Design Document

CA-206941/CIV-103662

CalHEERS eHIT: Medi-Cal Eligibility Rules Update for Young Adult Expansion (CH-139211)

Version 1.0

	DOCUMENT APPROVAL HISTORY	
	Prepared By	Rajan Vadapalli, Renee Gustafson
	Reviewed By	Derek Goering, Prashant Goel, Maksim Volf, Priya Subramaniam, William Baretsky

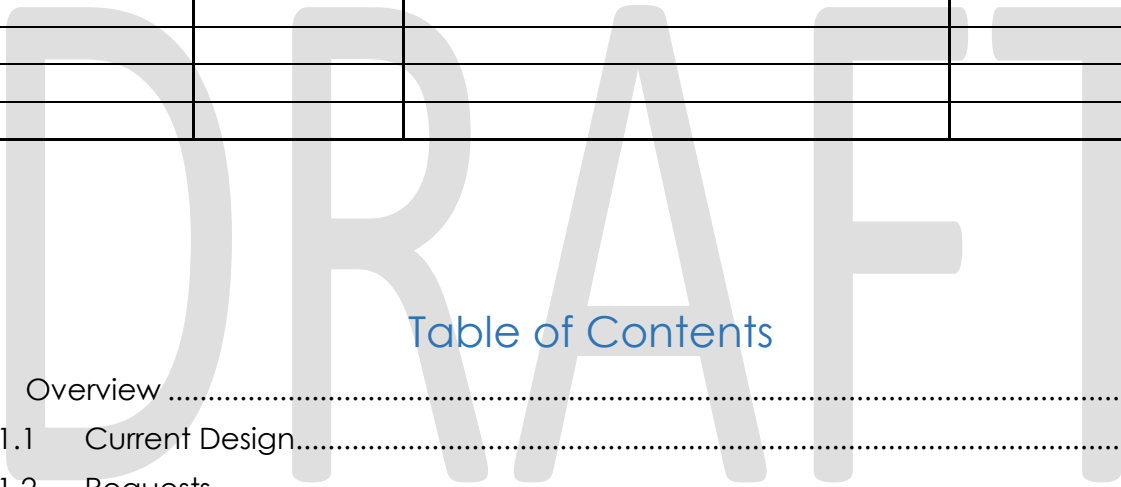| DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/24/2019	.1	Initial version	Rajan V,
06/04/2019	1.0	Version for Committee review	Rajan V
06/24/2019	1.0	Removed NOA updates from this SCR and moved into CA-209109 | CIV-104415. Updated SCR title.	Renee Gustafson

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1 OVERVIEW

The purpose of this document is to satisfy the functional specifications in support of changes within CalHEERS eHIT: Medi-Cal Eligibility Rules Update for Young Adult Expansion (CH-139211). CalHEERS and The System will grant full scope Medi-Cal to eligible young adults 19-25 years of age, inclusive, regardless of citizenship or immigration status.

1.1 Current Design

CalHEERS grants restricted scope MAGI Medi-Cal for all young adults who are 19 to 25 years of age, inclusive, if they do not have satisfactory citizenship or immigration status if they meet all other eligibility criteria. The System grants restricted scope Non-MAGI Medi-Cal for all young adults who are 19 to 25 years of age, inclusive, if they do not have satisfactory citizenship or immigration status if they meet all other eligibility criteria.

The System considers an individual age 19 or above for Non-MAGI Medi-Cal eligibility if the individual's 19th birthday falls on or before the first day of the EDBC benefit month. In other words, if the individual is 18 years of age on any day of the EDBC benefit month, The System considers the individual 18 for that entire month and considers 19 years of age from the following month.

Example 1: Individual receives full scope Non-MAGI Medi-Cal

- Date of birth is 05/02/2000
- EDBC Benefit Month is 05/2019
- Individual turns 19 years old: 05/02/2019
- Individual is eligible to Non-MAGI Medi-Cal
- Individual does not have satisfactory citizenship or immigration status

Since the individual is still 18 years of age on 05/01/2019, The System grants full scope Non-MAGI Medi-Cal.

Example 2: Individual receives restricted scope Non-MAGI Medi-Cal

- Date of birth is 05/01/2000
- EDBC Benefit Month is 05/2019
- Individual turns 19 years old on: 05/01/2019
- Individual is eligible to Non-MAGI Medi-Cal
- Individual does not have satisfactory citizenship or immigration status

Since the individual is 19 years of age on 05/01/2019, The System grants restricted scope Non-MAGI Medi-Cal.

Note: CalHEERS uses the same age logic to determine MAGI Medi-Cal full scope and restricted scope eligibility.

Currently if an individual fails to provide verification of satisfactory immigration status by the Reasonable Opportunity Period (ROP) and they are age 19 or older, Medi-Cal EDBC rules grant Non-MAGI Restricted Scope to the individual(s).

The System Aid Code table does not have the scope identified for all MAGI Medi-Cal aid codes.

1.2   Requests

Per the Governor's May Revise for the Fiscal Year (FY) 2019-20, young adults who are 19 to 25 years of age, inclusive, are eligible to full scope Medi-Cal regardless of their citizenship or immigration status if they meet all other eligibility criteria. This is referred to as "Young Adult Expansion."

CalHEERS and The System will update their respective eligibility rules to grant full scope Medi-Cal to eligible young adults 19-25 years of age, inclusive, regardless of citizenship or immigration status. This change will be implemented with the ability to modify the start date and benefit month effective date based on DHCS guidance.

As of the design of this SCR, DHCS provided the start date of 11/20/2019, and the effective date of the policy change as 01/01/2020.

Update the System Medi-Cal EDBC rules to grant Non-MAGI Restricted Scope to individual(s) who fail to provide verification of satisfactory immigration status by the Reasonable Opportunity Period (ROP) and they are age 26 or older.

Update The System Aid Code table to have the proper scope identified for all MAGI Medi-Cal aid codes.

1.3   Overview of Recommendations

Update The System Medi-Cal EDBC rules to grant full scope Non-MAGI Medi-Cal for all eligible young adults who are 19 to 25 years of age, inclusive, regardless of citizenship or immigration status if they meet all other eligibility criteria.

Update The System aid code scope for MAGI Medi-Cal aid codes to the scope provided by DHCS.

1.4   Assumptions

- There will be no changes to CMSP.
- If DHCS changes the start date and effective date of the policy change after this SCR is implemented, a subsequent small SCR will be required to update the dates accordingly.
- The System is programed with the same restricted scope/full scope Non-MAGI Medi-Cal aid code mappings described in the Aid Code Crosswalk document; therefore, The System requires no restricted scope/full scope Non-MAGI aid code mapping updates.

- Medi-Cal Notice updates for Young Adult Expansion will be addressed in SCRs CA-209109/CIV-104415.
- One-time batches to transition Medi-Cal for the Young Adult Expansion population from restricted scope Medi-Cal to full scope Medi-Cal will be addressed in SCRs CA-208241/CIV-104022. The SCRs will provide lists of any processing exceptions to the County for follow-up.
- Medi-Cal age batch updates for Young Adult Expansion will be addressed in SCRs CA-207950/CIV-103874. Existing reports regarding age batch processing will be updated accordingly.

2   RECOMMENDATIONS

2.1   Medi-Cal EDBC Rules

2.1.1   Overview

Update Medi-Cal EDBC Rules to grant full scope Non-MAGI Medi-Cal for young adults who are 19 to 25 years of age, inclusive, regardless of their immigration status or citizenship verification status if they meet all other eligibility criteria.

2.1.2   Description of Changes

1. Update Medi-Cal EDBC Rules to grant full scope Non-MAGI Medi-Cal for anyone age 25 on the first of the EDBC benefit month or younger, regardless of their immigration status or citizenship verification status if they meet all other eligibility criteria.

2. Update Medi-Cal EDBC Rules to start Young Adult Expansion on 11/20/2019 and to be effective for EDBC Benefit Month January 2020 or later.
    a. Update the rules to have a configurable start date and/or effective date.

3. Update Medi-Cal EDBC rules to grant Non-MAGI Restricted Scope to individuals who fail to provide satisfactory immigration status by the Reasonable Opportunity Period (ROP) meeting the following criteria:
    a. Aged 26 or older
    b. Citizenship status detail record reflects the following:
        i. 'Verified'= Pending and ROP 'Expired' = Yes on Citizenship Status Detail page.
        ii. 'Verified' = Refused on Citizenship Status Detail page.

    If the individual fails to meet ROP criteria, he or she will get restricted scope even if Document Type/Section Code combination on Citizenship Detail page determines full scope.

4. Update the Code Table (CT_184) to specify the scope of Restricted, Full or Limited for MAGI Medi-Cal aid codes per the MAGI Aid Code Scope update spreadsheet attached.

DRAFT

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Eligibility	Transition Aid Code Crosswalk	Transition Crosswalk Final Vers
2	Eligibility	Manual Clean up Aid Code Crosswalk	Manual Clean up Crosswalks Final Ve
3	Eligibility	MAGI Aid Code Scope update	MAGI Aid Code Scope update.xlsx
4	Eligibility	Aid Code scope confirmation from DHCS	DHCS response - Master Aid Code Ch Final_Aid_Code_Ma ster_Chart_5-1-19.pc

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.4.3.2	The LRS shall determine an applicant's/participant's eligibility for a program or programs.	The LRS will update Medi-Cal EDBC rules to grant full scope Non-MAGI Medi-Cal for all eligible young adults who are 19 to 25 years of age, inclusive, regardless of their citizenship or immigration status if they meet all other eligibility criteria.

5   APPENDIX

5.1   'The System' Definition

'The System' refers to both LRS and C-IV systems.

For instance, if the document mentions the below:

- Update The System to...

That implies:

- Both LRS and C-IV Systems will be updated with the same changes.

Design Document

CA-208241 | CIV-104022

CalHEERS eHIT: One-Time Batches to Transition Young Adults from Restricted Scope

to Full Scope Medi-Cal

Version 1.0

	DOCUMENT APPROVAL HISTORY	
	Prepared By	Rajan Vadapalli, Renee Gustafson
	Reviewed By	Max Volf, Chris Larson, William Baretsky, Raju Indala, Prashant Goel, Derek Goering, Ronak Bhatt, Priya Subramaniam, Abraham Ponce

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/29/2019	1.0	Initial version	Rajan V
06/04/2019	1.0	Version reviewed at MC Committee Meeting for feedback	Rajan V
06/24/2019	1.0	Updated SCR Name, clarified journal and lists. Updated references to 'reevaluation' to 'transition. Updated document based on DHCS clarification for MAGI MC limited scope aid codes. Updated scheduling dependencies. Added assumption to not process inmate cases. Added criteria to not process overridden, read-only or manual EDBC cases.	Renee
6/26/2019	1.0	Updated journal current functionality and recommendations for LRS. Added CTCR requirement for LRS Batch EDBC Sub-Type Code. Restricted processing from under 26 to only 19-25 (not to process any SB75 stragglers).	Renee
07/01/2019	1.0	Version submitted to MC Committee for Approval	Renee
7/17/2019	1.0	Added columns to lists per MC Committee request	Renee

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1   OVERVIEW

This SCR will automate the transition of young adults 19-25 years of age, inclusive, currently in restricted scope Medi-Cal to full scope Medi-Cal with a one-time batch process.

