

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-50804 | DDID 1631

DDCR 5068: Update RE Date Report to Include
Additional Information

CalSAWS	DOCUMENT APPROVAL HISTORY	
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	Reviewed By	Ravneet Bhatia, Thao Ta

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/26/2020	1.0	Initial Document	Esequiel Herrera-Ortiz
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9/14/2020	1.2	Updated document per QA/ClearBest comments log	Linda Zeng
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1 OVERVIEW

This design outlines the necessary changes to modify the RE Date Report in LRS/CalSAWS to align with current C-IV design.

The C-IV RE Date Report was updated per SCR (CCM)1199 to include Active, Ineligible, and Discontinued statuses for CalWORKs (CW), CalFresh (CF), Transitional CalFresh (TCF) or (optional) Medi-Cal (MC) programs when a Redetermination (RE) is due.

The C-IV RE Date Report was also updated by SCR (Tracker) 57505 which added the additional customer reporting information to the report's details sheets. The same SCR also updated column name RE Due Date to RE Due Month.

1.1 Current Design

1. The LRS/CalSAWS RE Date Report does not:
 - a. Provide information for program statuses other than Active or Ineligible.
 - b. Provide Transitional CalFresh program information.
 - c. Include Customer Report information that is associated to the RE.

Users must navigate to a separate report such as the Customer Reporting Progress Reports within the LRS/CalSAWS system in order to find this additional information.

2. The report parameter page does not provide parameters to restrict data based on RE due month.
3. The report parameter page does not have Organizational Level parameter values of Office, Unit, Worker, Department, District, Region.

1.2 Requests

Per DDCR 5068, migrate existing C-IV report functionalities for the RE Date Report to LRS/CalSAWS.

1.3 Overview of Recommendations

1. Update the RE Date Report logic to:
 - a. Include the program status of Discontinued
 - b. Include TCF information
 - c. Limit historic information to REs with due dates within the last 36 months

2. Update the report layout to include the following columns:
 - a. "Transitional CalFresh" in the CW and CF Details sheet
 - b. "Current Status" in the CW and CF Details and MC Details sheets
 - c. "Discontinuance Date" in the CW and CF Details and MC Details sheets
3. Add to the RE Report parameter page the 2 mandatory parameters to be titled Begin Month and End Month.
4. Update the RE Date Report parameter page by expanding the organizational level options to include Office, Unit, Worker, Department, Region.

1.4 Assumptions

- Reports Overview in Online Help for RE Date Report will be created as a separate SCR by the Training Team. The Online Help SCR will be linked to this SCR.
- Report shall be updated and formatted to be operational with Qlik applications and current Excel version Workbook (*.xlsx).

2 RECOMMENDATIONS

2.1 Reports - RE Date Report

2.1.1 Overview

The RE Date Report shall be updated to incorporate changes that were found in the C-IV report.

2.1.2 RE Date Report Mockup

CalSAWS RE Date Report				
Los Angeles				
Run Date: AUG-05-20 01:11 PM				
Date: 08/01/2020 - 08/31/2020				
As of Date: 08/04/2020				
CalWORKs/CalFresh	Total	Customer Reports	Mismatching RE Date Total	
CalWORKs Only	0	0		
CalFresh Only	1	0		
CalWORKS and CalFresh	0	0	0	
Total:	1	0	0	
Medi-Cal	Total	Customer Reports	Mismatching RE Date Total	
Medi-Cal	1	0	0	

[Summary](#) | [CW and CF Details](#) | [MC Details](#) | [+](#)

Figure 2.1.2.1 – RE Date Report Mockup (Summary sheet)

CalSAWS RE Date Report																						
Los Angeles																						
Run Date: AUG-05-20 01:11 PM																						
Date: 08/01/2020 - 08/31/2020																						
As of Date: 08/04/2020																						
CalWORKS		Total	Customer Reports	Mismatching RE Date Total																		
CalWORKS Only		0	0																			
CalFresh Only		0	0																			
CalWORKS and CalFresh		0	0	0																		
Total:		0	0	0																		
CW Total: 0										CF Total: 0												
CalWORKS										CalFresh												
Case Number	Case Base	RE Date	Worker	Worker	Application Date	Discontinues Date	RE Date	Previous RE Completed Date	Type	Customer Report Generated Date	Current Status	Current State	Worker Begin Date	Application Date	Discontinues Date	RE Date	Previous RE Completed Date	Transitional CalFresh	Customer Report Generated Date	Current Status	Current State	

[Summary](#) | [CW and CF Details](#) | [MC Details](#) | [+](#)

Figure 2.1.2.2 – RE Date Report Mockup (CW and CF Details sheet)

Figure 2.1.2.3 – RE Date Report Mockup (MC Details sheet)

2.1.3 Description of Change

1. Update the RE Date Report logic to:
 - a. Include the program status of Discontinued
 - b. Include TCF information
 - c. Limit historic information to REs with due dates within the last 36 months

2. Update the report layout to include the following columns:

CW and CF Details Sheet Column Definitions

Column Name	Column Description
CalWORKs: Discontinuance Date	This column will populate with the effective date of discontinuance if the program status is Discontinued in the RE due month formatted as mm/dd/yyyy.
CalWORKs: RE Due Month	The due date for redetermination for the program. The format will be mm/yyyy.
CalWORKs: Type	The type of the latest Customer Report generated that is associated to the RE due month.
CalWORKs: Generated Date	For the latest generated Customer Report associated to the RE due month, display the date it was generated. The format will be mm/dd/yyyy.
CalWORKs: Current Status	This column will populate with the current status of the Customer Report that is associated to the RE.
CalWORKs: Current Status Date	This column will populate with the date of the current status of the Customer Report that is associated to the RE formatted as mm/dd/yyyy.
CalFresh: Discontinuance Date	This column will populate with the effective date of discontinuance if the program status is Discontinued in the RE due month formatted as mm/dd/yyyy.

Column Name	Column Description
CalFresh: RE Due Month	The due date for redetermination for the program. The format will be mm/yyyy.
CalFresh: Transitional CalFresh	This column will populate with a "Y" if the RE information is associated to an Active TCF program, otherwise this column will be blank.
CalFresh: Type	The type of the latest Customer Report generated that is associated to the RE due month.
CalFresh: Generated Date	For the latest generated Customer Report associated to the RE due month, display the date it was generated. The format will be mm/dd/yyyy.
CalFresh: Current Status	This column will populate with the current status of the Customer Report that is associated to the RE.
CalFresh: Current Status Date	This column will populate with the date of the current status of the Customer Report that is associated to the RE formatted as mm/dd/yyyy.

