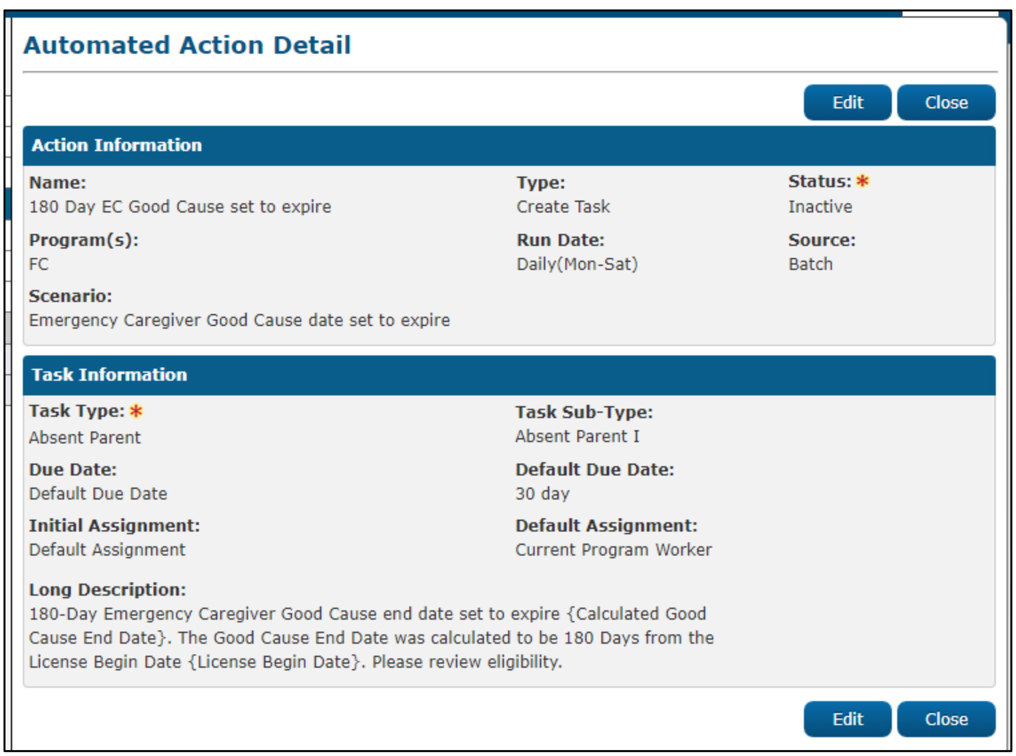


Figure 2.6.2.3 – Automated Action Detail View Mode Mockup

2.6.3 Description of Changes

Add an Automated Action Detail page to the LRS/CalSAWS System.

1. **BUTTON:** Edit – This button will display if the page is in View mode and the Automated Action does not have a status of Unavailable. Clicking this button displays the Automated Action Detail page in Edit mode. The button will display if the worker's security profile contains the "AutomatedActionsDetailEdit" security right.
2. **BUTTON:** Close – This button will display if the page is in View mode. Clicking this button returns to the Automated Action List page.
3. **BUTTON:** Save and Return – This button will display if the page is in Edit mode. Clicking this button will save page changes and return to the Automated Action List page.
4. **BUTTON:** Cancel – This button will display if the page is in Edit mode. Clicking this button discards page changes and returns to the Automated Action List page.

5. <u>Action Information Section</u>

   This is the upper section of the page that displays various Automated Action attributes.

   a. Name – a text field that allows a user to specify the name of an Automated Action. The maximum length for this field is 50 characters.

   b. Type – indicates the Type of the Automated Action.

   c. Status **(required)** – a dropdown that indicates the status of the Automated Action. Options included are:
      i. Active: the Automated Action is configured to execute the type of action listed.
      ii. Inactive: the Automated Action will not execute the type of action listed.
      iii. Unavailable: the Automated Action is no longer available for assignment and has been decommissioned in the automated system for all counties. This status value is not available for selection on this page.

   d. Program(s) – section that lists the program(s) that apply to each Automated Action.

   e. Run Date – indicates the day(s) the Automated Action is taken. If the Automated Action is caused by an online action, the run date will display "Real Time".

f. Source – indicates the source that executes the Automated Action.

g. Scenario – indicates the Scenario under which the Automated Action will be taken.

6. <u>Task Information Section</u>

This is the lower section of the page that displays attributes related to the Task. This section will display if the Automated Action type is Create Task.

a. Task Type **(required)** – a dropdown that indicates the Task Type that is used for creating a task.

b. Task Sub-Type – a dropdown that indicates the Task Sub-Type that is used for creating a task.

c. Due Date – a dropdown that indicates the rule that will be used to set the due date for a Task created by the Automated Action. Options included are:
   i. Default Due Date – Will set the due date based on the logic that was determined when the Automated Action was implemented.
   ii. After Number of Calendar Days – Will set the due date based on the System date plus the number of calendar days specified by the User.
   iii. After Number of Business Days – Will set the due date based on the System date plus the number of business days specified by the User. Business days exclude weekends and County specific holidays.
   iv. Last Day of Month – Will set the due date to the last day of the month of the System date.
   v. Last Day of Following Month - Will set the due date to the last day of the month following the month of the System date.

d. Due Date Details – A dynamic field that will display differently based on the selection to the Due Date field. Options for display are:

Due Date Value	Due Date Details Will Display
Default Due Date	Text based on the code value that describes the logic implemented in the Automated Action for setting the due date.
After Number of Calendar Days	A required "Number of Calendar Days" field will display. The input value must be a number from 0 – 999.

Due Date Value	Due Date Details Will Display
After Number of Business Days	A required "Number of Business Days" field will display. The input value must be a number from 0 – 999.

e. Initial Assignment – a dropdown field that allows the User to choose how Tasks generated by the Automated Action are assigned. Options included are:
   i. Default Assignment – This option is the default value
   ii. Program Worker/Bank
   iii. Office Distribution – This option employs the Office Distribution assignment functionality currently available in the LRS/CalSAWS System. The Office Distribution functionality will attempt to assign a Task as follows:
      Determine the case carrying worker by evaluating a hierarchy of the programs associated to the case and retrieving the worker associated to the highest priority program. If the case carrying worker can accept the Task, assign the Task. If the case carrying worker cannot accept the Task, attempt to assign the Task to a worker in the case carrying worker's Unit who can accept the Task. If the Task still has not been assigned, retrieve Banks for the case carrying worker's Office and attempt to assign the Task to one of the Banks. If there are no valid Banks, attempt to assign the Task to a worker in the case carrying worker's Office who can receive the Task, otherwise assign the Task to the Office Supervisor.

f. Default Assignment – a field that displays when the Initial Assignment Field value is "Default Assignment". This field describes the default manner by which the LRS/CalSAWS System assigns Tasks generated by the Automated Action.

g. Long Description – indicates the long description that will be used when creating a task.

2.6.4 Page Validation

1. "Number of Calendar Days - Value must be a number from 0 – 999. Please enter a different value."
   a. When the User attempts to save a value other than a number from 0 – 999 in the Number of Calendar Days field, a validation message is triggered.

2. “Number of Business Days - Value must be a number from 0 – 999. Please enter a different value.”
    a. When the User attempts to save a value other than a number from 0 – 999 in the Number of Business Days field, a validation message is triggered.

3. “Default Bank ID – Bank ID does not exist.”
    a. Add a validation to display when the User attempts to save the Automated Action with the Bank ID field populated with an ID that does not correspond to an existing Bank in the LRS/CalSAWS System.

4. “Program Worker – Tasks must be assigned to a Position or a Bank.”
    a. Add a validation to display when the User attempts to save the Automated Action with “No Program Worker” selected in the Program Worker field, and no Bank ID populated in the Bank ID field.

2.6.5 Page Location

- **Global:** Tools
- **Local:** Admin
- **Task:** Automated Actions > Task Admin

Click on a hyperlink of the desired result displayed in the Automated Actions Search to navigate to the Automated Action Detail page.

The Task Navigation will display if the user profile contains the “AutomatedActionsListView” security right.

2.6.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
AutomatedActionsDetailView	Automated Action Detail;	• Automated Actions View • Automated Actions Edit
AutomatedActionsDetailEdit	Automated Action Detail;	• Automated Actions Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Automated Actions View	View Automated Actions list and Detail information.	• View Only
Automated Actions Edit	View Automated Actions list and Detail information. Edit and save Automated Actions Detail information.	N/A

2.6.7 Page Mapping

Implement page mapping for the Automated Action Detail page.

2.6.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.7 Bank Search Page

2.7.1 Overview

A Task Bank allows Tasks to be assigned to a shared repository that Workers can pull from. A possible use for Task Banks is that SAR7 Tasks could be assigned to a Bank and the members of the county who work SAR7 Tasks could pull their work from that Task Bank.

The Bank Search page allows the User to search for Task Banks that have been created for a specified Office and Unit within the LRS/CalSAWS System.

Add 'Bank' tab to Task Navigation.

2.7.2 Bank Search Page Mockup

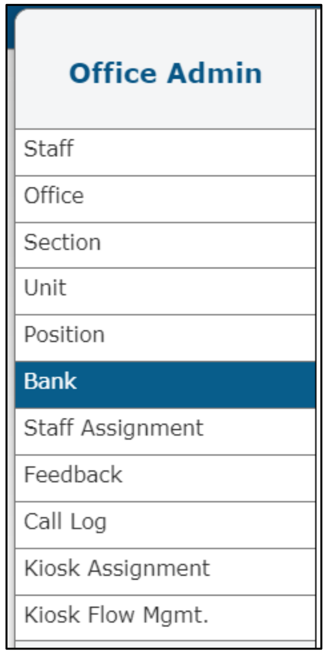


Figure 2.7.2.1 – Bank Search Page Task Navigation

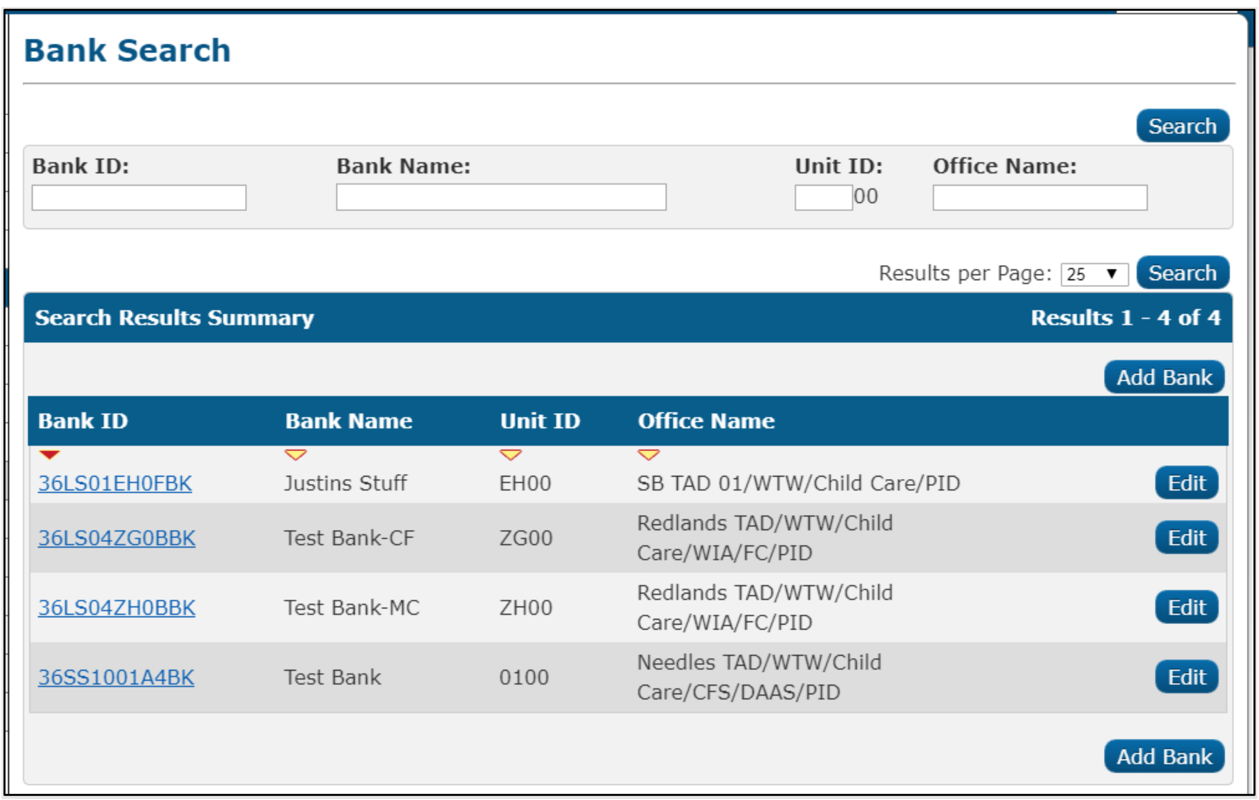


Figure 2.7.2.2 – Bank Search Page Mockup

2.7.3 Description of Changes

Add a Bank Search page to the LRS/CalSAWS System.

1. **BUTTON**: Search – When clicked, the Search Results Summary is refreshed to display Banks that match the search criteria in the Search Parameters section. If this button is clicked without filling in any parameters, all records are expected to display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

2. Search Parameters

   The following parameters display toward the top of the page and allow users to filter the Banks that are displayed on the page:

   a. Bank ID – A text field which will filter Bank results if the Bank ID includes the text within this field.

   b. Bank Name – A text field which will filter Bank results if the Bank Name includes text within this field. This field will auto complete as Users begin to type.

   c. Unit ID – A text field allowing users to search for Banks within a specific Unit.

   d. Office Name – On initial load of the page, this field will be populated with the name of the logged in User's Office.

3. Search Results Summary:

   This table contains one row for each Bank matching the values of the search criteria in the Search Parameters section.

   On first page load, the Search Results Summary will display the Banks belonging to the logged in User's office.

   The Table displays "No Data Found" if no Banks match the search criteria. The expected order of the listing is by Bank ID alphabetically/numerically. The 'Bank ID', 'Bank Name', 'Unit ID', and 'Office Name' fields are sortable for the results.

   BUTTON: Add Bank – This button will display within the Search Results Summary section and will navigate to the Bank Detail page in create mode. The button will display if the worker's security profile contains the "BankDetailEdit" security right.

   The results table consists of the following sortable columns:

   a. Bank ID - This column will display the associated ID for the Bank. The value will display as a hyperlink that will navigate to the

Bank Detail page if the worker's security profile contains the "BankDetailView" security right.

i. The Bank ID itself is composed of the County Code, Division Code, Office Number, Unit Number, Bank Number, and followed by the letters 'BK' (to denote a bank).
ii. The Bank Number Element of the Bank ID is derived by finding the highest existing Bank Number or Position Number in the Bank's unit and then incrementing that value by one. This is done so the first ten characters of the Bank ID and Worker ID are unique and do not collide with each other.
iii. Update Position creation logic to also consider existing Bank Numbers in the Position's unit when generating the POS_NUM_IDENTIF element for new positions.

b. Bank Name - This column will display the name that a User has assigned to the Bank.

c. Unit ID - This column will display the ID of the Unit that the Bank was created for.

d. Office Name - This column will display the name of the Office the Bank was created for.

e. **BUTTON**: Edit – This button will display for each Bank if the worker's security profile contains the "BankDetailEdit" security right. The button will navigate to the Bank Detail page in Edit mode for the Bank.

2.7.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Bank

The Task Navigation will display if the user profile contains the "BankSearchView" security right.

2.7.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
BankSearchView	Bank Search;	• Bank View • Bank Edit
BankDetailView	Bank Detail;	• Bank View • Bank Edit • My Bank View
BankDetailEdit	Bank Detail;	• Bank Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Bank View	Search for and View Bank details.	• View Only
Bank Edit	View and Edit Bank details.	N/A
My Bank View	View Bank details.	• View Only

2.7.6 Page Mapping

Implement page mapping for the Bank Search page.

2.7.7 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.8 Bank Detail Page

2.8.1 Overview

The Bank Detail page allows users to view, create and manage Banks within the LRS/CalSAWS System. Add 'Bank' tab to Task Navigation.

2.8.2 Bank Detail Page Mockup

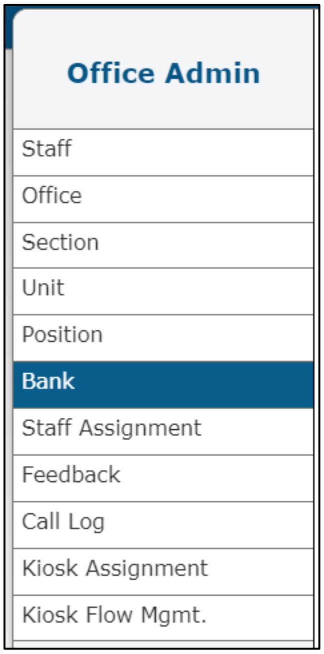
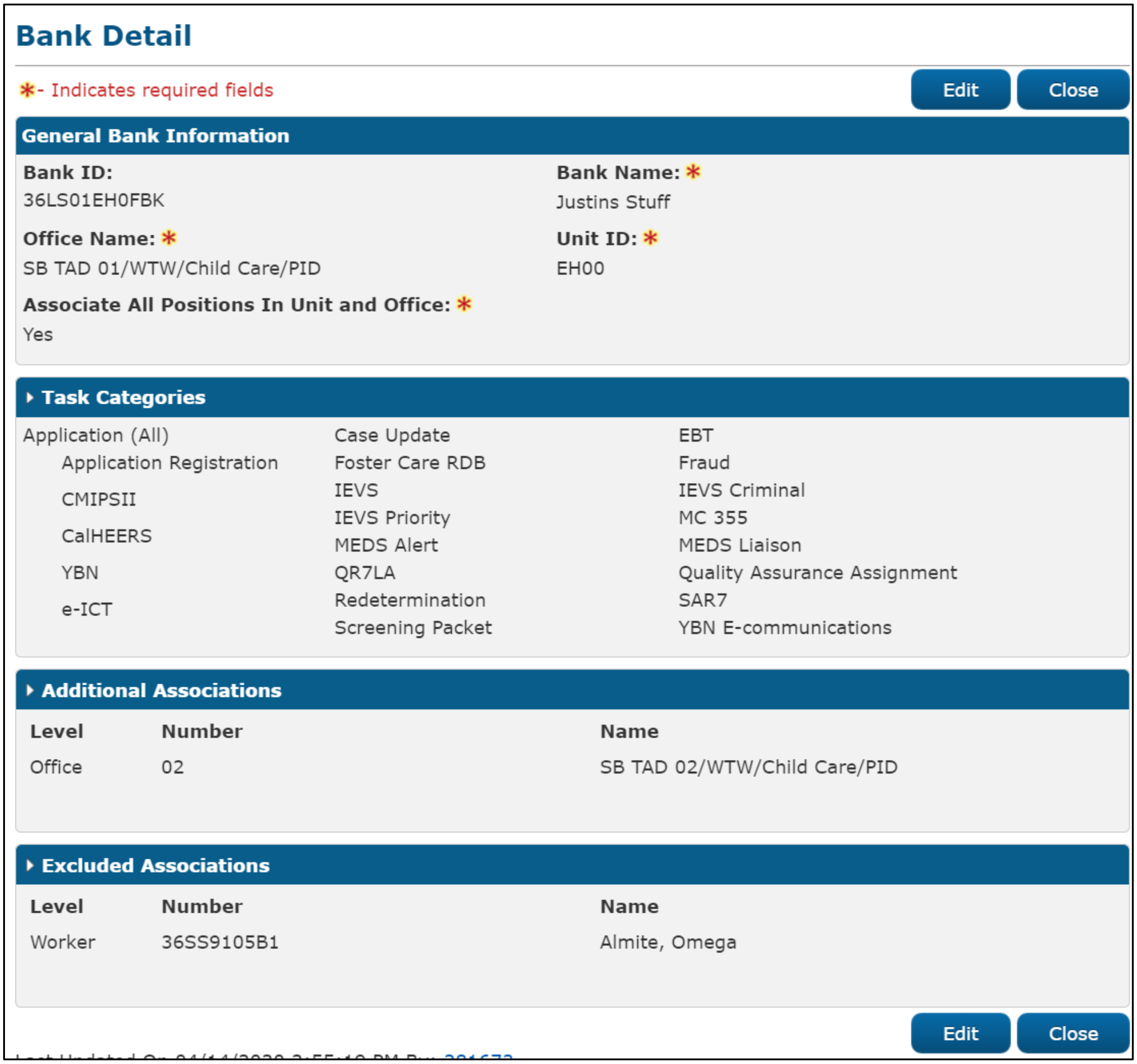


Figure 2.8.2.1 – Bank Detail Page Task Navigation



Bank Detail

*- Indicates required fields

Edit | Close

General Bank Information

Bank ID:
36LS01EH0FBK

Bank Name: *
Justins Stuff

Office Name: *
SB TAD 01/WTW/Child Care/PID

Unit ID: *
EH00

Associate All Positions In Unit and Office: *
Yes

Task Categories

Application (All)	Case Update	EBT
Application Registration	Foster Care RDB	Fraud
CMIPSII	IEVS	IEVS Criminal
CalHEERS	IEVS Priority	MC 355
YBN	MEDS Alert	MEDS Liaison
e-ICT	QR7LA	Quality Assurance Assignment
	Redetermination	SAR7
	Screening Packet	YBN E-communications

Additional Associations

Level	Number	Name
Office	02	SB TAD 02/WTW/Child Care/PID

Excluded Associations

Level	Number	Name
Worker	36SS9105B1	Almite, Omega

Edit | Close

Figure 2.8.2.2 – Bank Detail Page View Mode Mockup

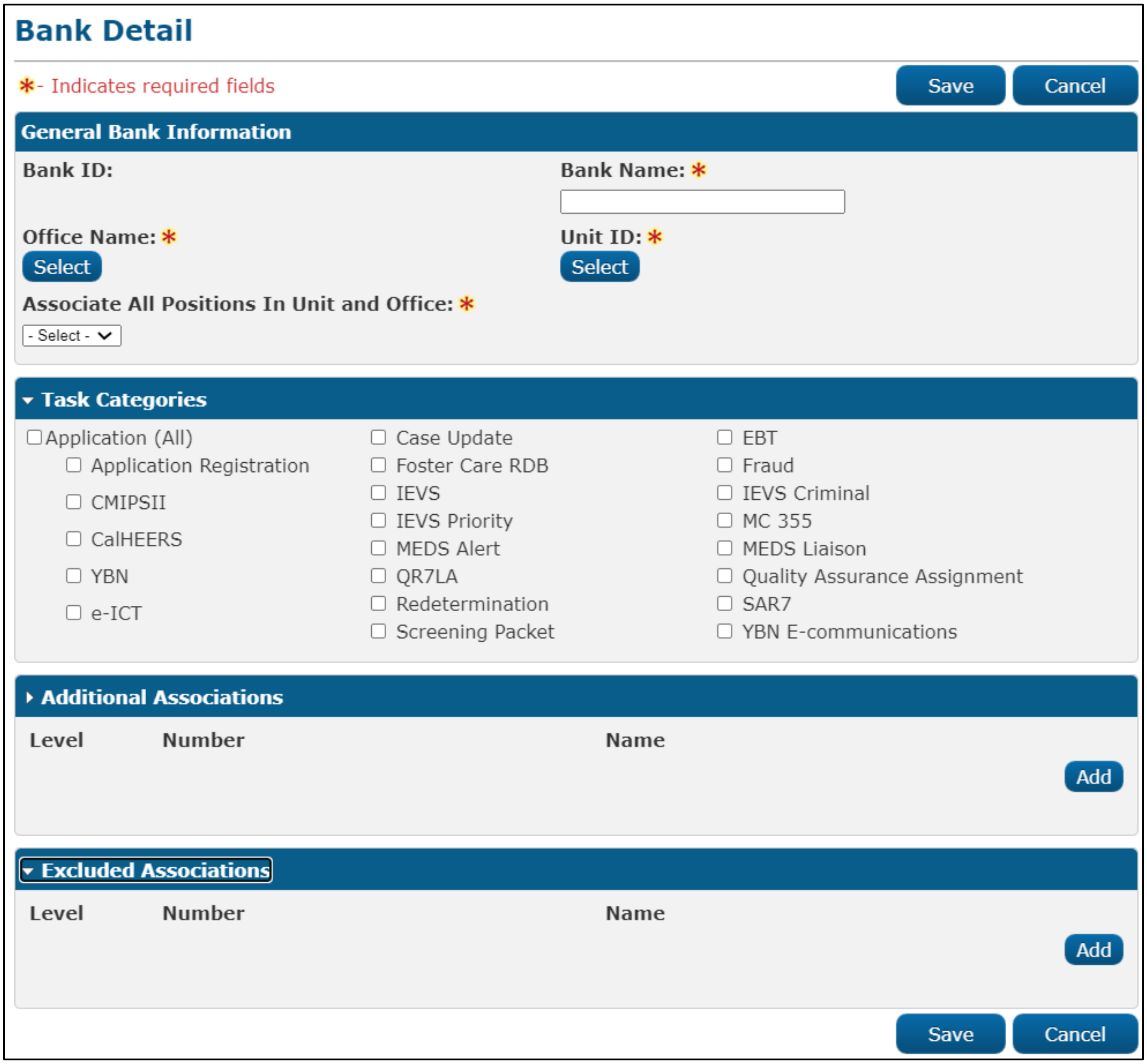


Figure 2.8.2.3 – Bank Detail Page Create Mode Mockup

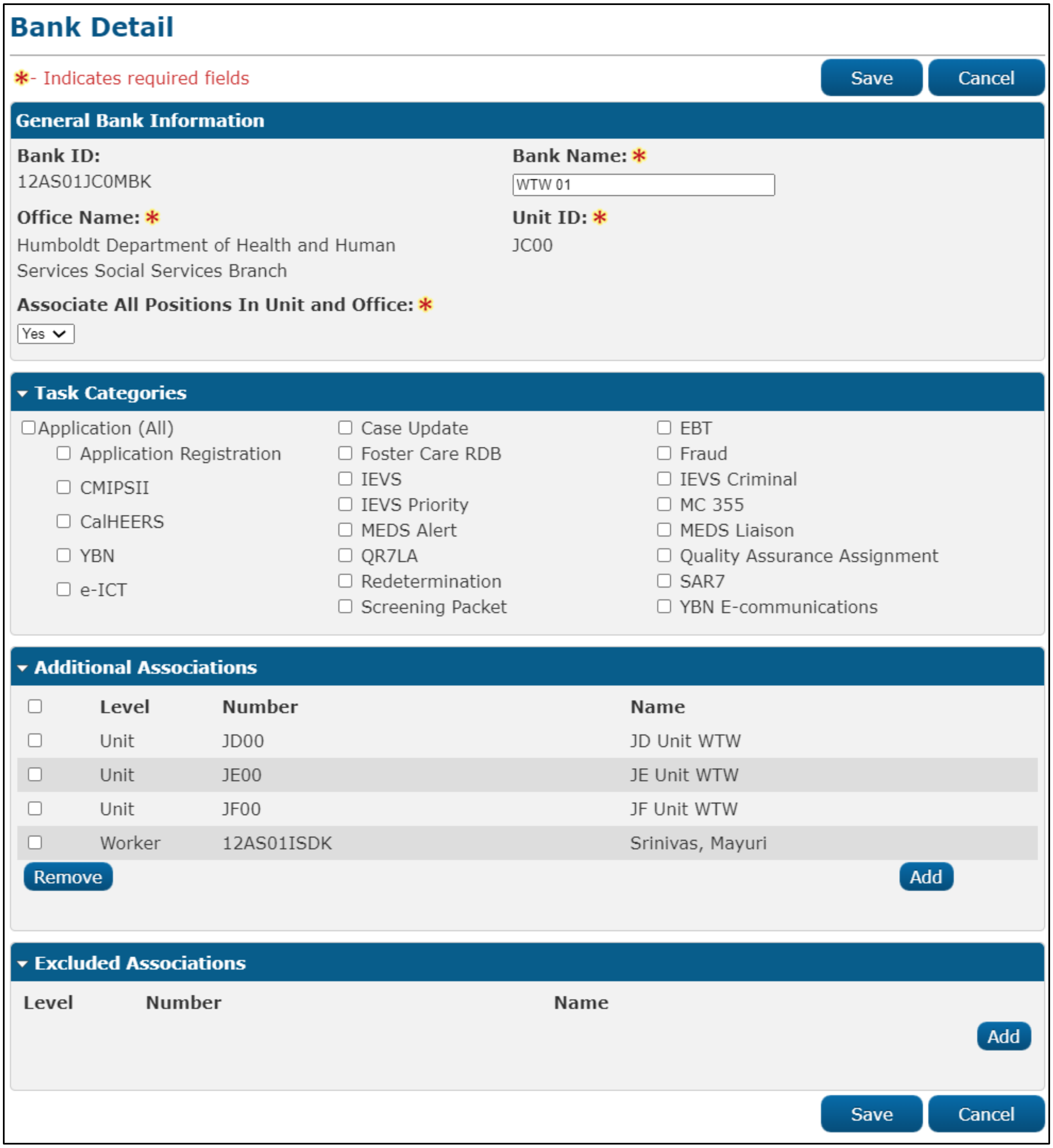


Figure 2.8.2.4 – Bank Detail Page Edit Mode Mockup

2.8.3 Description of Changes

Add a Bank Detail page to the LRS/CalSAWS System.

