# CalSAWS

**The LRS/CalSAWS Sandbox Environment Definition Document**

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## 1. INTRODUCTION

The LRS/CalSAWS Sandbox Environment is an environment available via the internet to all 58 Counties. The Sandbox will provide participating County staff with the opportunity to use LRS/CalSAWS in a non- production environment that uses the Production application code and masked Production data. The environment has key limitations to protect against fraudulent use and to confirm that Sandbox data does not reach interface partners.

The LRS/CalSAWS Sandbox Environment Definition Document will identify the intention, scope, and design considerations of the LRS/CalSAWS Sandbox Environment.

For additional questions, please contact the CalSAWS Change Management Leads, Helen Cruz (CruzH@CalSAWS.org) and Araceli Gallardo (GallardoA@CalSAWS.org).

## 2. PURPOSE

The LRS/CalSAWS Sandbox Environment provides select County staff with the opportunity to use LRS/CalSAWS in a non-production environment where they can begin experiencing and familiarizing themselves with LRS/CalSAWS functionality prior to migration. Since CalSAWS functionality will be updated over time, the LRS/CalSAWS Sandbox Environment will be updated after each major release. Users will be able to perform system processes and interact with the various pages, reports, and forms.

The LRS/CalSAWS Sandbox Environment is not intended for enhancement identification, determining system gaps, or developing requirements. The LRS/CalSAWS Sandbox Environment intends to simulate the LRS/CalSAWS user experience with deliberate functional limitations for security and practical purposes. Please refer to Section 4 - Design Approach - for further clarification on the functional design elements.

## 3. KEY ASSUMPTIONS

The following assumptions were made when identifying the expectations for this Document:

1. The Sandbox will mirror Production functionality and will be refreshed one week after the major Production release. A Release Schedule for the LRS/CalSAWS Production and LRS/CalSAWS Sandbox Environments is provided in Appendix A.
2. Code for minor releases will wait until the following major release to be deployed to the LRS/CalSAWS Sandbox Environment, unless there is a defect identified as hindering daily functions. This will be assessed on a case-by-case basis.
3. A self-service portal has been created specifically for users to create ticket inquiries regarding the LRS/CalSAWS Sandbox Environment. The Consortium Leads will confer with their respective teams in order to provide thorough responses to the Counties.
4. The LRS/CalSAWS Sandbox Environment is available from 7:00 AM – 7:00 PM,

Monday – Friday. The LRS/CalSAWS Sandbox Environment is not available on holidays observed by all 58 Counties. A ticket can be submitted in the self-service portal to request access to the environment outside of these designated hours.

5. The Sandbox uses masked LA County Production Data. Note that due to the masking algorithm used, for certain data fields (e.g. location names, etc.), the output may be a combination of letters that do not form a logical word.
6. No Interfaces will be executed or supported, including MEDS, CIN, EBT Host to Host, YourBenefitsNow (YBN), and CalHEERS.
7. No generated or distributed documents including historical reports from Production are available in the LRS/CalSAWS Sandbox Environment.
8. The 'Rush Warrant' print button is not available in the LRS/CalSAWS Sandbox Environment.
9. The Case Copy function does not exist in the LRS/CalSAWS Sandbox Environment.
10. The Sandbox does not have a disaster recovery component.
11. Performance Service Level Agreements (SLAs) do not apply to the LRS/CalSAWS Sandbox Environment.
12. The Sandbox will be made available to Counties over the internet to known County IP ranges.
13. Counties will be given a set number of generic Los Angeles County user accounts with System Administrator security rights.
14. The LRS/CalSAWS Sandbox Environment supports a total of 150 concurrent users.
15. The Sandbox will be available at the following URL: https://sb.calsaws.net until January 1, 2023.

## 4. DESIGN APPROACH

The LRS/CalSAWS Sandbox Environment will be hosted in the Amazon Web Services (AWS) Cloud. The following sections provide an overview of the design considerations for the LRS/CalSAWS Sandbox Environment.

### 4.1. CAPACITY

The LRS/CalSAWS Sandbox Environment has been sized to accommodate 150 concurrent users.