1.1   Current Design

In Release 19.09, CalHEERS and The System were updated to grant full scope Medi-Cal for young adults who are 19 to 25 years of age, inclusive, regardless of satisfactory citizenship or immigration status if they meet all other eligibility criteria effective January 2020 benefit month starting 11/20/2019 with SCRs CA-206941, CIV-103874 and CalHEERS Change Request CH-139211. This population is referred to as "Young Adult Expansion."

The System has individuals age 19-25, inclusive, still receiving restricted scope Medi-Cal who should be transitioned to full scope Medi-Cal.

C-IV Batch EDBC process skips cases if the Determination of Eligibility Response (DER) to be used in Medi-Cal EDBC has an individual in Soft Pause; LRS does not have this functionality.

LRS Batch EDBC functionality allows Batch EDBC to automatically add a standard Journal entry to cases processed by Batch EDBC with:

> **Journal Category:** Eligibility
> **Journal Type:** Batch EDBC
>
> **Short Description:** Batch EDBC ran for [MONTH/YEAR].
>
> **Long Description:** Batch EDBC ran for [MONTH/YEAR]. Batch EDBC processed for the Medi-Cal program for the following reasons: <Batch EDBC Sub-Type Code Short Description>

There is no Batch EDBC Sub-Type Code for Young Adult Expansion one-time transition batch processing, so LRS will automatically create the journal entry with a missing reason in the Long Description. C-IV does not have the functionality to automatically add a standard Journal Entry.

1.2   Requests

Automate the transition of young adults age 19- 25, inclusive, currently receiving restricted scope Medi-Cal to full scope Medi-Cal based on the Transition Aid Code Crosswalk provided by DHCS.

For LRS only: Add a Batch EDBC Sub-Type Code so the auto-journal Long Description will display the reason: "Young Adult Expansion one-time transition batch".

For C-IV only: Create a Journal entry for the cases processed successfully through Batch EDBC.

Provide one-time County lists for County Eligibility Workers to follow-up on any individuals who remain in restricted scope Medi-Cal or who are Discontinued from Medi-Cal after the one-time transition batch processing is complete.

1.3   Overview of Recommendations

Initiate a one-time process to send Eligibility Determination Requests (EDRs) to CalHEERS and run Batch EDBC for identified individuals 19 to 25 years of age, inclusive, who are receiving restricted scope Medi-Cal to transition to full scope Medi-Cal and provide lists to the County for follow-up of the rest.

For LRS only: Add a Batch EDBC Sub-Type Code to display the Journal Long Description reason: "Young Adult Expansion one-time transition batch".

For C-IV only: Create a Journal entry for the cases processed successfully in the one-time process.

1.4   Assumptions

1. This one-time batch process may include Medi-Cal programs with an overdue RE or an in-process RE.

    LRS current functionality automatically sets EDBC Run Reason to 'RE' when all the following are true:
    a. The EDBC benefit month is equal to next RE period begin date and there is a valid open RE record for the Medi-Cal program
    –or –
    The EDBC benefit month is equal to the come-up month.
    b. The appropriate RE packet was generated for the RE Due Month for the program.
    c. The latest RE packet status is 'Reviewed-Ready to Run EDBC'

    For LRS only, this means if a Medi-Cal program is processed in the one-time batch process and meets the LRS current criteria for automatically setting the EDBC Run Reason to 'RE', the Medi-Cal program will process as a Renewal.

    C-IV does not have this functionality so the C-IV EDBC will be processed as a 'Regular' EDBC.

2. While the description of Young Adult Expansion mentions to move individuals aged 19-25, inclusive, from restricted scope to full scope, per the "Transition Aid Code Crosswalk" provided by DHCS, limited scope MAGI Medi-Cal aid codes are also included in the transition population. Limited scope MAGI Medi-Cal aid code M8 shows that the individual should be transitioned to full scope MAGI Medi-Cal aid code M7. Similarly, limited scope MAGI Medi-Cal aid code M0 shows that the individual should be transitioned to limited scope MAGI Medi-Cal aid code M9.

   DHCS confirmed limited scope MAGI Medi-Cal is included in the Young Adult Expansion to full scope and that limited scope MAGI Medi-Cal aid code M9 is the expected final result after transitioning the Young Adult Expansion population who were previously eligible to limited scope MAGI Medi-Cal aid code M0. See "Clarification from DHCS for limited scope MAGI Medi-Cal transition" in Supporting Documents.

   This one-time batch will include transitioning the young adult expansion population currently in restricted scope Medi-Cal and limited scope MAGI Medi-Cal aid codes M8, M0.

3. This one-time batch will not transition individuals in an inmate Medi-Cal aid code, but they will be included in List 3 "Individual age19-25 on Restricted Scope Medi-Cal" for county worker follow-up.

4. **LRS only**: Child Welfare Medi-Cal programs will be identified through the worker associated to the program. The workers for Child Welfare Programs are associated to positions that have unit department type of "DCFS". These workers can be identified by the prefix of "19**DC**" in their worker ID numbers.

2 RECOMMENDATIONS

2.1 One-time Batch

2.1.1 Overview

Initiate a one-time process to send EDRs to CalHEERS and run Batch EDBC for identified individuals 19 to 25 years of age, inclusive, who are receiving restricted scope Medi-Cal to be transitioned to full scope Medi-Cal. Create a Journal entry for the cases processed successfully in the one-time process.

2.1.2 Description of Changes

1. Batch MAGI
    I. Identify Medi-Cal programs that meet all the following conditions for one-time Batch MAGI processing:
        a. The Medi-Cal program contains an individual that meets all of the following conditions:
            i. The individual's 19th birthday is on or before 01/01/2020.
            ii. The individual's 26th birthday is on or after 01/02/2020.
            iii. The individual is currently receiving any of the following aid codes during the January 2020 benefit month:
                - a restricted scope Medi-Cal aid code
                - limited scope MAGI Medi-Cal Aid Code M8
                - limited scope MAGI Medi-Cal Aid Code M0
        b. The program contains at least one MAGI Medi-Cal eligible individual.
        c. The CEW has not already processed MAGI and a corresponding Medi-Cal EDBC for January 2020 benefit month since the start date of the Young Adult Expansion rules update in SCR CA-206941/CIV-103662. (The start date is currently 11/20/2019 – subject to change by DHCS.)
        d. The Medi-Cal EDBC effective January 2020 is not an overridden, read-only or manual EDBC.
        e. **LRS only:** The program is not assigned to a Child Welfare Program Worker.
    II. Send the EDR with "Continuing" (CO) EDR Run Reason code for benefit month January 2020.

2. Batch EDBC

A. MAGI Medi-Cal and mixed MAGI/Non-MAGI

I. Identify MAGI Medi-Cal and mixed MAGI/Non-MAGI Medi-Cal programs that meet all the following conditions for one-time Batch EDBC processing:
    a. The DER is received from Recommendation 1 and all the following conditions are true:
        i.   There are no 'Pending Eligible' MAGI Medi-Cal individuals on the DER.
        ii. No individual became eligible for MAGI Medi-Cal who was previously not in receipt of MAGI Medi-Cal.
        iii. No individual became discontinued or ineligible for MAGI Medi-Cal who was previously a recipient of MAGI Medi-Cal.
        iv. There are no individuals on Soft Pause on the DER.
    b. Medi-Cal EDBC has not been processed against the DER from Recommendation 1 or any subsequent DER for the January 2020 benefit month.
    c. The Medi-Cal EDBC effective January 2020 is not an overridden, read-only or manual EDBC.
    d. **LRS only:** The program is not assigned to a Child Welfare Program Worker.

II. Run Batch EDBC for January 2020 benefit month for the Medi-Cal program in Targeted Program mode with Type Code "Batch Eligibility" (BE).
    a. **LRS Only:** Include the new Batch EDBC Sub-Type Code added in Recommendation 2.1.2.3. I.

B. Non-MAGI Medi-Cal

I. Identify Non-MAGI Medi-Cal programs that meet all the following conditions for one-time Batch EDBC processing:
   a. The program does not contain a MAGI Medi-Cal eligible individual.
   b. The program contains an individual where all of the following are true:
      i. The individual's 19th birthday is on or before 01/01/2020.
      ii. The individual's 26th birthday is on or after 01/02/2020.
      iii. The individual is currently receiving a restricted scope Non-MAGI Medi-Cal aid code during the January 2020 benefit month.
   c. Medi-Cal EDBC has not been processed for January 2020 benefit month since the start date of the Young Adult Expansion rules update in SCR CA-206941/CIV-103662. (The start date is currently 11/20/2019 – subject to change by DHCS.)
   d. The Medi-Cal EDBC effective January 2020 is not an overridden, read-only or Manual EDBC.
   e. **LRS only:** The program is not assigned to a Child Welfare Program Worker.

II. Run Batch EDBC for January 2020 benefit month only for the Medi-Cal program in Targeted Program mode with Type Code 'BE' (Batch Eligibility).
   a. **LRS Only:** Include the new Batch EDBC Sub-Type Code added in Recommendation 2.1.2.3. I.

3. Journal Entry
    I. **LRS only:** Add Batch EDBC Sub-Type Code (CT_942) for "Young Adult Expansion one-time transition batch" to the code table.

Code Table	Description
New/Update	New
Category Id	942
Short Description	Young Adult Expansion one-time transition batch
Long Description	Young Adult Expansion one-time transition batch

This will allow LRS to generate an auto-journal with the following information for each case processed successfully through Batch EDBC from Recommendation 2.

Journal Category: Eligibility
Journal Type: Batch EDBC
Short Description: Batch EDBC ran for 01/2020.
Long Description: Batch EDBC ran for 01/2020. Batch EDBC processed for the Medi-Cal program for the following reason: Young Adult Expansion one-time transition batch.

    II. **C-IV only:** Insert a Journal entry for each case processed successfully through Batch EDBC from Recommendation 2 with the following information:

Journal Category: Eligibility
Journal Type: Batch EDBC
Short Description: Batch EDBC ran for 01/2020.
Long Description: Batch EDBC ran for 01/2020. Batch EDBC processed for the Medi-Cal program for the following reason: Young Adult Expansion one-time transition batch.

2.1.3 Execution Frequency

This is a one-time change.

2.1.4 Key Scheduling Dependencies

- Friday 11/22/2019
  Batch operations team will run the Data Change Request (DCR) for Recommendation 1 before regularly scheduled batch processing on Friday, 11/22/2019. Then Friday's regularly scheduled batch will send the EDRs during Batch MAGI.