MC Details Sheet Column Definitions

Column Name	Column Description
Medi-Cal 1: Discontinuance Date	This column will populate with the effective date of discontinuance if the program status is Discontinued in the RE due month formatted as mm/dd/yyyy.
Medi-Cal 1: RE Due Month	The due date for redetermination for the program. The format will be mm/yyyy.
Medi-Cal 1: Type	The type of the latest Customer Report generated that is associated to the RE due month.
Medi-Cal 1: Generated Date	For the latest generated Customer Report associated to the RE due month, display the date it was generated. The format will be mm/dd/yyyy.
Medi-Cal 1: Current Status	This column will populate with the current status of the Customer Report that is associated to the RE.
Medi-Cal 1: Current Status Date	This column will populate with the date of the current status of the Customer Report that is associated to the RE formatted as mm/dd/yyyy.

Column Name	Column Description
Medi-Cal 2: Discontinuance Date	This column will populate with the effective date of discontinuance if the program status is Discontinued in the RE due month formatted as mm/dd/yyyy.
Medi-Cal 2: RE Due Month	The due date for redetermination for the program. The format will be mm/yyyy.
Medi-Cal 2: Type	The type of the latest Customer Report generated that is associated to the RE due month.
Medi-Cal 2: Generated Date	For the latest generated Customer Report associated to the RE due month, display the date it was generated. The format will be mm/dd/yyyy.
Medi-Cal 2: Current Status	This column will populate with the current status of the Customer Report that is associated to the RE.
Medi-Cal 2: Current Status Date	This column will populate with the date of the current status of the Customer Report that is associated to the RE formatted as mm/dd/yyyy.

3. Move the header name as sheet name.

- Technical note: Build team will include continuous sheets to handle large amounts of data.

Please refer to the attached mockup for changes made.

2.1.4 Report Location

Global: Reports

Local: On Request

Task: Case Activity

2.1.5 Counties Impacted

Los Angeles county is the only county impacted by this change. The same changes have previously been made to the C-IV system with SCR 1199.

2.2 Reports – Reports Parameter Page

2.2.1 Overview

The RE Date report parameter page will be modified to add parameters of Begin Month and End Month. The Organizational Level parameter values will be updated to include Office, Unit, Worker, Department, District, Region.

2.2.2 RE Date Report Parameter Mockup

The screenshot shows a web form titled "Enter Report Parameters". At the top right is a "Help" icon. Below the title, a legend indicates that an asterisk (*) denotes required fields. The form contains several input fields: "Begin Month: *" and "End Month: *" are date pickers, both marked with a red circle containing the number "1". "Organization Level: *" is a dropdown menu with a red circle containing the number "2" next to it; the dropdown is open, showing a list of options: Worker, Unit, Office, Department, District, Region, and County. "Organization Number: *" is a text field with a "Select" button below it. "Include Medi-Cal: *" is a dropdown menu. The "Date" field is pre-filled with "07/16/2020". There are "Create Report" and "Cancel" buttons at the top right and bottom right. A status bar at the bottom of the form reads "This Type_1 page took 0.23 seconds to load."

Figure 2.3.2.1 – RE Date Report Parameter Mockup

2.2.3 Description of Change

1. Update the RE Date Report parameter page to include the mandatory parameters titled Begin Month and End Month.

The Begin Month and End Month will capture all cases with one of the following conditions:

- a. RE Due Date of either its CalWORKs or CalFresh program that is within the report Begin Month and End Month.
- b. RE Due Date of either its Medi-Cal 1 or Medi-Cal 2 program that is within the report Begin Month and End Month.

Note: Per the current report design, Medi-Cal 1 and Medi-Cal 2 pertains to the Medi-Cal programs with the two latest RE due dates related to the case.

- Technical note: the addition of these parameters should not negatively impact other existing on-request reports sharing common parameter pages.
2. Update the RE Date Report parameter page by expanding the organizational level options to include Office, Unit, Worker, Department, District, Region.

2.2.4 Report Location

Global: Reports


Local: On Request

Task: Case Activity

2.2.5 Counties Impacted

Los Angeles county is the only county impacted by this change. The same changes have previously been made to the C-IV system with SCR 1199.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	RE Date Report - Mockup	 RE Date Report - Mockup.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.13.4.7	<p>"The LRS shall provide reports on Redeterminations and Recertifications for specified months, with information for COUNTY-specified Users that includes:</p> <ul style="list-style-type: none">a. Redeterminations and Recertifications that are due;b. Redeterminations and Recertifications that have been completed;c. Redeterminations and Recertifications that are incomplete, with a detail listing available;d. Summaries available to supervisors of one or all workers in a unit, for Redeterminations and Recertifications; ande. Summaries available to managers, in a view similar to that for supervisors, of one or all units in a section or office, for Redeterminations and Recertifications."	<p>The RE Date Report parameter page and report logic will be modified to include additional information.</p>

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	CONTRACTOR ASSUMPTIONS	How Requirement Met
1631	<p>The CONTRACTOR shall set aside an allowance of nine thousand hours (9,000) to create new reports or update existing reports as part of Migration for the 58 Counties. These reports will be defined during the migration design effort.</p> <p>The requirements for the allowance of hours must be finalized and approved by the CONSORTIUM for the CONTRACTOR to meet design, build and System Test milestones, subject to the requirements meeting requirements in the LRS Agreement.</p> <p>As requirements for the new reports are identified, they will be calculated by the CONTRACTOR and reviewed and prioritized by the CONSORTIUM for approval through the County Change Control Board process.</p>	<ul style="list-style-type: none"> - Estimates will include the necessary Tasks in the software development lifecycle required to implement the CalSAWS DD&I SCR including deployment and change management. - For the revised or new reporting requirements to be included with CalSAWS DD&I UAT preparation activities (targeted to begin April 2021 for C-IV), the requirements for the allowance hours must be finalized, approved by the CONSORTIUM and added to the CalSAWS DD&I SOR by July 1, 2020 for the CONTRACTOR to meet design, build and System Test milestones. 	<p>The RE Date Report, parameter page, and report logic will be modified to include additional information.</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-201516 | DDID 1967 DDCR 5507

Update Non-Payment of Premium file handling

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Avi Bandaranayake
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/13/2020	1.0	Initial Draft	Avi Bandaranayake
9/21/20	1.1	Updated ToC and renamed section 4.1	Avi Bandaranayake
11/19/2020	1.2	Updated date picker to month picker in date range search and replaced min and max date manipulation with validations for date ranges in section 2.1.3	Vallari Bathala
12/10/2020	1.3	Added default page load behavior in section 2.1.3	Avi Bandaranayake

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1 OVERVIEW

This DDID/DDCR will cover changes to the Non-Payment of Premium (NPP) file that is sent to the system by an external partner, Maximus.

