



DATE	AUGUST 22, 2019
TIME	1:30 PM
LOCATION	North: Sutter Conference Room, South: Conference Room 331
SUBJECT	Change Control Board Meeting
INVITEES	CCB.Meeting.Attendees

Meeting Purpose:

Approve pending System Change Requests (SCRs), scope modifications, and change orders as needed.

1. C-IV SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.07	CIV-104320		Update Instructor Led Trainings (ILTs) for 19.07 Code - September Training Release	Training	60	C-IV M&O	No	19.09.16
19.11	CIV-103540	CA-208919	Create Customized Call Control Panel for Amazon Connect	Online	2105	C-IV M&O	Start Build	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.07	CIV-102555	CA-205294	ACL 18-90; ACL 18-91; ACL 18-92; ACL 19-03: EICT Updates for End SSI Cash-Out	Batch/Interfaces	2385	Premise	Start Build	
19.09	CIV-8470	CA-206854	Add / Update Classification Titles (Multiple Counties)	Online	93	C-IV M&O	No	
19.09	CIV-100708	CA-202724	ACWDL 19-03: NOA Requirements at Annual RE and Change of Circumstances	Client Correspondence	977	C-IV M&O	Start Build	

2. LRS SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CA-50808		Child Welfare Program: BI: Vendor Dashboard report	Reports	1616	LRS M&E	Start Build	
19.11	CA-201021	Tracker-54924	DDCR:Update Targeted Low-Income search page to default 'Type' and 'Status' fields to "Blank"	CalHEERS	39	LRS M&E	No	
19.11	CA-209540		County Ad-Hoc database - Technical Support - October and November 2019	DBA	160	LRS M&E	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.07	CA-205294	CIV-102555	ACL 18-90; ACL 18-91; ACL 18-92; ACL 19-03: EICT Updates for End SSI Cash-Out	Batch/Interfaces	2495	Premise	Start Build	
19.09	CA-52237		Child Welfare Programs: Provide Work Order Monthly Reports via Oracle Business Intelligence	Reports	1205	LRS M&O	Start Build	
19.09	CA-206854	CIV-8470	Add and Update Staff Classification Titles	Online	57	LRS M&E	No	

3. Informational Only: CalSAWS DDID SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
None								

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
None								

The next CCB Meeting scheduled for **9/5/2019**.

4. CalACES Development Schedule

Release #	Release Date (Mon)	CalACES (North & South) Production Deployment Date (Sun)	Notes	SCR Freeze (Fri)	Defect Freeze (Fri)	Hard Defect Freeze (Fri)	Build Approved (Wed)
19.09	9/23/2019	9/22/2019		7/26/2019	8/30/2019	9/6/2019	9/18/2019
19.11	11/25/2019	11/24/2019	Due to Thanksgiving 11/28/2019	9/27/2019	11/1/2019	11/8/2019	11/20/2019
20.01	1/27/2020	1/26/2020	MLK 1/20	11/29/2019	1/3/2020	1/10/2020	1/22/2020
20.02	2/10/2020	2/9/2020	CalHEERS Release	10/18/2019	12/13/2019	12/20/2019	2/5/2020
20.03	3/23/2020	3/22/2020		1/31/2020	2/28/2020	3/6/2020	3/18/2020
20.05	5/18/2020	5/17/2020	Due to Memorial Day 5/25/2020	3/27/2020	4/24/2020	5/1/2020	5/13/2020
20.06	6/8/2020	6/7/2020	CalHEERS Release	2/28/2020	4/3/2020	4/10/2020	6/3/2020
20.07	7/20/2020	7/19/2020		5/22/2020	6/26/2020	7/3/2020	7/15/2020
20.09	9/21/2020	9/20/2020		7/24/2020	8/28/2020	9/4/2020	9/16/2020
20.11	11/23/2020	11/22/2020	Due to Thanksgiving 11/26/2020	9/25/2020	10/30/2020	11/6/2020	11/18/2020
21.01	1/25/2021	1/24/2021	MLK 1/18	11/27/2020	1/1/2021	1/8/2021	1/20/2021

Freeze Dates	
SCR Freeze:	Deadline for all SCR code to be delivered for baseline release
Defect Freeze:	Deadline for all Defects to be delivered for baseline release
Hard Defect Freeze:	Deadline for all Defects (tied to baseline release) to be delivered for baseline release
Build Approved:	Greenlight for baseline release

[CIV-104320] Update Instructor Led Trainings (ILTs) for 19.07 Code - September Training Release

Team Responsible:	Training	Assignee:	Joyce Oshiro	SPG Status:	Approved
Fix Version/s:	[19.07]	Designer Contact:	Jamala Rule	Change Type (SCR):	Enhancement
Minor Version:	19.09.16	Expedite Changes:	No	Estimate:	60
Reporter:	Joyce Oshiro	Regulation Reference:	ACWDL 17-16, ACWDL 18-16, ACL 18-90, ACL 18-91, ACL18-92, ACL 19-03, ACWDL 18-25	Created:	06/11/2019 03:05 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Joyce Oshiro	Training Impacted:	[ILT]	Funding Source:	C-IV M&O
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	
Non-Committee Review:	Joyce Oshiro 07/19/2019 - Approve				
Expedite Approval:					
Current Design:	The ILTs for training are current to the 19.05.30 minor release code.				
Request:	ILTs need to be updated to include information for SCRs released to production through major release 19.07.				
Recommendation:	<p>1) Update impacted ILTs for the following 19.06 SCR:</p> <ul style="list-style-type: none"> a) SCR CIV-12389 - CW and MC b) SCR CIV-102265 - MC <p>2) Update impacted ILTs for the following 19.07 SCR:</p> <ul style="list-style-type: none"> a) SCR CIV-101764 - MC b) SCR CIV-102555 - CF, CW, MC c) SCR CIV-102852 - CW and MC 				
Outreach Description:					
Migration Impact Description:	Updates to the existing C-IV Web Based Training (WBTs) and Instructor Led Training (ILTs) materials for CalACES are currently not in scope for migration				
Migration Impact Analysis:	No Impact				
Alternative Procedure Description:	None				
Operational Impact:					
Estimate:	60				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	60				