1. **BUTTON:** Edit – This button will display when the page is in view mode and will refresh the page into edit mode. The button will display if the worker's security profile contains the "BankDetailEdit" security right.
2. **BUTTON:** Close – This button will display when the page is in view mode and will navigate to the Bank Search page containing the results of the previously executed search results.
3. **BUTTON:** Save – This button will display if the Bank Detail page is in Create or Edit mode. Clicking this button saves the newly created bank or any changes made to the bank's configuration and refreshes the page into view mode. The button will display if the worker's security profile contains the "BankDetailEdit" security right.
4. **BUTTON:** Cancel – This button will display if the Bank Detail page is in Create or Edit mode. Clicking this button discards the information captured on the page and navigates the User to the Bank Search page where the previously executed search results, if any, are displayed. This button will display if the user's security profile contains the "BankSearchView" security right.

5. <u>General Bank Information:</u>
   This section contains general information and preferences set for the Bank.

   a. Bank ID -- This is the ID for this Bank; this field is always empty in Add mode.

   b. Bank Name **(Required)** -- This is the name that was given to this Bank; the maximum character limit is 200. This field is editable in both Create mode and Edit mode of the page.

   c. Office Name **(Required)** -- The name of the Office this Bank was created for followed by the Select button. When clicked, the button loads the Select Office page. This field is only editable when the page is in Create mode; it is not editable when the page is in View or Edit mode.

   d. Unit ID **(Required)** -- This is the ID of the Unit this Bank was created for followed by the Select button. When clicked, the button loads the Select Unit page. This field is only editable when the page is in Create mode; it is not editable when the page is in View or Edit mode.

   e. Associate All positions In Unit and Office **(Required)** -- Displays (Yes/No) whether all of the Workers in the Bank's Unit-Office combination are implicitly associated to the bank. This field is editable when the page is in Create or Edit mode.

6. <u>Task Categories</u>

This collapsible section provides a list of Task Categories that can be assigned to a Bank.

a. Selectable Checkbox – For each Task Category displayed in this section, a selectable checkbox will display when the page is in Add or Edit mode. The user may select one or more Task Categories to associate to a Bank. The selection(s) will have a check mark in View Mode.

a. The following Task Categories will be available for selection:
   i. Application (All)
   ii. Application Registration – Auto selected when “Application (All)” is selected
   iii. CalHEERS – Auto selected when “Application (All)” is selected
   iv. Case Update – Auto selected when “Application (All)” is selected
   v. CMIPSII – Auto selected when “Application (All)” is selected
   vi. EBT – Auto selected when “Application (All)” is selected
   vii. e-ICT – Auto selected when “Application (All)” is selected
   viii. Foster Care RDB
   ix. Fraud
   x. IEVS
   xi. IEVS Criminal
   xii. IEVS Priority
   xiii. MC 355
   xiv. MEDS Alert
   xv. MEDS Liaison
   xvi. QR7LA
   xvii. Quality Assurance Assignment
   xviii. Redetermination
   xix. SAR7
   xx. Screening Packet
   xxi. YBN
   xxii. YBN E-communications

7. Additional Associations

This section contains a row for each Worker, Unit, or Office that has been explicitly associated to the Bank. This section also allows the user to add and/or remove Worker, Unit or Office associations to the Bank. If this section contains no rows, it appears collapsed upon page load.

a. Selectable Checkbox –For each result displayed in this section, a selectable checkbox will display when the page is in Create or Edit mode.

b. Level - This column indicates whether the row represents an individual Worker, a Unit, or an Office.

c. Number - This column indicates the number of the Worker, Unit, or Office.

d. Name - This column indicates the Name of the Worker, Unit, or Office.

e. **BUTTON**: Remove – Displays when the page is in create or edit mode and there exists at least one row in this section. Clicking this button removes any rows with a checkmark in the selectable checkbox.

f. **BUTTON**: Add – Displays when the page is in create or edit mode. Clicking this button adds an additional row to the table above this button. In the Level column of that row appears a select input containing the values "-Select-," "Office," "Unit," and "Worker" in that order. When one of the three organizational values are selected, the Select button appears in the name column of the row. Clicking it will load the Select Office, Select Unit, or Select Worker multi-select page depending on which value was chosen for level.

8. <u>Excluded Associations</u>

   This section contains a row for each Worker, Unit, or Office that has been explicitly excluded from the Bank. This section also allows the user to add and/or remove Worker, Unit or Office exclusions for the Bank. If this section contains no rows, it appears collapsed upon page load.

a. Selectable Checkbox –For each result displayed in this section, a selectable checkbox will display when the page is in Create or Edit mode.

b. Level - This column indicates whether the row represents an individual Worker, a Unit, or an Office.

c. Number - This column indicates the number of the Worker, Unit, or Office.

d. Name - This column indicates the Name of the Worker, Unit, or Office.

e. **BUTTON**: Remove – Displays when the page is in Create or Edit mode and there exists at least one row in this section. Clicking this button removes any rows with a checkmark in the selectable checkbox.

f. **BUTTON**: Add – Displays when the page is in Create or Edit mode. Clicking this button adds an additional row to the table above this button. In the Level column of that row appears a select input containing the values "-Select-," "Office," "Unit," and "Worker" in that order. When one of the three organizational values are selected, the Select button appears in the name column of the row. Clicking it will load the Select Office, Select Unit, or Select Worker multi-select page depending on which value was chosen for level.

2.8.4 Page Validation

1. "Excluded Associations – The same Level and Number combination cannot be Additionally Associated and Excluded."
    a. If the User has added the same Level and Number combination to both the Additional Associations and Excluded Associations (e.g. the same Unit or Worker appears in both sections) and attempts to save the page, a validation is triggered.

2. "Additional Associations – A new row may not be added until the last row has been completed."
    a. Add a validation to display if the User clicks the Add button in the Additional Associations section without completing the previously added row.

3. "Excluded Associations – A new row may not be added until the last row has been completed."
    a. Add a validation to display if the User clicks the Add button in the Excluded Associations section without completing the previously added row.

2.8.5 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Bank

  Click on a hyperlink of the desired result displayed in the Bank Search page or the "Add Bank" button to navigate to the Bank Detail page.

  The Task Navigation will display if the user profile contains the "BankSearchView" security right.

2.8.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
BankSearchView	Bank Search;	• Bank View • Bank Edit
BankDetailView	Bank Detail;	• Bank View • Bank Edit • My Bank View
BankDetailEdit	Bank Detail;	• Bank Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Bank View	Search for and View Bank details.	• View Only
Bank Edit	View and Edit Bank details.	N/A
My Bank View	View Bank details.	• View Only

2.8.7 Page Mapping

Implement page mapping for the Bank Detail page.

2.8.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.9 Task Reassignment Search Page

2.9.1 Overview

The Task Reassignment Search page lists the Task Reassignment instructions that exist for the county. Users can set the search filters to help narrow down the results. From this page, Users can view, edit, remove, and create new reassignment instructions.

Add 'Task Reassignment' tab to Task Navigation.

2.9.2 Task Reassignment Search Page Mockup

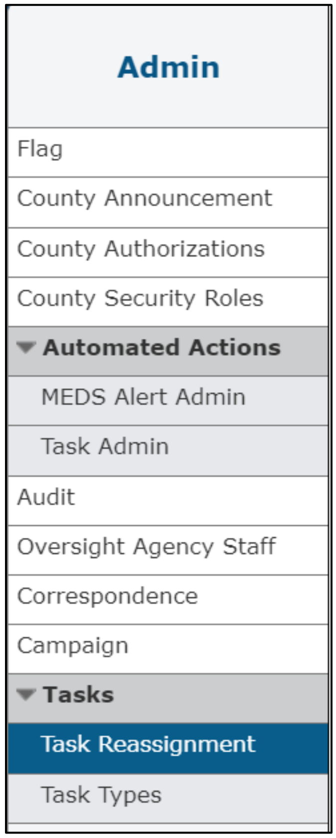


Figure 2.9.2.1 – Task Reassignment Search Page Task Navigation

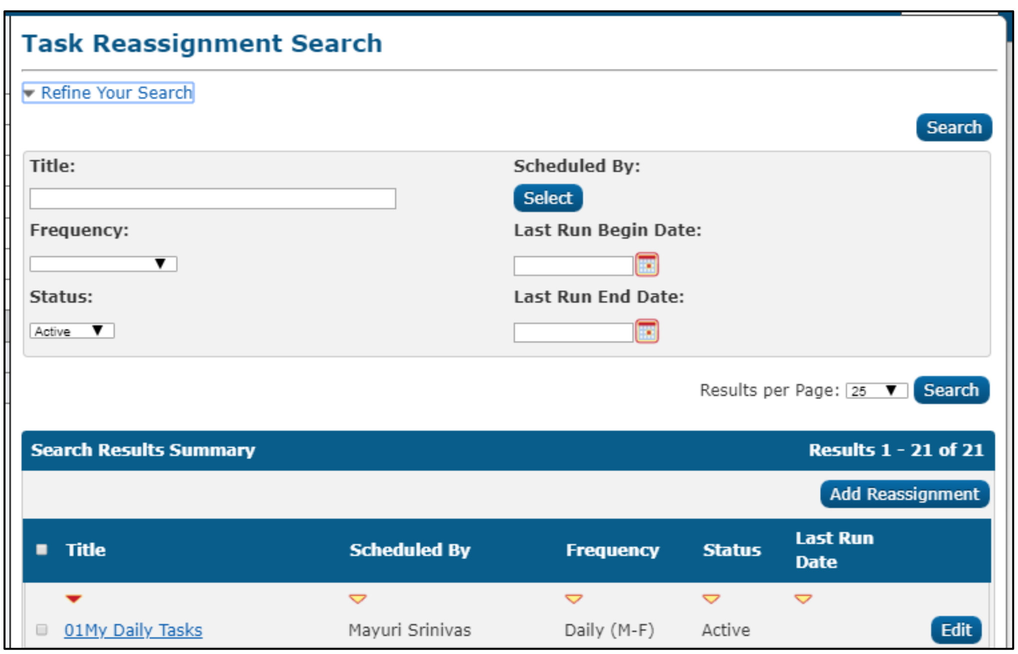


Figure 2.9.2.2 – Task Reassignment Search Page Mockup

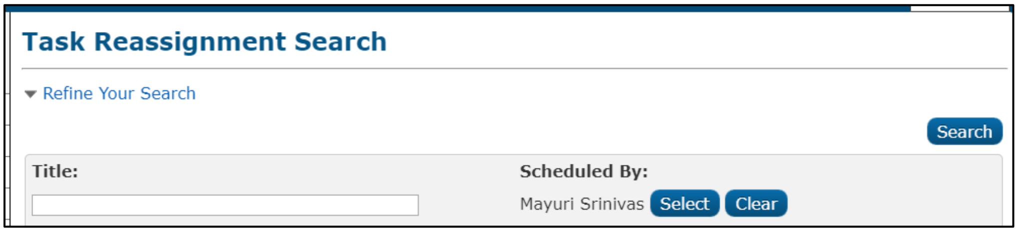


Figure 2.9.2.3 – Task Reassignment Search Page Select Feature Mockup

2.9.3 Description of Changes

Add a Task Reassignment Search page to the LRS/CalSAWS System.

1. **BUTTON:** Search – When clicked, the Search Results Summary is refreshed to display Task Reassignment instructions based on the Search Parameters. If this button is clicked without filling in any parameters, all records are expected to display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

2. <u>Search Parameters</u>

   The following parameters display toward the top of the page and allow users to filter the Task Reassignment instructions that exist for the county. This is an expandable section toward the top of the page that displays parameters which can be used to filter the Tasks displayed on the page. It is expected to be collapsed on initial load.

   a. Title – This column will display the Title of the Task Reassignment instructions.

   b. Scheduled By – This column will display the staff member that created the instructions.
      i. **BUTTON:** Select – When clicked, will navigate the User to the "Select Staff" page. When a selection has been made, a "Clear" button will be available to clear the selection if needed.
      ii. **BUTTON**: Clear – This button appears when a Staff filter is set. Clicking this button will clear the filter for Staff.

   c. Frequency – This field indicates the frequency of the Task Reassignments. Options include One-Time, Daily (M-F), Weekly, or Every Other Week.

   d. Last Run Begin Date – This field sets a beginning range filter for the date the instruction was last executed.

e. Status – This Field indicates the status of the Task Reassignment. Options include Active or Inactive.

f. Last Run End Date – This field sets an end range filter for the date the instruction was last executed.

   Note: If a Task Reassignment has not been completed, the Last Run Date will be blank. These Task Reassignments will be included in the search results when the Last Run End Date filter is blank.

3. Search Results Summary:

   This table contains the following information for the result set that matches the User specified search criteria. Each column is sortable. The default filter displays results where the Scheduled By field is equal to the Staff User that is logged in. The expected order of the listing is by Title alphabetically. The 'Title', 'Scheduled By', 'Frequency', 'Status', and 'Last Run Date' fields are sortable for the results.

   a. **BUTTON**: Add Reassignment – This button will display if the worker's security profile contains the "TaskReassignmentEdit" security right. Clicking this button will open the Task Reassignment Detail page in create mode.

   The results table consists of the following columns:

   b. Selectable Checkbox –For each result displayed in this section, a selectable checkbox will display if the worker's security profile contains the "TaskReassignmentEdit" security right.

   c. Title – The title of the reassignment instructions. If the worker's security profile contains the "TaskReassignmentView" security right, this field will be a hyperlink that navigates to the Task Reassignment Detail page in view mode for reassignment instructions.

   d. Scheduled By – The first and last name of the staff member that created the Task Reassignment instructions.

   e. Frequency – The frequency in which the reassignment instruction will execute.

   f. Status – The current status of the reassignment instruction.

g. Last Run Date – Displays the most recent date the reassignment instruction was executed.

h. **BUTTON**: Edit – This button will display if the worker's security profile contains the "TaskReassignmentEdit" security right. Clicking this button displays the Task Reassignment Detail page in Edit mode for the corresponding row.

i. **BUTTON**: Remove – This button will remove the reassignment instruction(s) with a checkmark in the Selectable Checkbox column making them no longer appear in the search results and execute going forward. This button will display if the worker's security profile contains the "TaskReassignmentEdit" security right.

2.9.4 Page Validation

1. "Last Run End Date – The Last Run End Date must be later than the Last Run Begin Date. Please enter a different date."
    a. A validation message displays when Last Run End Date entered is before Last Run Begin Date in the "Refine Your Search" section.

2.9.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks > Task Reassignment

  The Task Navigation will display if the user profile contains the "TaskReassignmentView" security right.

2.9.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaskReassignmentView	• Task Reassignment Search; • Task Reassignment Detail;	• Task Reassignment View • Task Reassignment Edit

Security Right	Right Description	Right to Group Mapping
	• Task Reassignment Results List;	
TaskReassignmentEdit	• Task Reassignment Search; • Task Reassignment Detail; • Task Reassignment Results List;	• Task Reassignment Edit
SelectWorker	• Enter Report Parameters; • Select Worker; • Select Unit; • Select Office; • Select Staff;	• Task Reassignment Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Task Reassignment View	View Task Reassignment Details.	• View Only
Task Reassignment Edit	View and Edit Task Reassignment details. Access to Select pages for Worker, Unit, Office and Staff.	• N/A

2.9.7 Page Mapping

Implement page mapping for the Task Reassignment Search page.

2.9.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.10 Task Reassignment Detail Page

2.10.1 Overview

The Task Reassignment Detail page allows Users to manage detailed information for Task Reassignment instructions. The Task Reassignment Detail page includes information from the Search page in addition to Task Source(s), Reassignment Options, Task Destination(s), Recurrence, and Reassignment Results if available.

Add 'Task Reassignment' tab to Task Navigation.

2.10.2 Task Reassignment Detail Page Mockup

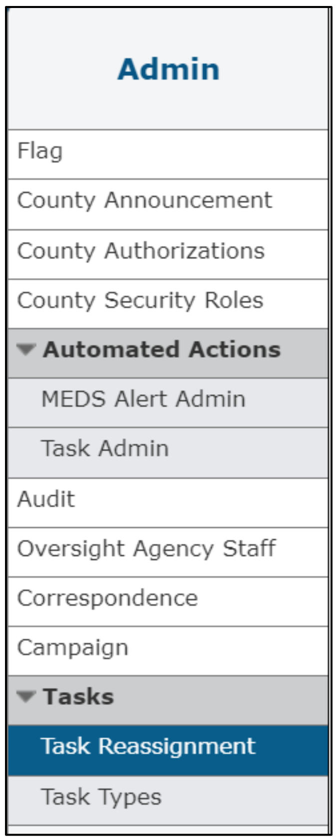


Figure 2.10.2.1 – Task Reassignment Detail Page Task Navigation

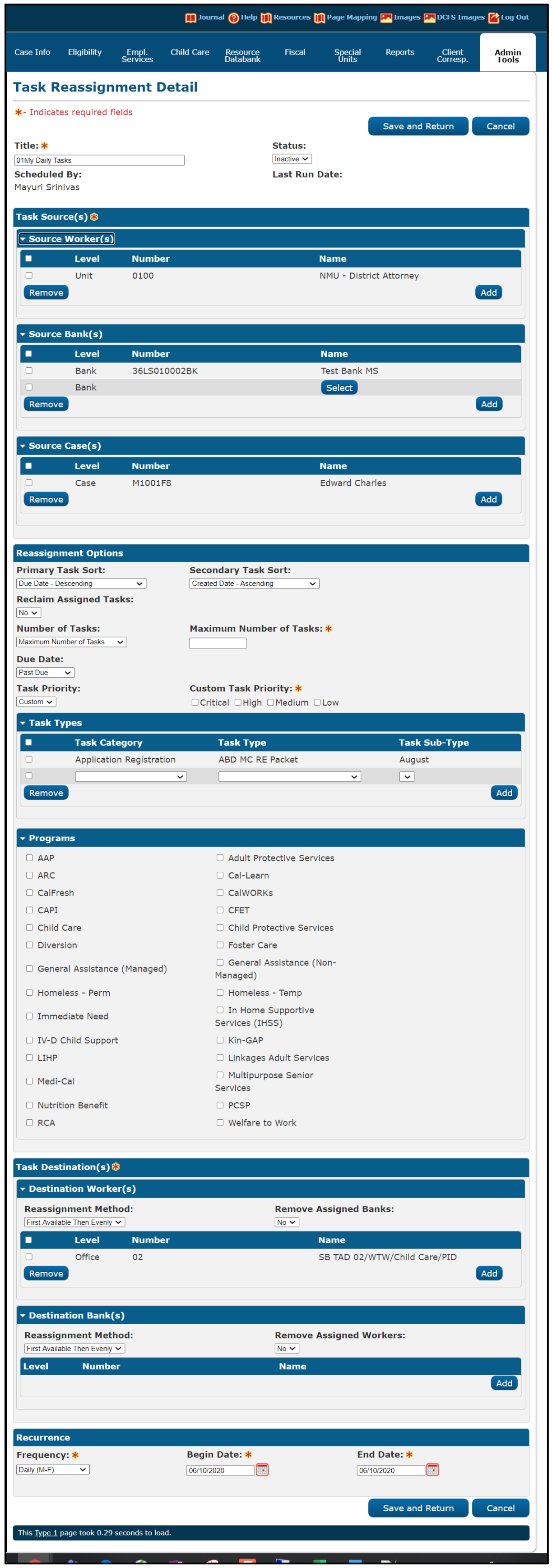

Journal Help Resources Page Mapping Images DCFS Images Log Out
Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools
Task Reassignment Detail
*- Indicates required fields
Save and Return Cancel
Title: *
01My Daily Tasks
Status:
Inactive
Scheduled By:
Mayuri Srinivas
Last Run Date:
Task Source(s)
Source Worker(s)
Level Number Name
Unit 0100 NMU - District Attorney
Remove Add
Source Bank(s)
Level Number Name
Bank 36LS010002BK Test Bank MS
Bank Select
Remove Add
Source Case(s)
Level Number Name
Case M1001F8 Edward Charles
Remove Add
Reassignment Options
Primary Task Sort:
Due Date - Descending
Secondary Task Sort:
Created Date - Ascending
Reclaim Assigned Tasks:
No
Number of Tasks:
Maximum Number of Tasks
Maximum Number of Tasks: *
Due Date:
Past Due
Task Priority:
Custom
Custom Task Priority: *
Critical High Medium Low
Task Types
Task Category Task Type Task Sub-Type
Application Registration ABD MC RE Packet August
Remove Add
Programs
AAP
Adult Protective Services
ARC
Cal-Learn
CalFresh
CalWORKs
CAPI
CFET
Child Care
Child Protective Services
Diversion
Foster Care
General Assistance (Managed)
General Assistance (Non-Managed)
Homeless - Perm
Homeless - Temp
Immediate Need
In Home Supportive Services (IHSS)
IV-D Child Support
Kin-GAP
LIHP
Linkages Adult Services
Medi-Cal
Multipurpose Senior Services
Nutrition Benefit
PCSP
RCA
Welfare to Work
Task Destination(s)
Destination Worker(s)
Reassignment Method:
First Available Then Evenly
Remove Assigned Banks:
No
Level Number Name
Office 02 SB TAD 02/WTW/Child Care/PID
Remove Add
Destination Bank(s)
Reassignment Method:
First Available Then Evenly
Remove Assigned Workers:
No
Level Number Name
Add
Recurrence
Frequency: *
Daily (M-F)
Begin Date: *
06/10/2020
End Date: *
06/10/2020
Save and Return Cancel
This Type 1 page took 0.29 seconds to load.

Figure 2.10.2.2 – Task Reassignment Detail Create/Edit Mode Page Mockup

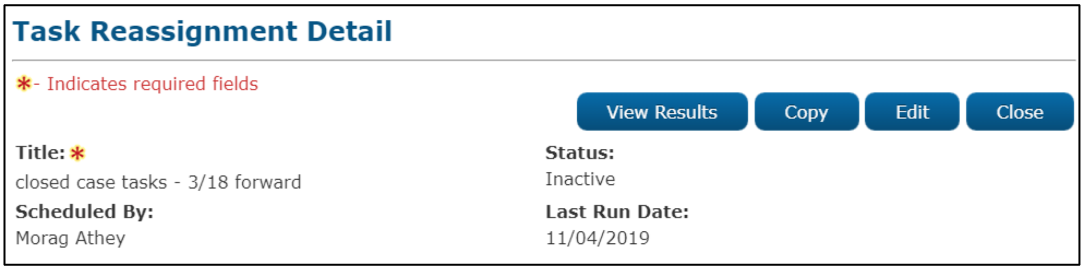


Figure 2.10.2.3 – Task Reassignment Detail View Mode Mockup

2.10.3 Description of Changes – Create/View/Edit Mode

Add a Task Reassignment Detail page to the LRS/CalSAWS System.

1. **BUTTON:** View Results -- This button navigates the User to the Task Reassignment Results List page which includes details for each reassignment based on the instructions (See Section 2.11). This button appears when the page is in view mode and Task Reassignment results exist.

2. **BUTTON:** Copy – This button navigates the User to the Task Reassignment Detail page in create mode, with all the details pre-populated to match the originating Task Reassignment Detail page. This button appears when the page is in view mode and the user's security profile contains the "TaskReassignmentEdit" security right.

   Note: The following fields will not be copied over to the new Task Reassignment. Standard defaults will apply for these fields:

   a. Scheduled By
   b. Last Run Date
   c. Recurrence Begin Date
   d. Recurrence End Date

3. **BUTTON:** Edit – This button appears when the page is in view mode and places the page into edit mode for the current Task Reassignment instruction. The button displays if the user's security profile contains the "TaskReassignmentEdit" security right.

4. **BUTTON:** Close – This button displays when the page is in view mode and when clicked, closes the page and navigates the user back to the Task Reassignments Search page.

5. **BUTTON:** Save and Return – This button navigates the User back to the Task Reassignment Search page, and commits the changes entered in the screen. This button appears when the page is in create or edit mode.

6. **BUTTON:** Cancel – This button navigates the user back to the Task Reassignment Search page and does not commit any of the changes entered in the screen. This button appears when the page is in create or edit mode.

7. Title **(Required)** – This field represents the Title of the Task Reassignment instructions the User has created. This field has a maximum length of 50 characters.

8. Status – This field indicates the current status of the Task Reassignment instruction. The values of this field can be:
    a. Active: The Task Reassignment instruction is set to execute based on the Recurrence/Frequency set by the User.
    b. Inactive: The Task Reassignment instruction will not be executed.

    The default value is Active when the page is in create mode and cannot be modified until after the instruction is saved.

9. Scheduled by – This column will display the User that creates and schedules the Task Reassignment.

    By default, the name displayed in this field is associated to the logged in User's staff record.

10. Last Run Date – This field displays the day the Task Reassignment instruction was last executed.

    This field will be blank if the task Reassignment has not yet been executed.