1.1 Current Design

Maximus sends a monthly file to the LRS File Transfer Protocol (FTP) server in an encrypted format. The NPP interface will retrieve the file from the FTP server, place the file in Amazon Secure Cloud Storage (S3) and decrypt it for designated Los Angeles County staff to access.

Neither system (LRS or C-IV) currently performs any automated processing on the received file, but in LRS the designated Los Angeles County staff may perform manual action on the file before sending it to additional Los Angeles County Medi-Cal Program staff for further action on the cases recorded on the file.

1.2 Requests

Create a new page to allow Users to download the NPP file from CalSAWS.

1.3 Overview of Recommendations

1. Create a new page in LRS/CalSAWS with the ability to download NPP files.
2. Modify interface jobs to work for all counties.

1.4 Assumptions

1. Maximus currently sends the NPP file to LRS/CalSAWS with only Los Angeles County data. As part of Partner Interface Testing for the Migration Counties, Maximus will update the file to provide a single file which will contain information for all counties.
2. NPP files for the 57 Migration Counties received prior to Migration will not be available for display or download in LRS/CalSAWS.

2 RECOMMENDATIONS

2.1 NPP File List

2.1.1 Overview

A new page will be added to allow the user to search for and download NPP files received from Maximus.

2.1.2 NPP File List Mockup

The screenshot shows a web application interface for 'LRS Los Angeles AT1'. The top navigation bar includes links for Case Info, Eligibility, Empl. Services, Child Care, Resource Databank, Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. The main content area is titled 'NPP File List' and features a search section with fields for File Name, Begin Date (mm/yyyy), and End Date (mm/yyyy), each with a search button. Below the search section is a 'Search Results Summary' table with 2 results. The table has columns for File Name and Date, and each row includes a 'Download' button.

File Name	Date	
AERC4.09012020	09/2020	Download
AERC4.08012020	08/2020	Download

Figure 2.1.1 – NPP File List


Special Units	Reports
SSIAP Workload Inventory	
	
SSIAP	
NPP File List	

Figure 2.1.2 – Local Nav List

2.1.3 Description of Changes

1. Create a new “NPP File List” page.
 - a. This page will be protected by the new NPPFileListView security right.
2. Add an expandable search section “Refine Your Search” using the existing search framework
 - a. Add a ‘File Name:’ label and text input field.
 - i. Allow users to enter up to 80 characters
 - ii. On searching, limit returned results to records that include the provided string, case insensitive (without regard to capitalization)
 - b. Add Begin Date and End Date Search Range
 - i. The date pickers will have only month and year available.
 - ii. These will be the Batch Dates when the file was processed
 1. If only End Date is entered:
 - a. Default Begin Date to 6 months prior.
 2. If only Begin Date is entered:
 - a. Default End Date to 6 months after.
 3. If Begin Date and End Date date range exceeds six months, display validation message:
 - a. “The date range can only be up to six months.”
 4. If date range is not provided:
 - a. Default End Date to current month

- b. Default Begin Date to six months prior to current month
 - 5. Date selections can only be made until System Date
 - 6. Standard Date validations should also apply.
- 3. Add a 'Search' button at the top and bottom of the expandable section
- 4. Add a Results panel.
 - a. Display the most recent files available for a 6 month span prior to the system date by default.
- 5. Add a Results table inside the Results panel.
 - a. Add a 'File Name' sortable column
 - i. This column will display the files names from the database.
 - b. Add a 'Date' sortable column
 - i. This column will have the dates from the database
 - c. Add a column with a blank header (non-sortable)
 - i. This column will hold the 'Download' button for each record.
 - ii. The Download button will download the associated file using the default browser download options.
 - iii. If there is an error while downloading a file, display validation message
 - 1. "Error getting file from file server."

2.1.4 Page Location

- **Global: Special Units**
- **Local: NPP File List**
- **Task: NPP File List**

Under the Special Units Global navigation add a new Local navigation link "NPP File List" that will open the NPP File List page with default search results displayed.

2.1.5 Security Updates

- 1. Security Rights

Security Right	Right Description	Right to Group Mapping
NPPFileListView	Gives the user the ability to view the NPP File List Page	NPP File List View

2. Security Groups

Security Group	Group Description	Group to Role Mapping
NPP File List View	Gives the user the ability to view the NPP File List Page	View Only, System Administrator

2.1.6 Page Mapping

Add page mapping for each field on the new NPP File List page.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 NPP File processing

2.2.1 Overview

The existing FTP job, PI19C150, moves the NPP inbound file to S3. The existing County 19 job, PI19C151, will decrypt the file.

Update the 'C151' job to make the file available to the online page and populate the database with the name of the file and the date it was processed.

2.2.2 Description of Change

1. Update the PI19C150 and PI19C151 job to be "00" jobs.
2. Create a BPCR to update the batch properties to allow the jobs to run for all 58 counties.
3. Update the PIXXC151 job to decrypt and make the NPP files from S3 available to display and download from the new NPP File List page.
4. Create a DCR to populate data files for the prior 6 months for Los Angeles County only. This will be a one-time activity and will include 6 files.