- Saturday 11/23/2019
  Batch operations will run the DCR for Recommendation 2 before regularly scheduled batch processing on Saturday, 11/23/2019. Then Saturday's regularly scheduled batch will process the cases through Batch EDBC.

- The C-IV journal entry DCR will run after Batch EDBC completes and before the C-IV application is up on Monday, 11/25/2019.

2.1.5 Counties Impacted

All 40 counties.

2.1.6 Data Volume/Performance

Batch MAGI will run approximately below mentioned Medi-Cal programs for the month of January 2020.

BENEFIT MONTH	C-IV	LRS
January 2020	13,721	23,230

Batch EDBC will run approximately below mentioned Medi-Cal EDBCs for the month of January 2020. At least one Notice of Action is expected for each of the cases processed in Batch EDBC.

BENEFIT MONTH	C-IV	LRS
January 2020	14,365	23,845

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Eligibility	Transition Aid Code Crosswalk	PDF Transition Crosswalk Final Vers
2	Eligibility	Manual Clean up Aid Code Crosswalk	PDF Manual Clean up Crosswalks Final Ver
3	Eligibility	Clarification from DHCS for limited scope MAGI Medi-Cal transition	RE Young Adult Expansion Aid code

4 OUTREACH

Generate one-time County lists to aid the counties to complete the transition of young adults to full scope Medi-Cal after Batch EDBC completes.

The lists will display the standard columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker
- Benefit Month

Lists will be posted at following locations:

System	Path
LRS	CalACES Web Portal>System Changes>SCR and SIR Lists>2019>CA-208241
C-IV	CalACES Web Portal>System Changes>SCR and SIR Lists>2019>CIV-104022

1. **List Name:** Medi-Cal Program Discontinued
   Generate a list of cases where the Medi-Cal program was discontinued due to the one-time Batch EDBC processing for Young Adult Expansion transition to full scope.

   Additional Column: None

   County Action: These are likely the result of household changes or ongoing data collection which was not yet processed through EDBC by the user. Since the purpose of this Batch EDBC process was not to close households, review these cases to verify the closure was accurate.

2. **List Name:** Medi-Cal Individual Discontinued
Generate a list of cases where an individual was discontinued from the Medi-Cal program due to the one-time Batch EDBC processing for Young Adult Expansion transition to full scope.

   Additional Columns:

   - CIN
   - Prior Aid Code – Display the aid code the individual was on prior to the discontinuance
   - Age – Display individual's DOB

   County Action: These are likely the result of household changes or ongoing data collection which was not yet processed through EDBC by the user. Since the purpose of this Batch EDBC process was not to close individuals, review these cases to verify the closure was accurate.

3. **List Name:** Individual age 19-25 on Restricted Scope Medi-Cal

   Generate a list of cases that meets the following criteria:
   - At least one individual whose 19th birthday is on or before 01/01/2020 and 26th birthday is on or after 01/02/2020 is still in restricted scope Medi-Cal or in limited scope aid codes M8, M0 or N7 (limited scope inmate aid code) effective January 2020 benefit month.

   Include a column to indicate the reason(s) the Young Adult Expansion transition one-time batch processing did not move the individual to full scope.

   Known reasons:
   - **Became MAGI Elig on DER:** As a result of Batch MAGI, an individual became eligible for MAGI Medi-Cal who was previously not in receipt of MAGI Medi-Cal.
   - **MAGI Disc or Inelig on DER:** As a result of Batch MAGI, an individual became discontinued or ineligible for MAGI Medi-Cal who was previously a recipient of MAGI Medi-Cal.
   - **MAGI Pending on DER:** EDBC did not process because an individual is Pending Eligible on MAGI Determination.
   - **Soft Pause:** EDBC did not process because there is an individual on the DER in Soft Pause.
   - **Read-Only EDBC:** EDBC processed, but it was Read-Only.
   - **In Process DER for Jan 2020:** Batch MAGI or Batch EDBC did not process because there is an 'In Process' Determination Change for January 2020.
   - **Overridden, Read-only or Manual EDBC:** The Medi-Cal program was not processed by Batch MAGI nor Batch EDBC because the EDBC effective for January 2020 is an overridden, read-only or manual EDBC.
   - **DER returned after Batch EDBC:** EDBC did not process because the DER from Batch MAGI did not return prior to running Batch EDBC; however, the DER did return prior to generating this list.
   - **Child Welfare Program Worker:** The Medi-Cal Program is assigned to a Child Welfare Program Worker (LRS only).

Additional Columns:
- Reason – Display all of the 'known reasons' that apply to the individual, leave blank if none apply.
- Aid Code – Display the individual's primary aid code effective 01/01/2020
- Age – Display the individual's DOB

County Action: For cases where EDBC did not process as a result of being excluded from Batch EDBC, review the list and the Known Reason(s) to determine why the case did not process. Not all reasons will display so the worker will have to review the case for any other action necessary.

For cases that did process, review the case for the individual age 19-25, coming back on the DER as Soft Paused to keep them on the Restricted or Limited aid code. Follow process to remove the Soft Pause and re-run case to determine correct benefits. For cases that were returned a Read-Only EDBC, review the EDBC to determine the reason and take action to have a Regular EDBC returned to determine correct benefits for the customer.

Note: Some cases may have a blank reason column if an individual age 19-25, remains on restricted scope for any reason other than what is listed above. Some cases may have multiple reasons in the column.

5   REQUIREMENTS

5.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.4.3.2	The LRS shall determine an applicant s/participant s eligibility for a program or programs.	The System will update Medi-Cal EDBC rules to grant full scope Non-MAGI Medi-Cal for all eligible young adults who are 19 to 25 years of age, inclusive, regardless of their citizenship or immigration status if they met all other eligible criteria.

6   APPENDIX

6.1   'The System' Definition

'The System' refers to both LRS and C-IV systems.

For instance, if the document mentions the below:

- Update The System to...

That implies:

- Both LRS and C-IV Systems will be updated with the same changes.

Design Document

SCR CA-51457/CIV-8054 – ACL17-05 CalFresh Student Eligibility

2/5/2019

	DOCUMENT APPROVAL HISTORY	
CalACES	Prepared By	Sridhar Mullapudi, Ramya Raghuraman
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/25/2019	.01	Initial Version	Sridhar Mullapudi
02/05/2019	.02	Updated Form FDDS in Supporting Documents	Ramya Raghuraman

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DRAFT

1   OVERVIEW

To be eligible to participate in CalFresh, a student may need to satisfy one of the exemption criteria. Per ACL 17-05, a student is eligible for an exemption from the CalFresh (CF) student eligibility rule when the student is receiving Temporary Assistance for Needy Families (TANF) funded Cal Grant. ACL 17-05 also expanded the list of programs that qualify a student for an exemption from the CF student eligibility rule.

This SCR will update the system to comply with requirements outlined in ACL 17-05 and further enhance the functionality to correctly determine student exemptions when required.

1.1   Current Design

The system will aid a CalFresh (CF) student who is currently a 'Member' with age between 18 and 49, attending school full time or half time in College/Higher Education or Vocational-Classroom Only and meets one of the following:

- Is an 'Active' 'Member' in a CalWORKs program case and currently eligible to CW in the budget month.
- Is 'Incapacitated' or is 'Disabled'
- Exerts parental control over a household member under the age of 6
- Has Income with type code of 'JTPA/WIA Earned' or 'College Work Study'
- Is self-employed at least 20 hours per week and receives gross weekly earnings at least equal to the 'Federal Minimum Wage' multiplied by 20 hours OR Is employed at least 20 hours per week and be paid for such employment
- 'Employment & Training Program Participation' is Yes with WIOA, EOPS or Title IV Jobs program
- Person is in 'Vocational-Classroom Only', and 'Employment & Training Program Participation' is 'No - High School Diploma or Equivalent Not Required'.

In the C-IV system, there are two additional checks:

- 'Adequate Child Care Available' is No OR
- Is a single parent or NPCR that exerts parental control over a household member that has reached age 6 but is under age 12 and the student has an attendance status of 'Attending-Full Time' in a college or higher education.

In the CalACES system, there is one combined additional check:

- Is a single parent or NPCR that exerts parental control over a household member that has reached age 6 but is under age 12 and the student has an attendance status of 'Attending-Full Time' in a college or higher education AND 'Adequate Child Care Available' is No

The system does not track Cal Grants received by students who meet TANF eligibility requirements and has no ability to provide a student eligibility exemption based on the receipt of Cal Grant (TANF funded) if required.

CalACES only - PA 136 form which is used to help determine a participant's student eligibility for CalFresh has version 11/2012 in the Template Repository.

1.2   Requests

Per ACL 17-05, a student is eligible for an exemption from the CalFresh student eligibility rule when the student is receiving TANF funded Cal Grant. There are additional programs that qualify a student for an exemption from the CF student eligibility rule.

The existing exemption criteria for CF student based on the 'Adequate Child Care Available' for CF student eligibility rule needs to be modified to account for situations like single parent vs two-parent household, half-time vs full time school attendance.

PA 136 form version needs to be updated to version 11/2017 and a new form PA 6177 need to be added to the system.

1.3   Overview of Recommendations

Update the Type field of the Educational, Student income category on Income Detail page to allow the entry of Cal Grants.

Update the Employment & Training Program field to contain new program types on School Attendance Detail page.

Make updates to the system for the treatment of new income types across different programs.

Update the EDBC rule that determines whether a student is ineligible to CalFresh to account for the new Cal Grant income types.

Update the existing exemption criteria for CF student based on the 'Adequate Child Care Available' for CF student eligibility rule.

CalACES only - Update existing PA 136 form and add a new PA 6177 form.

1.4   Assumptions

a) Case worker is responsible to verify the below mentioned TANF eligibility requirements for receiving Cal Grant and correctly add Cal Grant A, Cal Grant B, Cal Grant B Access or Cal Grant C to the system:
   - Currently unmarried; and
   - 25 years of age or younger; and
   - Has parental and/or student income of $50,000 a year or less.

Note: Existing system functionality of requesting verifications using CW 2200 form remains unchanged with this SCR.

2 RECOMMENDATIONS

2.1 Income Detail

2.1.1 Overview

The Income Detail page captures and displays the fields representing a single source of income for a case member. Each Income Detail record contains the amount and frequency of the income, as well as the category the income belongs to and its specific type.

Update the Type field of the Educational, Student income category to allow the entry of Cal Grants.

2.1.2 Income Detail Mockup

Figure 2.1.1 – Income Detail (CalACES)

Figure 2.1.2 – Income Detail (C-IV)

2.1.3 Description of Changes

Add the following values to the Type field of the Educational, Student income category:

- Cal Grant A
- Cal Grant B
- Cal Grant B Access
- Cal Grant C

2.1.4 Page Location

> **Global:** Eligibility
>
> **Local:** Customer Information
>
> **Task:** Income

2.1.5 Security Updates

Security Rights

Security Right	Right Description	Right to Group Mapping
n/a		

Security Groups

Security Group	Group Description	Group to Role Mapping
n/a		

2.2 School Attendance Detail

2.2.1 Overview

The School Attendance Detail page captures and displays information describing a case member's school attendance. Among the information captured on the page is type of school the case member is attending. If the school the case member is attending is of the type College/Higher Education or Vocational, the page captures whether they attend an employment and training program, and, if so, the page captures the type of that program.