### 4.2. REFRESH SCHEDULE

The LRS/CalSAWS Sandbox Environment will be refreshed with a copy of the Production database one week following a major release deployment to Production (dates in Appendix A – Release Schedule). All existing masked Production data (including any edits made since the last refresh) will be deleted and overwritten with new masked Production data. The case generation sequence will be reset; any cases created since the last refresh will be removed. If security rights were updated, the user accounts will be reset to have System Administrator security rights.

Any issues that arise from a major release that make the LRS/CalSAWS Sandbox Environment unusable will be addressed on a case-by-case basis.

## 4.3. ACCESS TO LRS/CALSAWS SANDBOX ENVIRONMENT

Each County will receive a set number of generic user profiles with System Administrator security rights to share among selected County staff. Since the Sandbox is a reflection of current LRS/CalSAWS code, all user accounts are assigned to Los Angeles County; therefore, users may see certain field and drop-down options that are specific to Los Angeles County. Users will access the Sandbox via the following URL: https://sb.calsaws.net.

## 4.4. LRS/CALSAWS SANDBOX ENVIRONMENT SERVICE DESK SUPPORT

For system design and functionality questions, Sandbox users will be able to submit tickets in a self-service portal at the following URL: https://calsaws.service-now.com/login.do. Instructions on how to submit a ticket will be provided in a Job Aid. Consortium Team Leads will have access to respond to the County-submitted inquiries.

## 4.5. DIFFERENTIATION

To distinguish the LRS/CalSAWS Sandbox Environment from Production, the top-left corner image will say "SB" below the main "LRS" system icon. A page mock-up is provided in Appendix B.

## 4.6. PASSWORDS

Each generic user profile will come with its own unique pre-assigned password.

## 4.7. SPECIAL FUNCTIONALITY

The following sections outline special functionality that will be in the LRS/CalSAWS Sandbox Environment.

### 4.7.1. NOA (NOTICE OF ACTION) GENERATION

NOA generation will be unchanged in the LRS/CalSAWS Sandbox Environment. Users will be able to run an EDBC (Eligibility Determination Benefits Calculation), and NOAs can be generated in all threshold languages. Users will be able to save the generated NOA in a case.

### 4.7.2. NOA CHANGES

Each NOA that is generated will include the text "Test Use Only – Do Not Distribute" above the Notice of Action header. This change will be controlled through a configuration file. A sample NOA is provided in Appendix C.

### 4.7.3. ON-DEMAND REPORT GENERATION

On-Demand Reports can be generated in the same manner as they are generated from Production. To generate a report, the user will navigate to the 'Reports' Global Navigation tab and select 'On Request' in the Local Navigator. The user may then use the Task Navigation bar or the 'Refine Your Search' function to find the desired report. After clicking on the desired report title hyperlink, the user will be prompted to enter the

appropriate parameters before selecting the 'Create Report' button. The Report will then display.

### 4.7.4. CUSTOMER REPORT GENERATION

Users will be able to generate customer reports (e.g. REs, SAR/QR7s, etc.) and mark it as 'Received' by copying and pasting the barcode on the 'Barcoded Document Routing Detail' page.

### 4.7.5. LOCAL PRINT

The ability to print NOAs, Forms, Reports, etc. from the Local Workstation will be available in the LRS/CalSAWS Sandbox Environment. The user may select the 'Print' button from the Internet Browser at any time. Users may also print a blank template of a form from the Template Repository.

### 4.7.6. FORM CHANGES

Forms will be distinguished from Production in the LRS/CalSAWS Sandbox Environment in the same manner as System Test. A watermark which states "Test Use Only, Do Not Distribute" will appear on each page of the Form. An example of this watermark is provided in Appendix D.

## 4.8. FUNCTIONAL LIMITATIONS

The following sections outline functionality that was listed in the requirements not to be in the LRS/CalSAWS Sandbox Environment.

### 4.8.1. RUSH WARRANT PRINT

The ability to print rush warrants will be disabled in the LRS/CalSAWS Sandbox Environment by removing the security right "IssuanceDetailEdit" from the Sandbox schema, effectively disabling all users from being able to access this function in the System. In addition, the ability to print warrants on the 'Local Warrant Print' page will be disabled in the Sandbox by removing the security right "LocalWarrantPrintEdit" from the schema.