2.2.3 Execution Frequency

Monthly

2.2.4 Key Scheduling Dependencies

N/A

2.2.5 Counties Impacted

All Counties

2.2.6 Data Volume/Performance

Unknown

2.2.7 Failure Procedure/Operational Instructions

No change

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Security Matrix	Security Matrix for new pages added to the system.	SCR 201516 Security Matrix.xlsx

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1967	<p>As Side-by-Side sessions were focused on comparing the front end (online pages) functionality of the application, the CONTRACTOR shall budget an allowance of twenty-nine thousand, one hundred fifty-five hours (29,155) to accommodate for any Unforeseen differences in the code base that result in additional requirements.</p> <p>The requirements for the allowance of hours must be finalized and approved by the CONSORTIUM for the CONTRACTOR to meet design, build and System Test milestones, subject to the requirements meeting requirements in the LRS Agreement.</p> <p>As the requirements for the designated SCRs are identified, the SCRs will be calculated by the CONTRACTOR and reviewed and prioritized by the CONSORTIUM for approval through the County Change Control Board process.</p>	<p>Estimates will include the necessary Tasks in the software development lifecycle required to implement the CalSAWS DD&I SCR including deployment and change management.</p> <p>For the new requirements to be included with CalSAWS DD&I UAT preparation activities (targeted to begin April 2021 for C-IV), the requirements for the unforeseen Differences allowance hours must be finalized, approved by the CONSORTIUM and added to the CalSAWS DD&I SOR by July 1, 2020 for the CONTRACTOR to meet design, build and System Test milestones.</p>	<p>Added new page to allow users to download NPP files</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-207106 | DDID 2305, 2306, 2307

Update Text Messaging Solution for all 58
Counties

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Avi Bandaranayake
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/24/20	1.0	Initial Draft	Avi Bandaranayake
9/10/20	1.1	Updated 2.6.2 #9 to include Spanish opt in keyword and response.	Avi Bandaranayake
9/21/20	1.2	Updates based on QA comments	Avi Bandaranayake
9/28/2020	1.3	Updates based on DEL comments	Avi Bandaranayake
10/13/2020	1.4	Updated 2.6.2 and added new table 2.6.3 for list of FTP jobs to remove.	Avi Bandaranayake
11/12/2020	1.5	Added new section (2.3) for Transaction History Detail	Avi Bandaranayake
12/10/20	1.6	Updated button names on contact detail and navigation path for automated actions	Avi Bandaranayake

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1 OVERVIEW

This design details migrating the existing C-IV texting solution to CalSAWS.

1.1 Current Design

In LRS/CalSAWS, all text message campaigns are currently run via batch jobs. These jobs will identify customers based on various criteria, and send text messages about status, benefit information, appointments, and other notifications. The text messages are sent from the Los Angeles County Information Technology Division (ITD) and not directly from the LRS/CalSAWS.

1.2 Requests

Migrate the C-IV text messaging solution into LRS/CalSAWS for all 58 Counties.

1.3 Overview of Recommendations

1. Add new text message sign up and cancellation flows.
2. Add text message campaigns that utilize a key word (OPT IN, STOP, HELP, etc.)
3. Add the ability for each County to turn campaigns on or off.
4. Add new text message campaigns to support all 58 counties.

1.4 Assumptions

1. Automated Actions framework will be in place to support turning text messages on and off. See CA-214928 for more details.
2. A new short code number will be used for all messages sent from CalSAWS as of the 21.01 release.
3. CA-218535 will add updates to CalSAWS.org to host a new informational Text Terms & Conditions page for Texting.
4. CA-207643 will add a new texting service that will be used by the CalSAWS system.
5. Text messages will only be sent in English and Spanish, using English characters. Not all phones may support Spanish or other language characters and using them may result in texts with illegible characters.
6. CA-216118 will migrate the TEXT 100 and TEXT 101 forms to CalSAWS.
7. Text messages related to Self-Service Portal will be implemented with CA-219232.
8. Updated Terms and Conditions text message will be sent with each Conversion wave: CA-220307, CA-220308, CA-220310, CA-220311, CA-220312, CA-220313 and CA-220314

2 RECOMMENDATIONS

2.1 Contact Detail

2.1.1 Overview

The Contact Detail page allows users to enter customer phone number information. This page will be used to store whether a customer wants to receive text messages, along with the status of text message sign up flow.

2.1.2 Contact Detail Mockup

Contact Detail

* - Indicates required fields Edit Close

Name: *
AINSWORTH, SHELLEY 60F

E-mail Address:
shelleyA@abz.org

E-mail Status:
Verification Not Sent

E-Notification:
Opt-In

Customer ID:
1847652262

Phone Numbers					
Number	Type	IVR Consent	Text Message	Text Message Status	
(152)584-6652	ext.	Cell	Opt-Out	Opt-In	Pending Verification

Send E-mail Verification Resend Text Verification Edit Close

Figure 2.1.1 – Contact Detail (view mode)

Contact Detail

*- Indicates required fields

Save Save and Return Cancel

Name: *
Test, Test 20M

E-mail Address:
 Allow E-Mail Reminder

E-mail Status:

IVR PIN:
Reset PIN

E-Notification:

Customer ID:
4012887592

Phone Numbers

Number	Type *	IVR Consent	Text Message	Text Message Status
<input type="checkbox"/> (916)851-3000 ext. <input type="text"/>	Home	Opt-Out	<input type="text"/>	
<input type="checkbox"/> <input type="text"/> ext. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Remove Add

Remove All Save Save and Return Cancel

This [Type 1](#) page took 2.04 seconds to load.

Figure 2.1.2 – Contact Detail (edit mode)

2.1.3 Description of Changes

1. Change the “Allow Text” column header in the Phone Numbers section to display “Text Message”.
2. Replace the check box with a dropdown.
 - a. Add the following options to the dropdown in order:
 - i. Blank (default)
 - ii. Opt-In
 - iii. Opt-Out
3. Add a new column titled “Text Message Status”.
 - a. Blank (default) – Customer has not given consent to receive text messages.
 - b. Pending Verification – Verification text has been sent and is awaiting customer response.
 - c. Verified – Customer has verified the phone number.
 - d. Undeliverable – Text could not be delivered to customer's phone number.
 - e. Opted-Out – Customer has previously chosen NOT to receive text messages.
4. When saving the page, if the Opt-In option is selected for “Text Message”, send the verification text to the phone number listed. This is used to verify the phone number of the customer.