Reorder the values of the School Attendance Type field and update the Employment & Training Program field to contain new program types.

2.2.2 School Attendance Detail Mockup

Figure 2.2.1 – School Attendance Detail Mockup (CalACES)

Figure 2.2.2 – School Attendance Detail Mockup (C-IV)

2.2.3 Description of Changes

- Reorder the values of the School Attendance Type field so they appear in a more chronological order, as follows:
  - Pre-School
  - Elementary School
  - Middle School / Junior High
  - High School
  - GED Preparatory
  - College/Higher Education
  - Vocational-Classroom Only
  - Vocational-Classroom/Training
  - Vocational-Training Only

  Note: Customized sorting can be performed using CODE_DESCR column in CODE_DETL table.

- Add the following values to the Employment & Training Program field:
  - EOP
  - Student Academic Services
  - CARE
  - McNair Scholars Program
  - CF E&T Program
  - MESA
  - Puente Project

- o FYSI
- o CAFYES
- o AB 12/AB 212
- o Guardian Scholars Program
- o Chafee ETV
- o State or Local Gov TP
- o Unaccompanied Refugee Minors
- o Other
- Increase the size attribute of the Employment & Training Program multi-select field to 9 when it is visible on the page. When the field is not visible on the page, its size attribute will remain unchanged.

2.2.4 Page Location

Global: Eligibility

Local: Customer Information

Task: School Attend.

2.2.5 Security Updates

Security Rights

Security Right	Right Description	Right to Group Mapping
n/a		

Security Groups

Security Group	Group Description	Group to Role Mapping
n/a		

2.3 EDBC Rules Updates

2.3.1 Overview

Update the system for the treatment of new income types across different programs.

Update the CF student eligibility rule to consider receipt of a Cal Grant.

Update the existing exemption criteria for CF student based on the 'Adequate Child Care Available' for CF student eligibility rule.

2.3.2 Description of Changes

a) For the new income types added, please see below for the treatment of income across the different programs in the System:

Income Type	CW	CF	MC	FC	CAPI (CalACES Only)	GA (CalACES Only)
Cal Grant A	Exempt	Exempt	Exempt	Exempt	Exempt	Exempt
Cal Grant B	Exempt	Exempt	Exempt	Exempt	Exempt	Exempt
Cal Grant B Access	Exempt	Exempt	Exempt	Exempt	Exempt	Exempt
Cal Grant C	Exempt	Exempt	Exempt	Exempt	Exempt	Exempt

See table below for the new income table values

Function	Value
AdjustableIncome:1:S	N
CWDisabilityDisregard:2:S	N
CWClassification:3:S	Exempt
MCDisabilityDisregard:4:S	N
MCClassification:5:S	Exempt
FSClassification:6:S	Exempt
FSConsideredPermanentDisabilityBased:7:S	N
IncomeCategory:8:S	06
Adjustable:9:B	N
FCClassification:10:S	Exempt
CmipsIncomeInKindTypes:11:S	Null
EICT Inbound:12:S	
EICT Outbound:13:S	
CalHEERS Outbound:14:S	
CalHEERS Inbound:15:S	

CIV Only:

WINS Proxy:16:B	N

CalACES Only:

GAClassification:16:S	Exempt
YBN_Inbound:17:S	
CPClassification:18:S	Exempt

NOTE: CalACES Only: The threshold languages for these income types will be provided in a separate document attached in the supporting documents section.

b) Update the existing CF EDBC student eligibility rule to add a new student exemption in addition to the existing CF student exemptions. The student will be considered as exempt from CalFresh student eligibility determination if any of the following is true:
- The student has an income type of 'Cal Grant A'
- The student has an income type of 'Cal Grant B'

c) Update the existing CF EDBC student eligibility rule that applies a student exemption based on the 'Adequate Child Care Available'. This exemption will now apply to:
- A student that exerts parental control over a household member who has reached age 6 but is under age 12 and the student has an attendance status of 'Attending-Half Time' and 'Adequate Child Care Available' is No; OR
- A student that exerts parental control over a household member who has reached age 6 but is under age 12 and the student has an attendance status of 'Attending-Full Time' and 'Adequate Child Care Available' is No and it's at least a two-parent household; OR
- A student who is a single parent or NPCR that exerts parental control over a household member who has reached age 6 but is under age 12 old and the student has an attendance status of 'Attending-Full Time regardless of the value of 'Adequate Child Care Available'

2.3.3 Programs Impacted

CF, CW, MC, CAPI, FC, GA

2.3.4 Performance Impacts

No impact

2.4 PA 136 Form

2.4.1 Overview

CalACES only: PA 136 form is used to help determine a participant's student eligibility for CalFresh. The system currently has this form in version 11/2012 in the Template Repository. The form needs to be updated to version 11/2017.

2.4.2 Description of Change

CalACES only: Update PA 136 form version to 11/2017 in English language.

2.5 PA 6177 Form

2.5.1 Overview

CalACES only: PA 6177 form is used to help determine if a student is exempt from the CalFresh student eligibility rule. This form currently doesn't exist in the system. This new form will be added to the system.

2.5.2 Description of Change

CalACES only: Add the PA 6177 form version 3/2018 to the Template Repository in English language.

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Online, Eligibility	CF Student Eligibility	17-05.pdf
2	Client Correspondence	FDD for PA 136	FD_FRM_PA 136.docx

| 3 | Client Correspondence | FDD for PA 6177 | FD_FRM_PA 6177.docx |

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.1.5	The LRS shall automatically evaluate/process ED/BC accounting for the impact of change(s) on all assistance units on a case, on an individual, and on any or all companion cases that could potentially be affected by the change(s).	This SCR updates LRS automated EDBC to comply with requirements outlined in ACL 17-05.

Design Document

SCR CA-59263/CIV-100074 – Update the Treatment of Veterans Income

	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gurpreet Aulakh
	Reviewed By	Richard Weeks, Carl Moore, Himanshu Jain, Akira Moriguchi, William Baretsky, Eugenio Garcia, Ananda Meka

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/26/2018	1.0	Initial Revision	Gurpreet Aulakh
07/31/2018	1.1	Updated the document for GA program income changes and added journal entry for data change	Gurpreet Aulakh
03/19/2019	1.2	Updated the document for FC program income changes based on CRPC 2138	Jason Francis
05/14/2019	1.3	Added translations for new income types	Jason Francis
6/20/2019	1.4	Updated references from Earned Income Disregard to $225 Disability-Based Unearned Income (DBI) Disregard	Jason Francis
7/17/2019	1.5	Added reference and updated language based on ACL 17-125E Removed 'Over Income' requirement from affected case lists.	Jason Francis

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DRAFT

1 OVERVIEW

LRS Only: Per ACL 14-08, the definition of Disability-Based Unearned Income (DBI) has been expanded to include Veterans Disability Compensation (VDC) benefits. Earned Income Disregard (EID) is applied to DBI. This SCR will update Veteran income types of Disabled Survivor and Partial Disability to be counted in the CalWORKs (CW) Disability Disregard effective 01/01/2014.

Per CalFresh Manual of Policies and Procedures (MPP) 63-502.142, Veterans income should be considered unearned, with the exception of VEAP. Per CF 24 dated 06/16/2016 & MPP 63-502.142, Vets-Aid and Attendance income should be considered as unearned for CalFresh (CF).

This SCR will update certain Veterans income types to be considered as unearned.

LRS and C-IV: Per ACL 17-125, ACL 17-125E, and SB 570, effective 01/01/2018, exempt benefits and related allowances received from Veterans Affairs (VA) under the Galvanized Iron (GI) Bill like education, training, vocation or rehabilitation from consideration as income when determining CalWORKs eligibility and grant amount calculation. For CF, VA benefits and other related allowances must be included as unearned income. Per CRPC 2108, Student Services Program income type for Veterans income category is considered as exempt for CW. Work Therapy income type for Veterans income category is considered as exempt for CW. Treatment of Student Services Program, Work Therapy and Aid and Attendance income type for Veterans income category for General Assistance/General Relief (GA/GR) program (LRS only) should be aligned with CW. This SCR will update the treatment of certain Veterans income types to comply with the regulations.

C-IV Only: Per CRPC 2108, Student Services Program income type for Veterans income category should be considered as earned for CF. This SCR will update the treatment of certain Veterans income types to comply with the regulations.

1.1 Current Design

LRS: System identifies Veterans Disability Compensation (VDC) as income category of Veterans and income types of Disabled Survivor, Partial Disability, and Disability Total. For CalWORKs (CW) and related programs, Disabled Survivor and Partial Disability are not entitled to $225 Disability-Based Unearned Income (DBI) Disregard and Disability Total does.

The treatment of GI Bill/VEAP, Aid and Attendance, Student Services Program, Work Therapy, Aid and Attendance income types for 'Veterans' income category for various programs is as follows:

Income Type	CalFresh	CalWORKs	Medi-Cal	Foster Care	CAPI	GA/GR
GI Bill/VEAP	Unearned	Unearned	Unearned	Earned	Unearned	Unearned
Aid and Attendance	Exempt	Exempt	Unearned*	Exempt	Exempt	Earned
Student Services Program	Earned	Earned	Earned	Earned	Earned	Earned
Work Therapy	Earned	Earned	Earned	Earned	Earned	Earned

* Exempt if there is spouse or minor child in the home and is not institutionalized or its CMSP budget

C-IV: The treatment of GI Bill - Educational, GI Bill – Non-Educational, Student Services Program, Work Therapy income types for 'Veterans' income category for various programs is as follows:

Income Type	CalFresh	CalWORKs	Medi-Cal	Foster Care
GI Bill - Educational	Exempt	Exempt	Unearned	Exempt
GI Bill – Non-Educational	Unearned	Unearned	Unearned	Earned
Student Services Program	Unearned	Earned	Earned	Earned
Work Therapy	Unearned	Earned	Earned	Earned

Note: Refer to appendix 6.1 & 6.2 for detailed current treatment of all Veterans income types.

1.2 Requests

LRS Only: Per ACL 14-08, Disabled Survivor and Partial Disability income types are entitled to the DBI Disregard for CalWORKs and related programs effective 01/01/2014.

Per regulation 63-502.142, Veterans income should be considered unearned, with the exception of VEAP.

Per CRPC 2108, Work Therapy income type for Veterans income category should be considered as unearned for CF.

Per CF 24 dated 06/16/2016 & Regulation 63-502.142, Vets-Aid and Attendance income should be considered as unearned for CF.