[CIV-103540] Create Customized Call Control Panel for Amazon Connect

Team Responsible:	Online	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	2105
Reporter:	Jared Kuester	Regulation Reference:		Created:	02/22/2019 03:56 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:	[IVR & Contact Center]	Approved by Committee:	06/28/2019	Other Agency Cross Reference:	CA-208919

Non-Committee

Review:

Expedite Approval: Approved by Karen J on 07/02/2019

Current Design: Currently staff in the Contact Centers use Cisco Finesse to receive and handle calls.

Request: Recreate the functionality of Cisco Finesse as a customized Call Control Panel for Amazon Connect.

- 1) The system must require a login to protect data and the call controls
 - a) The agent must be able to provide login credentials i.e. username and password
- 2) Agent must be able to use a microphone connected to the workstation to take phone calls.
- 3) The main screen must display:
 - a) The logged in agent's username or ID
 - b) Logged in Agents extension or Mobile Agent Dial Number
 - c) Agent's status
- 4) Agent Status must be in a "Not Ready" status when first logged in.
- 5) Agent must be able to select a status e.g. Ready, Not Ready - Unavailable, Not Ready - Break, etc.
- 6) On an incoming call, information collected in the IVR must be displayed for the agent:
 - a) Language
 - b) County
 - c) Case #
 - d) Customer Name
 - e) Primary Flag
 - f) Call Reason
 - g) IVR Time
 - h) Authenticated status i.e. Yes/No & method of authentication i.e. Voice or Case # & Pin
- 7) Note: The Visual IVR portion of the CCP will be added in SCR # CIV-103672 including the Call Me functionality.
- 8) A C-IV system window must open (pop) on an incoming call.
- 9) The following information (when available from the IVR) must be pre-filled in the popped C-IV window:
 - a) Worker ID
 - b) Date/time
 - c) Language
 - d) County
 - e) Case number
 - f) Call back number
- 10) The agent must be able to add a message for outgoing transfers to another agent.
- 11) On an incoming call, any transfer message must be displayed for the new agent.
- 12) Agent call controls must include:
 - a) Direct Dial an outbound call by on-screen keyboard or by manually entering digits
 - b) Make a new call by contact list
 - c) Search for a contact in a list of contacts i.e. other queues, agents, supervisors
 - d) Contact list(s) must be sortable
 - e) Contact list(s) must hold:
 - i) Type i.e. phone book
 - ii) Name
 - iii) Destination
 - iv) Notes i.e. Description
- 13) Agent must be able to display/view queue statistics:

- a) Queue Name
 - b) Number of calls
 - c) Max Time
 - d) Ready
 - e) Not Ready
 - f) Active in
 - g) Active out
 - h) Active other
 - i) Wrap Up Ready (Pending)
 - j) Wrap Up Not Ready (Pending)
- 14) Agent must be able to display/view today's Agent statistics:
- a) Time Ready
 - b) Time Not Ready
 - c) Inbound Calls Handled
 - d) Inbound Calls Handle Time
 - e) Outbound Calls Handled
 - f) Outbound Calls Handle Time
 - g) Number of Internal Calls
 - h) Internal Calls Time
- 15) The system must be able to display information about the agent statistics i.e. last time data was refreshed.
- 16) Agent must be able to request older agent statistics data be refreshed on demand.
- 17) The main screen must allow access to frequently used external web links e.g.
- a) eGain Reports
 - b) Live Chat
 - c) WM Supervisor Link
 - d) Nice Portal
 - e) WFM Agent Link
- 18) The main screen must be able to display a "Message of the Day" as set by an administrator/manager.

Recommendation:

- 1) Create a new Call Control Panel that mirrors the functionality of Cisco Finesse. (see design document for complete recommendations)

Outreach

Description:

Migration Impact

Description:

Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Use the Cisco Finesse solution until your county is migrated to the Amazon Connect IVR.

Operational Impact:

Estimate:

2105

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	353	Online :	1164
Performance :	0	Reports :	0	Security :	0
System Test Support :	300	Tech Arch :	228	Tech Ops :	60
Training :	0				

End SCRs



[CIV-102555] ACL 18-90; ACL 18-91; ACL 18-92; ACL 19-03: EICT Updates for End SSI Cash-Out

- Resolved: 07/15/2019 03:41 PM

Team Responsible:	Batch/Interfaces	Assignee:	Chris Larson	SPG Status:	Approved
Fix Version/s:	[19.07]	Designer Contact:	Dana K. Petersen	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	2385
Reporter:	Dana K. Petersen	Regulation Reference:	ACL 18-90, ACL 18-91, ACL18-92, ACL 19-03	Created:	10/24/2018 10:39 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Paul Robertson	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CO-109
Committee:	[ICT]	Approved by Committee:	2019-04-04 00:00:00.0	Other Agency Cross Reference:	CA-205294

Non-Committee Review: Expedited Build Approval - Karen Rapponottio/Laura Chavez: 4/4/2019

Expedite Approval: Approved by Laura Chavez on 04/03/2019

Current Design: SSI/SSP recipients are marked as "Unaided Person (UP)" in the system and excluded from income and resource calculations.