11. <u>Task Source(s) **(Required)**:</u>

    a. Source Worker(s):
        i. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Source Workers can be removed by checking the selectable checkbox and clicking the "Remove" button.
        ii. Level – This column displays the Level of the organization selected for a given row. The possible values are Worker, Unit, or

Office. When a value is selected, the Select button is displayed in the same row in the table.

iii. Number – This column displays the Number or Code associated to the selected organization or Worker.

iv. Name – This column displays the Name associated to the selected organization or Worker.

v. **BUTTON**: Select – This button will open Select Worker, Select Unit, or Select Office page depending on the value selected in the Level dropdown. Once a value is selected from the Select Worker, Select Unit or Select Office page, the Add button can be used to add the row to the Source Worker table. This button will display when the page is in create or edit mode.

vi. **BUTTON**: Add – This button inserts a new row in the table. A new row will not be inserted if a row was previously added and has not been completed. This button will display when the page is in create or edit mode.

vii. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox. This button will display when the page is in create or edit mode.

b. Source Bank(s):

i. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Source Banks can be removed by checking the selectable checkbox and clicking the "Remove" button.

ii. Level – This column will display "Bank"

iii. Number – This column displays the Bank ID for each Bank displayed in this section.

iv. Name – This column displays the Bank Name for each Bank displayed in this section.

v. **BUTTON**: Select – This button will display the Select Bank page (See assumption #2 in Section 1.4). This button will display when the page is in create or edit mode.

vi. **BUTTON**: Add – This button inserts a new row in the table and displays the "Select" button for the rows allowing the user to select a specific Bank. This button will display when the page is in create or edit mode.

vii. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox. This button will display when the page is in create or edit mode.

c. Source Case(s):

i. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Source Cases can be removed by checking the selectable checkbox and clicking the "Remove" button.
ii. Level – This column will display "Case"
iii. Number – This column displays the Case Number for each Case displayed in this section.
iv. Name – This column displays the Case Name for each Case displayed in this section.
v. **BUTTON**: Select – This button will display the Person Search page. This button will display when the page is in create or edit mode.
vi. **BUTTON**: Add – This button inserts a new row in the table and displays the "Select" button for the row allowing the user to select a specific Case. This button will display when the page is in create or edit mode.
vii. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox. This button will display when the page is in create or edit mode.

12. <u>Reassignment Options:</u>
   a. Primary Task Sort – This dropdown determines the order of the Tasks to be reassigned. The default option is by oldest due date first. The User can change this value to one of the following options:
      i. Due Date – Ascending
      ii. Due Date – Descending
      iii. Created Date – Ascending
      iv. Created Date – Descending
      v. Worker Assigned Date – Ascending
      vi. Worker Assigned Date – Descending
      vii. Task Priority – Low to Critical
      viii. Task Priority – Critical to Low

   Note: Ascending means the oldest date will be listed first. Descending means the oldest date will be listed last.

   b. Secondary Task Sort – This dropdown determines the order of the Tasks to be reassigned if the Primary Task Sort results in a tie. The default option is by oldest created date first. The User can change this value to one of the following options:
      i. Due Date – Ascending
      ii. Due Date – Descending

iii. Created Date – Ascending
iv. Created Date – Descending
v. Worker Assigned Date – Ascending
vi. Worker Assigned Date – Descending
vii. Task Priority – Low to Critical
viii. Task Priority – Critical to Low

Note: Ascending means the oldest date will be listed first. Descending means the oldest date will be listed last.

c. Reclaim Assigned Tasks – This dropdown allows the User to indicate that the Task Reassignments should be reclaimed, or undone, for any Tasks that remain assigned at the next occurrence of the reassignment instructions. This action would occur before the next scheduled Task Assignment is completed. Options include:
   i. Yes
   ii. No

d. Number of Tasks – This dropdown allows the User to restrict the total number of Tasks that are reassigned. By default, this field will allow reassignment of all the Tasks assigned to the Workers and organizations identified in the Task Source(s) Panel. The User can select one of the following options:
   i. All Assigned Tasks
   ii. Maximum Number of Tasks – When selected, a **Required** "Maximum Number of Tasks" field will appear prompting the user to enter a number indicating the maximum number of tasks to be reassigned. This field has a maximum length of four characters. Valid inputs are numbers from 1-2500 only.
   iii. Number of Tasks per Worker - When selected, a **Required** "Number of Tasks per Worker" field will appear prompting the user to enter a number indicating the number of tasks to be reassigned per worker.
   iv. Percentage of Assigned Tasks – When selected, a **Required** "Percentage of Assigned Tasks" field will appear prompting the user to enter a percentage of tasks to be reassigned. This field has maximum length of three characters. Valid inputs are numbers from 1-100 only.

e. Due Date – This dropdown determines if tasks to be reassigned will be filtered by their Due Date. The default option allows Tasks to be reassigned, regardless of their due date. The User can update this setting to one of the following options:

i. Any – All Tasks will be considered regardless of Due Date
ii. Past Due – Only Tasks with a Due Date prior to the Task Reassignment run date will be reassigned.
iii. Next 7 Days – Only Tasks with a Due Date within the next 7 calendar days of the Task Reassignment run date will be reassigned.
iv. Next 30 days – Only Tasks with a Due Date within the next 30 calendar days of the Task Reassignment will be reassigned.
v. Custom – User specified dates entered into secondary prompts for Begin Due Date and End Due Date.

f. Task Priority – This dropdown lets the User choose the following options for the priority of the Task Reassignment:
   i. Any
   ii. Custom – When selected, a **Required** "Custom Task Priority" section will display the four possible Priority values with checkboxes. Priorities that have been selected to apply to the Task Reassignment have check marks to the left of them. The Field is only visible when Custom is chosen in the Task Priority field. When visible, this field is required to have at least one of the boxes checked. The Task Reassignment will then only reassign Tasks if the Priority of their associated Task Types matches one of the values checked in this field. The following are the options for Custom Task Priority:
      1. Critical
      2. High
      3. Medium
      4. Low

13. <u>Task Types:</u>

By default, this section loads in collapsed view with no rows specified. This means Tasks of any Type and Sub-Type will be included in the Task Reassignment process. Note: This section will load in expanded mode if at least one row is specified in the filter table. The User may expand this section and specify Task Types and Task Sub-Types to be included in the Task Reassignment process. The following columns and buttons are displayed so the User can specify their filter:

a. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Task Type rows can be removed by checking the selectable checkbox and clicking the "Remove" button.

b. Task Category – This column displays the Task Category for each row, if the worker has selected a Task Category for the row. When adding a new row, Task Category is not a required field; the user may choose a Task Type without selecting a Task Category. However, if the user selects a Task Category, the Task Type dropdown will only display Task Types available within the selected Task Category. Similarly, if the user does not select a Task Category value, and they do select a Task Type value, the Task Category value will remain blank. The Task Category dropdown will include all available Task Categories.
c. Task Type – This column displays the Task Type for each row. When adding a new row, a dropdown will display with all available Task Types for the county. However, if the user has selected a value in the Task Category dropdown, the Task Type dropdown will only display Task Types available within the selected Task Category for the county. A value is not required in this field as a user may choose to reassign tasks based on a Task Category alone.
d. Task Sub-Type – This column contains Task Sub-Type information. When adding a new row, a dropdown will display with all available Task Sub-Types for the Task Type selected in the Task Type dropdown.
e. **BUTTON**: Add – This button inserts a new row in the table and will display when the page is in create or edit mode.
f. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox and will display when the page is in create or edit mode.

14. <u>Programs:</u> By default, this section loads in collapsed view with no programs checked. This means Tasks associated to any program will be included in the Task Reassignment process.

    The User may expand this section and choose to identify a program, or set of programs, from which to draw Tasks. Programs that are considered intake programs or external programs will be displayed. Refer to Appendix Section 7.1 for a current list of intake/external programs.

15. <u>Task Destination(s)</u> **<u>(Required)</u>**:

    a. Destination Worker(s):
        i. Reassignment Method – This dropdown allows the User to choose how the Tasks are reassigned to the Worker Destinations. These are the following options for Reassignment Method:

1. Evenly Among Workers
2. First Available Then Evenly

ii. Remove Assigned Banks – This dropdown allows the User to choose whether to remove any existing Bank Assignments when Reassigning Tasks to Workers. The following options for removing assigned Banks are:
   1. Yes
   2. No (default value)

iii. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Destination Worker rows can be removed by checking the selectable checkbox and clicking the "Remove" button.

iv. Level – This column displays the Level of the organization selected for a given row. The possible values are Worker, Unit, or Office. When a value is selected in the dropdown while adding a row, the Select button is displayed in the same row in the table.

v. Number – This column displays the Number or Code associated to the selected organization or Worker.

vi. Name – This column displays the Name associated to the selected organization or Worker.

vii. **BUTTON**: Select – This button will open Select Worker, Select Unit, or Select Office page depending on the value selected in the Level dropdown. Once a value is selected from the Select Worker, Select Unit or Select Office page, the Add button can be used to add the row to the Source Worker table. This button will display when the page is in create or edit mode.

viii. **BUTTON**: Add – This button inserts a new row in the table. This button will display when the page is in create or edit mode.

ix. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox. This button will display when the page is in create or edit mode.

b. Destination Bank(s):

i. Reassignment Method – This field allows the User to choose how Tasks are reassigned to the Bank Destinations. The options include:
   1. Evenly Among Banks
   2. First Available Then Evenly

ii. Remove Assigned Workers – This field allows the User to choose whether to remove any existing Worker assignments when Reassigning Tasks to Banks. The options include:

1. Yes
2. No

iii. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Destination Banks can be removed by checking the selectable checkbox and clicking the "Remove" button.
iv. Level – This column will display "Bank"
v. Number – This column displays the Bank ID for each Bank displayed in this section.
vi. Name – This column displays the Bank Name for each Bank displayed in this section.
vii. **BUTTON**: Select – This button will display the Select Bank page (See assumption #2 in Section 1.4). The button will display when the page is in create or edit mode.
viii. **BUTTON**: Add – This button inserts a new row in the table and displays the "Select" button for the rows allowing the user to select a specific Bank. The button will display when the page is in create or edit mode.
ix. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox. The button will display when the page is in create or edit mode.

16. Recurrence:
    a. Frequency **(Required)** – Four options are available:
        i. One-Time (Default) – This instruction will only run once.
        ii. Daily (M-F) – This instruction will run on a daily basis- Monday through Friday.
        iii. Weekly – This instruction will run every week on the weekday(s) selected- Monday through Friday.
        iv. Every Other Week – This instruction will run every other week on the weekday(s) selected- Monday through Friday.

    LRS/CalSAWS System holidays are excluded.
    b. Begin Date **(Required)** – This is the start date for the Task Reassignment instructions. The value is defaulted to the current LRS/CalSAWS System date.

    Note: This field is not editable after the Task Reassignment has been executed for the first time. This field displays for any value selected in the Frequency dropdown.
    c. End Date **(Required)** – Displays when the value selected in the Frequency dropdown is "Daily (M-F)", "Weekly" or "Every Other Week". This is the end date for Task Reassignment instructions.

This value is defaulted to one year from the LRS/CalSAWS System date when the page is in create mode. It cannot be edited to be more than one year from the LRS/CalSAWS System date.

d. Weekday(s) **(Required)** – Displays when the value selected in the Frequency dropdown is "Weekly" or "Every Other Week". Weekday names (Monday through Friday) will display with a checkbox available for each day allowing the user to select one or more weekdays.

2.10.4 Description of Changes – Results Mode

Display the top pane of the Task Reassignment Detail page in results mode when navigating from the Task Reassignment Results List page (See section 2.11). When the Task Reassignment Detail page is accessed through the Task Reassignment Results List Page, there are additional fields displayed related to the specific Task Reassignment occurrence that ran. The Task Reassignment Detail page will also display a snapshot of the detail settings for the Task Reassignment as they were at the time of the reassignment.

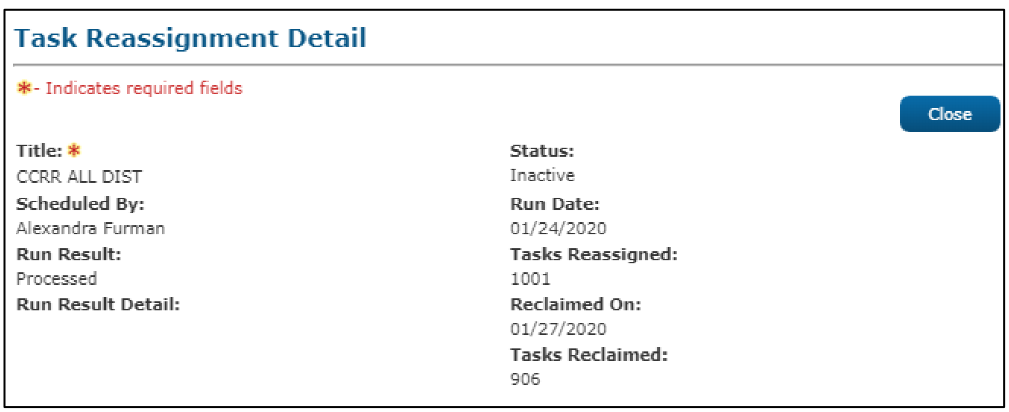


Figure 2.10.4.1 – Task Reassignment Detail Results Mode Page Mockup

1. **BUTTON:** Close – This button closes the page and navigates the User back to the Task Reassignment Results List page.

The following fields display only when the page is in results mode:

2. Run Date – This field displays the date the Task Reassignment was run.
3. Run Result – This field displays the result status for the Task Reassignment. The result can be one of the following two statuses:
    a. Processed
    b. Not Processed

4. Tasks Reassigned – This field displays the number of Tasks that were reassigned.
5. Run Result Detail – This field displays additional information if the Run Result is Not Processed. Possible values include:
    a. Task Source(s) Do Not Have Task Assignments
    b. Number of Tasks to Reassign Is Over Limit
6. Reclaimed On – This field displays the date the Task Reassignment was reclaimed. A date will not appear under the following conditions:
    a. The Task Reassignment has not been reclaimed yet
    b. The Task Reassignment is not set to Reclaim Assigned Tasks
    c. The Task Reassignment resulted in 0 Task Reassignments
7. Tasks Reclaimed – This field displays the number of Tasks that were reclaimed. This column will have a value when there is a date in the 'Reclaimed On' field.

2.10.5 Page Validation

1. "Title – The title is already in use by the staff member listed in the Scheduled By field."
    a. A validation message is displayed when the User attempts to save a Task Reassignment with the same Title entered for the same User that is scheduling the Task Reassignment. Upper and Lower case is not considered for uniqueness.
2. "Task Source(s) – A new row may not be added until the last row has been completed."
    a. A validation message displays when the User attempts to add a row in the Task Source(s) table before completing the last row on that table.
3. "Task Types – A new row may not be added until the last row has been completed."
    a. A validation message displays when the User attempts to add a row in the Task Types table before completing the last row on that table.
4. "Task Destination(s) – A new row may not be added until the last row has been completed."
    a. A validation message displays when the User attempts to add a row in the Task Destination(s) table before completing the last row on that table.
5. "Maximum Number of Tasks – Input value must be a number from 1 – 2500. Please enter a different value."
    a. A validation message displays when the User attempts to input an invalid value in the Maximum Number of Tasks secondary prompt.
6. "Percentage of Assigned Tasks – Input value must be a number from 1 – 100. Please enter a different value."

    a. A validation message displays when the User attempts to input an invalid value in the Percentage of Assigned Tasks secondary prompt.

7. "Begin Date – The Recurrence Begin Date must not be in the past. Please enter a different date."
    a. A validation message displays when the Users attempts to save a Task Reassignment instruction with a Begin Date in the past.
8. "End Date – The Recurrence End Date must not be in the past, earlier than the Begin Date, or greater than a year from the current date."
    a. A validation message displays when the Users attempts to save an active Task Reassignment instruction with an End Date in the past, an End Date prior to the Begin Date, or an End Date greater than a year from the C-IV System date.
9. "End Due Date – The End Due Date must be later than the Begin Due Date. Please enter a different date."
    a. A validation message displays when End Due Date entered is before Begin Due Date in the Reassignment Options Panel for "Custom" Due Date.
10. "Remove Assigned Workers – This reassignment has at least one Worker as a destination."
    a. Add a validation to display when the User attempts to save the reassignment with "Yes" selected in the Remove Assigned Workers field and populated at least one Worker Destination.
11. "Remove Assigned Banks – This reassignment has at least one Bank as a destination."
    a. Add a validation to display when the User attempts to save the reassignment with "Yes" selected in the Remove Assigned Banks field and populated at least one Bank Destination.
12. "Task Source(s) – A Worker or Bank must be included as a source."
    a. Add a validation to display when the User attempts to save the reassignment without populating at least one Worker or Bank in the Task Source(s) section. This is an update to the existing Task Source(s) "field is required" validation.
13. "Task Destination(s) – A Worker or Bank must be included as a destination."
    a. Add a validation to display when the User attempts to save the reassignment without populating at least one Worker or Bank in the Task Destination(s) section.
14. "Source Worker(s) – A new row may not be added until the last row has been completed."
    a. Add a validation to display if the User attempts to add a row in the Source Worker(s) section before completing the last row added to that table.
15. "Source Bank(s) – A new row may not be added until the last row has been completed."

    a. Add a validation to display if the User attempts to add a row in the Source Bank(s) section before completing the last row added to that table.
16. “Destination Worker(s) – A new row may not be added until the last row has been completed.”
    a. Add a validation to display if the User attempts to add a row in the Destination Worker(s) section before completing the last row added to that table.
17. “Destination Bank(s) – A new row may not be added until the last row has been completed.”
    a. Add a validation to display if the User attempts to add a row in the Destination Bank(s) section before completing the last row added to that table.
18. “Number of Tasks – A Worker must be included as a destination.”
    a. Add a validation to display if the User attempts to save the reassignment after selecting “Number of Tasks per Worker” in the Number of Tasks field without at least a single Worker added to the Destination Workers section.
19. “Custom Task Priority – The values selected conflict with the priorities associated to the selected Task Types. Please select additional values for Custom Task Priority.”
    a. If the User attempts to save a Task Reassignment having checked at least one Custom Task Priority and chosen at least one Task Type, but none of the checked Priorities match a Priority of the selected Task Types or Sub-Types, a validation message is triggered. This is to prevent Users from saving Task Reassignment jobs that will not reassign any Tasks.

       This validation also displays if the User has selected at least one Custom Task Priority and not chosen any Task Types, but none of the Task Types or Sub-Types in the County have a Priority that match at least one of the Custom Task Priority selections.
20. “Number of Tasks per Worker – Input value must be a number from 1 – 2500. Please enter a different value.”
    a. A validation message displays when the User attempts to input an invalid value in the Number of Tasks per Worker field.
21. “Number of Tasks – This option conflicts with the selected Reassignment Method. Please update the Reassignment Method, or select another option.”
    a. A validation message displays when the User attempts to save with a Number of Tasks selection of ‘Number of Tasks per Worker’ and a Reassignment Method of ‘First Available Then Evenly’.

2.10.6 Page Location

- **Global:** Admin Tools

- **Local:** Office Admin
- **Task:** Tasks > Task Reassignment > Click on a hyperlink of the desired result displayed in the Task Reassignment Search page or the "Add Reassignment" button to navigate to the Task Reassignment Detail page.

  The Task Navigation will display if the user profile contains the "TaskReassignmentView" security right.

2.10.7 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaskReassignmentView	• Task Reassignment Search; • Task Reassignment Detail • Task Reassignment Results List;	• Task Reassignment View • Task Reassignment Edit
TaskReassignmentEdit	• Task Reassignment Search; • Task Reassignment Detail; • Task Reassignment Results List;	• Task Reassignment Edit
SelectWorker	• Enter Report Parameters; • Select Worker; • Select Unit; • Select Office; • Select Staff;	• Task Reassignment Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Task Reassignment View	View Task Reassignment Details.	• View Only
Task Reassignment Edit	View and Edit Task Reassignment details. Access to Select pages for Worker, Unit, Office and Staff.	• N/A

2.10.8 Page Mapping

Implement page mapping for the Task Reassignment Detail page.

2.10.9 Page Usage/Data Volume Impacts

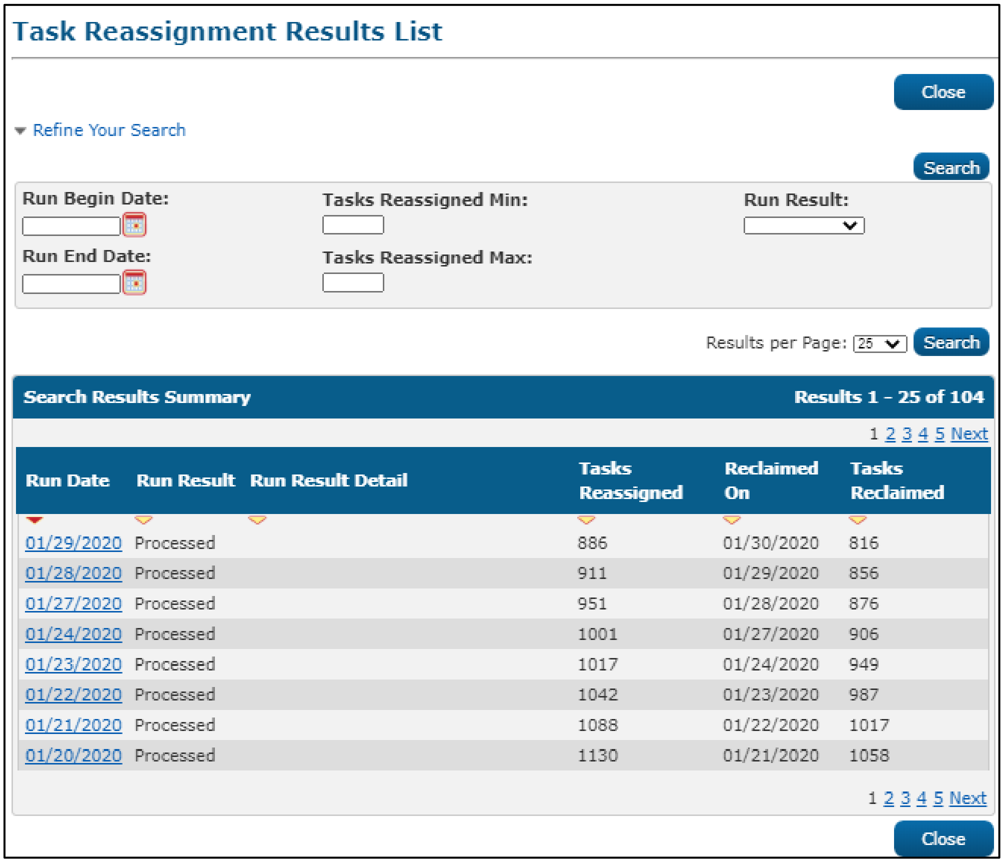
There are no expected page usage/volume impacts.

2.11 Task Reassignment Results List Page

2.11.1 Overview

This page lists the Task Reassignment Results for the Task Reassignment that was displayed on the Task Reassignment Detail page. The User can view reassignment results and details of the Task Reassignment instructions for each run.

2.11.2 Task Reassignment Results List Mockup


Task Reassignment Results List

Close

Refine Your Search

Search

Run Begin Date:

Tasks Reassigned Min:

Run Result:

Run End Date:

Tasks Reassigned Max:

Results per Page: 25 Search

Search Results Summary Results 1 - 25 of 104

1 2 3 4 5 Next

Run Date	Run Result	Run Result Detail	Tasks Reassigned	Reclaimed On	Tasks Reclaimed
01/29/2020	Processed		886	01/30/2020	816
01/28/2020	Processed		911	01/29/2020	856
01/27/2020	Processed		951	01/28/2020	876
01/24/2020	Processed		1001	01/27/2020	906
01/23/2020	Processed		1017	01/24/2020	949
01/22/2020	Processed		1042	01/23/2020	987
01/21/2020	Processed		1088	01/22/2020	1017
01/20/2020	Processed		1130	01/21/2020	1058

1 2 3 4 5 Next

Close

Figure 2.11.2.1 – Task Reassignment Results List Page Mockup

2.11.3 Description of Changes

Add a Task Reassignment Results List page to the LRS/CalSAWS System.

1. **BUTTON:** Close – This button closes the page and navigates the User back to the Task Reassignment Detail page.

2. **BUTTON:** Search – When clicked, the Search Results Summary is refreshed to display Tasks that match the search criteria in the Search Parameters section. If this button is clicked without filling in any parameters, all records are expected to display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

3. <u>Refine Your Search:</u> Allows User to choose the number of search results displayed per page. This is an expandable section toward the top of the page that displays parameters which can be used to filter the Tasks displayed on the page. It is expected to be collapsed on initial load. The expected order of the listing is by Run Date chronologically. The 'Run Date', 'Run Result', 'Run Result Detail', 'Tasks Reassigned',

'Reclaimed On', and 'Tasks Reclaimed' fields are sortable for the results. Search can filter the results by the following criteria:

a. Run Begin Date – This field allows the User to input the beginning date for the search range when the Task Reassignment was executed
b. Run End Date – This field allows the User to input the end date for the search range when the Task Reassignment was executed.
c. Tasks Reassigned Min – This text field allows the User to input the minimum total number of Tasks that were reassigned. Valid inputs are numbers from 0 – 2500 only.
d. Tasks Reassigned Max – This text field allows the User to input the maximum total number of Tasks that were reassigned. Valid inputs are numbers from 0 – 2500 only.
e. Run Result – This dropdown field allows the User to search by the results status for the Task Reassignment. Options include:
    i. Processed
    ii. Not Processed

4. <u>Search Results Summary:</u> Contains the following information for the result set that matches the User specified search criteria. Each column is sortable. Default sort is Run Date descending.
   Note: Results are kept up to one year from their run date. After one year, the results are purged from the LRS/CalSAWS System.
    a. Run Date – This column indicates the date the instruction was executed. Hyperlink leads to the Task Reassignment Detail page in results mode (See Section 2.10.4) for the selected run date.
    b. Run Result – This column indicates the result status for the Task Reassignment, options include:
        i. Processed
        ii. Not Processed
    c. Run Result Detail – This column indicates additional information if the Run Result is Not Processed. Possible values are:
        i. Task Source(s) Do Not Have Task Assignments
        ii. "Number of Tasks to Reassign (#) Is Over Limit (2500)" where the # equals the number of Tasks to reassign.
        iii. Task Destination(s) Do Not Have Active Workers" and will correspond to a Run Result of "Not Processed."
    d. Tasks Reassigned – This column indicates the number of Tasks that were Reassigned.
    e. Reclaimed On – This column indicates the date the Task Reassignment was reclaimed. A date will not appear under the following conditions:
        i. The Task Reassignment has not been reclaimed yet
        ii. The Task Reassignment is not set to Reclaim Assigned Tasks

iii. The Task Reassignment resulted in 0 Task Reassignments

f. Tasks Reclaimed – This column indicates the number of Tasks that were reclaimed. This column will have a value when there is a date in the 'Reclaimed On' column.

2.11.4 Page Validations

1. "Run End Date – Run End Date must be later than the Run Begin Date. Please enter a different date."
   a. A validation message displays when Run End Date entered is before Run Begin Date in the "Refine Your Search" section.
2. "Run Begin Date – Task Reassignment results are limited to one year. Please enter a different date."
   a. A validation message displays when the User enters Run Begin Date more than a year in the past.
3. "Tasks Reassigned Max – Input value must be a number from 0 – 2500. Please enter a different value."
   a. A validation message displays when the User attempts to input an invalid value in the Tasks Reassigned Max.
4. "Tasks Reassigned Min – Input value must be a number from 0 – 2500. Please enter a different value."
   a. A validation message displays when the User attempts to input an invalid value in the Tasks Reassigned Min.
5. "Tasks Reassigned Max – Task Reassigned Max must be greater than or equal to the Task Reassigned Min value. Please enter a different value."
   a. A validation message displays when the User attempts to input a value in Tasks Reassigned Min field that is greater than the value in Tasks Reassigned Max.

2.11.5 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Tasks > Task Reassignment > Click on a hyperlink of the desired result displayed in the Task Reassignment Search page to navigate to the Task Reassignment Detail page > Click the View Results button which will display if the Task Reassignment instruction has run at least once.

2.11.6 Security Updates

This page does not have specific security assigned because it is accessed through the Task Reassignment Detail page. The user can only access the Task Reassignment Detail page with the security defined in Section 2.10.7, which by default also allows access to the Task Reassignment Results List page.

2.11.7 Page Mapping

Implement page mapping for the Task Reassignment Results List page.