Student Services Program, Work Therapy and Aid and Attendance income types for Veterans income category need to be aligned with CW and considered as exempt for GA/GR

LRS & C-IV: Per ACL 17-125, ACL 17-125E, and SB 570, effective 01/01/2018, benefits and related allowances received from Veterans Affairs (VA) under the Galvanized Iron (GI) Bill like education, training, vocation or rehabilitation are exempt from consideration as income when determining CalWORKs eligibility and grant amount calculation. For CF, VA benefits and other related allowances must be included as unearned income.

Per CRPC 2108, Student Services Program income type for Veterans income category is considered as exempt for CW. Work Therapy income type for Veterans income category is considered as exempt for CW.

Per CRPC 2138, income received as a veteran's benefit should be treated as unearned income for Foster Care, per MPP 44-101.532. In addition, MPP 44-111.435 specifies Loans and Grants made under Title IV of the Higher Education Act (GI Bill) are considered exempt.

C-IV Only: Per CRPC 2108, Student Services Program income type for Veterans income category should be considered as earned for CF.

1.3   Overview of Recommendations

LRS Only: Update the Disabled Survivor and Partial Disability income types to be allowed in the DBI Disregard, effective 1/1/2014.

Split existing income type of 'GI Bill/VEAP' into different types and update their treatment based on the program type.

Update Work Therapy income type for Veterans income category to be considered as unearned for CF.

Update Aid and Attendance income type for Veterans income category to be considered as unearned for CF.

Update the Student Services Program, Work Therapy and Aid and Attendance income types for Veterans income category to be aligned with CW and considered as exempt for GA/GR

Convert existing income records with type 'GI Bill/VEAP' to 'GI Bill - Non-Educational'.

C-IV Only: Update GI Bill - Non-Educational income type for Veterans income category to be considered as exempt for CalWORKs effective 01/01/2018.

Update Student Services Program income type for Veterans income category to be considered as earned for CF.

LRS & C-IV: Update Student Services Program income type for Veterans income category to be considered as exempt for CW.

Update Work Therapy income type for Veterans income category to be considered as exempt for CW.

1.4   Assumptions

1.   Veterans income is not included as part of the CalHEERS eHIT interface.

2   RECOMMENDATIONS

2.1   Income Detail Page

2.1.1   Overview

LRS Only: This page allows the User to add, edit, or view the details of a Customer's income record. As treatment of GI Bill and VEAP income type is different, split income type of 'GI Bill/VEAP' into three different types.

2.1.2 Income Detail Mockup

Figure 2.1.1 – Income Detail

2.1.3 Description of Changes

LRS Only: On the Income Detail Page, split 'GI Bill/VEAP' type into 3 different types as follows:
   a. GI Bill - Non-Educational
   b. GI Bill - Educational
   c. VEAP

2.1.4 Page Location

   Global: Eligibility

Local: Customer Information

Task: Income (Under Financial section). Click the **Edit** button, the **Name** hyperlink, or select an income category and click the **Add** button to access the **Income Detail** page.

2.2 EDBC Changes

2.2.1 Overview

LRS Only: Update the Disabled Survivor and Partial Disability income types to be allowed in the DBI Disregard, effective 1/1/2014. Update the treatment of new Veterans income types.

Update Vets-Aid and Attendance income to be considered as unearned for CF.

Update Work Therapy income type for Veterans income category to be considered as unearned for CF

Update the Student Services Program, Work Therapy and Aid and Attendance income types for Veterans income category to be considered as exempt for GA/GR

C-IV Only: Update Vets - GI Bill - Non-Educational income type to be considered as exempt for CalWORKs effective 01/01/2018.

Update Vets – Student Services Program income type to be considered as earned for CF.

LRS & C-IV: Update Student Services Program income type for Veterans income category to be considered as exempt for CW.

Update Work Therapy income type for Veterans income category to be considered as exempt for CW.

Update Vets - Aid and Attendance, Vets - Partial Disability, Vets - Total Disability, and Vets - GI Bill - Non-Educational income types to be considered as Unearned for FC

Update Vets - Student Services Program and Vets - Work Therapy income types to be considered as Exempt for FC

2.2.2 Description of Changes

1. **LRS Only:** Update the following income types to be considered as Disability Based-Unearned Income and allowed in the DBI Disregard, effective 1/1/2014:
   a) Veterans - Disabled Survivor (CT 186 - 82)
   b) Veterans - Partial Disability (CT 186 - 83)

Note: This disregard applies to the CW, DV, IN, KG and RCA programs.

2. **LRS Only:** The new income types (added in section 2.1.3) under Veterans Category will be treated across the different programs in the LRS System based on the following:

Income Type	CalFresh	CalWORKs	Medi-Cal	Foster Care	CAPI	GA/GR
Vets - GI Bill - Non-Educational	Unearned	Unearned; Exempt starting 01/01/2018	Unearned	Unearned	Unearned	Unearned; Exempt starting 01/01/2018
Vets - GI Bill - Educational	Exempt	Exempt	Unearned	Exempt	Exempt	Exempt
Vets - VEAP	Exempt	Exempt	Unearned	Exempt	Exempt	Exempt

These income types will have an eICT Outbound code of 'LMI'.

3. **LRS Only:** Update Work Therapy income type for Veterans income category to be considered as unearned for CF

4. **LRS Only:** Update Aid and Attendance income type for Veterans income category to be considered as unearned for CF

5. **LRS Only:** Update the following income types for Veterans income category to be considered as exempt for GA/GR:
   - Student Services Program
   - Work Therapy
   - Aid and Attendance

6. **C-IV Only:** Update GI Bill - Non-Educational income type for Veterans income category to be considered as exempt for CalWORKs effective 01/01/2018

7. **C-IV Only:** Update Student Services Program income type for Veterans income category to be considered as earned for CF

8. **LRS & C-IV:** Update Student Services Program income type for Veterans income category to be considered as exempt for CW.

   Update Work Therapy income type for Veterans income category to be considered as exempt for CW.

   Update Vets - Aid and Attendance, Vets - Partial Disability, Vets - Total Disability, and Vets - GI Bill - Non-Educational income types to be considered as Unearned for FC.

Update Vets - Student Services Program and Vets - Work Therapy income types to be considered as Exempt for FC.

Note: Refer to appendix 6.1 & 6.2 for detailed current Veterans Income treatment and proposed changes with this SCR.

2.2.3 Programs Impacted

CW, DV, IN, KG, RCA, CF, MC, CAPI, FC, GA/GR

2.2.4 Performance Impacts

No impact

2.3 Threshold Language Translations

2.3.1 Overview

LRS Only: In LRS, the SAR 7 may display an income type. New income types added to the system must include threshold language translations for accurate text.

2.3.2 Description of Change

LRS Only: Add threshold language translations for the three added income types:

    a. GI Bill - Non-Educational

    b. GI Bill - Educational

    c. VEAP

These translations are found in the Supporting Documents section below.

2.4 Data Change

2.4.1 Overview

LRS Only: Data Change is required to convert existing income records with type 'GI Bill/VEAP'

2.4.2 Description of Change

LRS Only: Convert existing income records with type 'GI Bill/VEAP' to 'GI Bill - Non-Educational'. Existing values such as Source, Frequency, Description, and Income Amounts will remain unchanged. This data change will be performed as part of

the release of this SCR. A list of these affected cases is detailed in the Outreach section.

A journal entry will be created when the data change converts existing income records with type 'GI Bill/VEAP' to 'GI Bill - Non-Educational'.

Journal entry as follows:

Journal Category: All

Journal Type: Narrative

Short Description: Converted Income record

Long Description: 'GI Bill/VEAP' income type record was converted to a new income type 'GI Bill - Non-Educational' for <customer's firstname and lastname>

Category: Veterans

Begin Date: <Begin Date of the income record updated>

End Date: <End Date of the income record updated>

2.4.3 Estimated Number of Records Impacted/Performance

LRS Only: Approx. 511

2.5 Automated Regression Test

2.5.1 Overview

Create new automated tests to verify that each Veteran income type is treated appropriately for each applicable program.

2.5.2 Description of Change

1. **LRS & C-IV:** Create tests that submit a new application for each of the following programs: CalWORKs, CalFresh, Medi-Cal, Foster Care. Add income of each type in the Veterans category for the primary applicant. Run EDBC for the applied month and verify that each income amount is treated as Earned, Unearned, or Exempt as outlined in appendix 6.

2. **LRS Only:** Create tests that submit a new application for each of the following programs: CAPI, GA/GR. Add income of each type in the Veterans category for the primary applicant. Run EDBC for the applied month and verify that each income amount is treated as Earned, Unearned, or Exempt as outlined in appendix 6.1.

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Online, Eligibility	Update treatment of veterans income	CPRC 2108 Treatment VA incom ACL 17-125.pdf CPRC 2101 ACL 17-125 Treatment of CF 24 Aid and Attendace (002).pdf DDCR 4047 CIV SCR 1385.docx CPRC 2138 Veterans Income - 2-11-19.do
2	Eligibility	EID for CalWORKs	DDCR 3037 C-IV SCR 50413 (2).docx
3	Correspondence	Translation for new income types	SCR CA-59263 - Income Translations

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.1.1	The LRS shall fully automate and perform all aspects of the eligibility determination process and benefit level calculations for all categories of public assistance in a single pass without manual intervention.	This SCR updates LRS automated EDBC to comply with requirements promulgated under ACL 17-125, ACL 17-125, and ACL 14-08.

5 OUTREACH

1. **LRS Only:** Generate a list of cases where a CW or related program person with an income type of either 'Veterans - Disabled Survivor' or 'Veterans - Partial Disability' was active at any time since 01/01/2014.

2. **LRS Only:** Generate a list of all programs which contain a person who is Open (Pending, Active, or Ineligible) on or after 01/01/2018 and has 'GI Bill - Non-Educational' income type for Veterans income category.

3. **LRS Only:** Generate a list of all programs which contain a person that had 'GI Bill - Non-Educational' income type for Veterans income category on or after 01/01/2018.

4. **LRS Only:** Generate a list of all GA/GR programs which contain a person that had 'Student Services Program' or 'Work Therapy' or 'Aid and Attendance' income type for Veterans income category on or after 01/01/2018.

5. **C-IV Only:** Generate a list of all CW or related programs which contain a person that had 'GI Bill - Non-Educational' income type for Veterans income category on or after 01/01/2018.

6. **LRS & C-IV:** Generate a list of all CW or related programs which contain a person that had 'Student Services Program' or 'Work Therapy' income type for Veterans income category on or after 01/01/2018.

7. **LRS & C-IV:** Generate a list of all FC programs which contain a person that had 'Vets - Student Services Program' or 'Vets - Work Therapy' income type for Veterans income category on or after 01/01/2018.