Removing these security rights will also prevent users with administrative rights from being able to grant this security to any user in the Sandbox.

### 4.8.2. AD-HOC REPORT GENERATION

Ad–Hoc Report Generation is performed through access to the database by the County Ad-Hoc tool. Counties will not be given direct access to the database in order to create Ad-Hoc Reports.

### 4.8.3. BATCH INTERFACES

Nightly batches will not be scheduled to occur in the LRS/CalSAWS Sandbox Environment. Any system functionality dependent on overnight batches will not work. This includes batch reports, main and daily payroll, automatic task generation, periodic EDBC runs, 10-day processing, Central Print files, etc.

### 4.8.4. EBT HOST TO HOST

The LRS/CalSAWS Sandbox Environment will not have a connection to the EBT Host to Host System, but the Sandbox will contain an EBT Emulator, which will allow users to select 'EBT' as an issuance method. Users will be unable to print EBT cards.

### 4.8.5. CIN GENERATION

CIN Generation from SCI will not be available. CIN numbers will be generated by the Sandbox system.

### 4.8.6. CALHEERS INTERFACE

The LRS/CalSAWS Sandbox Environment will contain a MAGI emulator; information will look the same, but there are only a select number of pre-programmed responses. The MAGI emulator does not have the full rules background that the CalHEERS interface has. A list of the emulator responses and associated behaviors is provided in Appendix E.

### 4.8.7. E-APPLICATIONS

Since e-Applications are transmitted through the customer self-service portal (YBN) interface, no new e-Applications will be generated in the LRS/CalSAWS Sandbox Environment. Unprocessed e-Applications that were copied and masked from Production will be available to be worked until the next data refresh.

### 4.8.8. OTHER INTERFACE PARTNERS

The LRS/CalSAWS Sandbox Environment is a standalone system. There are emulators that simulate some interface partners (e.g. MAGI, EBT), but the Sandbox is not connected to and does not interface with any other system.

### 4.8.9. RECIPIENT/STAFF ALERTS

The LRS/CalSAWS Sandbox Environment will not send out email or text messages to any recipients or System users. The pages to set customers up for texting and emailing will be available, but the downstream steps to mark the user as signed-up for electronic notifications cannot be completed, as they rely on customer email/text responses.

### 4.8.10. CENTRAL PRINT

The nightly print file will not be created, since it is a nightly batch process; therefore, Central Print functionality will not be available in the LRS/CalSAWS Sandbox Environment. As stated in Section 4.7.5., users may print locally from their workstations.

### 4.8.11. IMAGING

Imaging services will not be connected to the LRS/CalSAWS Sandbox Environment. The imaging buttons will appear; however, selecting these buttons will redirect the user to the homepage.

### 4.8.12. HISTORICAL DOCUMENTS

The LRS/CalSAWS Sandbox Environment will not have access to any existing Production documents including reports, forms, and NOAs. If a user creates and saves a form or NOA within the LRS/CalSAWS Sandbox Environment, that Sandbox-generated form/NOA will be available for viewing only until the next release/data refresh. If a user attempts to click on an historical report, form, or NOA, this will result in a stack trace error.

### 4.8.13. DASHBOARDS

The LRS/CalSAWS Sandbox Environment will not have any Business Intelligence Dashboards. An error will display when the user clicks on a Dashboard link.

### 4.8.14. AUDITING

Security auditing of user actions will not be turned on in the LRS/CalSAWS Sandbox Environment.

### 4.8.15. RESOURCE DATABANK

Due to the masking algorithm, users must enter a valid Name or ID into the search parameters on the 'Resource Search' page in order to yield results. Searching by the following names *may* yield a variety of results: Tanj, Ouida, Hung.