Request: The EICT Interface does not include information necessary for ongoing determination or maintenance of Supplemental Nutrition Benefit Program (SNB) or Transitional Nutrition Benefit Program (TNB) members. A change in federal policy to allow California to equitably end the Supplemental Nutrition Assistance Program (SNAP) cash-out policy, administered through the Supplemental Security Income (SSI) and the State Supplementary Payment (SSP) programs. This change would be implemented in a way that would maximize benefits to, and participation among, newly eligible individuals and mitigate or eliminate harm to low-income families and the approximately 60,000 medically needy children who could be made ineligible for certain benefits under a program without the cash-out policy.

Recommendation:

Batch Enhancements:

1. Add new data elements to the inbound and outbound data file to support ongoing determination or maintenance of SNB and TNB programs such as
 - i. indicator for SSI/SSP recipients
 - ii. Effective date for the nutritional benefit program
 - iii. Nutritional Benefit Household Size
 - iv. Number of Previously Excluded SSI/SSP recipients
 - v. New program code for TNB program
 - vi. Previous CalFresh Allotment Amount

Correspondence Changes-

1. Four new forms listed below will be introduced as part of this SCR
 - i. SNB 7
 - ii. SNB 8
 - iii. TNB 7
 - iv. TNB 8
2. Update existing form CF 215 to include SNB and TNB programs.

Online Enhancements:

1. Update the Send ICT functionality on the ICT Summary page to include the Nutrition Benefit program when the program is Active on the system date and the program is Active to High Date.
2. Update the Programs drop down on the Incoming ICT Search page to include 'Nutrition Benefit' as an option. This option will be directly below the 'Medi-Cal' option.
3. Update the ICT Detail page to display the Nutrition Benefit program information.
4. Update the Save functionality on the Case Member List to create the Nutrition Benefit program if it is one of the Active programs being transferred.
5. Update the Program Reapplication List page to include the Nutrition Benefit program.

6. Update the CalFresh SSI/SSP Reversal Detail page to include the Prior CalFresh Benefit Amount.

Eligibility Enhancements:

Update the EDBC logic to set the Prior CalFresh Benefit Amount on the CalFresh SSI/SSP Reversal Detail record.

Data Change:

Add the Prior CalFresh Benefit Amount to the CalFresh SSI/SSP Reversal Detail record for the Nutrition Benefit programs that were made Active in the county.

**Outreach
Description:**

A case list will be provided that has all cases with a Nutrition Benefit program where the CalFresh SSI/SSP Reversal Detail record is missing the Prior CalFresh Benefit Amount.

Job aid updates will be done with SCR CIV-103684.

**Migration Impact
Description:**

Joint design has been approved through the ICT Committee. LRS will implement this change with SCR CA-205294 in the 19.07 release.

**Migration Impact
Analysis:**

**Alternative
Procedure**

Please follow the county's manual ICT process for transmitting NB programs.

Description:

Operational Impact:

Estimate:

2385

Automated Test :	150	Batch/Interfaces :	580	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	460	DBA :	0
DBA :	0	Eligibility :	75	Fiscal :	53
Imaging :	5	IVR/CC :	0	Online :	262
Performance :	0	Reports :	0	Security :	0
System Test Support :	340	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Accepted

Status-1:

Content Revision

Description-1:

1. Recommendation Change: N/A

2. ETC Change:

Before:

Automated Test ETC 1: 65

Automated Test ETC 2: 6

After:

Automated Test ETC 1: 125

Automated Test ETC 2: 25

3. Release Change: N/A

4. Funding Source Change: N/A

Content Revision

Status-2:

Content Revision

Description-2:

1. Recommendation Change:

Before: CA-205294 CIV-102555 - EICT Updates for End SSI

After: CA-205294 CIV-102555 - EICT Updates for End SSI Cash-Out- Content Revision 2.

2. ETC Change:

Before:

Online ETC 1: 310

Online ETC Total: 310

Fiscal ETC 1: 5

Fiscal ETC Total: 5

After:

Online ETC 1: 262
Online ETC Total: 262
Fiscal ETC 1: 53
Fiscal ETC Total: 53

3. Release Change: N/A

4. Funding Source Change: N/A

Accepted

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before: CA-205294 CIV-102555 - EICT Updates for End SSI -Content Revision 2
After: CA-205294 CIV-102555 - EICT Updates for End SSI Cash-Out- Content Revision 3.

2. ETC Change: No Change

Before:

After:

3. Release Change: No Change

Before:

After:

4. Funding Source Change:No Change

Before:

After:

Pending CCB

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change: (Note: these updates are for clarification purposes only, no code change required.
No update was required for the Design Document, FDD updates only.)

Before:

CF 215 FDD (attached FD_FRM_CF215):

- SNB/TNB benefit amount determined by codes table lookup.

- SSI Cash Out Reversal Applied Checkbox population referenced current run and saved EDBC.

SNB/TNB 7 FDDs

(attached NOA_AXXXXA_XXXX_FDD_SNB7/NOA_AXXXXA_XXXX_FDD_TNB7):

- Business triggers do not indicate to suppress the SNB/TNB 1 or the regular SNB/TNB 2 approval fragments.