2.11.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.12 Remove the Current LRS/CalSAWS Task Reassignment Pages

2.12.1 Overview

The Task Reassignment pages outlined in Sections 2.9, 2.10, and 2.11 will replace the existing Task Reassignment Detail, Task Reassignment Confirmation and Pending Task Reassignments pages in the LRS/CalSAWS System. The existing pages will be removed.

2.12.2 Description of Changes

1. Remove the navigation to access the existing Task Reassignment pages located at:
   - **Global:** Admin Tools
   - **Local:** Task Reassignment

   The following pages will no longer be accessible:
   - Task Reassignment Detail – Located at Task Navigation: Task Reassignment
   - Task Reassignment Confirmation List – Located at Task Navigation: Task Reassignment Confirmation
   - Pending Task Reassignments List – Located at Task Navigation: Pending Task Reassignments

2. Update worker security profiles who have access to the existing Task Reassignment pages to now have access to the Task Reassignment pages introduced in sections 2.9, 2.10, and 2.11:
   a. The "Task Reassignment" security group within LRS/CalSAWS grants full access (view and create) to all 3 of the pages mentioned in recommendation Section 2.12.2.1 above. This means that any worker within LRS/CalSAWS who has the "Task Reassignment" security group associated to their security

profile can create and execute Task Reassignment instructions.

To preserve the ability for these staff to create Task Reassignment instructions, create a one-time data change to associate the "Task Reassignment Edit" security group to the security profile of any user who has the "Task Reassignment" security group within LRS/CalSAWS. (Reference Section 2.10.7 regarding the "Task Reassignment Edit" security group).

If the "Task Reassignment" security group is directly assigned to the user as an individual group assignment, the "Task Reassignment" assignment will be end dated and a new individual "Task Reassignment Edit" security group will be associated to the user.
Regarding Security Roles, the "Task Reassignment" security group will be removed from any Security Roles that currently include it. The "Task Reassignment Edit" security group will then be associated to each Security Role that previously contained the "Task Reassignment" security group.

3. After the completion of the security reassociation in Section 2.12.2.2, remove security rights and security groups for the pages that are being removed:
    a. End date any active assignments of the "Task Reassignment" security group. The "Task Reassignment View" and "Task Reassignment Edit" security groups will now be used to access the Task Reassignment pages.

       An "active assignment" is an assignment of a security group directly (SECURE_USER_GRP database table) or via a security role (SECURE_ROLE_GRP database table).
    b. Remove the "Task Reassignment" security group from LRS/CalSAWS to prevent the group from being assigned in the future.

       Developer Note: Set SECURE_GRP.VISBL_IND = 'N'

Note: The current LRS/CalSAWS Task Reassignment pages run an evaluation in real-time to determine if the reassignment instructions will result in 50 or less Tasks being reassigned. If there are 50 or less Tasks, the reassignment will occur in real-time, otherwise the reassignments occur during the nightly batch processes. Reassignment instructions created with the Task Reassignment page being introduced with Section 2.11 will only occur with the nightly batch processes. Please reference CA-214929 for DDID 655 which outlines the real time reassignment capability on the Task Search page.

4. Deactivate the LRS/CalSAWS Task Reassignment Batch Job (PB19A100). See Sections 2.16 through 2.19 for logic of the replacement Batch Jobs.

2.13 Worklist and Worklist PR RE Page

2.13.1 Overview

The Worklist pages allow workers to search, view and create Tasks as well as request new Tasks.

2.13.2 Worklist Page Mockup

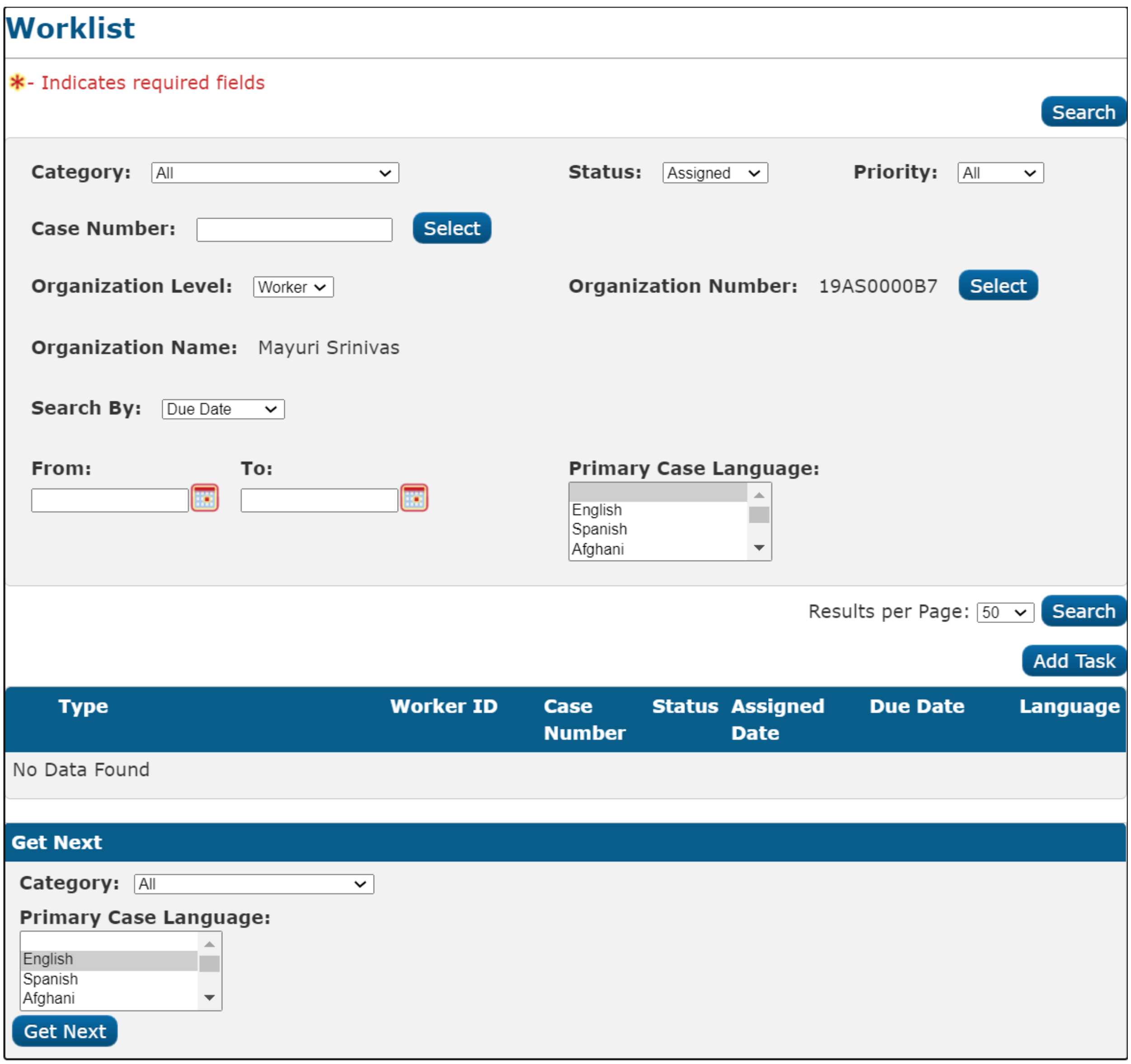


Figure 2.13.2.1 – Worklist Page Mockup

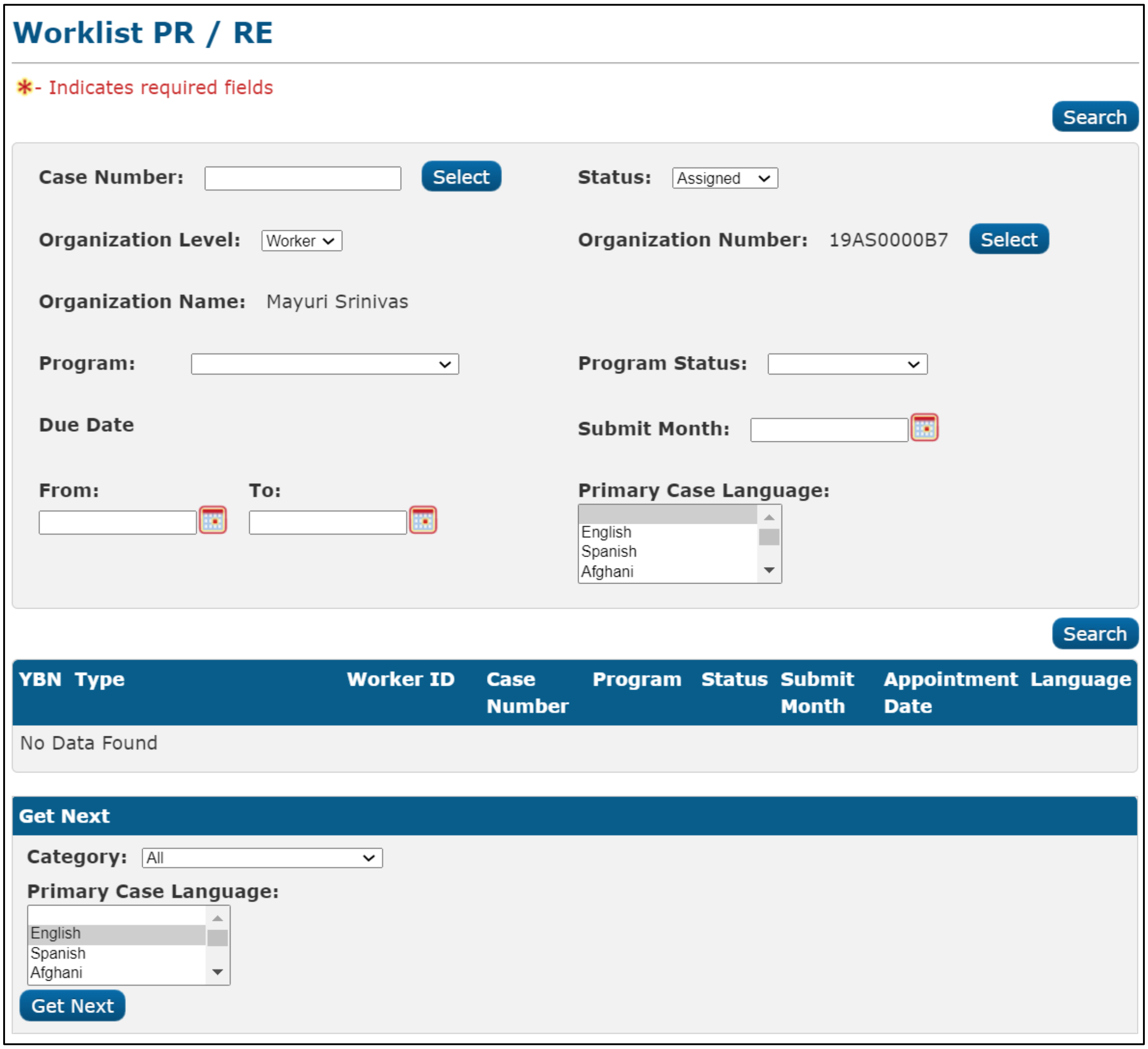


Figure 2.13.2.2 – Worklist PR RE Page Mockup

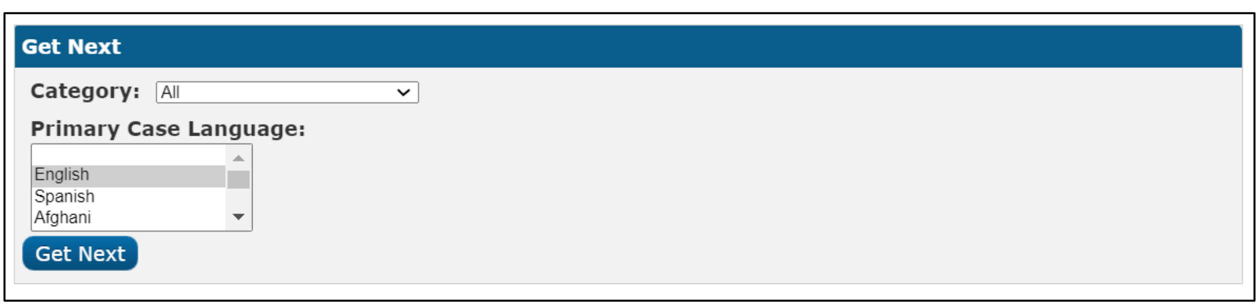


Figure 2.13.2.3 – Get Next Feature Mockup

2.13.3 Description of Changes

1. Update the logic of the Get Next button on the Worklist and Worklist PR RE pages:
    a. Current logic first finds the MAQ that is associated to the same Office and Unit of the logged in worker. It will then retrieve a task from the MAQ where the Category of the task is also associated to the Position Detail page for the worker's Worker Number. This condition is to make sure the worker's position can receive that type of task.

       Update the above logic to evaluate for Banks instead of MAQs. The Get Next button will now find Banks that the logged in worker is associated to. It will then retrieve a Task from the Bank where the Category of the Task is also associated to the Position Detail page of the worker's Worker Number and update the Task status to "In Process".

       Reference Section 2.21 for the specifics of converting MAQs into Banks.
    b. Update the logic to no longer require a Task Type to be indicated as having "Office Distribution". Both a Bank and a Worker's Position will have Task Categories defined, which are compared on assignment of a Task through Get Next functionality. The functionality already confirms that the requesting Worker can receive the category type of the Task that Get Next provides.

2. If no tasks are available when the Get Next button is used, the following message currently displays:
   "No tasks are available from the Master Assignment Queue to be assigned at this time."

   Modify the text of this message to no longer reference Master Assignment Queue as follows:
   "There are no tasks available to be assigned at this time."

3. Update the Category dropdown within the "Get Next" section of the Worklist pages to only display Active Office Distribution Task Categories that match the selected Task Categories on the worker's Position Detail Page. Currently, this dropdown menu displays all Active Office Distribution Task Categories regardless if the worker's position can receive these Task Categories. This modification will resolve the scenario in which a worker may request a Task with a Task Category that they are not able to receive.

4. Update the "Complete" button on the Worklist pages to display if the Task is in an Assigned or In Process status.

5. A Task Detail page can be accessed via the Worklist pages by adding a Task or Editing a Task. Update this Task Detail page as follows:

    a. With the introduction of Bank functionality, a Task may be assigned to a Bank without being assigned to a Worker ID. Update the required "Worker Assigned" field on Task Detail to only enforce required validation when the Task Detail page is in Create Mode. When the page is in Edit Mode, it is possible to view a Task which is only assigned to a Bank. In this instance, the Task Detail page does not allow editing of the Worker Assigned field when the page is in Edit Mode, however validation will still enforce the existence of a value. This modification will not enforce the required Worker Assigned field when the page is in Edit mode.
    b. With the expiration options that are available on the Task Type Detail page, an expiration date cannot always be calculated at the time the Task is created. For example, if the Task Type indicates to expire the Task 5 days after the program closes, the program closure date is not a value that is known in advance. Update the Expiration Date logic during Task Creation on the Worklist Task Detail page to determine an Expiration Date if the Task Type "Expiration Type" value is "After Task Is Created". Reference Section 2.3.3 for specifics of the Expiration Type field. This page will still display the "Expiration Date:" label if an expiration date does not exist.

Note: A Task Detail page is currently accessible through the Worklist pages allowing users to view and create Tasks. SCR CA-214929 for DDID 655 is introducing a new version of a Task Detail page that is accessible via a dedicated Task Management pop-up window. The functionality of the new Task Detail page does not require a Task to be associated to a Worker ID; a Task may now be associated to a Bank as well. Other than the recommendations described above regarding the Get Next functionality on the Worklist pages, the Task Detail page that is accessible through the Worklist pages will not be modified to support additional Bank functionality such as the assignment of Tasks to Banks. This page will continue to function as is with the new features available through the dedicated Task Management pop-up window described in SCR CA-214929.

2.13.4 Page Location

- **Global:** Case Info

- **Local:** Tasks
- **Task:** Worklist
  Worklist PR RE

2.13.5 Security Updates

N/A

2.13.6 Page Mapping

N/A

2.13.7 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.14 Position Detail Page

2.14.1 Overview

The Position Detail page includes a "Case Load" attribute indicating if the position is "Traditional" or "Master Assignment Queue". The Master Assignment Queue functionality is being replaced by the Task Bank functionality which will obsolete the Case Load attribute.

2.14.2 Position Detail Page Example

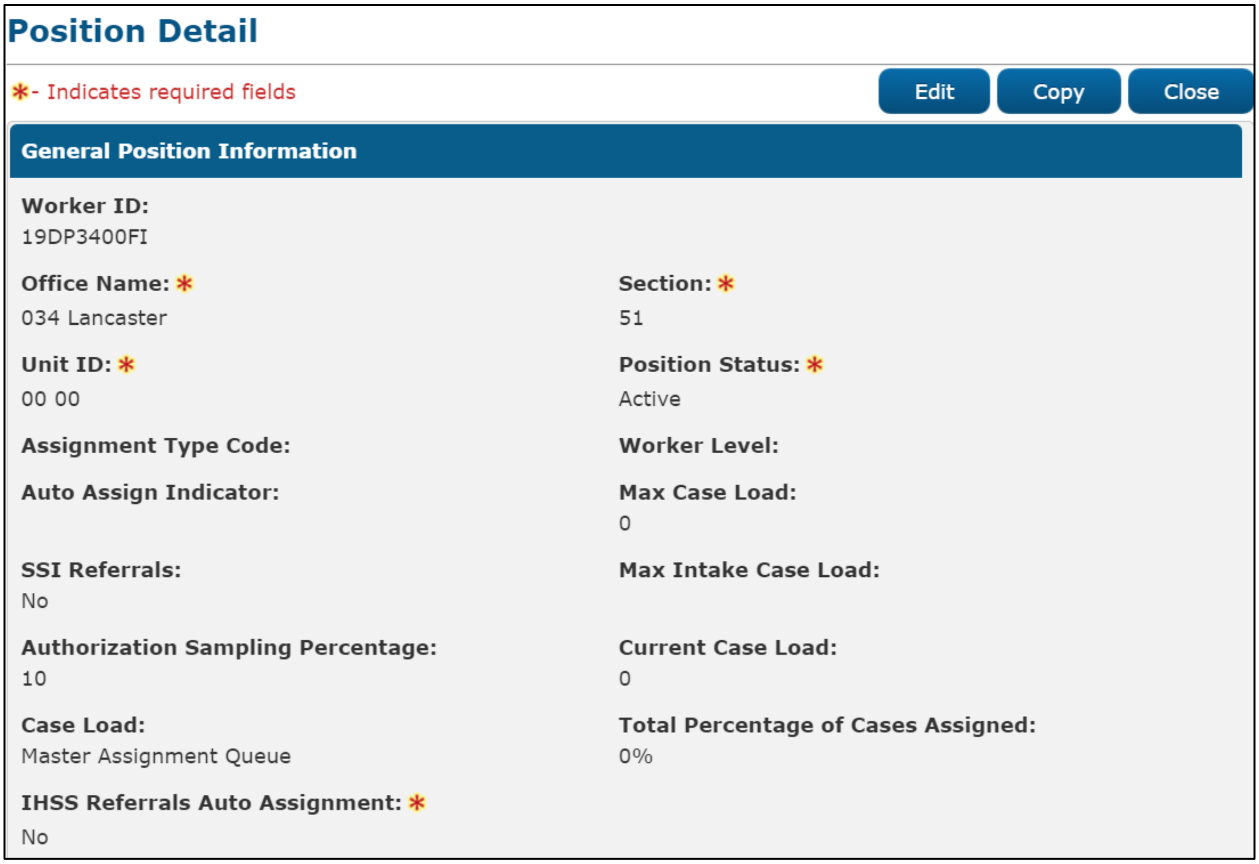


Figure 2.14.2.1 – Position Detail Page View Mode Example

2.14.3 Description of Changes

1. Update the "Case Load" attribute on the Position Detail page to be read only. The attribute will no longer be editable and underlying logic will default the value in the data model to "Traditional" ongoing. The field will remain visible for historical purposes. MAQs may be deactivated at the county's discretion as the Get Next functionality on the Worklist pages will no longer be based on MAQs per Section 2.13.3.

2.14.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Position

  Click on a hyperlink of the desired result displayed in the Position Search page to navigate to the Position Detail page.

2.14.5 Security Updates

N/A

2.14.6 Page Mapping

N/A

2.15 Task to Program Association

2.15.1 Overview

Currently, Tasks within LRS/CalSAWS are associated to Cases. More technically, the link within the data model ties a Task directly to a Case ID. Functionality within the C-IV System connects a Task to a Case via a Program association:

LRS/CalSAWS: Task > Case

C-IV: Task > Program > Case

Much of the functionality being introduced within this design document and within the design of SCR CA-214929 regarding DDID 655 depends on the association of a Task to a Program. This section outlines the necessary modifications to begin storing the Task to Program data relationship in LRS/CalSAWS.

2.15.2 Description of Changes

1. Update existing Task creation and assignment logic to determine and store a Task to Program relationship in the TASK_PGM table.
    a. Task assignment logic determines the highest priority program associated to the Case for which to retrieve the program worker based on a program hierarchy. At this stage, a program has already been determined. Use the resulting program to insert the TASK_PGM record to associate the Program to the Task that is being created.
    The Worklist pages in LRS/CalSAWS do not evaluate for the existence of a Task to Program association, so they will not be impacted. All other Task Management functionality being introduced within this design and in SCR CA-214929 that is reliant on a Task to Program association will then function appropriately.

    Developer Note: The above recommendation only applies to currently existing LRS/CalSAWS functionality that creates and assigns Tasks. Similarly, C-IV functionality that is being migrated into LRS/CalSAWS which only creates a Task to Program link but does NOT populate a TASK.CASE_ID column will need to be updated to begin populating the TASK.CASE_ID column ongoing. The result of these data relationships will allow Tasks to display on all the appropriate Task pages.

2.16 Task Reassignment Sweep Job

2.16.1 Overview

The Task Reassignment Sweep job is responsible for updating Task Reassignments statuses, deleting Task Reassignment results that are older than one year, and creating new Task transactions for active Task Reassignments. This section will outline the required modifications to implement the Task Reassignment batch sweep job.

2.16.2 Description of Change

1. Create a new daily batch job to sweep active Task reassignments that are scheduled for execution on the same batch run date. This sweep will be responsible for the following:
    a. Updating the Task Reassignment Status from 'Active' to 'Inactive' for one-time Task reassignments or recurring reassignments that have reached or passed the End Date of the recurrence.
    b. Deleting Task Reassignment results that are older than one year.
    c. Creating the transactions to be processed for active Task Reassignments that are scheduled for execution on the current day (same batch run date).
2. The new sweep will evaluate the Task Reassignment instructions to determine which instructions are scheduled to be executed each night. The sweep job will use the following logic for each Recurrence Frequency to determine if a Task Reassignment should be executed:
    a. One-time: Run if the Task Reassignment Recurrence Begin Date is today or in the past and the instruction has not been executed.
    b. Daily (M-F): Run if the Task Reassignment Recurrence Begin Date is today or in the past, and the End Date is today or in the future.
    c. Weekly: Run if the Task Reassignment Recurrence Begin Date is today or in the past, the End Date is today or in the future, and today has been selected as one of the Weekday(s) in the Recurrence section of the Task Reassignment Detail page.
    d. Every Other Week: Run if the Task Reassignment Recurrence Begin Date is today or in the past, the End Date is today or in the future, today has been selected as one of the Weekday(s) by the user in the Recurrence section of the Task Reassignment Detail page, and today is a Run Week. Run Week is defined as the week (Sunday – Saturday) that contains the Begin Date, and every alternate week after that week.

2.16.3 Execution Frequency

This sweep job will be scheduled to run daily for all LRS/CalSAWS System business days, excluding Sundays and Holidays.

2.16.4 Key Scheduling Dependencies

Schedule this batch job as a predecessor to the Task Reassignment Reclaim job.

2.16.5 Counties Impacted

All LRS/CalSAWS counties.

2.16.6 Data Volume/Performance

Approximately 100 to 200 records will be picked up by the sweep job daily.

2.16.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.17 Task Reassignment Reclaim Job

2.17.1 Overview

If a Task Reassignment is configured to Reclaim Assigned Tasks, a reclaim will be scheduled in the future based on the Task Reassignment Recurrence settings. This section outlines the required modification to implement the Task Reassignment Reclaim batch job.

2.17.2 Description of Change

1. Create a new daily batch job that will reclaim assigned tasks. The purpose of this job is to undo Task Reassignments for Tasks that remain assigned and unworked since the last occurrence of the reassignment instruction. The batch job will reclaim tasks based on Worker Position assignments and Bank assignments.

   The Task Reclaim processing allows reclaimed assigned tasks to be potentially reassigned to new workers or banks during the next reassignment.

2. Tasks will only be reclaimed if they meet the following criteria:
   a. The Task is still assigned.

   b. The Task is still assigned to the worker or bank that the Task Reassignment process previously reassigned the task to. For example, if the task reassignment process reassigned a task to Worker A, the task must still be assigned to Worker A in order to meet this criterion.
3. If a Task Reassignment is configured to Reclaim Assigned Tasks, a reclaim will be scheduled in the future based on the Task Reassignment Recurrence settings. See Section 2.10.3.16.

   For example, if the Task Reassignment is set to occur every Tuesday, the Task Reassignment will run on Tuesday and the reclaim will be scheduled on the following Tuesday. Once the reclaim has been scheduled, it does not get updated. If a Task Reassignment is not configured to Reclaim Assigned Tasks, batch will process as normal without scheduling a reclaim in the future.

2.17.3 Execution Frequency

This sweep job will be scheduled to run daily for all LRS/CalSAWS System business days, excluding Sundays and Holidays.

2.17.4 Key Scheduling Dependencies

Schedule this batch job to run after the Task Reassignment Sweep job and as a predecessor to the Task Reassignment threaded batch jobs.

2.17.5 Counties Impacted

All LRS/CalSAWS counties.

2.17.6 Data Volume/Performance

Approximately 100 to 1000 records will be picked up by the batch job daily.

2.17.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.18 Task Reassignment Execution Job

2.18.1 Overview

The Task Reassignment Execution job will be responsible for processing the Task Reassignments determined by the Task Reassignment Sweep. This section outlines the required modification to implement the Task Reassignment Execution batch job.

2.18.2 Description of Change

1. Create a new daily threaded batch job to process active Task Reassignments and insert the result of the reassignment into a staging table. This process will insert the following information:
    a. Task ID
    b. Case Number
    c. Current Worker Position ID
    d. New Worker Position ID
    e. Current Bank ID
    f. New Bank ID

    This process will determine if any Task Reassignment execution will result in reassigning more than the maximum limit of 2500 tasks. These Task Reassignments will not be processed, and the Run Result will be marked as "Over Limit". The Run Result is available on the Task Reassignment Detail page in Results mode.
2. Create a new Task Reassignment Execution batch job to update task worker assignments according to the staged results produced by the Task Reassignment threaded batch jobs. This batch job will update the Tasks to have the resulting Worker/Bank assignments and log the appropriate results information on the task reassignment transact table to be viewed on the Task Reassignment Results List page and Task Reassignment Detail page in Results mode.
3. <u>Order of execution of Task Reassignment batch jobs:</u>

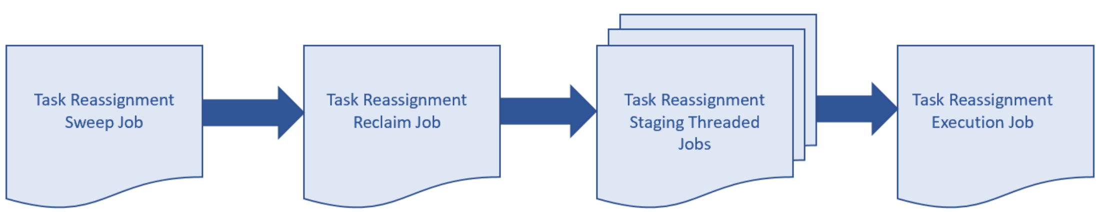


Figure 2.18.2.1 – Task Reassignment Batch Job Order of Execution

    Note: The process outlined above will run concurrently with other batch processes that create tasks in the system. Tasks created after the reassignment process has completed will be evaluated for reassignment on the following business day.
4. <u>Task Reassignment Processing:</u>
    The execution of Task Reassignment instructions will result in reassigning a defined set of Assigned Tasks from their original Worker assignments to a new group of Workers.