- a. An automated text message will only be sent if the value of the Text Message option was changed to Opt-In and the page is saved.
 - b. Update the Text Message Status to "Pending Verification".
5. Create an internal system status flag to track the first time the customer opts-in for text notifications and the status is pending verification. Use this flag to prevent additional verification messages from being sent whenever the Contact Detail page is saved.
6. Validation will display if 'Opt-in' has been selected for the 'Text Message' option for multiple Phone Numbers on the same record.
 - a. Validation message to be displayed: Text Messaging is only applicable for one Phone Number.
7. Validation will display if 'Opt-in' has been selected for the 'Text Message' option for the same number on a different person record.
 - a. Validation message to be displayed: Text Messaging is only applicable for one Phone Number per Person.
8. Add a button "Resend **Text** Verification" that will display if the 'Text Message' option is 'Opt-in' and the 'Text Message Status' is Pending Verification in 'View Mode'.
9. Clicking the 'Resend **Text** Verification' button will temporarily change the button to a gray button stating, 'Verification Sent', which will prevent the user from clicking the 'Resend Verification' button again while on the same page. The Text Message Status field will be updated to 'Pending Verification' and a confirmation text message will be sent to the customer's phone number to verify their phone number. Once the page is refreshed, the 'Verification Sent' button will be replaced by 'Resend Verification' if the User goes back to the page in View mode.
10. Modify the existing 'Send Verification' button label used for E-mail to be 'Send E-mail Verification'
11. Once a Phone Number has a Text Message Status of 'Verified' the 'Number' field cannot be edited.

2.1.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: Contact**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

PMCR for new field added.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Customer Contact History

2.2.1 Overview

This page is updated with a history of all text messages that are sent to or received from the users. There are no online changes to the existing page.

2.2.2 Mockup

N/A – no page changes

2.2.3 Description of Changes

1. Any time a text message is sent or received, a new Customer Contact History record will be created and displayed on the existing Customer Contact History page with the following values:
 - a. Date/Time – Date and Time that text message is sent
 - b. Name – Name of person that text message was sent to or from
 - c. Type – Text
 - d. Reason (see Contact History Reason column in the Supporting Document).

2.2.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: Customer Contact History**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Update PMCR to reflect the changes made to Type and Reason.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Transaction History Detail Page

2.3.1 Overview

This page is updated with a history of all changes made to the Contact Detail page.

2.3.2 Mockup

N/A – no page changes

2.3.3 Description of Changes

1. Update the transaction history table associated with Contact Detail to include the "Text Message" and "Text Message Status" fields and any changes made to those fields.

2.3.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: Contact**

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Automated Action List

2.4.1 Overview

Add a new Automated Action type of Text Outreach to the Automated Action List page.

2.4.2 Automated Action List Mockup

Automated Action List

▼ Refine Your Search

Search

Name: <input type="text"/>	Status: <input type="text"/>	
Program: <input type="text"/>	Type: Text Outreach	Source: <input type="text"/>

Results per Page: 25 Search

Search Results Summary					Results 1 - 14 of 14
Name	Program (s)	Type	Source	Status	
Appointment Reminder	All Programs	Text Outreach	Batch	Active	Edit
Benefits restore/Balderas	All Programs	Text Outreach	Batch	Active	Edit
Form incomplete	All Programs	Text Outreach	Batch	Active	Edit

Figure 2.2.1 – Automated Action List

2.4.3 Description of Changes

1. Update the Automated Action List page to include the new Type of Text Outreach.
 - a. Update page query to return results of Type "Text Outreach"
 - b. Display Text Outreach type records on the Automated Action List page.

2.4.4 Page Location

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

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

Update PMCR to reflect the changes made to the Automated Action data model and static codes.

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 Automated Action Detail

2.5.1 Overview

Update the Automated Action Detail page to support the new Type of Text Outreach and add the Text Information section.

2.5.2 Automated Action Detail Mockup

Automated Action Detail

[Edit](#) [Close](#)

Action Information

Name: Appointment Reminder	Type: Text Outreach	Status: * Active
Program(s): All Programs	Run Date: Daily(Mon-Fri)	Source: Batch
Scenario: An appointment was scheduled.		

Text Information

Message Text:
You have an appointment {by phone OR in person} on {Date} at {Time}.

Questions? {Phone Number}

[Edit](#) [Close](#)

Figure 2.3.1 – Automated Action Detail (View Mode)

Automated Action Detail

Action Information

Name: Appointment Reminder	Type: Text Outreach	Status: * Active <input type="button" value="v"/>
Program(s): All Programs	Run Date: Daily(Mon-Fri)	Source: Batch
Scenario: An appointment was scheduled.		

Text Information

Message Text:
You have an appointment {by phone OR in person} on {Date} at {Time}.

Questions? {Phone Number}

This Type_1 page took 1.32 seconds to load.

Figure 2.3.2 – Automated Action Detail (Edit Mode)

Action Information

Name: Form Processed	Type: Text Outreach	Status: * Active <input type="button" value="v"/>
Program(s): CW,CF	Run Date: Daily(Mon-Fri)	Source: Batch
Scenario: The status of a SAR7, CF RE, or CW/CF RE Packet has been updated to Complete.		

Text Information

Message Text:
We processed your <FormType>. As of <mm/dd/yyyy> your <Program> benefit amt is \$<Benefit Amount> for <Benefit Month mm/yyyy>.
Questions? <Phone Number>

Include Benefit Information:

Note:
If benefit information is not available or not included, the message will appear as follows:

We processed your <FormType>.

Questions? <Phone Number>

Figure 2.3.3 – Automated Action Detail with Optional Benefit dropdown

2.5.3 Description of Changes

1. Add a new Automated Action for each text message listed in the Supporting Document.
 - a. The Type field will be "Text Outreach".
 - b. Update the existing Action Information section in the Automated Action Detail page with details for each text message listed.
 - c. Status can be updated in Edit Mode. Selection options are:
 - i. Active – text will be sent.
 - ii. Inactive – no text will be sent.
2. Status will be defaulted to Inactive for all counties except LA.
3. Add a new "Text Information" section to the Automated Action Detail page for actions of type "Text Outreach" with the following fields:
 - a. Message Text – The contents of the message to be generated by the Automated Action.
4. For the message "Form Processed with Details" from the Supporting Document:
 - a. Include Benefit Information dropdown – Whether the generated text message will include benefit information for this Automated Action. The benefit calculation sweep job will reference this field to determine if the benefit amount will be included in the text message.
 - i. This field only displays for the "Form Processed with Details" message.
 - ii. Selection options are:
 1. Yes – benefit information is included if available.
 2. No – benefit information is not included.
 - b. Add the following Text:
 - i. **Note:**
If benefit information is not available or not included the message will appear as follows:
{Display the "Form Processed" message from the Supporting Document.}

2.5.4 Page Location

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

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

Update PMCR to reflect the changes made to the Automated Action data model and static codes.