6 APPENDIX

6.1 LRS: Current Veterans Income Treatment and Proposed Changes

Income Category	Income Type	LRS CalWORKs	LRS CalWORKs (Proposed)	LRS CalFresh	LRS CalFresh (Proposed)	LRS Medi-Cal	LRS Medi-Cal (Proposed)	LRS Foster Care	LRS Foster Care (Proposed)	LRS GA/GR	LRS GA/GR (Proposed)	LRS CAPI	LRS CAPI (Proposed)
Veterans	Vets - Aid and Attendance	Exempt	Exempt	Exempt	Unearned	Unearned*	Unearned*	Exempt	Unearned	Earned	Exempt	Exempt	Exempt
Veterans	Vets - Disabled Survivor	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned
Veterans	Vets - GI Bill/VEAP	Unearned	Split into 3 new income types	Unearned	Split into 3 new income types	Unearned	Split into 3 new income types	Earned	Split into 3 new income types	Unearned	Split into 3 new income types	Unearned	Split into 3 new income types
Veterans	Vets - Partial Disability	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Earned	Unearned	Unearned	Unearned	Unearned	Unearned
Veterans	Vets - Student Services Program	Earned	Exempt	Earned	Earned	Earned	Earned	Earned	Exempt	Earned	Exempt	Earned	Earned
Veterans	Vets - Survivor	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned
Veterans	Vets - Total Disability	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Earned	Unearned	Unearned	Unearned	Unearned	Unearned
Veterans	Vets - Work Therapy	Earned	Exempt	Earned	Unearned	Earned	Earned	Earned	Exempt	Earned	Exempt	Earned	Earned

Income Category	Income Type	LRS CalWORKs	LRS CalWORKs (Proposed)	LRS CalFresh	LRS CalFresh (Proposed)	LRS Medi-Cal	LRS Medi-Cal (Proposed)	LRS Foster Care	LRS Foster Care (Proposed)	LRS GA/GR	LRS GA/GR (Proposed)	LRS CAPI	LRS CAPI (Proposed)
Veterans	Vets - GI Bill - Educational		Exempt		Exempt		Unearned		Exempt		Exempt		Exempt
Veterans	Vets - GI Bill - Non-Educational		Unearned; Exempt as of 1/1/2018		Unearned		Unearned		Unearned		Unearned; Exempt as of 1/1/2018		Unearned
Veterans	Vets - VEAP		Exempt		Exempt		Unearned		Exempt		Exempt		Exempt

* Exempt if there is spouse or minor child in the home and is not institutionalized or its CMSP budget

6.2   C-IV: Current Veterans Income Treatment and Proposed Changes

Income Category	Income Type	C-IV CalWORKs	C-IV CalWORKs (Proposed)	C-IV CalFresh	C-IV CalFresh (Proposed)	C-IV Medi-Cal*	C-IV Foster Care	C-IV Foster Care (Proposed)
Veterans	Vets - Aid and Attendance	Exempt	Exempt	Unearned	Unearned	Unearned**	Exempt	Unearned
Veterans	Vets - Disabled Survivor	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned
Veterans	Vets - Partial Disability	Unearned	Unearned	Unearned	Unearned	Unearned	Earned	Unearned
Veterans	Vets - Student Services Program	Earned	Exempt	Unearned	Earned	Earned	Earned	Exempt
Veterans	Vets - Survivor	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned	Unearned
Veterans	Vets - Total Disability	Unearned	Unearned	Unearned	Unearned	Unearned	Earned	Unearned
Veterans	Vets - Work Therapy	Earned	Exempt	Unearned	Unearned	Earned	Earned	Exempt
Veterans	Vets - GI Bill - Educational	Exempt	Exempt	Exempt	Exempt	Unearned	Exempt	Exempt

Income Category	Income Type	C-IV CalWORKs	C-IV CalWORKs (Proposed)	C-IV CalFresh	C-IV CalFresh (Proposed)	C-IV Medi-Cal*	C-IV Foster Care	C-IV Foster Care (Proposed)
Veterans	Vets - GI Bill - Non-Educational	Unearned	Unearned; Exempt starting 1/1/2018	Unearned	Unearned	Unearned	Earned	Unearned
Veterans	Vets - VEAP	Exempt	Exempt	Exempt	Exempt	Unearned	Exempt	Exempt

* No proposed change for C-IV Medi-Cal

**Exempt if there is spouse or minor child in the home and is not institutionalized or its CMSP budget

Design Document

SCR CA-203060/CIV-9838 - ACL 17-61 -
Achieving a Better Life Experience (ABLE)
Accounts

	DOCUMENT APPROVAL HISTORY	
Prepared By	Tom Lazio	
Reviewed By		

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/24/2019	1.0		Tom Lazio
7/17/2019	2.0	Committee Approved	Tom Lazio

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1   OVERVIEW

Per ACL 17-61, Achieving a Better Life Experience (ABLE) Act, allows individuals with disabilities to open an ABLE/California ABLE (CalABLE) Account for qualified disability expenses, which include basic living costs such as transportation and housing, without losing eligibility to public benefit programs. This SCR will accommodate the need of adding new ABLE/CalABLE accounts as property as well as non-qualified withdrawals as income. This SCR will also make eligibility determination updates based on the new property and income types.

1.1   Current Design

There is no option to select ABLE/CalABLE accounts as a property type and no option for non-qualified withdrawals from such accounts as an income type. Savings and investments for **disability-related expenses** are treated as countable property and income for means-tested public benefits programs such as CalWORKs (CW), which may result in losing program eligibility or lower benefits for the individuals with disabilities.

1.2   Requests

Per ACL 17-61, individual **ABLE/CalABLE** accounts are excluded as property in determining eligibility for CalFresh (CF) and disregarded up to $100,000 as property in determining eligibility for CW. ACL 17-61 also states that withdrawals from ABLE/CalABLE accounts for qualified expenses are excluded as income for both CF and CW programs.

Per CRPC 2120, a non-qualified withdrawal from an ABLE/CalABLE account would be considered unearned income and would be counted against the individual for determining eligibility for means-tested public benefits programs.

1.3   Overview of Recommendations

Update the Liquid Property Type field on Liquid Property Detail page to allow the entry of 'ABLE/CalABLE Account'.

Update the Type field of Miscellaneous income category on Income Detail page to allow the entry of 'ABLE/CalABLE Non-Qualified Withdrawals'.

Make updates to the EDBC logic for the treatment of new property and income types across different programs.

1.4   Assumptions

- User is responsible for verifying that the individual is eligible for an ABLE/CalABLE account.
- User is responsible for adding/updating the value of ABLE/CalABLE account.
- User is responsible for determining and entering ABLE/CalABLE Non-Qualified Withdrawals.
- User is responsible to add/update an unearned income by deducting the contributions made to an ABLE/CalABLE account if applicable.

- Existing property exemptions/exclusions based on the status and usage of a property will remain un-changed.

2   RECOMMENDATIONS

2.1   Liquid Property Detail

2.1.1   Overview

The Liquid Property Detail page allows the User to add, edit or view all the Customer's liquid property.

Update the Liquid Property Type field to allow the entry of 'ABLE/CalABLE Account'.

2.1.2   Liquid Property Detail Mockup

Figure 2.1.1 – Liquid Property Detail –LRS

Figure 2.1.2 – Liquid Property Detail – C-IV

2.1.3 Description of Changes

Add the following value to the Liquid Property Type field of the Liquid property category:

- ABLE/CalABLE Account

2.1.4 Page Location

Global: Eligibility

Local: Customer Information

Task: Property

2.2   Income Detail

2.2.1   Overview

The Income Detail page allows the User to add, edit, or view the details of a Customer's income record.

Update the Type field of Miscellaneous income category to allow the entry of 'ABLE/CalABLE Non-Qualified Withdrawal'.

2.2.2   Income Detail Mockup

Figure 2.2.1 – Income Detail – LRS

Income Detail

Save and Add Another | Save and Return | Cancel

Name: ✱
- Select -   Retrieve Information

Category:
Miscellaneous

Source:
[   ]

Frequency: ✱
- Select -

Description:
[   ]

Type: ✱
- Select -
ABLE/CalABLE Non-Qualified Withdrawal
Blood/Plasma
Relocation Assistance - Govt.
Disaster/Emergency Assistance
Relocation Assistance - Private
Jury Duty - Per Diem
Jury Duty - Mileage
Prison Release Funds - Transition
Prison Release Funds - Earnings
Tax Refunds/Rebates/Credits
Winnings
LTC Indemnity/Per Diem

▸ **Pickle Eligibility**

▸ **Shared with RDP**

Income Amounts ✳

Display Program: ✱
- Select -

Figure 2.2.2 – Income Detail – C-IV

2.2.3   Description of Changes

Add the following value to the Type field of the Miscellaneous income category:

   ☐   ABLE/CalABLE Non-Qualified Withdrawal

2.2.4   Page Location

Global: Eligibility

Local: Customer Information

Task: Income

2.3   EDBC Updates

2.3.1   Overview

Update the EDBC logic for the treatment of new property and income types across different programs.

2.3.2   Description of Changes

2.3.2.1   Liquid Property Type

For the new Liquid property type of 'ABLE/CalABLE Account', please see below for the treatment of property across the different programs in the EDBC logic:

Program	Treatment
CW	Disregard each 'ABLE/CalABLE Account' from property test up to $100,000. If the ABLE/CalABLE Account value for the benefit month is greater than $100,000, the difference would be counted as part of the property test.
CF	Exclude each 'ABLE/CalABLE Account' from property test
RCA	Disregard each 'ABLE/CalABLE Account' from property test up to $100,000. If the ABLE/CalABLE Account value for the benefit month is greater than $100,000, the difference would be counted as part of the property test.
Foster Care	Disregard each 'ABLE/CalABLE Account' from property test up to $100,000. If the ABLE/CalABLE Account value for the benefit month is greater than $100,000, the difference would be counted as part of the property test.
Kin-GAP	Disregard each 'ABLE/CalABLE Account' from property test up to $100,000. If the ABLE/CalABLE Account value for the benefit month is greater than $100,000, the difference would be counted as part of the property test.
Program	Treatment

CAPI	Disregard each 'ABLE/CalABLE Account' from property test up to $100,000. If the ABLE/CalABLE Account value for the benefit month is greater than $100,000, the difference would be counted as part of the property test.
Medi-Cal	Exclude each 'ABLE/CalABLE Account' from property test.
General Assistance	LRS Only: Exclude each 'ABLE/CalABLE Account' from property test
Immediate Need	Disregard each 'ABLE/CalABLE Account' from property test up to $100,000 If the ABLE/CalABLE Account value for the benefit month is greater than $100,000, the difference would be counted as part of the property test.
Diversion	Disregard each 'ABLE/CalABLE Account' from property test up to $100,000. If the ABLE/CalABLE Account value for the benefit month is greater than $100,000, the difference would be counted as part of the property test.