SNB/TNB 8 FDDs

(attached FD_FRM_SNB8/FD_FRM_TNB8):

- Mail To was to Nutrition Benefit Participant.

After:

CF 215 (attached FD_FRM_CF215):

- SNB benefit amount determined by EDBC authorized amount.

- TNB population has the following note: "TNB fields cannot be populated as the CF 215 will not generate when CalFresh is not active."

- SSI Cash Out Reversal Applied Checkbox population updated to clarify that if a case has been reversed based on NB status.

- Added clarification that all new fields generate based on System Date for consistency with the existing CF 215 fields.

SNB/TNB 7 FDDs

(attached NOA_AXXXXA_XXXX_FDD_SNB7/NOA_AXXXXA_XXXX_FDD_TNB7):

- Business triggers to suppress the SNB/TNB 1 and the regular SNB/TNB 2 approval fragments.

SNB/TNB 8 FDDs

(attached NOA_AXXXXA_XXXX_FDD_SNB8/NOA_AXXXXA_XXXX_FDD_TNB8):

- Mail To is to Nutrition Benefit Primary Applicant.

2. ETC Change: N/A

3. Release Change: N/A

4. Funding Source Change: N/A

[CIV-8470] Add / Update Classification Titles (Multiple Counties)

Team Responsible:	Online	Assignee:	Alexia England	SPG Status:	Approved
Fix Version/s:	[19.09]	Designer Contact:	Robert Untalan	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	93
Reporter:	Jennifer A. Smith	Regulation Reference:		Created:	12/29/2017 02:25 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Araceli Gallardo	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Usability]	Approved by Committee:	2019-05-23 00:00:00.0	Other Agency Cross Reference:	CA-206854

Non-Committee

Review:

Expedite Approval:

Current Design:

Staff Records are created and maintained on the Staff Detail page. The list of available Classification Titles are available on this page and is required for a Staff record to be created.

Request:

Update the Classification Titles available for each county to match the values provided through the CRFI process.

Recommendation:

Update the available Classification Titles for Staff members to match the request by each county. For the LRS system, add the C-IV Classification Titles. These added Classification Titles will only be validated through the database using the code detail table. For Counties removing Classification Titles, set the Staff to have the Classification Title of 'Temporary Employee' and provide a list of these users to the counties.

Outreach

Description:

Provide a list for all users that have had their Classification Title removed and associated to Classification Title of 'Temporary Employee'. The list will contain County Code, Staff ID, First Name, Last Name, Email Address, and Phone Number. This list will be posted to the CalACES Web Portal in the following location: CalACES Sharepoint > Web Portal > System Changes > SCR and SIR Lists > 2019 > SCR CIV-8470

County Action: Counties should review the Staff to reevaluate the Staff Classification and determine if updates will need to be made from the Staff Detail page.

Migration Impact

Description:

Joint design has been approved through the Usability committee. LRS will implement this change with SCR CA-206854 in the 19.09 release.

Migration Impact

Analysis:

No Impact

Alternative

Procedure

Description:

Reassign a worker to a temporary classification.

Operational Impact:

Estimate:

93

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	62
Performance :	0	Reports :	0	Security :	0
System Test Support :	31	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Status-1:

Pending CCB

Content Revision

Description-1:

Added and Removed County Staff:

Before: 'Administrative Services Officer', 'Office Assistant III' and "Staff Development Officer" are listed twice.

After: 'Administrative Services Officer', 'Office Assistant III' and "Staff Development Officer" are now listed once.

"Staff Development Officer" is an existing classification title.

Outreach Description:
Before: A description of county action was not provided.
After: A description of county action is provided.

Outreach:
Before: A description of county action was not provided.
After: A description of county action is provided.

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:

2. ETC Change: {Description of ETC Change}
Before:
After:

3. Release Change: {Description of Release Change}
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:

2. ETC Change: {Description of ETC Change}
Before:
After:

3. Release Change: {Description of Release Change}
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:

2. ETC Change: {Description of ETC Change}
Before:
After:

3. Release Change: {Description of Release Change}
Before:
After:

[CIV-100708] ACWDL 19-03: NOA Requirements at Annual RE and Change of Circumstances

Team Responsible:	Client Correspondence	Assignee:	Harish Katragadda	SPG Status:	Approved
Fix Version/s:	[19.09]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	977
Reporter:	Elisa Miller	Regulation Reference:	ACWDL 19-03	Created:	03/14/2018 03:25 PM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Virginia C. Bernal	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Correspondence]	Approved by Committee:	2019-04-18 00:00:00	Other Agency Cross Reference:	CA-202724

Non-Committee

Review:

Expedite Approval: Karen Rapponotti, 6/11/2019

Current Design:

Per DHCS policy, counties were advised that MAGI Medi-Cal (MC) Notices of Action (NOAs) would only be sent as follows:

- 1.) To inform an applicant or beneficiary of their initial eligibility
- 2.) When there is a change in eligibility

Request:

In addition to the two reasons above, counties are required to provide a MC NOA to all customers who have no change in their eligibility or level of benefits at annual renewal or when an eligibility determination at change in circumstances results in resetting the annual renewal date.