Example:

- Supervisor Tom creates a new, one-time Task Reassignment in the LRS/CalSAWS System on Monday to run for the next day. His new reassignment instructions are set to reassign 5 Tasks from Bob (Task Source Worker) to Sally (Task Destination Worker).
- Batch runs that night and executes Tom's Task Reassignment resulting in moving 5 Tasks from Bob to Sally.
- The results of Tom's Task Reassignments are available in the LRS/CalSAWS System on Tuesday.

5. <u>Task Reassignment Detail:</u>
The following section provides additional detail into the batch logic required behind each option displayed on the Task Reassignment Detail Page.
    a. Task Source(s) – This section defines the sources within the organization to draw Tasks from. Batch will use Task Sources to determine the Source Worker(s), Source Bank(s) and/or Source Case(s) information associated with the Tasks to be reassigned.
    b. Reassignment Options – This section contains the reassignment options the user can use to filter tasks.
        i. The Primary Task Sort and Secondary Task Sort selection specify the order by which Tasks are reassigned (i.e., The Task with the highest priority will be reassigned first). Primary Task Sort will take precedence over the Secondary Task Sort. The following are the options for the sort criteria:
            - Due Date – Ascending: The Tasks with the lowest due dates will be reassigned first.
            - Due Date – Descending: The Tasks with the highest due dates will be reassigned first.
            - Created Date – Ascending: The oldest created Tasks will be reassigned first.
            - Created Date – Descending: The most recent created Tasks will be reassigned first.
            - Assigned Date – Ascending: The oldest assigned Tasks will be reassigned first.
            - Assigned Date – Descending: The most recent assigned Tasks will be reassigned first.
        ii. Reclaim Assigned Tasks – If a Task Reassignment is configured to Reclaim Assigned Tasks, a reclaim will be scheduled in the future based on the Task Reassignment Recurrence settings. See Section 2.17.2.
        iii. Number of Tasks – Defines a limit over the number of Tasks to be reassigned to Workers and Banks. This option works with the Task sort settings to determine which Tasks

will be included in the reassignment. The User can select one of the following options for the number of Tasks:

- All Assigned Tasks: Reassign all Tasks identified from the Task Sources to the Destination Workers and Banks.
- Maximum Number of Tasks: Reassign at most, a specific number of Tasks to the Destination Workers and Banks.
- Percentage of Assigned Tasks: Reassign a specific percentage (rounded to the nearest number) of all Tasks assigned to the Destination Workers and Banks.
- Number of Tasks Per Worker: Each Worker, in the "Destination Worker(s)" section, will receive at most the specified number of tasks. The number of tasks to be reassigned to Destination Banks will be limited by the number of Destination Workers multiplied by the number of tasks per Worker.

iv. Due Date – The Due Date filter determines if Tasks to be reassigned will be filtered by their Due Date. The Due Date can be set to one of the following options:

- Any: All Tasks will be considered regardless of Due Date.
- Past Due: Only Tasks with a Due Date prior to the Task Reassignment run date will be reassigned.
- Next 7 Days: Only Tasks with a Due Date within the next 7 next calendar days of the Task Reassignment run date will be reassigned.
- Next 30 Days: Only Tasks with a Due Date within the next 30 calendar days of the Task. Reassignment will be reassigned.
- Custom: Only Tasks with a Due Date within a specific date range will be reassigned.

v. Task Priority – The Task Priority filter determines the priority of the Tasks to be reassigned. The Task Priority can be set to one of the following options:

- Any: All Tasks will be reassigned regardless of Task priority.
- Custom: Only Tasks selected within the specified Custom Task Priority will be reassigned.

vi. Task Types – The Task Types filter defines the Task Categories, Task Types and Task Sub-Types to be reassigned. Only Task Categories, Task Types and Task Sub-Types identified by the User will be reassigned. If no filters are defined, all Task Types will be included for reassignment. If a Task Type is identified, and no corresponding Task Sub-Types are identified, all Task Sub-

Types are identified, then all Task Sub-Types for that Task Type will be included in the reassignment. If a Task Category is identified, and no corresponding Task Types are identified, all Task Types for the selected Task Category will be included in the reassignment.

vii. Programs – This filter defines the Programs that are associated to the Tasks to be reassigned. Only the Tasks that are linked to the specified Program types will be reassigned. If no filters are defined, all Program Tasks will be included for reassignment.

c. Task Destination(s) – Task Destination defines the Destination Worker(s) and Destination Bank(s) information. Organization levels can be Workers, Units, Offices and/or Banks. Batch will use Task destinations to determine the Worker positions and Task Banks to distribute Tasks to, using the selected Reassignment Method. In the Destination Worker(s) and Destination Bank(s) section, the User can select either "Evenly Among Workers"/ "Evenly Among Banks" respectively, or "First Available Then Evenly."

Source workers that are identified in the Task Destination(s) panel (either directly or by way of Unit or Office) will only receive new Task assignments if the position meets all the following criteria:

- Position must be Active
- Position must have a current Staff member assignment as of the time batch is run
- Staff member must be Active (Full Time or Part Time)

<u>Task Reassignment Method to Destination Worker(s)</u>

i. **Evenly Among Workers**: Tasks will be reassigned to all the Workers identified in the "Task Destination(s)" list evenly, in round-robin fashion. This means the Workers on the receiving end will be assigned the same number of Tasks regardless of how many Tasks each Worker already has. The order of reassignment is defined by the Task Sort option; as high priority Tasks are distributed evenly among all Workers. The order one worker consistently being under- or over-assigned tasks.

Example – If there are 5 Tasks to be reassigned (Tasks: 1, 2, 3, 4, and 5) and there are 3 Workers to receive new Task Reassignment (Workers: Bob, Sally, and John). The reassignment process will result in:

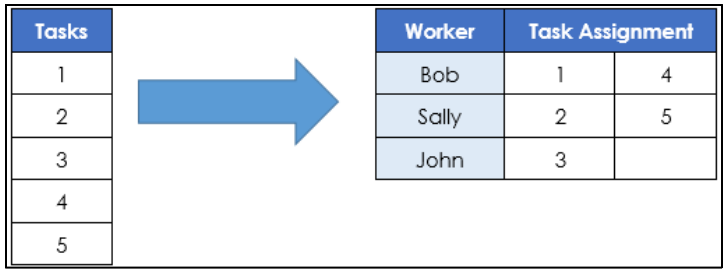


Figure 2.18.2.2– Task Reassignment Method: Evenly Among Workers

ii. **First Available Then Evenly**: Tasks will be reassigned first to the Workers that have the least number of Tasks assigned. If the Workers have the same number of Tasks, new Tasks will be reassigned among these Workers evenly. The order of reassignment is defined by the Task Sort option; as high priority Tasks are distributed to Workers with the least Task workload first.

Example – If there are 5 Tasks to be reassigned (Tasks: 1, 2, 3, 4, and 5) and there are 3 Workers to receive new Task Reassignment (Workers: Bob, Sally, and John). Assuming these Workers have a number of old Tasks (Tasks: a, b, c, d, and e) the reassignment process will result in:

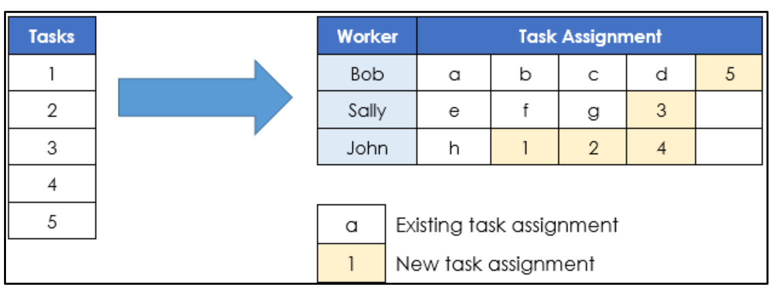


Figure 2.18.2.3 – Task Reassignment Method: First Available Then Evenly

Task Reassignment Method for Destination Bank(s)

i. **Evenly Among Banks**: Tasks will be reassigned to all the Banks identified in the "Destination Banks" list evenly, in round-robin fashion. This means the Banks on the receiving end will be assigned the same number of Tasks regardless of how many Tasks each Bank already has. The order of reassignment is defined by the Task Sort option; as high-ranking tasks are distributed evenly among all Workers. The order of Banks receiving Tasks will be shuffled each time the instruction is run, to mitigate the possibility of one Bank consistently under- or over-assigned Tasks.

   ii. **First Available Then Evenly**: Tasks will be reassigned first to the Banks that have the least number of Tasks assigned. If the Banks have the same number of Tasks, new Tasks will be reassigned among these Banks evenly. The order of reassignment is defined by the Task Sort option; as high-ranking Tasks are distributed to Banks with the least number of Task first.

d. Recurrence – This section defines the Task Reassignment frequency. The user can select one of the following frequencies to determine when a task is to be reassigned:
   i. One-time: Run if the Begin Date is today or in the past and has not been executed previously.
   ii. Daily (M-F): Run if the Begin Date is today or in the past, and the End Date is today or in the future.
   iii. Weekly: Run if the Begin Date is today or in the past, the End Date is today or in the future, and today has been selected as one of the Weekday(s) by the user.
   iv. Every Other Week: Run if the Begin Date is today or in the past, the End Date is today or in the future, today has been selected as one of the Weekday(s) by the user, and today is a Run Week. Run Week is defined as the week (Sunday – Saturday) that contains the Begin Date, and every alternate week after that week.

6. Task Reassignment Results:
   a. After running each Task Reassignment, Batch will log the following information for future reference.
      i. Run Result – The results status for the Task Reassignment are listed as follows:
         - Processed – This means Tasks (at least 1) have been reassigned per instructions.
         - Not Processed – This means no Tasks have been reassigned.
      ii. Run Result Detail – If the Run Result is Not Processed, additional details are captured in this field. The additional detail can be one of the following scenarios:
         - Task Source(s) do not have Task Assignments – This means no Tasks were assigned to the Workers, Units, Offices, Banks or Cases identified in the Task Source(s) section.
         - Number of Tasks to reassign is over limit – This means the task reassignment instructions specified more than 2500 Tasks for reassignment.
      iii. Run Date – The date the Task Reassignment was scheduled to execute.

iv. Task Reassigned – The total number of Tasks that were reassigned, along with the individual Task IDs, and position information.

2.18.3 Execution Frequency

The batch job will be scheduled to run daily, excluding Sundays and Holidays.

2.18.4 Key Scheduling Dependencies

Schedule the Task Reassignment Staging Threaded Batch job to run after the Task Reassignment Reclaim Batch job and a predecessor to the Task Reassignment Execution Batch job.

2.18.5 Counties Impacted

All LRS/CalSAWS counties.

2.18.6 Data Volume/Performance

Approximately 100 to 3000 records will be executed by the batch job daily.

2.18.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.19 Task Expiration Batch Job

2.19.1 Overview

The Task Expiration Batch job is responsible for identifying and expiring tasks that are associated to programs that have been closed, and have surpassed the County-specified expiration period. This section outlines the required modifications to implement the Task Expiration batch job.

2.19.2 Description of Change

1. Create a daily batch job to identify Tasks that are associated to programs that have been continuously closed for a number of days that match or exceed the configured expiration period for that Task Type.
2. <u>Task Selection:</u>

During the batch process, Tasks will be identified based on the following criteria:

a. The Task is in "Assigned" status.

b. The Task due date is less than the Batch Date.

c. The Task is associated to a program that meets the following criteria:

    i. The effective program status is Discontinued, Denied, or Deregistered on the Batch Date.

    ii. The effective program status has been Discontinued, Denied, or Deregistered for a continuous period longer than, or equal to, the expiration period that has been configured for that Task Type.

    iii. The program does not have any assigned statuses going forward beyond Batch Date up to and through high date.

d. The associated Task Type has a non-blank expiration period specified.

3. <u>Task Outcome:</u>

    a. Once the Tasks have been identified, the batch process will complete the following updates:

        i. Task status is updated to "Expired"

        ii. Task close date is updated to the Batch Date.

        iii. The Newly Assigned Indicator is removed from the Task.

4. Examples

    a. A Medi-Cal program is discontinued as of February 1, 2020, through high date. The County has configured Tasks of Type "Review" to expire 120 days after the program is closed.

        i. On the evening of June 1, 2020, the following program Tasks are updated.

ID	Task Type	Due Date	Task Status	New Task Status
1	Review	10/1/2018	Completed	Completed
2	Review	10/1/2019	Assigned	**Expired**
3	Batch Eligibility	10/1/2019	Completed	Completed
4	Images Awaiting Review	6/1/2020	Assigned	Assigned

    b. A Medi-Cal Program is discontinued as of February 1, 2020. The program status is updated to 'Pending' as of August 1, 2020.

i. Expiration batch runs and no program Tasks are updated as there is a non-closed program status for the program after the batch date.

5. Deactivate the LRS/CalSAWS Task Expiration Batch Job (PB19A270).

2.19.3 Execution Frequency

This sweep job will be scheduled to run daily for all LRS/CalSAWS System business days, excluding Sundays and Holidays.

2.19.4 Key Scheduling Dependencies

Schedule this batch job to run as a predecessor to the Task Reassignment Sweep job.

2.19.5 Counties Impacted

All LRS/CalSAWS counties.

2.19.6 Data Volume/Performance

Approximately 100 to 3000 records will be expired by the batch job daily.

2.19.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.20 Task Newly Assigned Indicator Job

2.20.1 Overview

The Task Newly Assigned Indicator Job is a batch process that clears the Newly Assigned Indicator on Tasks once their assigned date has aged passed a certain period. This section outlines the required modifications to implement the Task Newly Assigned Indicator Job.

2.20.2 Description of Change

1. Create a daily batch job to clear the Newly Assigned Indicator on Tasks once their assigned date has aged past a certain period. This period is 5 days by default, but can be updated by each County, for each Task Type in the Task Type Detail page (See Section 2.3).

a. <u>Task Selection:</u>

   During the batch process, Tasks will be identified based on the following criteria:

   i. The difference between the Batch Date and the Task Assignment Date is greater than or equal to the number of calendar days specified in the Newly Assigned Indicator field for the Task Type.
   ii. The current Newly Assigned Indicator on the Task is set to 'Y'.

b. <u>Task Outcome:</u>

   Once the Tasks have been identified, the batch process will remove the Newly Assigned indicator from the selected Tasks. This batch process will not enter Task History records for the removal of the Newly Assigned Indicator.

Example: The Newly Assigned Indicator field is set to 10 days for "Review" Task Types. A "Review" Task that is assigned to a Worker on January 3rd will display an exclamation point on the Task Search page through January 13th. On January 14th, the exclamation point will no longer display.

2.20.3 Execution Frequency

This sweep job will be scheduled to run daily for all LRS/CalSAWS System business days, excluding Sundays and Holidays.

2.20.4 Key Scheduling Dependencies

Schedule this batch job to run after the Task Reassignment batch process has completed.

2.20.5 Counties Impacted

All LRS/CalSAWS counties.

2.20.6 Data Volume/Performance

Approximately 100 to 100,000 records will be updated by the batch job daily.

2.20.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.21 Data Change – Create Bank Entries from Master Assignment Queues (MAQ)

2.21.1 Overview

The LRS/CalSAWS System contains a "Case Load" indicator on the Position Detail Page with two options:

a. Traditional
b. Master Assignment Queue

Master Assignment Queue (MAQ) functionality will be replaced by the Bank functionality.

2.21.2 Description of Change

1. Create Bank entries in the LRS/CalSAWS System based on Master Assignment Queue Positions.
   a. The base population of MAQs to be loaded as Banks will be Active positions with a Case Load value of "Master Assignment Queue" on the Position Detail page.
   b. The following attributes will be created for the Bank

BANK Database Table Column	Bank Detail Page Attribute	Value
COUNTY_CODE	N/A	The County Code of the MAQ Position
OFFICE_ID	Used to display the Office Name value of the Bank.	The Office ID of the MAQ Position
UNIT_ID	Used to display the Unit ID of the Bank	The Unit ID of the MAQ Position
BANK_NAME	Used to display the Bank Name	The Worker ID of the MAQ with " MAQ" added to the end. For example, a MAQ with Worker ID "19YYBB0301" will result in a Bank Name of "19YYBB0301 MAQ".
BANK_NUM	N/A	The POS_NUM_IDENTIF of the MAQ Position

BANK_NUM_IDENTIF	Used to display the Bank ID	The worker number of the original MAQ with “BK” added to the end. For example, a MAQ with Worker ID “19YYBB0301” will result in a Bank ID of “19YYBB0301BK”.
ASSOC_POS_IND	Used to display the Associate All Positions In Unit and Office value	Will be initially loaded as “Y”

c. The Position Detail page includes a Tasks section which allows users to select one or more Task Categories to be associated to the MAQ. For each Task Category associated to a MAQ that has been loaded into the BANK table, add the appropriate Task Category entries into the BANK_TASK_CATGRY table.

2. Reassign Tasks that are assigned to MAQs to now be assigned to the appropriate Bank.
   a. Retrieve the population of MAQ assigned Tasks that are in a status of “Assigned” and populate the BANK_ID column for the Task with the appropriate Bank that was created with the previous data change step. Once the BANK_ID column is populated, update the POS_ID column to be null as a Task cannot be assigned to a Position and a Bank at the same time.

      Note: Tasks that are not in an “Assigned” status will remain assigned to the legacy MAQ positions as these Tasks have reached an end state.

2.21.3 Estimated Number of Records Impacted/Performance

Between 100 and 200 Master Assignment Queue records in LRS/CalSAWS will be converted to Banks. The count of entries into the BANK_TASK_CATGRY table will be approximately twice the amount of Banks that will be created. Approximately 115,000 Tasks will be reassigned to Banks from MAQs.

2.22 Automated Regression Test

2.22.1 Overview

Create new automated regression test scripts to verify a subset of the Task Type, Automated Action, and Bank functionality.

Note: Task Reassignment is excluded due to the batch dependency required for complete testing. The Worklist pages are also excluded due to the complexity of the functionality (esp. the "Get Next" logic) during subsequent script runs with previous data still in place.

2.22.2 Description of Change

1. Create new regression test scripts to verify the following Task Type functionality:
    a. Add, edit, remove, search, and view through the Task Type List and Detail pages, including:
        i. Checkbox availability (for removal), and lack thereof when an associated Task record exists
        ii. Available Online: Visibility on the Task Detail page
        iii. Available for Automation: Visibility on the Automated Action Detail page
        iv. Validations:
            1. "Remove" validation when an associated Task exists
            2. "Remove" validation when an associated Automated Action exists
            3. "Available for Automation" when deselecting this option and an associated Automated Action exists
    b. Sub-Type: Add, edit, remove, view, including the Task Type points (i-iv) above
        i. Available Online and Available for Automation
            1. Additional sub point (if needed)
2. Create new regression test scripts to verify the following Automated Action functionality:
    a. Search, view, deactivate, reactivate actions of type "Create Task"
    b. Edit actions of type "Create Task" in the following ways:
        i. Add Sub-Type
        ii. Remove Sub-Type
        iii. Update "Initial Assignment" to Bank

iv. Update “Initial Assignment” to Program Worker

v. Validations:

1. “Program Worker” validation for “No Program Worker” and no Bank ID
2. “Bank ID” validation for invalid value

3. Create new regression test scripts to verify the following Bank functionality:

   a. Add, edit (see below), search, view

   b. Task Categories:

      i. Create a bank with no Task Categories selected

      ii. Create a bank with Task Categories selected

      iii. Edit a bank to add one or more Task Categories

      iv. Edit a bank to remove one or more Task Categories

   c. Additional Associations:

      i. Create a bank with no Additional Associations selected

      ii. Create a bank with Additional Associations selected

      iii. Edit a bank to add one or more Additional Associations

      iv. Edit a bank to remove one or more Additional Associations

   d. Excluded Associations:

      i. Create a bank with no Excluded Associations selected

      ii. Create a bank with Excluded Associations selected

      iii. Edit a bank to add one or more Excluded Associations

      iv. Edit a bank to remove one or more Excluded Associations

   e. Validations:

      i. “Additional Associations” for “Add” with incomplete record in progress

      ii. “Excluded Associations” for “Add” with incomplete record in progress

      iii. “Excluded Associations” for same entry in “Additional Associations” and “Excluded Associations”

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Security	Security Matrix	CA-214928 DDID 34 Security Matrix.xlsx

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
34	The CONTRACTOR shall develop and implement a Unified Task Management solution that supports the multiple tasking models in both C-IV and LRS, as follows: 1) Integrate the Team Managed Pre-Migration C-IV solution into the CalSAWS Software code base 2) Create a common task management data model 3) Integrate the LRS automated tasks with the new county driven task activation, assignment and configurability logic (introduced with the C-IV Task solution) 4) Add the C-IV automated task trigger conditions into the CalSAWS Software code base ensuring there is no adverse or negative impact to LRS that would affect Los Angeles County 5) Add auto-assignment of tasks by the system through "round robin" or other workload balancing methodologies 6) Create a task pool where tasks can either be assigned by a supervisor or can be pulled by a	- CalSAWS Task Management Solution will support Task Reassignment functionality from C-IV. - CalSAWS Task Management Solution will support Task Bank functionality from C-IV, LRS Task MAQs will convert into Banks. - OBIEE Task Dashboard will be migrated over to new tool prior to Task Management implementation.	This design incorporates many new online pages to serve as the base for the Unified Task Management solution that will support both C-IV and LRS/CalSAWS System Task Management functionality.

	caseworker 7) Update the LRS Task Management Dashboard (OBIEE) to account for the system modifications being made as part of migration		

5 MIGRATION IMPACTS

N/A

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

N/A

7 APPENDIX

7.1 This is the list of programs that are considered Intake or External that is current as of 20.05 release. These options are presented in the Program section of the Task Reassignment Detail page:

- AAP
- Adult Protective Services
- CAPI
- CFET
- Cal-Learn
- CalFresh
- CalWORKs
- Child Care
- Child Protective Services
- Diversion
- Foster Care
- GROW
- General Assistance/General Relief
- Homeless - Perm
- Homeless - Temp
- IHSS/CMIPS II
- IV-D Child Support
- Immediate Need
- Kin-GAP
- LIHP
- Linkages Adult Services
- Medi-Cal
- Multipurpose Senior Services
- Nutrition Benefit
- PCSP
- RCA
- REP
- Welfare to Work

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214929

DDID 655

Task Management

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mayuri Srinivas, Justin Dobbs
	Reviewed By	Araceli Gallardo, Dymas Pena, Sarah Cox, Pandu Gupta, Carlos Albances, Aman Mishra

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/7/2020	1.0	Initial Revision	Mayuri Srinivas

Table of Contents

1 OVERVIEW

This design outlines modifications to Task Management functionality within the LRS/CalSAWS System to include a set of Task pages within a separate pop up window accessible with a new navigation link within the Utilities Navigation Bar.

1.1 Current Design

The LRS/CalSAWS System contains a series of Worklist pages allowing county staff to view, manage and work tasks. The LRS/CalSAWS System cannot be navigated while simultaneously viewing/modifying the Task pages.

The C-IV System includes a set of Task pages that function within a dedicated pop up window that can be navigated independently of the main C-IV window. Workers can navigate throughout the C-IV System while working Tasks within the pop-up Task pages.

1.2 Requests

Introduce new dedicated Task pages that can be used to search and work Tasks in an independent pop-up window accessible via a link in the Utilities Navigation Bar.

1.3 Overview of Recommendations

1. Introduce a new Utilities Navigation Bar option titled "Tasks" that will pop-up a new window that includes a group of pages that allow workers to manage Tasks within a dedicated window that can be navigated independent of the LRS/CalSAWS window. Pages included within the pop-up window are:
    a. My Tasks
    b. Task Search
    c. My Banks

    Within the pages above is functionality allowing users to navigate to additional sub-pages such as:
    a. Bank Detail
    b. Task Detail
    c. Select Bank
2. Add functionality that will allow a user to click on a Case Number hyperlink within the Tasks pop-up window and navigate the LRS/CalSAWS main window to the Case Summary page for a Case.

1.4 Assumptions

1. CA-214928 for DDID 34 (Unified Task Management) will be implemented concurrently with this design. This SCR introduces the Bank Detail page which is a necessary component for the My Banks page within this enhancement.

2. All Security Groups and Security Rights used by the pages described in this design are already available in LRS/CalSAWS.

2 RECOMMENDATIONS

This section will outline recommendations to introduce Pop-Up Task Management components to the LRS/CalSAWS System.

2.1 Utility Bar

2.1.1 Overview

This addition to the Utilities section will allow the Users to access the Tasks Pop-Up window and the included pages within LRS/CalSAWS. The Tasks link will display if the User profile contains the Task View or Task Edit security group. Pages included within the Task Pop-Up window are:

- My Tasks Page (Section 2.2)
- My Banks Page (Section 2.3)
- Bank Detail Page (Section 2.4)
- Task Search Page (Section 2.5)
- Task Detail Page (Section 2.6)

2.1.2 Home Page – Utility Bar Mockup

Figure 2.1.2.1 – Utility Bar Mockup

2.1.3 Description of Changes

1. Add a "Tasks" link to the Utilities bar of LRS/CalSAWS System between "Journal" and "Help". See Figure 2.1.2.1 for an example of the placement and the icon that displays.
2. The "Tasks" link will display if the user's security profile contains the "TaskSearchView" security right.
3. When the "Tasks" link is clicked, a 1280 x 1024 pop-up window will open to display one of two pages:
    a. If LRS/CalSAWS is in the context of a case, the window will pop-up to display the "Task Search" page with the Case Number pre-loaded into the search criteria.
    b. If LRS/CalSAWS is not in the context of a case, the window will pop-up to display the "My Tasks" page.

    There can only be one instance of the Task pop-up window open. If the "Tasks" link is clicked multiple times, the single window will refresh as appropriate. For example, if a worker logs into LRS/CalSAWS and immediately clicks the "Tasks" link, the Task pop-up will open to display the "My Tasks" page per bullet "b" above. If the worker then enters a case into LRS/CalSAWS to view the Case Summary page and clicks the "Tasks" link again, the Task pop-up window will refresh to display the "Task Search" page per bullet "a" above.

2.1.4 Page Location

N/A.

2.1.5 Security Updates

N/A – The "TaskSearchView" security right is contained within the "Task View" and "Task Edit" security groups, which already exist in the LRS/CalSAWS System.

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 My Tasks Page

2.2.1 Overview

This section will define the specifics of the "My Tasks" page that displays by default in the Task Pop-Up that opens on click of "Tasks" in the Utilities Navigation bar. This page displays Task information for the logged in worker.