2.3.2.2 Miscellaneous Income Type

For the new Miscellaneous income type of 'ABLE/CalABLE Non-Qualified Withdrawal', please see below for the treatment of income across the different programs in the EDBC logic:

Program	Treatment
CW	Unearned Income
CF	Unearned Income
RCA	Unearned Income
Foster Care	Unearned Income
Kin-GAP	Unearned Income
CAPI	Unearned Income
Medi-Cal	Unearned Income
General Assistance	Unearned Income
Immediate Need	Unearned Income
Diversion	Unearned Income

The Miscellaneous income type 'ABLE/CalABLE Non-Qualified Withdrawal' will have an eICT Outbound code of 'LOT'.

The Miscellaneous income type 'ABLE/CalABLE Non-Qualified Withdrawal' will have a CalHEERS Outbound code of 'MS'.

2.3.3   Programs Impacted

CW, CF, MC, RCA, KG, IN, CAPI, GA, FC

2.4   Threshold Language Translations

2.4.1   Overview

LRS Only: In LRS, a NOA fragment may display an income type. New income types added to the system must include threshold language translations for accurate NOA text.

2.4.2   Description of Change

LRS Only: Add threshold language translations for the added Miscellaneous income type of 'ABLE/CalABLE Non-Qualified Withdrawal'. These translations are found in the Supporting Documents section below.

2.5   Automated Regression Test

2.5.1   Overview

Create new automated scripts to create new property and income records of the new types, and confirm the EDBC impact to at least the following programs: CalWORKs, CalFresh, Medi-Cal.

2.5.2   Description of Change

Create new scripts to cover the following scenarios:

- Submit a new application for an impacted program
- Add a new property and/or income record with each of the following configurations:
  - Property above threshold
  - Income above threshold
  - Property below threshold
  - Income below threshold
- Run EDBC and verify that the property and/or income is treated accordingly

Required programs to be covered:

- CalWORKs
- CalFresh
- Medi-Cal

Secondary programs, to be covered if time allows:

- RCA
- Foster Care

Tertiary programs, to be covered if time allows:

- Kin-GAP
- CAPI (LRS only)
- General Assistance (LRS only)
- Immediate Need

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Online, Eligibility	ACL 17-61 – All County Letter regarding Achieving A Better Life Experience (ABLE) accounts for individuals with disabilities in California.	17-61.pdf
2	Online, Eligibility	CRPC 2120 – Consortium Request For Research And Analysis regarding ACL 17-61 clarification questions with responses.	CRPC 2120_ABLE Acct_CalWORKs Resp
3	Correspondence	Translation of new income type	

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

2.8.2.11	The LRS shall treat income and resources based on program-specific rules.	The LRS will include Non-Qualified withdrawals from ABLE/CalABLE accounts as unearned income for both CalFresh (CF) and CalWORKs (CW) programs. The LRS will exclude ABLE/CalABLE accounts as property for CF and exclude up to $100,000 from property for CW programs.
2.5.2.15	The LRS shall allow COUNTY-specified Users to collect personal property resources and liquid resources information at the individual level.	The LRS will allow users to enter in ABLE/CalABLE Accounts as liquid property.

DRAFT

CalACES

CALIFORNIA AUTOMATED CONSORTIUM ELIGIBILITY SYSTEM

DRAFT

Design Document

CA-202330 CIV-104159 – Stop benefit offsets on CalFresh Administrative Error Recovery Accounts

CalACES	DOCUMENT APPROVAL HISTORY	
	Prepared By	Kapil Santosh
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/01/2019	.01	Initial Revision	Kapil Santosh
07/02/2019	.02	Addressed comments from Region 8 – Fiscal Committee	Kapil Santosh
07/09/2019	.03	Addressed additional updates requested by Region 8	Kapil Santosh

APPROVAL DATE	APPROVED VERSION	APPROVER

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1   OVERVIEW

The posting of offset transactions against restored benefits on outstanding CalFresh Administrative Error claims has been prohibited in California as per the Food Stamp Regulations Corrective Action Section 63-801.313 (Manual Letter No. FS-04-07 Dated 7/1/2004 - Page 445.1). This SCR describes changes required in the CalACES system to stop allowing benefit offsets to CalFresh Administrative error recovery accounts. The SCR also includes changes needed to appropriately categorize recovery account adjustment transactions as Benefit Reduction or Offset.

1.1   Current Design

1. The CalACES system currently suggests benefit offsets on CalFresh Administrative error recovery accounts.
2. The recovery account transactions are being incorrectly posted as an "Offset" instead of a "Benefit Reduction" for EDBC Overpayment/Overissuance allotment adjustment collections.

1.2   Request

1. Stop allowing benefit offsets to CalFresh Administrative error recovery accounts regardless of the recovery account status.
2. Post the Overpayment/Overissuance allotment adjustment collections to the recovery account as a "Benefit Reduction", if no prior EDBC benefit has been issued for the same benefit month of the program.

1.3   Overview of Recommendations

1. The EDBC Overpayment Adjustment logic will be modified to not suggest benefit offsets on CalFresh Admin error recovery accounts.
2. The Recovery Account transaction posting logic during issuance creation will be modified to post the transaction as a "Benefit Reduction", if no prior EDBC benefit has been issued for the same benefit month of the program.

1.4   Assumptions

None.

2   RECOMMENDATIONS

2.1   Overpayment/Overissuance Adjustment Logic

2.1.1   Overview

The overpayment/overissuance adjustment is a process wherein the system makes an adjustment to the benefits on running EDBC, if the individual was overpaid/overissued for the current or prior month. This adjustment is a percentage-based calculation per the cause code of the recovery account. This helps in reducing the balance of recovery account. The transaction is posted as a Benefit Reduction or an Offset.

This update is to modify the Overissuance Adjustment logic to not suggest benefit offsets to CalFresh Admin error recovery accounts.

2.1.2   Description of Changes

1. Modify the EDBC Overissuance Adjustment logic to not include CalFresh Admin error recovery accounts for suggesting benefit offsets for a prior month overissuance.

   Note:
   1. If a CalFresh EDBC is run for a month that results into a supplement and an active CalFresh Admin error recovery account is available that does not have an overpayment for the same month, the system will not suggest overissuance adjustments on the CalFresh Admin error recovery account. Instead, the system will look for a recovery account that is not CalFresh Admin error to suggest overissuance adjustments or will issue the supplement to the participant.

   Note: In this case, there is a possibility for the system to suggest Overissuance adjustments on two different recovery accounts. A CalFresh Admin error recovery account for ongoing recoupments and an Intentional Program Violator (IPV) or Inadvertent Household Error (IHE) recovery account for prior month offsets.

   2. If a CalFresh EDBC is run for a month that results into a supplement and a recovery account is available that has an EDBC overissuance for the same month, the recovery account will be considered for making overissuance adjustments if it is a CalFresh Admin error recovery account. The overpayment adjustment in this case would be posted as an Offset until SCR CA-204762 is implemented.
   Use the EDBC Recalc indicator to check if the overpayment/overissuance adjustment suggested would be posted as an Offset.

SCR CA-204762 is created for posting such transaction with a new recovery account transaction type instead of calling it as an 'Offset'.

Examples:

a. CalFresh EDBC is run for 1/2019 and an active CalFresh recovery account is available with 1/2019 overpayment. The EDBC results into a supplement. System will make an overpayment adjustment to the recovery account with 1/2019 overpayment, even if it is a "**CalFresh Admin error**" recovery account. This overpayment adjustment will be posted as an "**Offset**" to the recovery account until **SCR CA-204762** is implemented.

b. CalFresh EDBC is run for 1/2019 and an active "**CalFresh – Admin error**" recovery account is available with an overpayment prior to 1/2019 that has ongoing recoupments. There also exists another active CalFresh recovery account with an overpayment prior to 1/2019 with cause code – "**CalFresh – IHE**". The EDBC results into a supplement. System will not make an overpayment adjustment to the "**CalFresh - Admin error**" recovery account but will suggest overpayment adjustments on the "**CalFresh – IHE**" recovery account.

c. CalFresh EDBC is run for 1/2019 and an active "**CalFresh – Admin error**" recovery account is available with an overpayment prior to 1/2019 that has ongoing recoupments. There does not exist any other CalFresh recovery account. The EDBC results into a supplement. System will not make an overpayment adjustment to the "**CalFresh - Admin error**" recovery account and will issue the supplement to the participant.

2.1.3 Page Location
No Change.

2.1.4 Counties Impacted
All CalACES Counties.

2.1.5 Security Updates
No Change.

2.1.6 Page Mapping
No Change.

2.2 Issuance Creation logic

2.2.1 Overview

The Issuance Creation is a process which creates an issuance record for the benefits that are authorized by the system through EDBC, Payment Requests, Refunds or Reactivated Expungements. The issuance creation logic is triggered by the nightly/monthly issuance batch and when the benefits are rushed online by EDBC or Payment Request. The issuance creation process also posts Recovery Account transactions of type Benefit Reductions and Offsets if there is a recoupment offset amount suggested for the EDBC being processed.

This update is to modify the issuance creation process to correctly identify and post the recovery account transactions as "Benefit Reduction" or an "Offset".

Note: SCR CA-204762 is created to add a new recovery account transaction type for posting overpayment/overissuance adjustment transactions to the recovery account that are being incorrectly posted as an 'Offset', even though the transaction is an adjustment to an overpayment/overissuance for the same effective month.

2.2.2 Description of Changes

1) Update the Issuance Creation logic to post the recovery account transactions with the following rules when processing EDBCs that have a recoupment offset amount.
    a. When the suggested recoupment amount that is being posted to a recovery account does not have a prior EDBC issuance for the same benefit month of the program, the recovery account transaction should be posted as a "Benefit Reduction".
    b. When the suggested recoupment amount that is being posted to a recovery account has a prior EDBC issuance for the same benefit month of the program, the recovery account transaction should be posted as an "Offset".

    Note: Use the EDBC Recalc indicator to determine if the EDBC is being recalculated due to the existence of a prior EDBC issuance for the same benefit month.

2.2.3 Execution Frequency

No Change.

2.2.4 Key Scheduling Dependencies

No Change.

2.2.5 Counties Impacted

All CalACES Counties.

2.2.6 Data Volume/Performance

No Change.

2.2.7 Failure Procedure/Operational Instructions

No Change.

2.2.8 Programs Impacted

CalWORKs, CalFresh, GR, CAPI, RCA.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	How Requirement Met
N/A		

5   MIGRATION IMPACTS

Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?
N/A					

6   OUTREACH

None.

7   APPENDIX

None.

Design Document

SCR CA-204420 – SAR 7 Texting Campaign

	DOCUMENT APPROVAL HISTORY	
Prepared By	Michael Barillas	
Reviewed By	Marqui Simmons, Balakumar Murthy, Sam Svay	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/4/2018	1.0	Initial Draft	Michael Barillas

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DRAFT

1   OVERVIEW

The number of CalFresh discontinuances for SAR 7 continues to increase since July 2017 in Los Angeles County. This is impacting the overall CalFresh Participation Rate. Many customers expressed they would like to be informed about their case by either phone, call, or text. LRS will implement SAR 7 text campaigns for 'Sent/Reminder', 'Received', 'Incomplete', 'Rescind/Restoration', 'Not Received', and 'Processed'.