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Updates to existing Los Angeles County Text Messaging Jobs

2.6.1 Overview

Los Angeles County text messaging jobs that reference the Los Angeles County public customer portal, Your Benefits Now (YBN), will continue to run using the existing texting model and will be sent from ITD.

All other text messaging jobs that use the existing texting model will be turned off and will no longer run.

2.6.2 Description of Change

1. The jobs listed in Table 2.6.1 will continue to run for Los Angeles County only. These jobs will continue to send text messages to Los Angeles County customers in English only.
2. Update the jobs to send messages to customers that have Opted-in and are Verified in the system as indicated on the updated Contact Detail page.
3. Add Contact History Records with the contact history reason listed.
4. Turn off the jobs listed in Table 2.6.2. and **2.6.3**

CAMPAIGN NUMBER	CAMPAIGN NAME	JOB NUMBER	MESSAGE TEXT	CONTACT HISTORY REASON
251	Paperless – Text	PO19C1179	View your DPSS mail at dpss.lacounty.gov and click YBN. To get U.S. mail instead update your account online or call 866-613-3777.	Paperless – Text
252	GR/GROW Paperless Text	PO19C1196	View your DPSS mail at dpss.lacounty.gov and click YBN. To get U.S. mail instead update your account online or call 866-613-3777.	GR/GROW Paperless Text
258	Upload Verification - Text	PO19C1182	DPSS received the form(s) you submitted. For more info log in to dpss.lacounty.gov and click the YBN button.	Upload Verification - Text

CAMPAIGN NUMBER	CAMPAIGN NAME	JOB NUMBER	MESSAGE TEXT	CONTACT HISTORY REASON
260	GROW Paperless - Text	PO19C1183	View your DPSS mail at dpss.lacounty.gov and click YBN. To get U.S. mail instead update your account online or call 866-613-3777.	GROW Paperless - Text
261	GEAR Paperless – Text	PO19C1184	View your DPSS mail at dpss.lacounty.gov and click YBN. To get U.S. mail instead update your account online or call 866-613-3777.	GEAR Paperless – Text
271	General Relief Needs Special Assistance Expiration Text Reminder	PO19C1169	You have an important notice from DPSS. Please log in to your YBN account or call us at (866)613-3777 for detailed information.	General Relief Needs Special Assistance Expiration Text Reminder

Table 2.6.1 Texting jobs that will continue to run

CAMPAIGN NUMBER	CAMPAIGN NAME	JOB NUMBER
220	SAR7 Received (Confirm Receipt) – Text	PO19C1302
226	SAR7 Incomplete – Text	PO19C1303
237	SAR7 Sent/Reminder – Text	PO19C1301
238	SAR7 Rescind/Restoration – Text	PO19C1304
239	SAR Processed – Text	PO19C1305
250	GROW Appointment – Text	PO19C1178
255	GR Non Compliance Text	PO19C1185
256	GROW Non Compliance Text	PO19C1186
257	QR7-LA Not Received - Text	PO19C1181
259	SAR7 Not Received Text	PO19C1180
270	QR7 Due Month Text	PO19C1187

Table 2.6.2 Texting jobs that will be turned off

CAMPAIGN NUMBER	CAMPAIGN NAME	JOB NUMBER (FTP)
220	SAR7 Received (Confirm Receipt) – Text	PO19C1402
226	SAR7 Incomplete – Text	PO19C1403
237	SAR7 Sent/Reminder – Text	PO19C1401
238	SAR7 Rescind/Restoration – Text	PO19C1404
239	SAR Processed – Text	PO19C1405
250	GROW Appointment – Text	PO19C1278
255	GR Non Compliance Text	PO19C1285
256	GROW Non Compliance Text	PO19C1286
257	QR7-LA Not Received - Text	PO19C1281
259	SAR7 Not Received Text	PO19C1280
270	QR7 Due Month Text	PO19C1287

Table 2.6.3 Texting FTP jobs that will be turned off

2.6.3 Execution Frequency

No Change

2.6.4 Key Scheduling Dependencies

No Change

2.6.5 Counties Impacted

Los Angeles County

2.6.6 Data Volume/Performance

Unknown

2.6.7 Failure Procedure/Operational Instructions

No Change

2.7 Real-Time Text Messages

2.7.1 Overview

Update the system to send real-time text messages and respond to keywords from the customer as described in the Supporting Document.

2.7.2 Description of Change

1. Messages are sent real-time or immediately, during business hours (Monday – Friday, 8:00 AM – 6:00 PM), based on changes to data in the system. See the Supporting Document for specific messages and trigger conditions.
2. Text messages will be sent for a County, only if they have an Active status as indicated on the Automated Actions page.
3. Text messages will be sent in Spanish if the person's Written Language preference is 'Spanish', otherwise send the text message in English for all other written languages.
4. All text messages, except the "Opt-in" message, are sent to customers that have Opted-in to text messaging and have a Text Message Status of 'Verified'.
5. Text messages will not be sent for Domestic Violence cases, indicated by either of the following:
 - a. Active Domestic Violence Case Flag
 - b. Confidential Case type of Domestic Violence
6. For text messages that have a <Phone Number> parameter in the message, use the number below based on the County of the customer's case:
 - a. Use (866) 613-3777 if the customer is in Los Angeles County.
 - b. Use (844) 859-2100 for all other counties.
7. Real-time messages include responses to select keywords (not case sensitive) received from the customer.
 - a. When a customer responds to the Opt-in message with a 'Y' (or 'S' for Spanish) the system will send the confirmation message, update the Text Message Status to 'Verified' and add a Customer Contact History record.
 - b. At any time if a customer sends a cancellation keyword (STOP, STOP ALL, END, QUIT, CANCEL, UNSUBSCRIBE, or the corresponding Spanish keywords) the system will update the Text Status to 'Opted-Out', the Text Message to 'Opt-Out' and add a Customer Contact History record.
 - c. When a customer no longer wishes to receive text messages the User can update the Text Message dropdown to 'Opt-Out'. The Text Message Status will update to 'Opted-Out' when the record is saved.
8. Create a journal entry anytime the Text Message Status field changes. See Table 2.6.1.
9. When a customer sends a text with keyword 'CALTEXT' or 'CALTEXTO':
 - a. Check if the number the message was sent from is already in the system and opted-in to text messaging.
 - i. If the number the message was sent from is not opted-in to text messaging and the keyword is 'CALTEXT':
 1. Respond with the "Response to CALTEXT" message.
 2. Set the Text Message field to 'Opt-in'.