Recommendation:

- 1.) Create a new Action NOA fragment for Medi-Cal No Change Annual Renewal NOAs. This new Action fragment will generate for non-MAGI, MAGI, and mixed non-MAGI/MAGI NOAs. This fragment will generate when the new No Change Renewal Reason fragment generates. (See attached CA-202724 CIV-100708 MC Annual Renewal NOAs Design Document Recommendation 2.1)

C-IV only: Create a new rule to generate a Medi-Cal No Change Renewal NOA with the new Action fragment. (See attached CA-202724 CIV-100708 MC Annual Renewal NOAs Design Document Recommendation 2.1.3)

- 2.) Create a new Individual Action NOA fragment for Medi-Cal No Change Annual Renewal NOAs. This new Individual Action fragment will generate for non-MAGI, MAGI and mixed non-MAGI/MAGI NOAs. This fragment will generate prior to each instance of the new No Change Renewal Reason fragment and contain the name of the person the reason is being generated for. (See attached CA-202724 CIV-100708 MC Annual Renewal NOAs Design Document Recommendation 2.2)

- 3.) Create a new Medi-Cal No Change Annual Renewal NOA reason. This fragment will have nine dynamic sections that will generate based on the program/case information. This new Reason fragment obsoletes the existing MAGI Renewal fragment. (See attached CA-202724 CIV-100708 MC Annual Renewal NOAs Design Document Recommendation 2.3)

LRS only: Create a new rule to generate a Medi-Cal No Change Renewal NOA with the new Reason fragment. (See attached CA-202724 CIV-100708 MC Annual Renewal NOAs Design Document Recommendation 2.3.3)

- 4.) Update MAGI NOA Regulation Message logic:

LRS: Add a dynamic section to the new Medi-Cal No Change Annual Renewal NOA reason to populate the existing Variable logic for MAGI Regulation Message. This section will only generate when the reason fragment has generated for MAGI.

C-IV: Update the existing MAGI Regulation Message fragment to generate for each instance of the new No Change Renewal Reason for MAGI.

This message will contain the regulations for the new Reason fragment for MAGI. (See attached CA-202724 CIV-100708 MC Annual Renewal NOAs Design Document Recommendation 2.4)

5.) Create a new Medi-Cal NOA Footer Message fragment. This new fragment will generate for Approval, Change, and the new No Change Annual Renewal NOAs. This new Footer Message fragment will replace the existing MAGI Footer for MAGI Approval and MAGI Change NOAs. This new fragment will have a dynamic section that generates only for non-MAGI and mixed non-MAGI/MAGI NOAs. (See attached CA-202724 CIV-100708 MC Annual Renewal NOAs Design Document Recommendation 2.5)

C-IV only: Update the NOA logic to no longer generate the existing non-MAGI Report Income within 10 Days fragment. The new Medi-Cal NOA Footer Message obsoletes this message. (CA-202724 CIV-100708 MC Annual Renewal NOAs Design Document Recommendation 2.5.3)

6.) Add a new NOA title for No Change Annual Renewal NOAs. (See attached CA-202724 CIV-100708 MC Annual Renewal NOAs Design Document Recommendation 2.6)

LRS only: Add a new NOA Footer reference for No Change Annual Renewal NOAs. (See attached CA-202724 CIV-100708 MC Annual Renewal NOAs Design Document Recommendation 2.6.3)

Note: The LRS system does not currently have functionality to support merging Medi-Cal NOAs of differing NOA Action Types. This new No Change Annual Renewal NOA will generate separately from other NOAs for LRS with this enhancement. There are future SCRs (CA-204496 and CA-204497) that will add the functionality to merge the Annual Renewal NOA with existing mixed non-MAGI/MAGI NOAs.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Correspondence Committee. LRS will implement this change with SCR CA-202724 in the 19.09 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Reject system generated NOAs with outdated language and complete manual NOAs from Template Repository.

Operational Impact:

Estimate:

977

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	753	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	224	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

Description-1:

1. Recommendation Change: Updates to Design Document

Before:

- Assumption #2: The assumption stated that the MAGI regulations generate on in the MAGI regulation fragment alone.
- Assumption #6: Stated that this would not include LTC NOAs.
- Recommendation 2.3.3 the Reason fragment generates when there has been no change in Share of Cost or Scope of benefits for the particular program person.
- Recommendation 2.3.4 for the Unverified Citizenship Section generation only checked for if the Citizenship record was unverified.
- Recommendation 2.3.5 for Tax Filing Status Population only used the value from the Tax Filing Status on the Tax Filing Record.
- Recommendation 2.3.5 for Citizenship Population only used the value from the Citizenship Record.
- Recommendation 2.5.2: There was a note that the Footer generates once for MAGI and once for non-MAGI for mixed NOAs in LRS.

After:

- Assumption #2: Updated the Regulation assumption no longer state that the MAGI regulations would only generate in the MAGI regulation fragment due to C-IV existing Regulation generation.
- Assumption #6: Removed the reference to LTC NOAs
- Added Assumption #7 that this effort will include LTC NOAs
- Recommendation 2.3.3 the Reason fragment generates when there has been no change in Share of Cost or Scope of benefits for the particular program person and that person is not receiving a message or NOA notifying them of a change in benefits the same month.
- Recommendation 2.3.4 generates the Unverified Citizenship Section when the Citizenship or Birth Country is unverified.
- Recommendation 2.3.5 populates the Tax Filing Status based on if there exists a Tax Filing Status and/or Tax Filing Record.
- Recommendation 2.3.5 added Note to Property Field population that if property is \$0 then the field will populate with \$0.00.
- Recommendation 2.3.5 populates the Citizenship field with 'Citizen' if the person has the US or US territory as the person's birth country, 'Unknown' if the person has anything other than US or US territory as their birth country and there is no Citizenship record, otherwise it popuates with the value on the Citizenship record.
- Recommendation 2.5.2: Updated Footer clarification that the Footer will generate once per PDF generation per existing LRS logic.