2.2.2 My Tasks Page Mockup

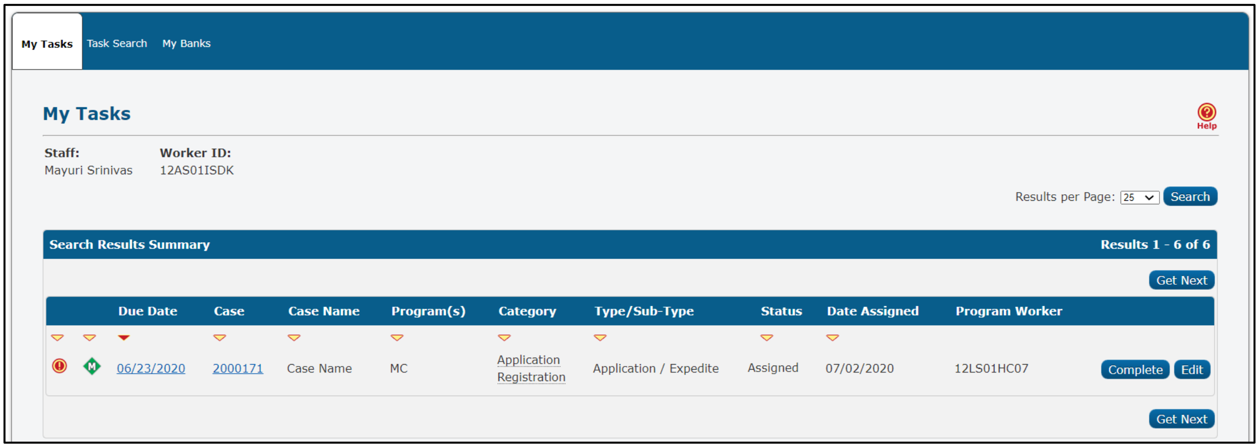


Figure 2.2.2.1 – My Tasks Page Mockup

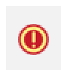
2.2.3 Description of Changes

Add a My Tasks page to the LRS/CalSAWS System. On initial load of the page, Tasks with a status of "Assigned" or "In Process" that are assigned to the logged in worker will display. The My Tasks tab will be accessible if the user's security profile contains the "MyTasksView" security right.

1. **ICON:** HELP – Clicking this button will open the My Tasks Online Help page.
2. Staff – This field will display the staff name of the logged in worker.
3. Worker ID – This field will display the Worker ID being used by the logged in worker. If the logged in worker is associated to multiple Worker IDs, this field will display as a dropdown menu with each associated Worker ID while defaulting to the current Worker ID being used. Selecting a Worker ID from this dropdown followed by the Search button will refresh the results to display Tasks that are "Assigned" or "In Process" for the selected Worker ID.
4. **BUTTON:** Search – When clicked, Tasks displayed in the search results are refreshed to display tasks that match the search criteria.
5. **BUTTON:** Get Next – When clicked, the LRS/CalSAWS System searches each of the Banks the User is associated with to identify the highest priority Task. The Task is then assigned to the User and the Status is updated to "In Process."

   Priority is determined by evaluating the Task's associated Task Type/Sub-Type priority, Due Date, and Creation Date. Tasks with an existing Position assignment will not be reassigned by Get Next. This button will display when the security profile of the logged in user contains the "GetNextTask" security right.
6. Search Results Summary

a. New Assignment Indicator – this column does not have a column header shown on the page. The column will display the New Assignment icon to indicate if the Task is newly assigned to the logged in staff. The user may acknowledge this task and click on the icon, which will remove the icon from display for the Task. If the worker does not click the icon, it will no longer display after the amount of time specified in the Newly Assigned Indicator attribute of the Task Type Detail page. The Indicator will be clickable if the security profile of the logged in user contains the "TaskDetailEdit" security right. The column will display the following indicator icon:

   i. 

b. Priority Icon – this column does not have a column header shown on the page. The column will display the following graphical icons to indicate the priority based on the Task Type Priority for each row:

   i.  - Critical

   ii.  - High

   iii.  - Medium

   iv.  - Low

c. Due Date – the Task Due Date. If the security profile of the logged in user contains the "MyTasksView" security right, the date will display as a hyperlink, otherwise the date will display as plain text. Clicking the hyperlink opens the Task Detail page in View mode.

d. Case – the Case Number associated to the Task. If the Task is not associated to a Case, such as a Clearance Task, this column will be blank. If the security profile of the logged in worker contains the "CaseSummaryView" security right, this field will display as a hyperlink, otherwise it will display as plain text. Clicking the hyperlink will refresh the main LRS/CalSAWS System window to the Case Summary page for the Case.

e. Case Name – The Case Name of the Case associated to the Task. If the Task is not associated to a Case, such as a Clearance Task, this column will be blank.

f. Program(s) – the Program(s) associated with the Task. Tasks that are associated to multiple programs will display a comma-delimited list of the associated program codes. If the Task is not associated to a Case/Program, such as a Clearance Task, this column will be blank.

g. Category – the Category of the Task.
h. Type/Sub-Type – the Type and Sub-Type associated with the Task. If the Task Type has an associated Sub-Type, a "/" will display between the Task Type and Sub-Type.
i. Status – the current Status of the Task.
j. Date Assigned – the latest assigned date of the Task.
k. Program Worker – this field indicates the Worker ID of the worker assigned to the program associated to the Task. If the program does not have an assigned worker or if the Task is not associated to a program, the field will be blank. If the Task is associated to multiple programs with multiple Worker IDs, the Worker IDs will display as a comma-delimited list.
l. **BUTTON:** Complete – this button removes the task from the My Tasks results and changes the status of the Task to "Completed". The button will display if the worker's security profile contains the "TaskDetailEdit" security right.
m. **BUTTON:** Edit – for the particular Task, this button will open the Task Detail page in Edit mode. The button will display if the worker's security profile contains the "TaskDetailEdit" security right.

2.2.4 Page Validation

1. "Get Next – No available Tasks for reassignment."
   a. Add a validation to display when the User clicks Get Next, but is either not associated to any Banks, or the User's associated Banks do not contain any Tasks eligible for reassignment by Get Next.

2.2.5 Page Location

N/A.

2.2.6 Security Updates

1. N/A – There is no need to create new security rights and/or security groups as the following security rights/groups already exist in the LRS/CalSAWS System:

Security Right	Security Group(s)
TaskDetailView	• Task View

TaskDetailEdit	• Task View • Task Edit
GetNextTask	• Get Next
MyTasksView	• Task View • Task Edit • Get Next

2.2.7 Page Mapping

Add page mapping for the My Tasks page.

2.2.8 Page Usage/Data Volume Impacts

N/A.

2.3 My Banks Page

2.3.1 Overview

This section will define the specifics of the "My Banks" page within the Task Pop-Up. This page will display information for Banks that the logged in worker is associated to.

2.3.2 My Banks Mockup

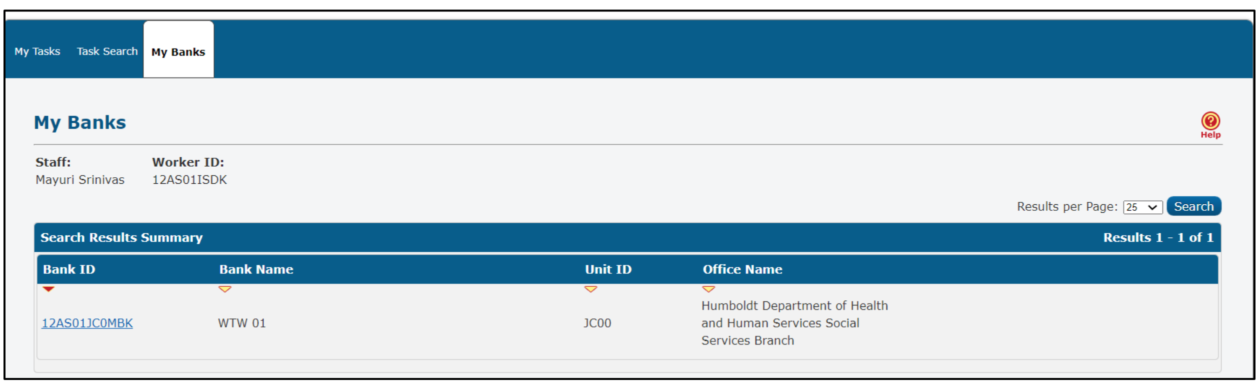


Figure 2.3.2.1 – My Banks Page Mockup

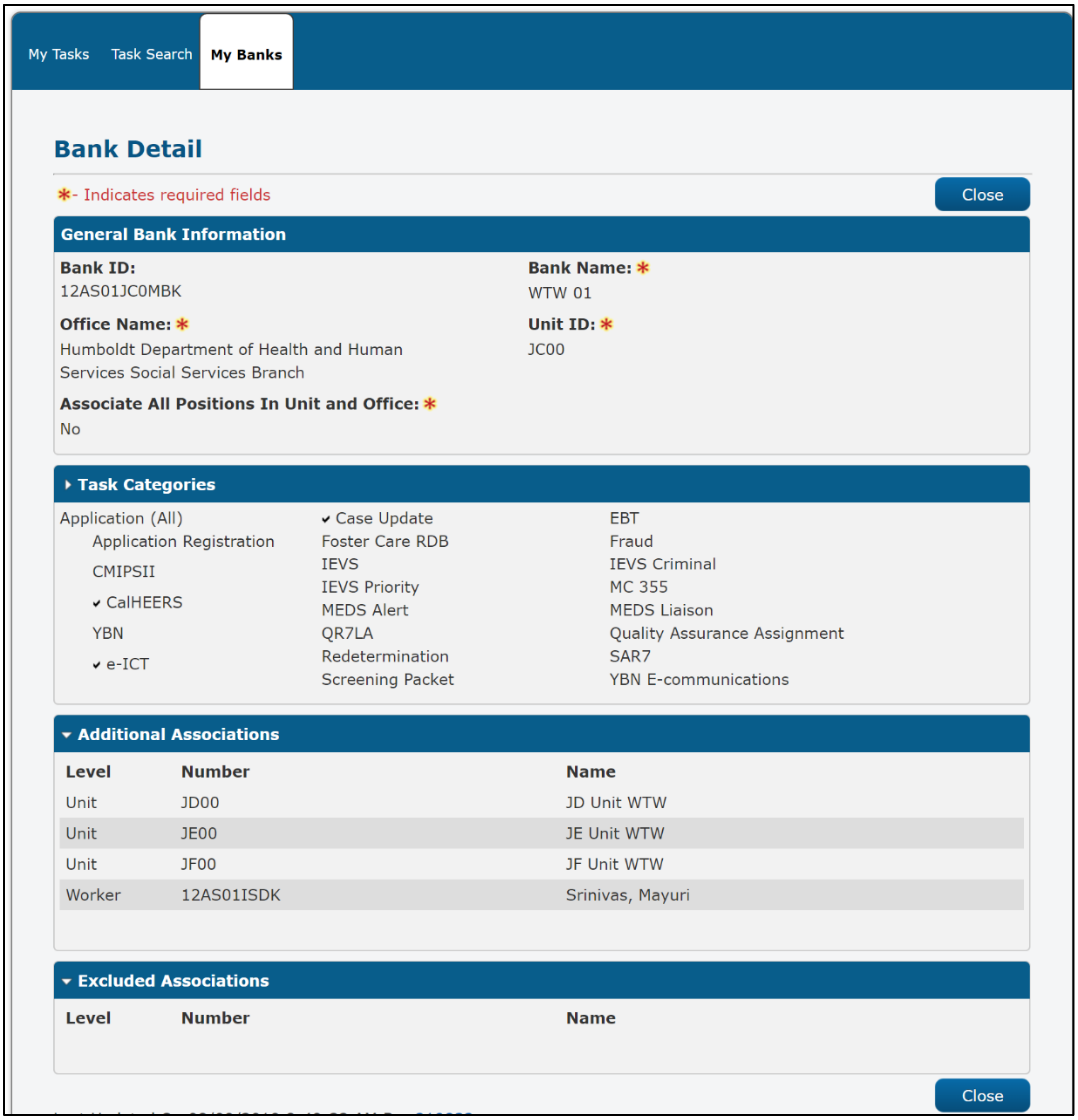


Figure 2.3.2.2 – Bank Detail Page Mockup

2.3.3 Description of Changes

Add a My Banks page to the LRS/CalSAWS System. The My Banks page will display information for Banks that the logged in worker is associated to as a paginated list. The My Banks tab will be accessible if the user's security profile contains the "TaskSearchView" security right.

1. Staff – This field indicates the name of the staff logged in.
2. Worker ID – This field will display the Worker ID being used by the logged in worker. If the logged in worker is associated to multiple Worker IDs, this field will display as a dropdown menu with each associated Worker ID while defaulting to the current Worker ID being used. Selecting a Worker ID from this dropdown followed by the

Search button will refresh the results to display Banks that the selected Worker ID is associated to.

3. Results per Page – A drop down menu with options allowing the user to select a value for the number of results to be displayed on the page. This field will default to 25.
4. **BUTTON:** Search – When clicked, the search results are refreshed to display Banks based on the search criteria.
5. **ICON:** HELP – Clicking this button will open a My Banks Online Help page.
6. <u>Search Results Summary:</u>

   The following columns are displayed in the search results for each Bank that the worker is associated to.

   a. Bank ID – the Bank ID of the Bank. If the worker's security profile contains the "BankDetailView" security right, this value will display as a hyperlink that leads to the Bank Detail page. If the security profile does not contain the "BankDetailView" security right, this value will display as plain text.

      Clicking the hyperlink will display the Bank Detail page within the same window (reference Figure 2.3.2.2). The Edit button will not display on the Bank Detail page if the page is accessed in this way. Clicking the Close button on the Bank Detail page will return to the My Banks search results. Specifics of the Bank Detail page are defined in CA-214928 per DDID 34.

   b. Bank Name – The name of the Bank.
   c. Unit ID – The Unit ID of the Bank.
   d. Office Name – The Office Name of the Bank.

2.3.4 Page Location

N/A.

2.3.5 Security Updates

1. N/A – There is no need to create new security rights and/or security groups as the following security rights/groups for the My Banks page already exist in the LRS/CalSAWS System:

Security Right	Security Group(s)
TaskSearchView	• Task View • Task Edit

2. The “BankDetailView” security right will be introduced with CA-214928 per DDID 34 in the same release.

2.3.6 Page Mapping

Add page mapping for the My Banks page.

2.3.7 Page Usage/Data Volume Impacts

N/A.

2.4 Task Search Page

2.4.1 Overview

The Task Search page allows the User to search and manage Tasks that have been created within the LRS/CalSAWS System.

2.4.2 Task Search Page Mockup

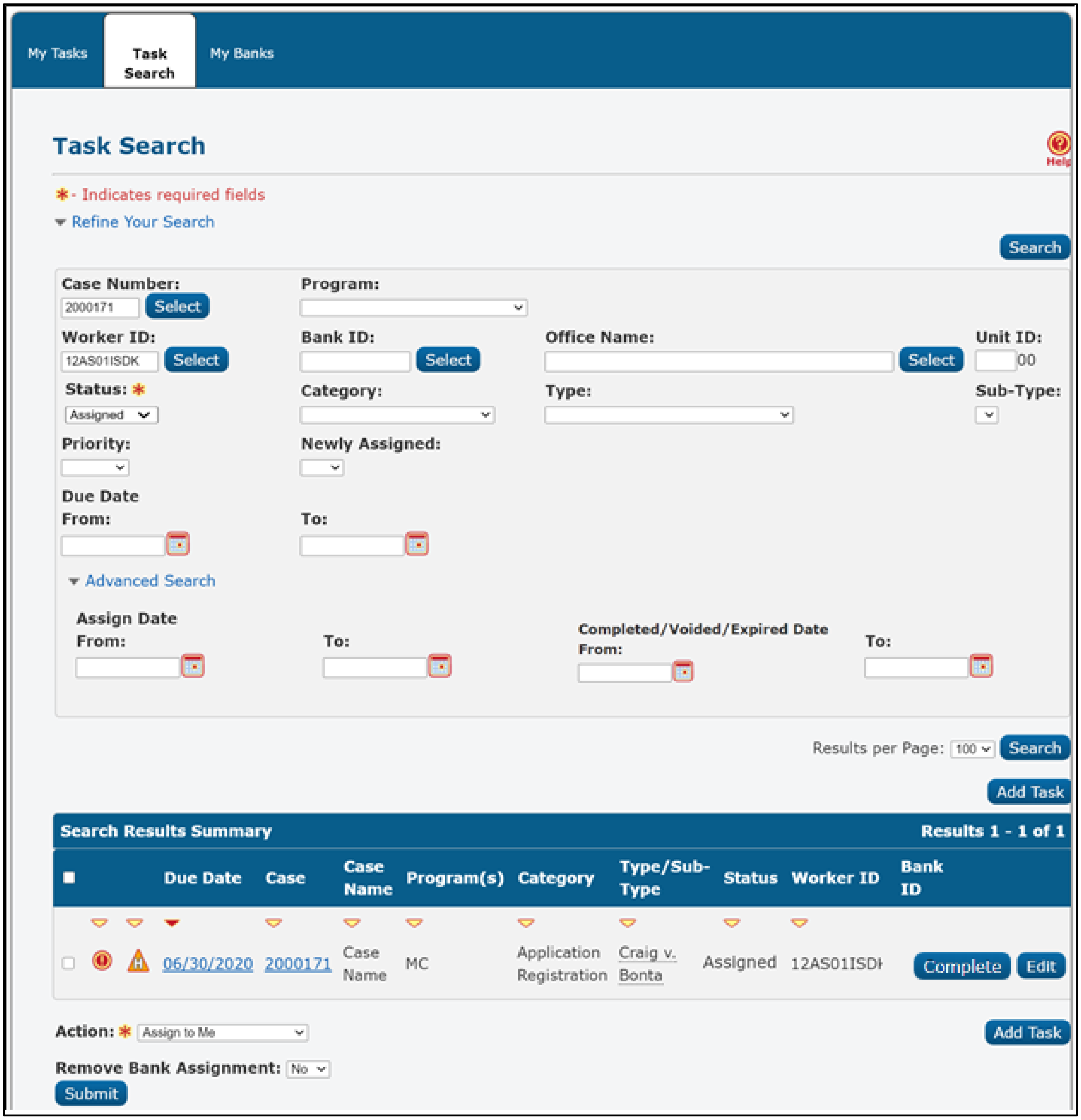


Figure 2.4.2.1 – Task Search Page Mockup

2.4.3 Description of Changes

Add a Task Search page to the LRS/CalSAWS System. The Task Search tab will be accessible if the user's security profile contains the "TaskSearchView" security right.

1. **ICON:** HELP – Clicking this button will open a Task Search Online Help page.

2. Search Parameters
    a. Case Number – a text field to search for Tasks associated to a specific Case Number. A "Select" **BUTTON** displays to the right of this field that will navigate to the Select Person page allowing the user to search for a Case.
    b. Program – a dropdown field containing a list of programs that can be used to search for Tasks associated to a specific program. This field will display programs available within the LRS/CalSAWS System.
    c. Worker ID – A text field to search for Tasks associated to a specific Worker ID. A "Select" **BUTTON** displays to the right of this field that will navigate to the Select Worker page allowing the user to search for a specific Worker ID.
    d. Bank ID – a text field to search for Tasks associated to a specific Bank ID. A "Select" **BUTTON** displays to the right of this field that will navigate to the Select Bank page allowing the user to search for a specific Bank (Reference Section 2.6 for the Select Bank page).
    e. Office Name – a text field to search for Tasks associated to a specific Office. A "Select" **BUTTON** displays to the right of this field that will navigate to the Select Office page allowing the user to search for a specific Office.
    f. Unit ID – a text field to search for Tasks associated to a specific Unit ID.
    g. Status – a dropdown menu containing options to search for Tasks by specific statuses. The options for this dropdown include:
        i. All – This option will consider all Task statuses.
        ii. Assigned/In Process – This option will search for Tasks with a Status of Assigned or In Process.
        iii. Assigned
        iv. Completed
        v. Void
        vi. In Process
        vii. Expired
    h. Category – A dropdown menu containing a list of all available Task Categories. Options included in this dropdown are:
        i. Application Registration
        ii. Batch EDBC
        iii. CMIPSII
        iv. CSC
        v. CWS
        vi. CalHEERS
        vii. Case Update

viii. Computation Request
ix. EBT
x. e-ICT
xi. EDBC
xii. External Recovery Account
xiii. Foster Care RDB
xiv. Fraud
xv. IEVS
xvi. IEVS Criminal
xvii. IEVS Priority
xviii. Interest Allocation
xix. Invoice
xx. Issuance Method
xxi. Issuance Replacement/Reissue
xxii. MC 355
xxiii. MEDS Alert
xxiv. MEDS Liaison
xxv. Manual
xxvi. Payment Request
xxvii. QR7LA
xxviii. Quality Assurance Assignment
xxix. Quality Review
xxx. Redetermination
xxxi. SAR7
xxxii. Screening Packet
xxxiii. Time Limits
xxxiv. Transaction Refund
xxxv. Valuable
xxxvi. YBN
xxxvii. YBN E-communications

i. Type – a dropdown menu containing a list of Task Types. This field populates with the Task Types that are available to the county.

j. Sub-Type – a dropdown menu containing a list of Task Sub-Types that are associated to the selected Task Type in the "Type" dropdown

k. Priority – a dropdown menu containing the following Task Priority options:

i. Critical
ii. High
iii. Medium
iv. Low

l. Newly Assigned – a dropdown allowing the worker to filter the Task results by those that have a Newly Assigned indicator (or not). The options to choose from are:

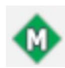
        i. Yes
        ii. No
    m. Due Date – date fields allowing the user to filter Task due dates within a date range. The optional fields to fill out for this field are:
        i. From – a date field specifying the beginning of the Task due date filter.
        ii. To – a date field specifying the end of the Task due date filter.
    n. <u>Advanced Search:</u>
        i. Assign Date – date fields allowing the user to filter Task assign dates within a date range.
            1. From – a date field specifying the beginning of the assign date filter.
            2. To – a date field specifying the end of the assign date filter.
        ii. Completed/Voided/Expired Date – date fields allowing the user to filter Tasks by the date they are completed, voided or expire within the date range.
            1. From – a date field specifying the beginning of the date range.
            2. To – a date field specifying the end of the date range.

3. **BUTTON:** Search – When clicked, the search results are refreshed to display tasks that match the search criteria in the search parameters section.
4. **BUTTON:** Add Task – When clicked, this button will navigate to the Task Detail page to add a task. The button will display if the worker's security profile contains the "TaskDetailEdit" security right.
5. <u>Search Results Summary</u>
    a. Selectable checkbox – for each result displayed, a selectable checkbox will display at the beginning of the row. The checkbox will display if the worker's security profile contains the "TaskDetailEdit" security right. (See the "Action" button section below for how the checkbox can be used)
    b. New Assignment Indicator – this column does not have a column header shown on the page. The column will display the New Assignment icon to indicate if the Task is newly assigned to the logged in staff. The user may acknowledge this task and click on the icon, which will remove the icon from display for the Task. If the worker does not click the icon, it will no longer display after the amount of time specified in the Newly Assigned Indicator attribute of the Task Type Detail page. The Indicator will be clickable if the security profile of the logged in user

contains the “TaskDetailEdit” security right. The column will display the following indicator icon:

    i. 

c. Priority Icon – This column does not have a column header shown on the page. The column will display the following graphical icons to indicate the Task Type Priority for each row:

    i.  - Critical
    ii.  - High
    iii.  - Medium
    iv.  - Low

d. Due Date – the Task Due Date. If the security profile of the logged in user contains the “TaskDetailView” security right, the date will display as a hyperlink, otherwise the date will display as plain text. Clicking the hyperlink will display the Task Detail page in View mode.

e. Case – the Case Number associated to the Task. If the Task is not associated to a Case, such as a Clearance Task, this column will be blank. If the security profile of the logged in worker contains the “CaseSummaryView” security right, this field will display as a hyperlink, otherwise it will display as plain text. Clicking the hyperlink will refresh the main LRS/CalSAWS System window to the Case Summary page for the Case.

f. Case Name – The Case Name of the Case associated to the Task. If the Task is not associated to a Case, such as a Clearance Task, this column will be blank.

g. Program(s) – the Program(s) associated with the Task. If the Task is not associated to a Case/Program, such as a Clearance Task, this column will be blank. Tasks that are associated to multiple programs will display a comma-delimited list of the associated program codes.

h. Category – the Category of the Task.

i. Type/Sub-Type – the Type and Sub-Type associated with the Task. If the Task Type has an associated Sub-Type, a “/” will display between the Task Type and Sub-Type.

j. Status – the current Status of the Task.

k. Worker ID – the Worker ID associated to the Task. If a Worker ID is not associated to the Task, this column will be blank.

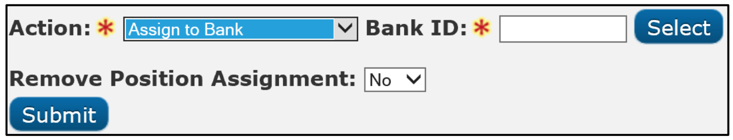
l. Bank ID – the Bank ID associated to the Task. If a Bank ID is not associated to the Task, this column will be blank.

m. **BUTTON:** Complete – this button will update the status of the Task to "Completed". The button will display if the worker's security profile contains the "TaskDetailEdit" security right.

n. **BUTTON:** Edit – this button allows the user to edit the selected Task by opening the Task Detail page in Edit mode. The button will display if the worker's security profile contains the "TaskDetailEdit" security right.

6. Action **(Required)**: this dropdown field allows the user to take an action on any Tasks in the results with a checkmark in the selectable checkbox at the beginning of the row. This field will display if the worker's security profile contains the "TaskDetailEdit" security right. Actions available in the dropdown are:
    a. Assign to Me - Assigns the selected Tasks to the logged in worker.
    b. Assign to Program Worker – Assigns the selected Tasks to the worker who is assigned to the Program that is associated to the Task.
    c. Assign to Position – Displays a **(Required)** "Worker ID" field allowing the User to specify a specific Worker ID to assign the selected Tasks to. A Select **BUTTON** displays to the right of the field that will navigate to the Select Worker page allowing the user to search for a specific Worker ID.
    d. Assign to Eligible Positions – An Eligible Position is an Active position with at least 1 or more Task Categories selected on the Position Detail page. This option will assign the selected Tasks to Eligible Positions based on the position's ability to accept the specific Task Category. The receiving worker cannot be the same worker currently assigned to the Task. Tasks are evenly distributed in a round-robin fashion. An optional Office and Unit field will display each with a Select **BUTTON** that will navigate the User to the Select Office and Select Unit page respectively allowing the user to limit Eligible Positions to a specific Office or Unit if they choose.
    e. Assign to Bank– Displays a (Required) "Bank ID" field allowing the user to specify a specific Bank ID to assign the selected Tasks to. A Select BUTTON displays to the right of the field that will navigate to the Select Bank page allowing the user to search for a specific Bank. (Reference Section 2.6)
    f. Unassign Position - Removes the Position assignment for the selected Tasks.
    g. Unassign Bank - Removes the Bank assignment for the selected Tasks.

7. Remove Assignment Field – this field allows the user to remove an assignment of the Task.
    a. Remove Position Assignment – This dropdown field displays when "Assign to Bank" is selected in the Action field.



    The values are:
        i. No (default) – does not impact any current Position assignments.
        ii. Yes – removes the current Position assignment of the selected Tasks.
    b. Remove Bank Assignment – This dropdown field displays when either "Assign to Me", "Assign to Program Worker", "Assign to Position" or "Assign to Eligible Positions" is selected in the Action field. The values are:
        i. No (default) – does not impact any current Bank assignments.
        ii. Yes – removes the current Bank assignment of the selected Tasks.
8. **BUTTON**: Submit – clicking this button submits the Action described by the Action and Remove Assignment fields.