3. Set Text Message Status to 'Verified'.
- ii. If the number the message was sent from is not opted-in to text messaging and the keyword is 'CALTEXTO':
 1. Respond with the "Response to CALTEXTO (Spanish)" message.
 2. Set the Text Message field to 'Opt-in'.
 3. Set the Text Message Status to 'Verified'.
- iii. If the number the message was sent from does not exist in CalSAWS respond with the "Phone Number Validation Error" message.
- iv. If the number the message was sent from is associated to more than one person in the system, respond with the "Phone Number Validation Error" message.
- v. If the number is already opted-in to text messaging, respond with the "Phone Number Validation Error" message.

Journal info	Description
New/Update	New
Category ID	TBD by Developer
CODE_NUM_IDENTIF	TBD by Developer
Short Decode Name	Customer <First Name> <Last Name> Text Notification Changed.
Long Decode Name	Contact Detail Text Notification was updated to: <NewValue>. Phone Number updated to: <Phone Number>. Current Text Message Status: <Text Messaged Status>. Name: Customer <First Name> <Last Name>

Table 2.6.1 - Journal Details

2.7.3 Execution Frequency

Real-Time (During Business Hours)

2.7.4 Key Scheduling Dependencies

N/A

2.7.5 Counties Impacted

All Counties

2.7.6 Data Volume/Performance

Unknown

2.7.7 Failure Procedure/Operational Instructions

N/A

2.8 Batch Text Messages

2.8.1 Overview

Update the system to send new batch text messages based on criteria described in the Supporting Document.

2.8.2 Description of Change

1. Create batch sweeps to gather the target population to send text messages to. This will be based on the criteria described in the Supporting Document for each Batch text message.
2. Create batch jobs to send messages as described in the Supporting Document.
NOTE: Certain jobs may need to be split into multiple thread jobs depending on the size of the target population.
3. Text messages will be sent for a County only if they have an Active status as indicated on the Automated Actions Page.
4. Text messages will be sent in Spanish if the person's Written Language preference is 'Spanish', otherwise send the text message in English for all other written languages.
5. All text messages, except the "Opt-in" message, are sent to customers that have Opted-in to text messaging and have a Text Message Status of 'Verified'.
6. For text messages that apply to All Programs, only one text will be sent per recipient if they are on multiple programs, unless otherwise specified.
For example, for the 'Verifications Request Sent' text message, only one message will be sent to the customer, regardless of the number of Active programs the person is on.
7. For text messages that have a <Phone Number> parameter in the message, use the number below based on the County of the customer's case:
 - a. Use (866) 613-3777 if the customer is in Los Angeles County.
 - b. Use (844) 859-2100 for all other counties.
8. Text messages will not be sent for Domestic Violence cases, indicated by either of the following:
 - a. Active Domestic Violence Case Flag
 - b. Confidential Case type of Domestic Violence

9. All batch text messages will be sent during normal business hours (8:00 AM to 6:00 PM).

2.8.3 Execution Frequency

See Supporting Document.

2.8.4 Key Scheduling Dependencies

N/A

2.8.5 Counties Impacted

All Counties

2.8.6 Data Volume/Performance

Unknown

2.8.7 Failure Procedure/Operational Instructions

N/A

2.9 Adhoc Terms & Conditions Text Message

2.9.1 Overview

Create a batch job for the "Updated Terms and Conditions" text message on the Supporting Document to inform customers of changes to the Text Messaging Terms and Conditions. This message can be re-used whenever the terms and conditions are updated or changed.

2.9.2 Description of Change

1. Create batch sweeps to gather the target population to send text messages to. The target population: All Active customers who have previously opted in to text messaging.
2. Create a batch job to send a one-time text message to the target population.
3. Create a BSCR to run the job once, the day following the 21.01 release.
4. Text messages will be sent in Spanish if the person's Written Language preference is 'Spanish', otherwise send the text message in English for all other written languages.
5. Only one text will be sent per recipient if they are on multiple programs, unless otherwise specified.

6. Text messages will not be sent for Domestic Violence cases, indicated by either of the following:
 - i. Active Domestic Violence Case Flag
 - ii. Confidential Case type of Domestic Violence
7. This messages will be sent during normal business hours (8:00 AM to 6:00 PM).

2.9.3 Execution Frequency

Once

2.9.4 Key Scheduling Dependencies

N/A

2.9.5 Counties Impacted

LA County

2.9.6 Data Volume/Performance

Unknown

2.9.7 Failure Procedure/Operational Instructions

No Change

2.10 Data Change

2.10.1 Overview

Existing LRS records that use the 'Allow Text' checkbox will be updated to use the new Text Message and Text Message Status fields on the Contact Detail page.

2.10.2 Description of Change

1. Update all Contact Detail records that are currently set to "Allow Text" to "Opt-in" for the Text Message field and "Verified" for the Text Message Status field.

2.10.3 Estimated Number of Records Impacted/Performance

Approximately 400,000

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Batch	List of CalSAWS text messages.	CA-207106 Text Message Details.xlsx

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2305	The CONTRACTOR shall update the SMS notification system to apply current SMS functionality to all the 58 Counties.		
2306	The CONTRACTOR shall review the nightly batch jobs of text messages sent by LRS, C-IV, and CalWIN core systems and consolidate them into one set of nightly SMS batch jobs.	<p>Original:</p> <ul style="list-style-type: none"> - All current C-IV texting sweeps(15), balancer(1), and generation(4) jobs will be ported. - No more than 15 new sweeps will be added for LRS. - No more than 15 new sweeps will be added for CalWIN. <p>Revised:</p>	
2307	<p>Original:</p> <p>The CONTRACTOR shall configure the notifications system to interface with the OpenMarket API to send SMS messages.</p> <p>Revised:</p> <p>The CONTRACTOR shall configure the notifications system to interface with Amazon Pinpoint to send SMS messages.</p>		