2. ETC Change: {Description of ETC Change}

N/A

3. Release Change: {Description of Release Change}

N/A

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change: {Description of Recommendation Change}

Before:

After:

2. ETC Change: {Description of ETC Change}

Before:

After:

3. Release Change: {Description of Release Change}

Before:

After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change: {Description of Recommendation Change}

Before:

After:

2. ETC Change: {Description of ETC Change}

Before:

After:

3. Release Change: {Description of Release Change}

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change: {Description of Recommendation Change}

Before:

After:

2. ETC Change: {Description of ETC Change}

Before:

After:

End Content Revisions



[CA-50808] Child Welfare Program: BI: Vendor Dashboard report

Team Responsible:	Reports	Assignee:	Ravneet Bhatia	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1616
Reporter:	Ted Anderson	Regulation Reference:		Created:	01/19/2018 11:44 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Maria Zelaya	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Management Reports]	Approved by Committee:	08/05/2019	Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval: Expedited Approval Provided by Karen J. Rapponotti on 8/6/2019

Current Design:

Updates to Child Welfare Services / Case Management System (CWS/CMS) vendors are sent to LRS via the CWS/CMS interface. Datamart is an Oracle database which extracts Foster Care data from the LRS system. An LRS batch job runs nightly and identifies and stores any discrepancies between the vendor related information in both systems. The Task Management Business Intelligence (BI) dashboard and Daily Skipped Issuance Report, are used to help identify the vendor record(s) requiring corrective action. When discrepancies are detected, changes may have to be made in the CWS/CMS System or LRS system.

Request:

Task Management BI dashboard is driven by case number, not CWS/CMS vendor number. The Daily Skipped Issuance Report is used as a workaround to identify any vendor records which require corrections in either system. However, the report is limited to skipped issuances and does not capture the population of vendors with missing/mismatched vendor information.

Recommendation:

- Develop a new vendor BI dashboard page which provides information on vendor information discrepancy between the CWS/CMS and LRS system. The dashboard must:
 - a. Include the vendor counts by Placement Types
 - b. Include vendor counts without Vendor ID's
 - c. Identify the vendor Exception Reasons
 - i. The Exception Reasons identifies the discrepancies between CWS/CMS and LRS
 - d. Include vendor counts by Exception Reasons
 - e. Include number of Exception Reasons for each month
 - f. Include case lists which provide vendor information and the specific 'Exception Reasons'
 - g. Include a count of all vendor exceptions which are resolved
 - h. Include vendor counts for a specified range of months
 - i. Include a full list of all 'Vendors', 'Vendor Types', 'Programs', 'Placement Types' and 'Exception Reasons'
 - j. Create a new security role to restrict access to the Vendor dashboard
- Create new reporting table to retain the outgoing exception list when processing the DCFS Inbound files from DataMart/DCFS for a period of 90 days.
- Update the Inbound readers for FC, KG and AAP programs to process the inbound files received from DCFS data mart and parse the exception data to the new reporting table.

Outreach

Description:

Migration Impact

Description:

C-IV feedback has been addressed and the design has been approved through the Management Reports Committee. The C-IV counties will be adopting this functionality as part of migration.

Migration Impact

Analysis:

Alternative

Procedure

Description:

None this feature was not previously available

Operational Impact:

N/A

Estimate:

1616

Automated Test :	0	Batch/Interfaces :	250	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	1
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	900	Security :	0
System Test Support :	460	Tech Arch :	0	Tech Ops :	5
Training :	0				



[CA-201021] DDCR:Update Targeted Low-Income search page to default 'Type' and 'Status' fields to "Blank"

Team Responsible:	CalHEERS	Assignee:	Lucas Galleguillos	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Antony Lerner	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	39
Reporter:	Steven Tri	Regulation Reference:		Created:	02/23/2018 10:02 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Carlos Camarena	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Medi-Cal/CMSP]	Approved by Committee:	07/30/2019	Other Agency Cross Reference:	Tracker-54924

Non-Committee

Review:

Expedite Approval:

Current Design:

The LRS Targeted Low-Income Search Page defaults the 'Type' and 'Status' fields to "All" when the page loads. LRS does not have any Targeted Low-Income records. There are a large number of Targeted Low-Income records in C-IV counties.

Request:

Update the LRS Targeted Low-Income Search page to default the 'Type' and 'Status' drop-down lists to "Blank" in order to prepare for a large number of records when C-IV migrates and merges with LRS as one system. Remove the option "All" from both the 'Type' and 'Status' drop-down lists to decrease the search volume and improve the search performance.

Recommendation:

Update the Targeted Low-Income Search page to default the 'Type' and 'Status' to "Blank" on page load. All fields on page will default to "Blank" on page load. Search will not take place on page load. The search will only happen when the Worker makes selection and clicks the Search button. Remove the option "All" from both the 'Type' and 'Status' drop-down lists.

Outreach

Description:

Migration Impact

Description:

The Targeted Low-Income Search page will default 'Type' and 'Status' fields to "Blank" when the page loads. There will be no records in the search results until the worker performs a Search. C-IV will inherit the same changes post migration. C-IV has Status option of "Not Found" and LRS does not. However, there are no C-IV records with Status "Not Found" so LRS will not be updated to include Status "Not Found." In addition, C-IV will inherit LRS Statuses "Incomplete" and "Suppressed" post migration that are not currently in C-IV.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

None

39

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	28
CalHEERS Test :	11	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-209540] County Ad-Hoc database - Technical Support - October and November 2019

Team Responsible:	DBA	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Sauvik Basu	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	160
Reporter:	Sauvik Basu	Regulation Reference:		Created:	07/23/2019 06:14 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Anna Chia	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Tech]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Laura Chavez on 7/23/19.