2.4.4 Page Validation

1. "Reassign Task – There is no Worker currently assigned to the program(s). Please specify a Worker."
    a. Attempting to reassign a Task, or group of Tasks, to the Program Worker when no Worker assignment exists, will result in a validation message. This validation message will also display if the Task is not associated to a Program. Reassignment to logged in Worker or a specified Worker does not trigger validation.
2. "Task Action – Please select a Task to action."
    a. If the User clicks the Submit button having populated all of the necessary Action, ID, and Remove Assignment field, but without checking any Tasks in Search Results Summary, a validation is triggered. This is an update to the existing Task Assign field validation.
3. "Task Action – All Tasks must be assigned to a Position or a Bank."
    a. If the User has selected the "Unassign Position" or "Unassign Bank" options in the Action field and clicks Submit, having

checked at least one Task that is only assigned to the entity they are attempting to unassign, a validation is triggered.

4. "Reassign Task - There are no Eligible Positions available to assign the Tasks to."
   a. Attempting to reassign a Task, or a group of tasks, to any eligible Positions will result in a validation message if there are no Active Positions available to receive the selected Tasks.

2.4.5 Page Location

N/A.

2.4.6 Security Updates

1. N/A – There is no need to create new security rights and/or security groups as the following security rights/groups for the Task Search page already exist in the LRS/CalSAWS System:

Security Right	Security Group(s)
TaskSearchView	• Task View • Task Edit

2.4.7 Page Mapping

Add page mapping for the Task Search page.

2.4.8 Page Usage/Data Volume Impacts

The volume of Task data in the LRS/CalSAWS System is extremely large. Broad search criteria will result in longer search processing. It is highly recommended to be as restrictive as possible with the search criteria on this page to avoid lengthy search processing times.

2.5 Task Detail Page

2.5.1 Overview

The Task Detail page is accessible from the Task Search page. This page can be used to view, edit or create Tasks.

2.5.2 Task Detail Page Mockup

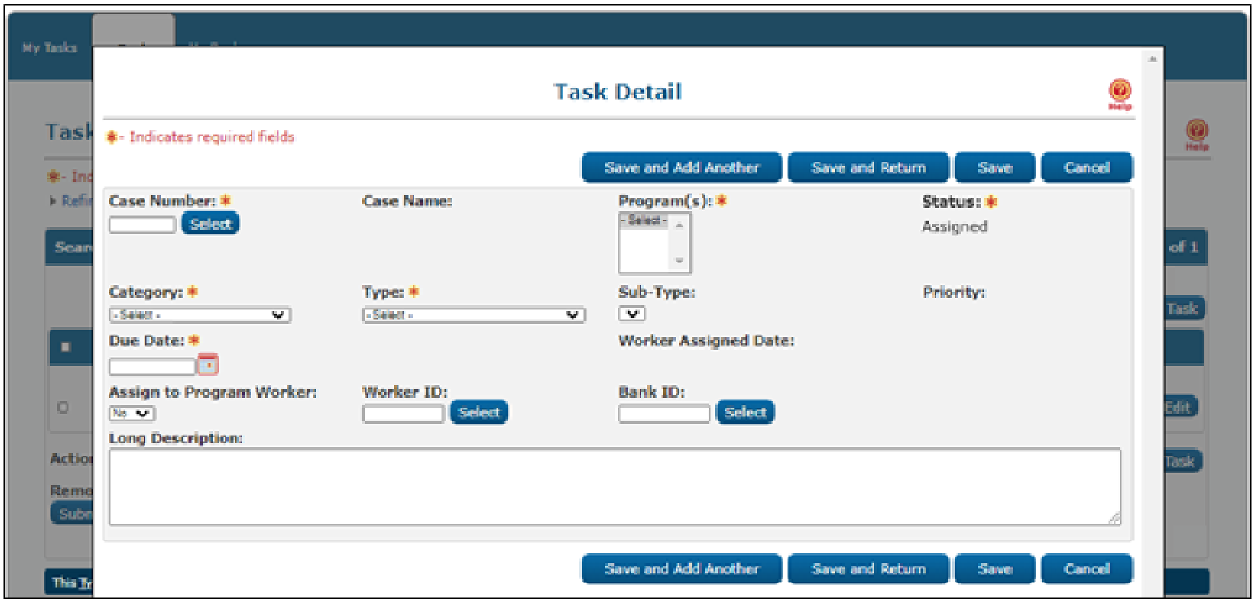


Figure 2.5.2.1 – Task Detail Page Create Mode Mockup

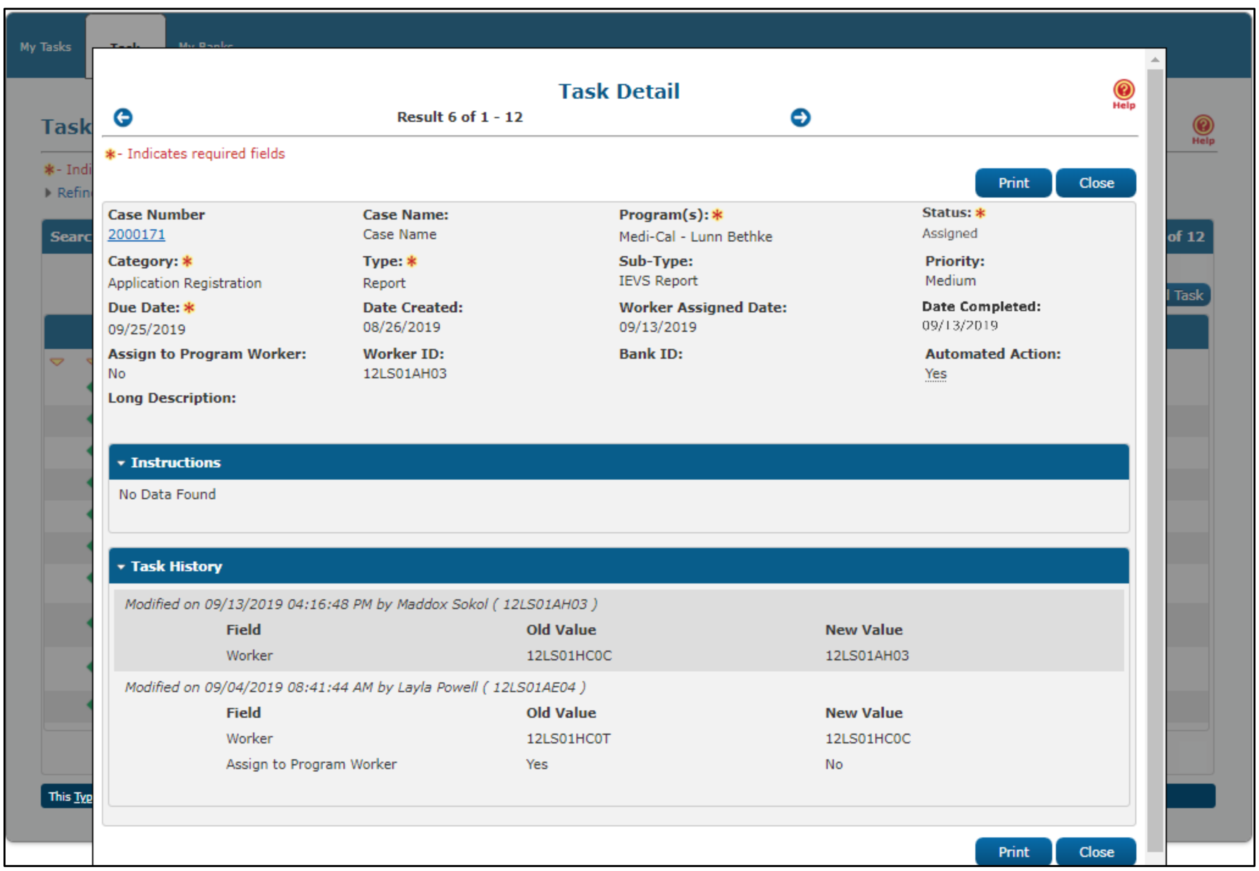


Figure 2.5.2.2 – Task Detail Page View Mode Mockup

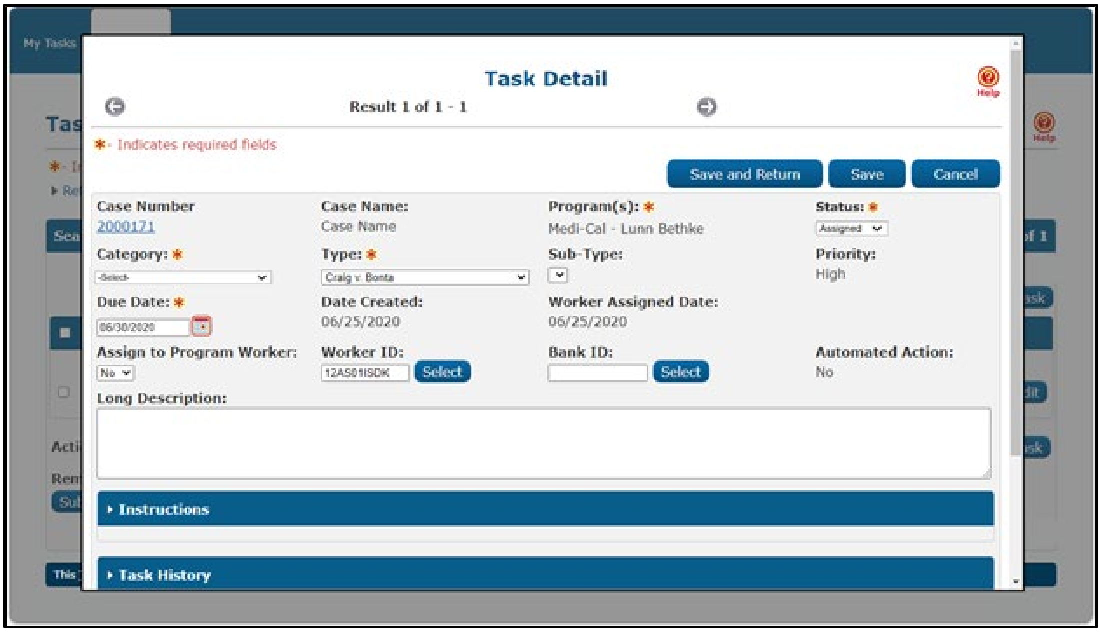


Figure 2.5.2.3 – Task Detail Page Edit Mode Mockup

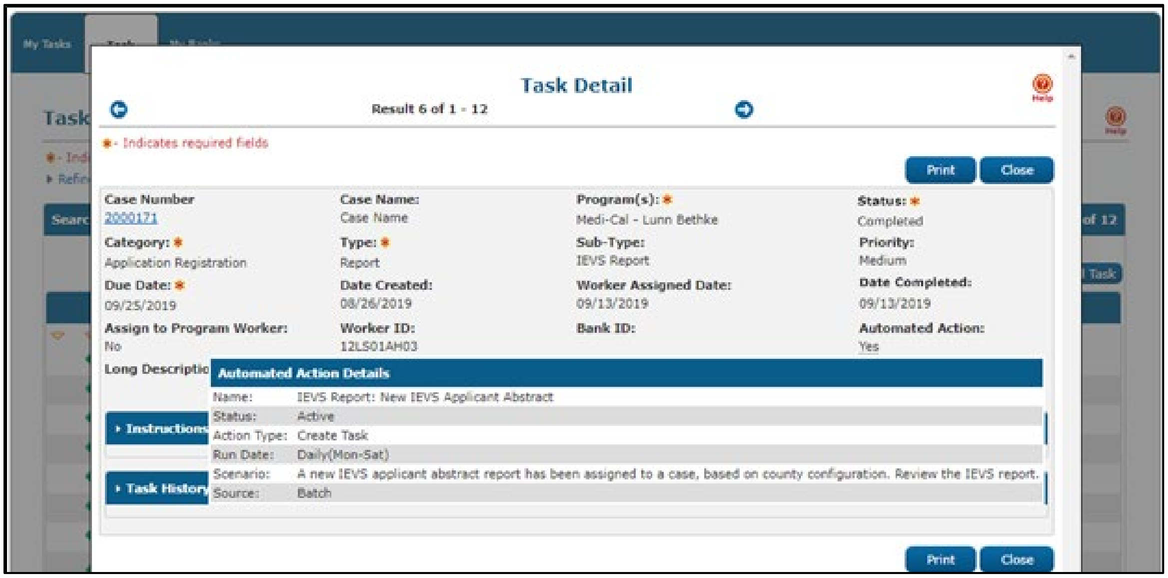


Figure 2.5.2.4 – Task Detail Page View Mode Automated Action Details Mockup

2.5.3 Description of Changes

Add a Task Detail page to the LRS/CalSAWS System as an overlay page within the Tasks Pop-Up window.

1. **ICON:** HELP – Clicking this button will open the Task Detail Online Help page.
2. **BUTTON:** Arrow Left/Right – Figure 2.5.2.2 displays the text "Result 6 of 1 - 12" between the left and right arrows. The result counts are based on

the Task Search page results. The arrow buttons allow the user to quickly navigate to the previous or next Task within the Task Detail overlay instead of having to close the overlay and re-navigate to the Task Detail page for a new Task.

3. **BUTTON:** Save and Add another – this button will display when the page is in Create mode. When clicked, the Task will be saved, and the page will refresh as a blank Task Detail page in Create mode to create another Task.
4. **BUTTON:** Save and Return – this button will display when the page is in Create or Edit mode. When clicked, the Task will be saved, and the user will return to the Task Search page.
5. **BUTTON:** Save – this button will display when the page is in Create or Edit mode. When clicked, the Task Detail page will be saved and displayed in View mode.
6. **BUTTON:** Cancel – this button will display when the page is in Create or Edit mode. When clicked, modifications to the Task Detail page will be discarded and the page will return to the Task Search page.
7. **BUTTON:** Edit – this button will display when the page is in View mode. When clicked, the Task Detail page will display in Edit mode. The button will display if the worker's security profile contains the "TaskDetailEdit" security right.
8. **BUTTON:** Print – this button opens the native print box allowing the user to print the Task Detail page.
9. **BUTTON:** Close – this button will display when the page is in View mode. When clicked, the Task Detail page will close and return to the Task Search page.
10. Case Number **(Required)** – the Case Number associated to the Task. When the page is in Create mode, a "Select" **BUTTON** will display to the right of this field that will open the Select Person page allowing users to search for a specific Case Number.

    When the page is in Edit or View mode, this field will display the Case Number associated to the Task as a hyperlink. When the hyperlink is clicked, the main LRS/CalSAWS window will navigate to the Case Summary page for the Case.
11. Case Name – this field displays the Case Name of the Case based on the Case Number field. This field is not editable.
12. Program(s) **(Required)** – a multi-select box allowing the user to select one or more of the Programs, based on the selected Case Number, to be associated to the Task. When the page is in View mode, this field will display the Programs that are associated to the Task. When the page is in Edit mode, this field will not be editable. If the Task was initially created without a Case/Program association, such as a Clearance Task, page validation will not force this field as required in Edit mode as the field is not editable. This function is consistent with the

processing of Clearance Tasks through the Worklist pages in the LRS/CalSAWS System.

13. Status **(Required)** – This field indicates the status of the Task. It is only editable when the page is in Edit mode. When the page is in Create mode, this field will default to "Assigned". The options for this field are:
    a. Expired: This value is not included in the dropdown list when the page is in Edit mode as the Expired status is set via the Task Expiration automated batch process.
    b. Void
    c. In Process
    d. Assigned
    e. Completed
14. Category **(Required)** –A dropdown box which will filter the Type dropdown to Task Types associated to the selected Category. If all Task Types associated to a Category have the "Available Online" attribute set to "No", the Category value will not display in the dropdown list. Options included in this dropdown are:
    a. Application Registration
    b. Batch EDBC
    c. CMIPSII
    d. CSC
    e. CWS
    f. CalHEERS
    g. Case Update
    h. Computation Request
    i. EBT
    j. e-ICT
    k. EDBC
    l. External Recovery Account
    m. Foster Care RDB
    n. Fraud
    o. IEVS
    p. IEVS Criminal
    q. IEVS Priority
    r. Interest Allocation
    s. Invoice
    t. Issuance Method
    u. Issuance Replacement/Reissue
    v. MC 355

w. MEDS Alert
x. MEDS Liaison
y. Manual
z. Payment Request
aa. QR7LA
bb. Quality Assurance Assignment
cc. Quality Review
dd. Redetermination
ee. SAR7
ff. Screening Packet
gg. Time Limits
hh. Transaction Refund
ii. Valuable
jj. YBN
kk. YBN E-communications

15. Type **(Required)** – the Task Type of the Task. When the page is in Create or Edit mode, this field will display as a drop-down box that includes Task Types associated to the county with a "Yes" in the "Available Online" field of the Task Type Detail page. If a value is selected in the Category field, Task Type options will be filtered to only display the Task Types associated to the selected Category.
16. Sub-Type – the Task Sub-Type of the Task. When the page is in Create or Edit mode, this field will display as a drop-down box that includes Task Sub-Types associated to the Task Type with a "Yes" in the "Available Online" field of the Task Sub-Type Detail page. If a value is selected in the Type field, Sub-Type options will be filtered to only display the Sub-Types associated to the selected Task Type.
17. Priority – This field is not editable and automatically populates based on the priority of the Task Type.
18. Due Date **(Required)** – This field allows the User to indicate when the Task is due. This date must be a date that is on or after the current date.
19. Date Created – This field will display the date that the Task was created. This field will not display when the page is in Create mode as the Task has not yet been saved.
20. Worker Assigned Date – This field is not editable and will initially populate to be the date the Task is created. Ongoing, this date will display the latest assigned date for the Task.
21. Date Completed/Voided/Expired – Completed, Voided and Expired are all end states of a Task. If the Task has reached one of these end states, this field will display the date in which the end state

(Completed, Voided or Expired) was reached. The field label will also display the appropriate value for the date. For example, if the Task was completed, the field label will display "Date Completed", if the Task was voided, the label will display "Date Voided".

22. Assign to Program Worker – indicates if the Task has been assigned to the worker of the Program associated to the Task. When the page is in Create or Edit mode, options include:
    a. Yes – will assign the Task to the worker who is currently assigned to the Program associated to the Task. The Worker ID field will pre-populate with the appropriate Worker ID in this instance.
    b. No (default) – allows the user to specify a Worker ID in the Worker ID field to assign the Task to. This allows the User to assign the Task to another Worker using the Select Button, which will open the Select Worker page.
23. Worker ID – This field will display the Worker ID the Task is assigned to. When the page is in Create or Edit mode and the value of the "Assign to Program Worker" field is "No", this field will be an editable text box allowing the user to enter a specific Worker ID. A "Select" **BUTTON** will display to the right of this field that will navigate to the Select Worker page allowing the user to search for a specific Worker ID.
24. Bank ID – if the Task is assigned to a Bank, this field will display the Bank ID of the Bank. When the page is in Create or Edit mode, this field will be an editable text box allowing the user to enter a specific Bank ID. A "Select" **BUTTON** will display to the right of this field that will navigate to the Select Bank page allowing the user to search for a specific Bank ID. (Reference Section 2.6)
25. Automated Action – This field will indicate whether the task was created by an Automated Action. If the task was created by an Automated Action, "Yes" will display as a tooltip that on mouse hover over will display the details of the Automated Action. (Reference Figure 2.5.2.4). This field does not display when the page is in Create mode. The following are the Automated Action attributes that display:
    a. Name
    b. Status
    c. Action Type
    d. Run Date
    e. Scenario
    f. Source
26. Long Description – A free text field allowing the user to add any additional details pertaining to the Task. This field will be limited to 2,000 characters.

27. Instructions – This field indicates the instructions that existed for the Task Type at the time the Task was created. Instructions are defined in the Instructions field of the Task Type Detail page.
28. Task History – This section will display the history of modifications made to the Task. For each modification entry in the Task History section, a header sentence will display formatted as "Modified on <Date Time> by <Staff Name> (<Worker ID>)". Reference Figure 2.5.2.2 for an example. Modification information will be described with the following 3 fields:
    a. Field – the name of the field that has been modified.
    b. Old Value – the original value of the field before the modification was made.
    c. New Value – the resulting value of the field after the modification.

2.5.4 Page Validation

1. "Program(s) – There is no Worker currently assigned to the program(s). Please specify a Worker."
    a. Attempting to create a Task for a program with no Worker assignment will result in a validation message when the "Assign to Program Worker" checkbox is checked.
2. "Program(s) – There is no Worker currently assigned to the program(s). Please specify a Worker."
    a. Attempting to edit a Task for a program with no Worker assignment will result in a validation message when the "Assign to Program Worker" checkbox is updated from unchecked to checked.
3. "Task Assignment - Please select a Worker ID, Bank ID, or Assign to Program Worker."
    a. Add a validation to display when the User attempts to save a Task without having selected either a Worker ID, Bank ID, or the value "Yes" in the Assign to Program Worker field. At least one must be selected in order to save the Task. This is an update to the existing Worker ID custom validation.
4. "Bank ID – Bank ID does not exist."
    a. Add a validation to display when the User attempts to save a Task with the Bank ID field either blank or populated with an ID that does not correspond to an existing Bank in the C-IV System.

2.5.5 Page Location

N/A.

2.5.6 Security Updates

1. N/A – There is no need to create new security rights and/or security groups as the following security rights/groups already exist in the LRS/CalSAWS System:

Security Right	Security Group(s)
TaskDetailView	• Task View
TaskDetailEdit	• Task View • Task Edit

2.5.7 Page Mapping

Add page mapping for the Task Detail page.

2.5.8 Page Usage/Data Volume Impacts

N/A.

2.6 Select Bank Page

2.6.1 Overview

This Select Bank Page allows the user to search for and select a specific Bank.

2.6.2 Select Bank Page Mockup

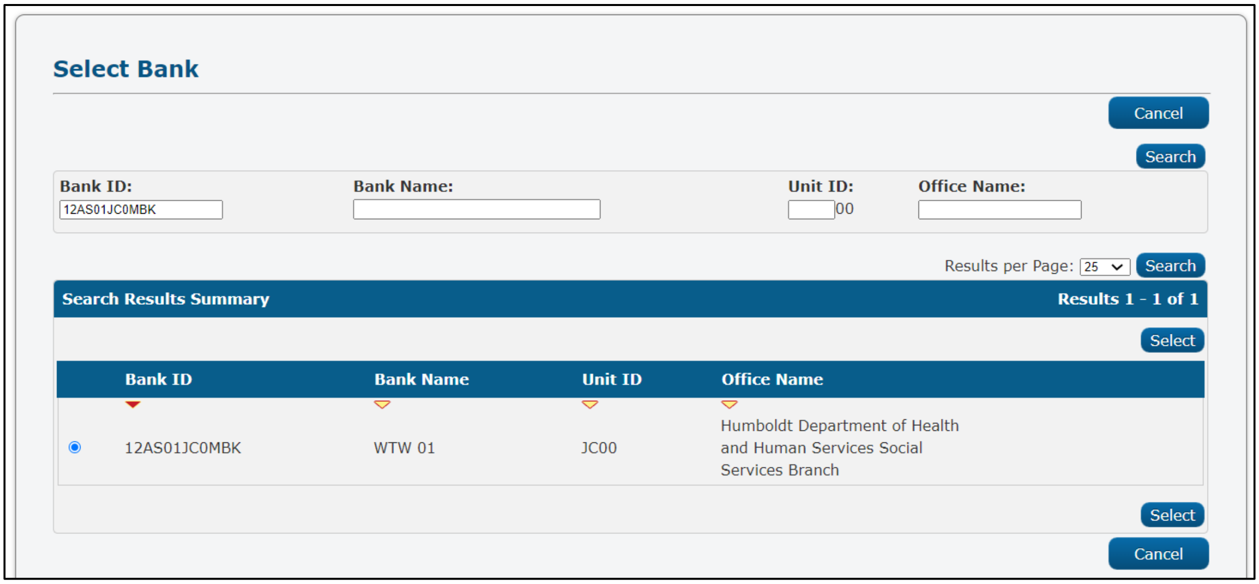


Figure 2.6.2.1 – Select Bank Page Mockup

2.6.3 Description of Changes

Add a Select Bank page to the LRS/CalSAWS System.

1. **BUTTON:** Cancel – this button will return the user to the previous page that the user had navigated from.
2. **BUTTON:** Search – this button refreshes the Search Results Summary to display Banks that match the search criteria in the Search Parameters section.
3. <u>Search Parameters</u>
    a. Bank ID – a text field allowing the user to search for a specific Bank ID.
    b. Bank Name – a text field allowing the user to search for a specific Bank Name.
    c. Unit ID – a text field allowing the user to search for Banks within a specific Unit.
    d. Office Name – a text field allowing the user to search for Banks within a specific Office.
4. <u>Search Results Summary</u>
    a. **BUTTON:** Select -- Clicking this button displays the previous page the User had navigated from and will load the Bank ID of the selected Bank into the appropriate field of the original page. If this button is clicked and no records satisfy the search criteria, a “No Data Found” message displays in the Search Results Summary Section.
    b. Selectable Radio Button – This field allows the user to select a single Bank from the Search Results Summary section.

c. Bank ID – the Bank ID of the Bank.
d. Bank Name – the name of the Bank.
e. Unit ID – the Unit ID associated to the Bank.
f. Office Name – the Office Name of the Office associated to the Bank.

2.6.4 Page Location

N/A.

2.6.5 Security Updates

1. N/A – No new security rights for this page as this is a page that is only accessible within parent pages that the user already has the security to access.

2.6.6 Page Mapping

Add page mapping for the Select Bank page.

2.6.7 Page Usage/Data Volume Impacts

N/A.

2.7 Automated Regression Test

2.7.1 Overview

Create new automated regression test scripts to verify a subset of the Task functionality outlined above.

2.7.2 Description of Change

1. Create new regression test scripts to verify the following Task functionality:
    a. Create and search:
        i. Create with and without sub-type
        ii. Search via:
            1. Task Search
            2. My Tasks
        iii. Search by:
            1. Case Number
            2. Worker ID

            3. Bank ID
            4. Worker ID and each of:
                a. Newly Assigned
                b. Category
                c. Type
                d. Sub-Type
    b. New assignment indicator:
        i. Verify display
        ii. Clear indicator
    c. Reassignment options:
        i. Assign to Bank (Select Bank by Bank ID), with each of:
            1. "Remove Position Assignment" not selected
            2. "Remove Position Assignment" selected
        ii. Assign to Me, with:
            1. "Remove Bank Assignment" not selected
        iii. Assign to Program Worker:
            1. "Remove Bank Assignment" not selected
        iv. Assign to Position (logged-in worker), with:
            1. "Remove Bank Assignment" selected
        v. Validations:
            1. "Task Action" on "Unassign Position" with no Bank assigned
            2. "Task Action" on "Unassign Bank" with no Position assigned
2. Create new regression test scripts to verify the following My Banks functionality:
    a. Automatic inclusion, with no "Additional" or "Excluded" association
    b. Specific inclusion through "Additional Associations"
    c. Specific exclusion through "Excluded Associations"

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
655	The CONTRACTOR shall migrate the Task icon link on the Utilities Navigation Bar to provide access to the My Task and Task Search pages.	None	This design incorporates the "Tasks" icon into the Utilities Navigation Bar which allows access to the My Task and Task Search pages.

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-216415 | DDID 1967

Migrate CD 9600 -Confidential Application for Child Development Services

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sureshnaidu Mullaguri
	Reviewed By	Harish Katragadda

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/25/2020	1.0	Initial Revision	Sureshnaidu Mullaguri

Table of Contents

1 OVERVIEW

The purpose of this change is to add the EESD 9600 Form latest version to LRS/CalSAWS and generate this form from the Template Repository.

1.1 Current Design

The EESD 9600 Form - Confidential Application for Child Development Services form does not exist in LRS/CalSAWS.

1.2 Requests

Add the English and Spanish EESD 9600 - Confidential Application for Child Development Services form to the LRS/CalSAWS Template Repository.