1.1   Current Design

LRS sends a monthly outbound text for customer report status updates 'Not Received' when a participant has either a 'SAR 7', 'SAR 72', or 'SAR 73', the periodic report has the status of 'Not Received' and is due that month.

1.2   Requests

LRS will implement SAR 7 outbound text campaigns for customer report status updates; 'Sent/Reminder', 'Received', 'Incomplete', 'Rescind/Restoration', 'Not Received', and 'Processed'.

1.3   Overview of Recommendations

LRS will implement new outbound SAR 7 campaigns for; 'Sent/Reminder', 'Received', 'Incomplete', 'Rescind/Restoration', and 'Processed'. Update existing outbound SAR7 campaign 'Not Received'. Update existing outbound text campaign 'Upload Verification(Text)' as not to duplicate texts from 'SAR7 Received' campaign.

1.4   Assumptions

All new outbound SAR 7 campaigns will match existing SAR 7 campaign format.

SAR 7 text message verbiage will be updated with the implementation of the customers' ability to opt-out (SCR CA-208925). Verbiage to be added to outbound text campaigns 'Text END to stop texts'.

2 RECOMMENDATIONS

LRS will only send the latest SAR 7 campaign status if there are multiple campaigns triggered for the same participant within the same business day.

LRS will implement new outbound SAR 7 campaigns for;
- SAR7 Sent/Reminder
- SAR7 Received
- SAR7 Incomplete
- SAR7 Rescind/Restoration
- SAR7 Processed

LRS will modify existing outbound campaigns
- Upload Verification (Text)
- SAR7 Not Received

All new Outbound text campaign File Format should match existing SAR 7 Outbound campaign Not Received

FIELD NAME	FIELD DESCRIPTION	TYPE	POSITION	LENGTH	REQUIRED
Phone 1	The Message/Cell phone number of the participant	Alpha Numeric		10	Y
Text Message	Message given to the participant	Alpha Numeric		134	Y
First name	First Name of the participant	Alpha Numeric		50	Y
Last name	Last Name of the participant	Alpha Numeric		50	Y
Account Number	The account# field is the set of element data concatenated into one field will a max character count of 30	Alpha Numeric		30	Y

FIELD NAME	FIELD DESCRIPTION	TYPE	POSITION	LENGTH	REQUIRED
Language	The primary language of the person	Alpha Numeric		2	Y
District	District to which file for this case is assigned	Alpha Numeric		3	Y

EW File	Eligibility Worker File Number	Alpha Numeric		4	Y
Case Number	Case Number of the participant	Alpha Numeric		7	Y
Appt Date	Appointment Date	Alpha Numeric		8	Y
Appt Time	Appointment Time	Alpha Numeric		4	Y

Language	Code
English	01
Spanish	02
Chinese	03
Vietnamese	04
Cambodian	05
Armenian	06
Farsi	07
Korean	08
Russian	09
Tagalog	10

2.1 Outbound Campaign SAR7 Sent/Reminder

2.1.1 Overview

LRS will create an outbound text campaign for all participants (excluding Domestic Violence cases) for which a SAR 7 was sent.

2.1.2 Description of Change

Create a new 'SAR7 Sent/Reminder' outbound text campaign for all participants (excluding Domestic Violence cases) for which a SAR 7 was sent and is due that month.
Schedule the 'SAR7 Sent/Reminder' campaign to run monthly on the last business day of each month.

Campaign Name: SAR7 Sent/Reminder
Campaign Number: 237
Campaign File Name: 237SAR7SentSMS.csv
FTP Location: \\172.19.230.210\FTPROOT\PSSOBLRS

English Verbiage:

Your SAR 7 is due by the 5th of this month. You may complete your SAR 7 at yourbenefits.laclrs.org

2.1.3 Execution Frequency

Monthly – Last business day

2.1.4 Key Scheduling Dependencies

N/A

2.1.5 Counties Impacted

19 – Los Angeles

2.1.6 Data Volume/Performance

N/A

2.1.7 Interface Partner

ITD

2.1.8 Failure Procedure/Operational Instructions

Batch Support 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 Outbound Campaign SAR7 Received (SAR7 Confirm Receipt)

2.2.1 Overview

LRS will create an outbound text campaign for all participants whose SAR 7 was received.

2.2.2 Description of Change

Create an outbound text campaign for all participants whose SAR 7 is marked as status 'Received'.

Campaign Name: SAR7 Received

Campaign Number: 220

Campaign File Name: 220SAR7ReceivedSMS.csv

FTP Location: \\172.19.230.210\FTPROOT\PSSOBLRS

English Verbiage:

DPSS received your SAR 7. Visit yourbenefits.laclrs.org to get more info on your case.

Questions (866) 613-3777

2.2.3 Execution Frequency

Daily – Except Sundays and Holidays

2.2.4 Key Scheduling Dependencies

No Change

2.2.5 Counties Impacted

19 – Los Angeles

2.2.6 Data Volume/Performance

No Change

2.2.7 Interface Partner

ITD

2.2.8 Failure Procedure/Operational Instructions

Batch Support 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 Outbound Campaign SAR7 Incomplete

2.3.1 Overview

LRS will create an outbound text campaign for all participants (excluding Domestic Violence cases) whose SAR 7 report is marked as incomplete.

2.3.2 Description of Change

Create a new SAR 7 Incomplete outbound text campaign for all participants (excluding Domestic Violence cases) whose SAR 7 report is marked as Incomplete and either 'NA 960Y' or 'SAR90' form generated and the SAR 7 is due in the due/submit month.

Campaign Name: SAR7 Incomplete

Campaign Number: 226

Campaign File Name: 226SAR7inCMTSMS.csv

FTP Location: \\172.19.230.210\FTPROOT\PSSOBLRS

English Verbiage:

DPSS received your incomplete SAR 7. Go to yourbenefits.laclrs.org to view your notice.

Questions (866) 613-3777

2.3.3 Execution Frequency

Daily – Except Sundays Holidays

2.3.4 Key Scheduling Dependencies

Predecessor: PB19P200 (PrintCentralBatch)

2.3.5 Counties Impacted

19 – Los Angeles

2.3.6 Data Volume/Performance

N/A

2.3.7 Interface Partner

ITD

2.3.8 Failure Procedure/Operational Instructions

Batch Support 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…)

2.4 Outbound Campaign SAR7 Rescind/Restoration

2.4.1 Overview

LRS will create an outbound text campaign for all participants (excluding Domestic Violence cases) who were discontinued by the SAR 7 discontinuance job.

2.4.2 Description of Change

Create a new SAR 7 Rescind/Restoration outbound text campaign for all participants (excluding Domestic Violence cases) who were discontinued by the SAR 7 discontinuance job.

Campaign Name: SAR7 Rescind/Restoration

Campaign Number: 238

Campaign File Name: 238SAR7RescindSMS.csv

FTP Location: \\172.19.230.210\FTPROOT\PSSOBLRS

English Verbiage:

DPSS has not received your SAR 7 and your benefits are stopping

Submit a complete SAR 7 at yourbenefits.laclrs.org

Questions (866) 613-3777

2.4.3 Execution Frequency

Monthly – Business Day after PB00E140 – 'SAR 7 Discontinuance Job'

2.4.4 Key Scheduling Dependencies

Predecessor: 'SAR 7 Discontinuance Job'

2.4.5 Counties Impacted

19 – Los Angeles

2.4.6 Data Volume/Performance

N/A

2.4.7 Interface Partner

ITD

2.4.8 Failure Procedure/Operational Instructions

Batch Support 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…)

2.5 Outbound Campaign SAR7 Processed

2.5.1 Overview

LRS will create an outbound text campaign for all participants whose SAR 7 report is marked as complete and EDBC for the benefit month for certification approval.

2.5.2 Description of Change

Create a new 'SAR7 Processed' outbound text campaign for all participants whose SAR 7 report is marked as 'Complete-EDBC Accepted'.

Campaign Name: SAR7 Processed
Campaign Number: 239
Campaign File Name: 239SAR7ProcessedSMS.csv
FTP Location: \\172.19.230.210\FTPROOT\PSSOBLRS

English Verbiage:
Your SAR 7 is complete

Visit yourbenefits.laclrs.org for more info about your DPSS benefits

Questions (866) 613-3777

2.5.3 Execution Frequency

Daily

2.5.4 Key Scheduling Dependencies

Predecessor: 'Batch EDBC'

2.5.5 Counties Impacted

19 – Los Angeles

2.5.6 Data Volume/Performance

N/A

2.5.7 Interface Partner

ITD

2.5.8 Failure Procedure/Operational Instructions

Batch Support 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…)

2.6 Modify Outbound Campaign SAR7 Not Received

2.6.1 Overview

LRS will modify existing outbound text campaign SAR 7 Not Received.

2.6.2 Description of Change

Modify 'SAR7 Not Received' (259) outbound text campaign to only send message if the SAR 7 is due in the submit/due month.

Modify 'SAR7 Not Received' outbound text campaign to exclude 'Domestic Violence' cases and no longer check if SAR 72 or SAR 73 is marked as Incomplete.

Update campaign 259 Execution Frequency to be Monthly on the 12th day or next business day if the 12th is a non-business day.

Update campaign 259 English Verbiage to:

DPSS has not received your SAR 7. Submit at yourbenefits.laclrs.org if you did not turn it in.

Questions (866)613-3777

2.6.3 Execution Frequency

Monthly – 12th Day

2.6.4 Key Scheduling Dependencies

No Change

2.6.5 Counties Impacted

19 – Los Angeles

2.6.6 Data Volume/Performance

N/A

2.6.7 Interface Partner

ITD

2.6.8 Failure Procedure/Operational Instructions

Batch Support 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…)

2.7 Modify Outbound Campaign Upload Verification

2.7.1 Overview

LRS will modify existing campaign 'Upload Verification (Text)' to remove SAR 7 participants as not to duplicate texts from 'SAR7 Received' campaign.

2.7.2 Description of Change

Modify existing outbound campaign 'Upload Verification (Text)' driving query to exclude SAR 7/SAR 72/SAR 73 document types so that SAR 7 participants do not receive duplicate texts from the 'SAR7 Received' campaign.

2.7.3 Execution Frequency

Daily – No Change

2.7.4 Key Scheduling Dependencies

No Change

2.7.5 Counties Impacted

19 – Los Angeles

2.7.6 Data Volume/Performance

N/A

2.7.7 Interface Partner

ITD

2.7.8 Failure Procedure/Operational Instructions

Batch Support 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 REQUIREMENTS

Customers expressed they would like to be informed about their case by either phone, call, or text. LRS will be implementing text campaigns for SAR7 SentReminder, Received, Not Received, Incomplete, Rescind/Restoration, and Processed.

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.12	The LRS shall alert COUNTY-Specified Users of all automated actions taken by the LRS as a result of LRS data received through an interface	LRS will send participants messages via text to inform them of any SAR 7 Status changes.