## 5. APPENDICES

### 5.1. APPENDIX A – RELEASE SCHEDULE

| Release # | Production Release Date | Sandbox Release Date |
|---|---|---|
| 19.11 | 11/25/2019 | **12/4/2019** |
| 20.01 | 1/27/2020 | **2/3/2020** |
| 20.02 | 2/10/2020 | **2/17/2020** |
| 20.03 | 3/23/2020 | **3/30/2020** |
| 20.05 | 5/18/2020 | **5/25/2020** |
| 20.06 | 6/8/2020 | **6/15/2020** |
| 20.07 | 7/20/2020 | **7/27/2020** |
| 20.09 | 9/21/2020 | **9/28/2020** |
| 20.11 | 11/23/2020 | **11/30/2020** |
| 21.01 | 1/25/2021 | **2/1/2021** |

### 5.2. APPENDIX B – LRS/CALSAWS SANDBOX ENVIRONMENT SYSTEM ICON

### 5.3. APPENDIX C – SAMPLE SANDBOX NOA

Merced County Human Services Agency
2115 West Wardrobe Ave
Merced, CA 95340

COUNTY OF MERCED

STATE OF CALIFORNIA
HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF HEALTH CARE SERVICES

Notice Date: February 23, 2009
Case Name: Mom Test
Case Number: 0000031

**Test Use Only - Do Not Distribute!!!!**

## NOTICE OF ACTION

TDD - For the Hearing Impaired: (800) 952-8349
Worker Name: Emily Analyst
Worker Number: 24ES010968
Worker Telephone: (209) 423-4555 Ext. 163
Office Hours: 8:00 AM - 4:30 PM
Questions? Ask your worker.

**State Hearing:** If you think this action is wrong, you can ask for a hearing. The back page tells you how. Your benefits may not be changed if you ask for a hearing before this action takes place.

Mom Test
200 K ST
DAVIS, CA 95616

As of February 23, 2009 , the County has denied your application for Medi-Cal dated January 01, 2009 .

Here's why:

To get services from the Medi-Cal program, **Mom Test** must be caring for children in the home under age 21 who are deprived of parental support or care, or be one of the following:

- A child under 21
- Over 65 years of age
- Blind
- Permanently disabled
- Pregnant
- In Long Term Care/Board and Care
- In need of specific medical services and meets program specific requirements

Call your worker if you have any questions or if there are facts you did not tell us.

You may reapply at any time.

Rules: These rules apply. You may review them at your local welfare office: 50201; 50179

C-IV NOA

0000000000000013    0000031

### 5.4. APPENDIX D – SAMPLE SANDBOX FORM

Stanislaus County Community Agency (CSA)
PO BOX 42
Modesto, CA 95358

**County of Stanislaus - Eligibility Services**

Phone: (209) 558-2000  Fax: (209) 667-0000
Worker Name: Mary B Smith
Worker ID: 50LS010210
Worker Phone Number: (209) 423-4837 Ext. 6
Date: 04/15/2008
Case Name: Mom Paige
Case Number: 0000005

**Quarterly Eligibility/Status Report**

Kid Paige
502 Michigan St
Manteca, CA 95336

- If you do not send in a complete report including, but not limited to, answering all questions on the QR 7 and attaching proof when we ask for it, your benefits may be delayed, changed, or stopped. **Attach a separate sheet of paper if needed.**
- Facts you report may result in your benefits going up, down, or stopped.

| Examples Income is | Wages | Self-Employment | Salary |
|---|---|---|---|
| | Vacation Pay | Tips | Income-In-Kind, such as Earned housing, Free housing/utilities/clothing/food |
| | Child/spousal support | Interest or dividends | Gambling/Lottery winnings |
| | Insurance or legal settlements | Strike benefits | Cash, gifts, loans, scholarships |
| | Rental income & Rental assistance | Tax refunds | Other private or government disability or retirement |
| | Any government benefits | Unemployment | Workers Compensation |
| | State Disability Indemnity | Social Security | Veterans or Railroad retirement |
| | Supplemental Security Income/ State Supplementary Payment (SSI/SSP) | | |

| Property is | Motor Vehicles | Checking | Savings |
|---|---|---|---|
| | EBT balance | Savings Bonds | Life Insurance Policies |
| | Home | Land | Trusts |

| Housing Costs are | Rent | Mortgage | Property Taxes |
|---|---|---|---|
| | Utilities | Insurance | Garbage/Trash Collection Fees |

| Expenses are | Medical Expenses | College Tuition & Supplies | Transportation |
|---|---|---|---|
| | Health Insurance Premiums | Mandatory School Fees | Room & Board |
| | Child/Dependent Care | Child/Spousal Support | Housing Costs |