1.3 Overview of Recommendations

Add ~~most current~~ English and Spanish version (12/17) of EESD 9600 forms to LRS/CalSAWS Template Repository.

1.4 Assumptions

1. EESD 9600 form will not have the LRS/CalSAWS Standard Header.

2 RECOMMENDATIONS

2.1 Migrate CD 9600 -Confidential Application for Child Development Services

2.1.1 Overview

English and Spanish version of Form CD 9600 is available in C-IV. State revised form to EESD 9600 formerly known as CD 9600 with version 12/17. Migrate the C-IV CD 9600 form to LRS/CalSAWS and replace it with most current version EESD 9600.

State Form: EESD 9600
Form Name: Confidential Application for Child Development Services and Certification of Eligibility
Program: Medi-Cal, CalWORKs, Child Care
Forms Category: Forms
Languages: English, Spanish

Required Form Input: Case Number, Customer Name, Program, and Language.

Commented [MA1]: 1.4 Assumptions- Remove #2

Commented [MA2]: 2.1.1 Overview-per the Form this is also for CalWORKs program not just Medi-Cal

Commented [SM3R2]: Added Calworks Program to list of programs form can be generated.
in CIV, form is generated for Child Care program.
Can i add Child Care program also to the list of programs this form can be generated?

2.1.2 Description of Change

1. Add EESD 9600 form in English and Spanish languages to the LRS/CalSAWS Software.

   Form Mockups: Please refer to Supporting Document #1 and #2 for English and Spanish versions.

2. Add the following barcode options to the EESD 9600 form

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

3. Add the following print options to the EESD 9600 Form:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	N	Y	N

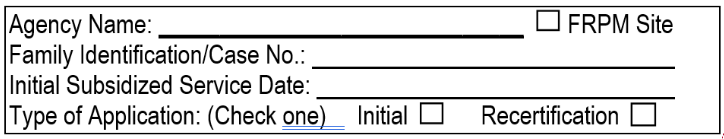
4. All fields on this form are editable unless otherwise stated.

5. Use below details to populate fields on form when form is generated in ~~case~~ the context of a case.

6. Populate Case and Application Details.

Form Population

Section:


Agency Name: ______________ ☐ FRPM Site
Family Identification/Case No.: ______________
Initial Subsidized Service Date: ______________
Type of Application: (Check one) Initial ☐ Recertification ☐

Field Name	Type	Value
Agency Name	Text Field	Current program worker Office Name
FRPM Site	Check box	Editable.
Family Identification/Case No.	Text Field	Case Number
Initial Subsidized Service Date	Date	Earliest program Begin date listed in Child Care program detail history with status Active or Pending or Discontinued.
Type of Application: (Check one)	Check box	Check Initial if Program Primary Applicant current status is Pending. Otherwise Check Recertification Check box

Commented [MA4]: Section 2.1.2 #6 Pre-population-Agency name should not be the current worker, it should be the Agency providing the child care services. Is this field currently populating in CIV??

Commented [SM5R4]: CIV populating current Child Care program worker office name.

Commented [MA6]: #6 -what Case Number is currently populating in CIV-Please see instructions included with this Form. is the case # the FIN # or FCN??

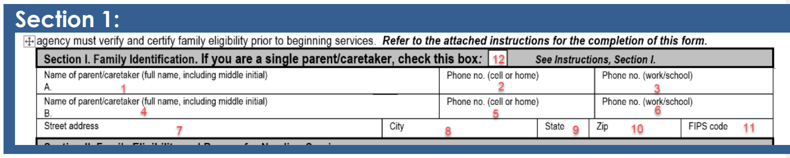
Commented [SM7R6]: CIV populating Case Number.

Commented [MA8]: #6- Type of Application, Is this going to be system prepopulated or user entry?

Commented [SM9R8]: System populated field if form is generated in the context of Case.

7. Populated Family Identification Details in Section 1.

Section 1:

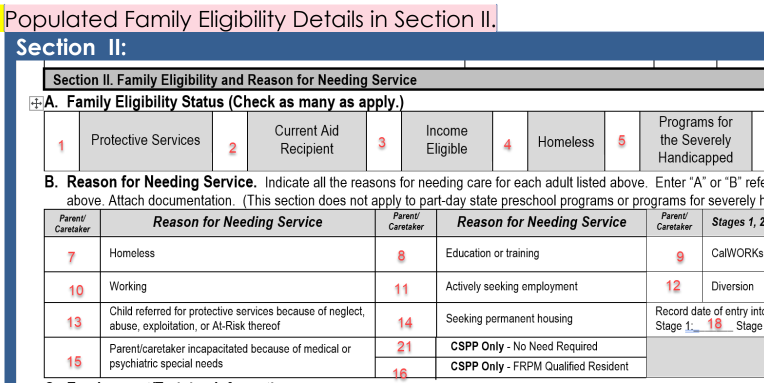

agency must verify and certify family eligibility prior to beginning services. ***Refer to the attached instructions for the completion of this form.***

Section I. Family Identification. If you are a single parent/caretaker, check this box: 12		***See Instructions, Section I.***		
Name of parent/caretaker (full name, including middle initial) A. 1		Phone no. (cell or home) 2	Phone no. (work/school) 3	
Name of parent/caretaker (full name, including middle initial) B. 4		Phone no. (cell or home) 5	Phone no. (work/school) 6	
Street address 7	City 8	State 9	Zip 10	FIPS code 11

1. Name of parent/caretaker (full name, including middle initial) A.	Text Field	Primary Applicant Full Name. Format name using Function FMT_NAME and display.
2. Phone No. (Cell or Home)	Text Field	Primary Applicant Cell Phone Number or Home Phone number
3. Phone no. (work/school)	Text Field	Primary Applicant Work Phone number
4. Name of parent/caretaker (full name, including middle initial) B.	Text Field	Full Name of Second Parent with below criteria: 1. Have valid Physical Address 2. Current household status is In the Home or no household status record. 3. Biological or Stepparent of child Format name using Function FMT_NAME and display.
5. Phone No. (Cell or Home)	Text Field	Second Parent Cell Phone Number or Home Phone number
6. Phone no. (work/school)	Text Field	Second Parent Work Phone number
7. Street Address	Text Field	Primary Applicants Mailing Address line 1. If address line 2 is available, display Address line 1 and Address line 2 separated by Space.

8. City	Text Field	Primary Applicants Mailing Address City
9. State	Text Field	Primary Applicants Mailing Address State
10. Zip	Text Field	Primary Applicants Mailing Address Zip
11. FIPS Code	Text Field	Identify FIPS code based on rules mentioned on EESD 9600 form instructions page. Refer EESD 9600 Mockup form Page 3, Section I. Family Identification Federal Information Processing Standards (FIPS) Codes

8. Populated Family Eligibility Details in Section II.


Section II:

Section II. Family Eligibility and Reason for Needing Service

A. Family Eligibility Status (Check as many as apply.)

1	Protective Services	2	Current Aid Recipient	3	Income Eligible	4	Homeless	5	Programs for the Severely Handicapped

B. **Reason for Needing Service.** Indicate all the reasons for needing care for each adult listed above. Enter "A" or "B" refer above. Attach documentation. (This section does not apply to part-day state preschool programs or programs for severely ha

Parent/ Caretaker	Reason for Needing Service	Parent/ Caretaker	Reason for Needing Service	Parent/ Caretaker	Stages 1, 2,
7	Homeless	8	Education or training	9	CalWORKs a
10	Working	11	Actively seeking employment	12	Diversion
13	Child referred for protective services because of neglect, abuse, exploitation, or At-Risk thereof	14	Seeking permanent housing	Record date of entry into Stage 1: 18 Stage 2	
15	Parent/caretaker incapacitated because of medical or psychiatric special needs	21	**CSPP Only** - No Need Required		
		16	**CSPP Only** - FRPM Qualified Resident		

A. Family Eligibility Status (Check as many as apply.)	Check Boxes	Check all eligible childcare eligibility reasons listed on Child Care Program Detail Page Eligibility section. (Eligibility Reason is listed on Eligibility Detail page)

Commented [MA10]: Section #8- Are you sure all these Data fields will pre-populate when generating via the Template repository as long as it's within the context of a case?

Commented [SM11R10]: Yes, Current CIV design populating all this information if the form is generated in the context of Case.

		Check All applicable check boxes numbered from 1 to 6.
B. Reason for Needing Service		Set 'A', 'B', 'C' for all active reason for needing Service details of Primary applicant or second parent or child. (Need Reason(s) listed on Child Care Needs List page) Use below example to populate value for each reason for needing service fields. Ex: If Primary applicant, second parent and child have Homeless reason for needing service, populate ABC in text field before Homeless (Field number 7). If only primary applicant and second parent has Homeless need reason, then populate AB in text field before Homeless (Field number 7). If Primary applicant doesn't have the need reason and second parent and child has Homeless need reason, populate BC in text field before Homeless (Field number 7). . If only primary applicant and child has the Homeless need reason, display AC in text field before Homeless (Field number 7). If only one among primary applicant or second parent or child has Homeless need reason, populate only A or B or C in text field before Homeless (Field number 7).

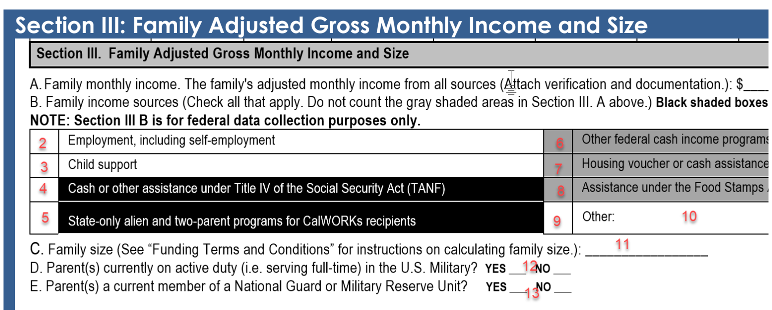
		if no one has this reason, populate nothing. See below for each field numbered from 7 to 16 and field 21.
Homeless	Text Field	Populate A, B, C values if Primary Applicant or second parent or child or all has active need reason of type Homeless - Seeking Permanent Housing. Populate A, B, C combination as mentioned in above example in B. Reason for Needing Service. (Text field marked as number 7)
Education or training	Text Field	Populate A, B, C values if Primary Applicant or second parent or child or all has active need reason of type Education or Training. Populate A, B, C combination as mentioned in above example in B. Reason for Needing Service. (Text field marked as number 8)
CalWORKs activities	Text Field	Populate A, B, C values if Primary Applicant or second parent or child or all has active need reason of type CalWORKs Activities. Populate A, B, C combination as mentioned in above example in B. Reason for Needing Service.

		(Text field marked as number 9)
Working	Text Field	Populate A, B, C values if Primary Applicant or second parent or child or all has active need reason of type *Working*. Populate A, B, C combination as mentioned in above example in B. Reason for Needing Service. (Text field marked as number 10)
Actively seeking employment	Text Field	Populate A, B, C values if Primary Applicant or second parent or child or all has active need reason of type Actively Seeking Employment. Populate A, B, C combination as mentioned in above example in B. Reason for Needing Service. (Text field marked as number 11)
Diversion	Text Field	Populate A, B, C values if Primary Applicant or second parent or child or all has active need reason of type Diversion. Populate A, B, C combination as mentioned in above example in B. Reason for Needing Service. (Text field marked as number 12)
Child referred for protective services because of neglect, abuse, exploitation, or At-Risk thereof	Text Field	Populate A, B, C values if Primary Applicant or second parent or child or all has active need reason of type Referred for Protective Services. Populate A, B, C

		combination as mentioned in above example in B. Reason for Needing Service. (Text field marked as number 13)
Seeking permanent housing	Text Field	Populate A, B, C values if Primary Applicant or second parent or child or all has active need reason of type Seeking Permanent Housing. Populate A, B, C combination as mentioned in above example in B. Reason for Needing Service. (Text field marked as number 14)
Parent/caretaker incapacitated because of medical or psychiatric special needs	Text Field	Populate A, B, C values if Primary Applicant or second parent or child or all has active need reason of type Incapacitated. Populate A, B, C combination as mentioned in above example in B. Reason for Needing Service. (Text field marked as number 15)
Date parent became ineligible for aid: Date :	Date	If Child Care program is discontinued, populate most recent discontinued begin date.
Record date of entry into each stage:	Date	Program Status section on Child Care program details page displays Funding Source Status. Populate Fields 18, 19 and 20 with respective stage effective begin date.

		Below Funding Source Values refers to each Stage of application. Stage 1 Refers to Stage 1 C2AP Refers to Stage 2 C3AP Refers to Stage 3 Populate Stage 2 and Stage 3 begin date only if it is Recertification application. Refer Recommendation 6, Type of Application: (Check one) field details to check application type is initial or Recertification.
CSPP Only - No Need Required	Text Field	Editable and Blank text field. (Field 21)
CSPP Only - FRPM Qualified Resident	Text Field	Editable and Blank text field. (Field 16)

9. Populated Family Eligibility Details in Section III.


Section III: Family Adjusted Gross Monthly Income and Size

Section III. Family Adjusted Gross Monthly Income and Size

A. Family monthly income. The family's adjusted monthly income from all sources (Attach verification and documentation.): $____

B. Family income sources (Check all that apply. Do not count the gray shaded areas in Section III. A above.) **Black shaded boxes**

NOTE: Section III B is for federal data collection purposes only.

2	Employment, including self-employment	6	Other federal cash income programs
3	Child support	7	Housing voucher or cash assistance
4	Cash or other assistance under Title IV of the Social Security Act (TANF)	8	Assistance under the Food Stamps
5	State-only alien and two-parent programs for CalWORKs recipients	9	Other: 10

C. Family size (See "Funding Terms and Conditions" for instructions on calculating family size.): ___11___________

D. Parent(s) currently on active duty (i.e. serving full-time) in the U.S. Military? YES __12 NO __

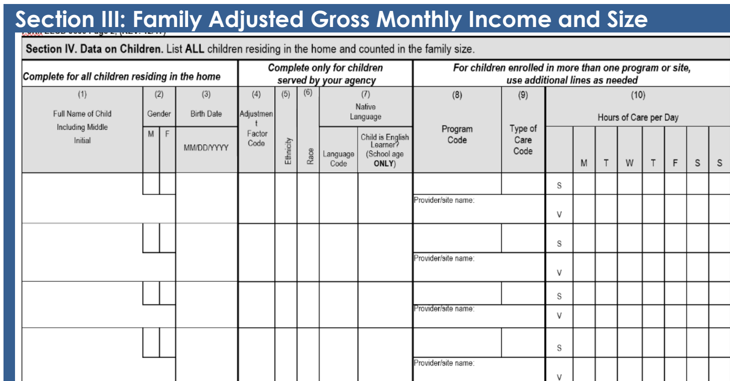
E. Parent(s) a current member of a National Guard or Military Reserve Unit? YES __13 NO __

Family monthly income (Field number 1)	Text Field	Populate with Average Monthly Income listed on Child Care program details page Eligibility section from high dated record.

Family Size (Filed number 11)	Text Field	populate with number of Household Members listed on Child Care program details page Eligibility section from high dated record.
Income Sources Section (Fields 2,3,4,5,6,7,8 and 9)	Check Box	Check all Income Sources selected on high dated Eligibility details record on Child Care program details page.
Other Text (Field 10)	Text Field	User Enterable Text field
Parent(s) currently on active duty (i.e. serving full-time) in the U.S. Military? (Field 12)	Check Box	Both Yes and No are Editable checkboxes.
Parent(s) a current member of a National Guard or Military Reserve Unit? (Field 13)	Check Box	Both Yes and No are Editable checkboxes.

10. Populate Children data in Section IV with all children on Case. Populate each row with one child details and Populate details up to 5 children.

Section III: Family Adjusted Gross Monthly Income and Size



Section IV. Data on Children. List **ALL** children residing in the home and counted in the family size.

Complete for all children residing in the home			*Complete only for children served by your agency*					*For children enrolled in more than one program or site, use additional lines as needed*									
(1) Full Name of Child Including Middle Initial	(2) Gender M F	(3) Birth Date MM/DD/YYYY	(4) Adjustment Factor Code	(5) Ethnicity	(6) Race	(7) Native Language: Language Code	Child in English Learner? (School age ONLY)	(8) Program Code	(9) Type of Care Code		(10) Hours of Care per Day: M	T	W	T	F	S	S
										S							
								Provider/site name:		V							
										S							
								Provider/site name:		V							
										S							
								Provider/site name:		V							
										S							
								Provider/site name:		V							

Full Name of Child Including Middle Initial (Column 1)	Text Field	Populate Children Full Name. Format name using Function

		FMT_NAME to populate name including Middle Initial.
Gender (Column 2)	Text Field	populate 'M' if child is Male in column 2, M sub column. populate 'F' if child is Female in column 2, F sub column.
Birth Date (Column 3)	Date	Populate Child's Birth Date in MM/DD/YYYY format.
Adjustment Factor Code (Column 4)	Text Field	If Child has below special needs active on current date, populate Special need code. Special Needs: Infant Exceptional Needs Child Protective Services Severely Handicapped Limited English Proficient (LEP) Toddler (Age 1-3)* Page: Child Care Need Detail Field: Child's Special Need: Follow Section IV. Data on Children Column 4: Adjustment Factor Codes on Instructions page of the mockup form (Page 3) To identify Adjustment Factor Codes to be populated on form for

		each Special Needs listed above. Field is blank and editable if Child doesn't have Special needs listed above.
Ethnicity (Column 5)	Text Field	Populate "Y" if the child is Hispanic or Latino. Otherwise, enter an "N".
Race (Column 6)	Text Field	Determine Childs Race codes by decoding Race/Ethnic Origin information details selected on Individual Demographics Detail page and populate with all applicable Race codes. Use Section IV. Data on Children Column 6: Race Codes on mockup form instructions page (page 3) to decode race code value from child's Race/Ethnic Origin details selected on Individual Demographics Detail page.
Language Code (Column 7)	Text Field	Decode Child's language and populated field with code value. (language field on Individual Demographics Detail page)

		Use Section IV. Data on Children Column 7: Native Language Codes on mockup form instructions page (page 3) to decode Language value from child's language selected on Individual Demographics Detail page.
Child is English Learner? (School age ONLY) (Column 7)	Text Field	Blank and Editable
Program Code (Column 8)	Text Field	For each child on Child Care program, if there exists an Active Child Care Certificate as on Current date, decode Child Care program sub type code and populate the field with decoded value. Decode instructions listed on mockup form instructions (Page 3, section Column 8: Program Codes (Contract Prefix)). Decode: If program subtype is of 'Stage 1 - Unable to Move to Stage 2'or 'Stage 1', display nothing If program sub type is 'C2AP' or 'C3AP' or 'CAPP', display program sub type value.

Type of Care Code (Column 9)	Text field	For each child on Child Care program, if there exists a Active Child Care Certificate as on Current date, decode providers service type and populate the field with decoded value. Decode instructions listed on mockup form instructions (Page 3, Column 9: Type of Care Codes). Note: Child Care Certificate Detail page (Field Name: Service, next to Provider). Field is blank and editable if Providers Service type doesn't match with decode criteria mentioned on mockup instructions page
Provider/site name: (Sub row in Column 8 and Column 9)	Text field	For each child on Child Care program, if there exists an Active Child Care Certificate as on Current date, populate the name of the provider providing service. Note: Navigate to Resource Detail page by clicking Provider link on Child Care Certificate Detail page to get the Name of the provider resource.
Hours of Care per Day (Column 10)	Text Fields	For each child on Child Care program, if there exists an Active Child Care Certificate as on Current date, populate

		the Schedule details on form as listed on Child Care Certificate Detail page. For each day, display total number of hours. Display regular hours in row S and vacation hours row V.

Mailing Requirements:
Mail-To (Recipient): N/A
Mailed From (Return):N/A
Mail-back-to Address: N/A
Outgoing Envelope Type: Standard
Return Envelope Type: N/A

Additional Requirements:
Special Paper Stock: N/A
Enclosures: N/A
Electronic Signature: N/A
Post to YBN/C4Y: Yes

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	EESD 9600 Form in English Version	State revised CD 9600 to EESD 9600 (12-17).doc
2	Client Correspondence	EESD 9600 Form in Spanish	STATE EESD 9600 spanish.doc

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2599	Original: State revised form to EESD 9600 formerly known as CD 9600 with version 12/17. Add EESD 9600-Confidential Application for Child Development Services and Certification of Eligibility to the Template Repository in EN & SP.	State revised form to EESD 9600 formerly known as CD 9600 with version 12/17. Add EESD 9600-Confidential Application for Child Development Services and Certification of Eligibility to the Template Repository in EN & SP.	With SCR CA-216415 CMSP 1176- EESD 9600-Confidential Application for Child Development Services and Certification of Eligibility Form added to LRS/CalSAWS application in English and Spanish languages.

CalSAWS

California Statewide Automated Welfare System

Design Document

Multiple DDIDs

CA 218192 –Virtual Capture

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Imaging Team
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/22/2020	1.0	Virtual Capture Split out from CA-214172	Chris Vasquez

Table of Contents

1 OVERVIEW

This is the first of several stages needed to fully implement the CalSAWS capture modes. This first implementation will enable basic capturing capabilities via single case capture, drag and drop import capture, and virtual printer capture. All baseline capture modes will not have security limitations enabled, and will have no CalSAWS system interaction.

1.1 Requests

Per DDID 2242, create the following core capture and indexing scan modes in the imaging solution:

1) Single Case - Used for capturing one or more documents for a single case

2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case

3) Multi-case - Used to capture multiple documents from different cases

Implementation of the third core scan mode "Single Case" will be implemented in CA-214030 (Capture Single and Barcode Detection).

Per DDID 2516, create a security driven scan mode for Special Investigation Unit (SIU) with the following metadata:

1) Case Number
2) Case Name
3) Applicable Date
4) Received Date
5) Form Name
6) Form Number
7) Document Type - All images/documents will have the value: 'SIU Documents'

The CONTRACTOR shall enable the following scan modes for SIU:

1) Single Case - Used for capturing one or more documents for a single case
2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case

Single case scanning is documented and implemented in CA- 214030 (Capture Single and Barcode Detection). The security rights driving these scan modes is documented and implemented in CA- 214027 (Security). The available indexing values are documented and implemented in CA- 214035 (Store Index Values).

Per DDID 2517, create a security driven scan mode for Hearings with the following metadata:

1) Case Number
2) Case Name
3) Applicable Date
4) Received Date
5) Form Name
6) Form Number

7) Document Type - All images/documents will have the value: 'Court/Hearings Documents'
8) State Hearings Number - Optional, editable field

The CONTRACTOR shall enable the following scan modes for Hearings:

1) Single Case - Used for capturing one or more documents for a single case
2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case

Single case scanning is documented and implemented in CA- 214030 (Capture Single and Barcode Detection). The security rights driving these scan modes is documented and implemented in CA- 214027 (Security). The available indexing values are documented and implemented in CA- 214035 (Store Index Values).

Per DDID 2521, create a security driven scan mode for Resource Data Bank (RDB) with the following metadata:

1) Resource ID
2) Resource Name
3) Document Type
4) Applicable Date
5) Received Date

The CONTRACTOR shall enable the following scan modes for RDB:

1) Single Case – Used to capture one or more documents to a single resource
2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case

Single case scanning is documented and implemented in CA- 214030 (Capture Single and Barcode Detection). The security rights driving these scan modes is documented and implemented in CA- 214027 (Security). The available indexing values are documented and implemented in CA- 214035 (Store Index Values).

1.2 Overview of Recommendations

- Enable Virtual Printer to be used for importing documents into the Imaging Solution without the need to print out documents/pages first
- Configure Virtual Printer to support scanning to SIU, Hearings, RDB, and Single Case Scan modes

1.3 Assumptions

- Multi Capture and Import is documented and implemented in CA-214172 (Multi, Import Capture)
- Barcode values will be captured only leveraging hardware detection, the use of OCR/ICR detection for non-hardware scanning modes such as Virtual Printer, will be implemented in CA-214048 (Categorize by OCR)
- Reindexing functionality will be implemented in CA-214058 (Environment Workflow Configuration)
- Security driving the described capture modes will be implemented in CA-214027 (Security and Auditing)

2 RECOMMENDATIONS

2.1 Virtual Printer Capture

2.1.1 Overview

Used to print documents from an application/window directly into the Imaging System, without the need to capture the screen or to be physically printed. Virtual Printer supports scanning to SIU, Hearings, RDB, and Single Case Scan modes.

2.1.2 Initiating Scan

To scan documents in via the Virtual Printer, the user will need to log into CalSAWS and navigate to the Case Summary page within the context of the case. Scanning can be initiated from any application that supports printing. Once presented with the printing dialog, the user will select the ImageNow Printer from the list of available printers. Once the printer has been selected and print options have been finalized, the user will select print.

2.1.3 Scan Quality Assurance and Finalization

Once scanning has completed, the user will be presented with a preview of the scanned documents. Users will need to perform the following tasks:

a. Verify the quality of the scanned images are clear and undistorted
b. Separate the scan batch into individual documents
c. Set specialty flags - if desired. (Note: security rights driving these flags are documented in CA-214027 (Security))
    i. Task Override
    ii. Person Override
    iii. Program Select
    iv. No Change SAR 7/QR 7
d. Finalize the scan by selecting “Submit”

3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2242	The CONTRACTOR shall create the following core capture and indexing scan modes in the imaging solution: 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case 3) Multi-case - Used to capture multiple documents from different cases	• Single Case capture mode will be addressed in CA-214030 (Capture Single and Barcode Detection)	• Enable Virtual Printer to be used for importing non-barcoded documents into the Imaging Solution without the need to print out documents/pages first
2516	The CONTRACTOR shall create a security driven scan mode for Special Investigation Unit (SIU) with the following metadata: 1) Case Number 2) Case Name 3) Applicable Date 4) Received Date 5) Form Name 6) Form Number 7) Document Type - All images/documents will have the value: 'SIU Documents' The CONTRACTOR shall enable the following scan modes for SIU: 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case	• Single case scanning is documented and implemented in CA-214030 (Capture Single and Barcode Detection) • The security rights driving these scan modes is documented and implemented in CA-214027 (Security) • The available indexing values are documented and implemented in CA-214035 (Store Index Values)	• Configure Virtual Printer to support scanning to SIU, Hearings, RDB, and Single Case Scan modes

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2517	The CONTRACTOR shall create a security driven scan mode for Hearings with the following metadata: 1) Case Number 2) Case Name 3) Applicable Date 4) Received Date 5) Form Name 6) Form Number 7) Document Type - All images/documents will have the value: 'Court/Hearings Documents' 8) State Hearings Number - Optional, editable field The CONTRACTOR shall enable the following scan modes for Hearings: 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case	• Single case scanning is documented and implemented in CA-214030 (Capture Single and Barcode Detection) • The security rights driving these scan modes is documented and implemented in CA-214027 (Security) • The available indexing values are documented and implemented in CA-214035 (Store Index Values)	• Configure Virtual Printer to support scanning to SIU, Hearings, RDB, and Single Case Scan modes
2521	The CONTRACTOR shall create a security driven scan mode for Resource Data Bank (RDB) with the following metadata: 1) Resource ID 2) Resource Name 3) Document Type 4) Applicable Date 5) Received Date The CONTRACTOR shall enable the following scan modes for RDB: 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case	• Single case scanning is documented and implemented in CA-214030 (Capture Single and Barcode Detection) • The security rights driving these scan modes is documented and implemented in CA-214027 (Security) • The available indexing values are documented and implemented in CA-214035 (Store Index Values)	• Configure Virtual Printer to support scanning to SIU, Hearings, RDB, and Single Case Scan modes

4 APPENDIX

DRAFT