Expedite Approval:
Current Design: Provision isolated database in place of ad-hoc database with up to the minute data connection to Production. Refresh data set from Production weekly. Backup County DW data store and recreate them after the data refresh to ensure County DW operations continuity.

Request: Set up Database – Immediate Need.

Recommendation: Requirements:
 Consistent execution times for Complex state wide reports.
 Support execution of complex queries without impacting Production’s performance.
 Frequent data refreshes from Production for appropriate reporting and maintain COUNTY saved data (COUNTY DW Data store).

Outreach

Description:
Migration Impact Description: No impact to the C-IV counties as the changes with this SCR only impact L.A. County specific functionality.

Migration Impact Analysis: No Impact

Alternative Procedure

Description:

Operational Impact:

Estimate: **160**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	160
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

End SCRs



[CA-205294] ACL 18-90; ACL 18-91; ACL 18-92; ACL 19-03: EICT Updates for End SSI Cash-Out

- Resolved: 07/16/2019 03:47 PM

Team Responsible:	Batch/Interfaces	Assignee:	Chris Larson	SPG Status:	Approved
Fix Version/s:	[19.07]	Designer Contact:	Sowmya Coppisetty	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	2495
Reporter:	Dana K. Petersen	Regulation Reference:	ACL 18-90, ACL 18-91, ACL18-92, ACL 19-03	Created:	10/24/2018 10:36 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Ken Ford	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	SSI Cash Out
Committee:	[ICT]	Approved by Committee:	2019-04-04 00:00:00.0	Other Agency Cross Reference:	CIV-102555

Non-Committee Review: Build Approval - Karen Rapponotti/Laura Chavez: 4/4/2019

Expedite Approval: Approved by Laura Chavez on 04/03/2019

Current Design: SSI/SSP recipients are marked as "Unaided Person (UP)" in the system and excluded from income and resource calculations.

Request: The EICT Interface does not include information necessary for ongoing determination or maintenance of Supplemental Nutrition Benefit Program (SNB) or Transitional Nutrition Benefit Program (TNB) members. A change in federal policy to allow California to equitably end the Supplemental Nutrition Assistance Program (SNAP) cash-out policy, administered through the Supplemental Security Income (SSI) and the State Supplementary Payment (SSP) programs. This change would be implemented in a way that would maximize benefits to, and participation among, newly eligible individuals and mitigate or eliminate harm to low-income families and the approximately 60,000 medically needy children who could be made ineligible for certain benefits under a program without the cash-out policy.

Recommendation:

Batch Enhancements:

1. Add new data elements to the inbound and outbound data file to support ongoing determination or maintenance of SNB and TNB programs such as
 - i. indicator for SSI/SSP recipients
 - ii. Effective date for the nutritional benefit program
 - iii. Nutritional Benefit Household Size
 - iv. Number of Previously Excluded SSI/SSP recipients
 - v. New program code for TNB program
 - vi. Previous CalFresh Allotment Amount

Correspondence Enhancements:

1. Four new forms listed below will be introduced as part of this SCR
 - i. SNB 7
 - ii. SNB 8
 - iii. TNB 7
 - iv. TNB 8
2. Update existing form CF 215 to include SNB and TNB programs.

Online Enhancements:

1. Update the Send ICT functionality on the ICT Summary page to include the Nutrition Benefit program when the program is Active on the system date and the program is Active to High Date.
2. Update the Programs drop down on the Incoming ICT Search page to include 'Nutrition Benefit' as an option. This option will be directly below the 'Medi-Cal' option.
3. Update the ICT Detail page to display the Nutrition Benefit program information.
4. Update the Save functionality on the Case Member List to create the Nutrition Benefit program if it is one of the Active programs being transferred.
5. Update the Program Application List page to include the Nutrition Benefit program.

6. Update the CalFresh SSI/SSP Reversal Detail page to include the Prior CalFresh Benefit Amount.

Eligibility Enhancements:

Update the EDBC logic to set the Prior CalFresh Benefit Amount on the CalFresh SSI/SSP Reversal Detail record.

Data Change:

Add the Prior CalFresh Benefit Amount to the CalFresh SSI/SSP Reversal Detail record for the Nutrition Benefit programs that were made Active in the county.

Outreach

Description:

A case list will be provided that has all cases with a Nutrition Benefit program where the CalFresh SSI/SSP Reversal Detail record is missing the Prior CalFresh Benefit Amount.

Migration Impact

Description:

Joint design has been approved through the ICT Committee. CIV will implement this change with SCR CIV-102555 in the 19.07 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Please use the county's process to manually ICT the NB programs.

Operational Impact:

Estimate:

2495

Automated Test :	0	Batch/Interfaces :	585	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	345	DBA :	0
Design :	370	Eligibility :	127	Fiscal :	64
Imaging :	0	IVR/CC :	0	Online :	262
Performance :	0	Reports :	0	Security :	0
System Test Support :	455	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Accepted

Status-1:

Content Revision

Description-1:

1. Recommendation Change:

Before: CA-205294 CIV-102555 - EICT Updates for End SSI

After: CA-205294 CIV-102555 - EICT Updates for End SSI Cash-Out- Content Revision 2.