**Penalties**

PENALTIES FOR CASH AID WELFARE FRAUD: If on purpose you do not follow cash aid rules, your cash aid can be lowered for a period of time and you may be fined up to $10,000 and/or sent to jail or prison for up to 3 years.
Your cash aid can be stopped:
- For not reporting all facts or for giving wrong facts: 6 months for the first offense, 12 months for the second offense, or forever for the third.
- For submitting one or more application to get aid in more than one case for the same time period: 2 years for the first conviction, 4 years for the second, and forever for the third.
- For conviction of felony fraud to get aid: 2 years for theft of amounts under $2,000; 5 years for amounts of $2,000 through $4,999.99; and forever for amounts of $5,000 or more.
- Forever: for giving the county false proof or residency in order to get aid in two or more counties or states at the same time; giving the county wrong facts for an ineligible child or a child that does not exist; getting more than $10,000 in cash benefits through fraud; getting a third conviction for fraud in a court of law or an administrative hearing.

PENALTIES FOR FOOD STAMP FRAUD: If on purpose you do not follow food stamp rules, your food stamps can be stopped for 12 months for the first violation, 24 months for the second, and forever for the third. You may be fined up to $250,000 and/or sent to jail/prison for 20 years.
If you are found guilty in any court of law because:
- You traded or sold food stamps for firearms, ammunition, or explosives, your food stamps can be stopped forever for the first violation.
- You traded or sold food stamps for controlled substances, your food stamps can be stopped for 24 months for the first violation and forever for the second.
- You traded or sold food stamps that were worth $500 or more, your food stamps can be stopped forever.
- You gave the county false identity or residence information, so you can get food stamps in more than one case at the same time, your food stamps can be stopped for 10 years.

(08/2003)

QR 7

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### 5.5. APPENDIX E – MAGI EMULATOR BEHAVIOR

When requesting MAGI, the MAGI Emulator responds according to the following rules:

1. If one of these Life Change Events are selected, the MAGI Determination errors out and the following behavior occurs:

| Life Event Code | Error |
|---|---|
| Adopted a Child | The Common Error ID is "Status Error" and the Error Message is "Case is used for a Referral. The new MAGI Case Number is [MAGI Case Number]"<br><br>A MAGI referral is generated in the same County, but not linked to any LRS case. |
| Other qualifying life event | The Common Error ID is "Logging Error" and the Error Message is "Request is used for a Determination Change."<br><br>An "In Process" Determination Change is created. |

2. If one of these Life Change Events are selected, a MAGI Determination is returned with all persons having the same MAGI eligibility (and aid code):

| Life Event Code | Household Eligibility |
|---|---|
| American Indian/Alaskan Native | Ineligible |
| Gained citizenship/lawful presence | Conditionally Eligible (M3) |
| Got married or entered into domestic partnership | Discontinue |
| Lost my health insurance including Medi-Cal | Eligible (M3) |
| Permanently moved to/within California | Pending Eligible |

3. If the ***None of the Above*** Life Change Event is selected, an Error message (Logging) is returned instead. The default error message is **Runtime Error**.

   However, the Last Digit of the Primary Applicant's SSN *could* lead to one of the following Error messages (if there is a CalHEERS case number or more than one person):

   - Last Digit = 6 → Case info not matching CalHEERS record
   - Last Digit = 7 → CalHEERS person number not available for linking
   - Last Digit = 8 → More than 1 person with same SSN
   - Last Digit = 9 → CalHEERS application withdrawn

4. Otherwise, a MAGI Determination returns with individual persons' eligibility (and aid code) determined by the Last Digit of their SSN:
   - Last Digit = 0 → Pending Eligible
   - Last Digit = 1 → Conditionally Eligible (M3)

- Last Digit = 2 → Ineligible
- Last Digit = 3 → Discontinue
- Last Digit = 4 → Eligible (M3)
- Last Digit = 5 → Eligible (P5)
- Last Digit = 6 → Eligible (T2)
- Last Digit = 7 → Eligible (M9)
- Last Digit = 8 → Eligible (M1)
- Last Digit = 9 → Eligible (M4)

5. If the above conditions do not apply, **Pending Eligible** is returned.