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-207403 | DDID 1026

Update the Automatic Case Flags for the 58
Counties

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Vallari Bathala
	Reviewed By	Avinda Bandaranayake, Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR										
07/21/2020	1.0	Initial Revision	Vallari Bathala										
9/25/2020	1.1	Added section 2.2 for data change.	Avi Bandaranayake										
12/11/2020	1.2	<p>Before:</p> <p>2.1.2 Description of Change</p> <ol style="list-style-type: none"> 1. Create BPCRs to update the CountyCodeList property to include all 58 counties for each of the following batch jobs: <ol style="list-style-type: none"> a. PB19S902 b. PB19S903 c. PB19S908 d. PB19S909 2. Modify all job names to be '00' jobs. 3. Modify all jobs to assign the appropriate flag to the appropriate county. <p>After:</p> <p>2.1.3 Description of Change</p> <ol style="list-style-type: none"> 1. Create BPCRs to update the CountyCodeList property to include all 58 counties for each of the following batch jobs: <ol style="list-style-type: none"> a. PB19S902 b. PB19S903 c. PB19S908 d. PB19S909 2. Modify all job names to be '00' jobs. <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: center;">Current Batch Job Name</th> <th style="text-align: center;">Updated Batch Job Name</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">PB19S902</td> <td style="text-align: center;">TBD by Dev</td> </tr> <tr> <td style="text-align: center;">PB19S903</td> <td style="text-align: center;">TBD by Dev</td> </tr> <tr> <td style="text-align: center;">PB19S908</td> <td style="text-align: center;">TBD by Dev</td> </tr> <tr> <td style="text-align: center;">PB19S909</td> <td style="text-align: center;">TBD by Dev</td> </tr> </tbody> </table>	Current Batch Job Name	Updated Batch Job Name	PB19S902	TBD by Dev	PB19S903	TBD by Dev	PB19S908	TBD by Dev	PB19S909	TBD by Dev	Vallari Bathala
Current Batch Job Name	Updated Batch Job Name												
PB19S902	TBD by Dev												
PB19S903	TBD by Dev												
PB19S908	TBD by Dev												
PB19S909	TBD by Dev												

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
		3. Modify all jobs to assign the appropriate flag to the appropriate county.	

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1 OVERVIEW

This DDID covers changes to update the batch jobs for Specialized Supportive Services and Minor Consent automatic case flags to default to run for all 58 counties.

1.1 Current Design

The Add Flag Specialized Supportive Services batch job, PB19S902, adds the Specialized Supportive Services flag to the case for Welfare-to-Work (WTW), Refugee Employment Program (REP) and Cal-Learn (CL) programs and when the participant answers yes to any of the following on the Specialized Supportive Services Detail page: Domestic Violence, Mental Health, or Substance Abuse.

The Clear Flag Specialized Supportive Services batch job, PB19S903, clears the flag by deleting the record associated to the Specialized Supportive Services flag when the Specialized Supportive Services record end date has been reached.

The Add Flag Minor Consent batch job, PB19S908, adds the Minor Consent flag to a case when a Medi-Cal program with a Minor Consent Requested Medi-Cal Type is made Active.

The Clear Flag Minor Consent batch job, PB19S909, clears the case flag by deleting the record associated to the Minor Consent flag when the Minor Consent Medi-Cal program has been discontinued.

1.2 Requests

Update batch jobs PB19S902, PB19S903, PB19S908, PB19S909 to default to run for all counties.

1.3 Overview of Recommendations

1. Make the Specialized Supportive Services and Minor Consent automatic case flags available to all Counties.
2. Rename batch jobs to be "00" jobs.
3. Create new Batch Property Change Requests (BPCR) to add counties to the County Code List.
4. Update the batch job to run for the counties in the list.

1.4 Assumptions

4. These batch jobs currently run for only Los Angeles County (County 19). There is no change to existing Los Angeles County functionality.
5. All batch scheduling will be addressed by CA-208599, CA-208600, CA-208601, CA-208602, CA-208603, CA-208604, and CA-208605.

2 RECOMMENDATIONS

2.1 Specialized Supportive Services and Minor Consent Automatic Case Flags Batch Jobs

2.1.1 Overview

Update the Specialized Supportive Services and Minor Consent automatic case flag batch jobs to use a county parameter list so that the batch job can run for multiple counties.

2.1.2 Description of Change

- a. Create BPCRs to update the CountyCodeList property to include all 58 counties for each of the following batch jobs:
 - e. PB19S902
 - f. PB19S903
 - g. PB19S908
 - h. PB19S909

b. Modify all job names to be '00' jobs.

Current Batch Job Name	Updated Batch Job Name
PB19S902	TBD by Dev
PB19S903	TBD by Dev
PB19S908	TBD by Dev
PB19S909	TBD by Dev

- c. Modify all jobs to assign the appropriate flag to the appropriate county.

2.1.3 Execution Frequency

No change.

2.1.4 Key Scheduling Dependencies

No change.

2.1.5 Counties Impacted

All counties.

2.1.6 Data Volume/Performance

Unknown.

2.1.7 Failure Procedure/Operational Instructions

No change.

2.2 Data Change

2.2.1 Overview

Currently all flags in the system are only associated to County 19.

2.2.2 Description of Change

Create a DCR to add Specialized Supportive Services and Minor Consent flags for all 57 migration counties.

2.2.3 Estimated Number of Records Impacted/Performance

Adding 114 records.

3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1026	<p>Original: The CONTRACTOR shall update the Automatic Case Flags for the 58 Counties as follows: 1) Default the Specialized Supportive Services and Minor Consent Automatic Case Flags to "On" 2) Default the following Automatic Case Flags to "Off": a) Open Fraud Investigation b) Direct Rent c) Enhance SSIMAP d) Housing Subsidy</p> <p>Revised: The CONTRACTOR shall update the Automatic Case Flags for the 58 Counties to default the Specialized Supportive Services and Minor Consent Automatic Case Flags to "On".</p>	N/A	<ol style="list-style-type: none"> 1. Make the Specialized Supportive Services and Minor Consent automatic case flags available to all Counties. 2. Rename batch jobs to be "00" jobs. 3. Create new Batch Property Change Requests (BPCR) to add counties to the County Code List. 4. Update the batch job to run for the counties in the list. 5. No system change is needed to default the following Case Flags to "off" as these jobs will only run for Los Angeles County. <ol style="list-style-type: none"> a. Open Fraud Investigation b. Direct Rent c. Enhance SSIMAP d. Housing Subsidy