2. ETC Change:

Before:

Online ETC 3: 150

Online ETC Total: 342

Eligibility ETC 1: 95

Eligibility ETC Total: 95

After:

Online ETC 3: 70

Online ETC Total: 262

Eligibility ETC 1: 127

Eligibility ETC Total: 127

Fiscal ETC 1: 48

Fiscal ETC Total: 48

3. Release Change: N/A

4. Funding Source Change: N/A

Content Revision

Accepted

Status-2:

Content Revision

Description-2:

1. Recommendation Change:

Before: CA-205294 CIV-102555 - EICT Updates for End SSI -Content Revision 2

After: CA-205294 CIV-102555 - EICT Updates for End SSI Cash-Out- Content Revision 3.

2. ETC Change:
Before:
Unallocated Hours: 210

After:
Unallocated Hours: 92

3. Release Change: N/A

4. Funding Source Change: N/A
Pending CCB

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change: (Note: these updates are for clarification purposes only, no code change required. No update was required for the Design Document, FDD updates only.)

Before:

CF 215 FDD (attached FD_FRM_CF215):

- SNB/TNB benefit amount determined by codes table lookup.
- SSI Cash Out Reversal Applied Checkbox population referenced current run and saved EDBC.

SNB/TNB 7 FDDs

(attached NOA_AXXXX_XXXX_FDD_SNB7/NOA_AXXXX_XXXX_FDD_TNB7):

- Business triggers do not indicate to suppress the SNB/TNB 1 or the regular SNB/TNB 2 approval fragments.

SNB/TNB 8 FDDs

(attached NOA_AXXXX_XXXX_FDD_SNB8/NOA_AXXXX_XXXX_FDD_TNB8):

- Mail To was to Nutrition Benefit Participant.

After:

CF 215 (attached FD_FRM_CF215):

- SNB benefit amount determined by EDBC authorized amount.
- TNB population has the following note: "TNB fields cannot be populated as the CF 215 will not generate when CalFresh is not active."
- SSI Cash Out Reversal Applied Checkbox population updated to clarify that if a case has been reversed based on NB status.
- Added clarification that all new fields generate based on System Date for consistency with the existing CF 215 fields.

SNB/TNB 7 FDDs

(attached NOA_AXXXX_XXXX_FDD_SNB7/NOA_AXXXX_XXXX_FDD_TNB7):

- Business triggers to suppress the SNB/TNB 1 and the regular SNB/TNB 2 approval fragments.

SNB/TNB 8 FDDs

(attached FD_FRM_SNB8/FD_FRM_TNB8):

- Mail To is to Nutrition Benefit Primary Applicant.

2. ETC Change:

Before:

System Test Support ETC 1: 455
System Test Support ETC Total: 455
Unallocated Hours: 92

After:

System Test Support ETC 1: 444
System Test Support ETC Total: 444
Unallocated Hours: 0

3. Release Change: N/A

4. Funding Source Change: N/A

**Content Revision
Status-4:**



[CA-52237] Child Welfare Programs: Provide Work Order Monthly Reports via Oracle Business Intelligence

Team Responsible:	Reports	Assignee:	Carl Moore	SPG Status:	Approved
Fix Version/s:	[19.09]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1205
Reporter:	Farhat Ulain	Regulation Reference:		Created:	01/19/2018 11:44 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Maria Zelaya	Training Impacted:	[Online Help]	Funding Source:	LRS M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Management Reports]	Approved by Committee:	2019-06-07 00:00:00.0	Other Agency Cross Reference:	

Non-Committee Review:

Expedite Approval: Expedited start build approved by Karen J. Rapponotti on 6/10/2019

Current Design: DCFS has a robust set of monthly management reports on EW Works for managing work orders and task-related metrics. There are no ad hoc reports in LRS.

Request: DCFS is currently using EW Works, a stand-alone system, to generate monthly management reports on work orders and task-related activities since EW WORKS functionality was not included in LRS per original contract

- Recommendation:**
1. Include the Work Order counts for Work Orders closed within the due date, Work Orders closed after the due date, Work Orders open within the due date and Work Orders open after the due date.
 2. Calculate the percentage of total for Work Orders closed within the due date, Work Orders closed after the due date, Work Orders open within the due date and Work Orders open after the due date.
 3. For Work Orders that are 'Closed', calculate the number of days between the created day of the Work Order until its completion. This will determine if the work order is 'Closed On Time' or 'Closed Late'.
 4. Count the number of days from its due date until the current day for Work Orders that are 'Open'. This will determine if the Work Order is 'Open on Time' or 'Open Late'

Outreach

Description:

Migration Impact

This functionality applies only to L.A. County and does not impact the other counties.

Description:

Migration Impact

Analysis:

Alternative

None this feature was not previously available

Procedure

Description:

Operational Impact:

Estimate: 1205

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	853	Security :	0
System Test Support :	346	Tech Arch :	0	Tech Ops :	0
Training :	6				

Content Revision Status-1: Accepted

Content Revision Description-1: Section 6.1 Work Order Programs, Types and Sub Types has been removed to avoid confusion regarding Due Days

Content Revision Status-2: Pending CCB

**Content Revision
Description-2:**

The description of HSA III in Section 6.2 Position has been updated to remove references to 'Section' to avoid data being dropped

**Content Revision
Status-3:**

**Content Revision
Description-3:**

**Content Revision
Status-4:**

**Content Revision
Description-4:**

 **[CA-206854] Add and Update Staff Classification Titles**

Team Responsible:	Online	Assignee:	Getnet Beyene	SPG Status:	Approved
Fix Version/s:	[19.09]	Designer Contact:	Robert Untalan	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	57
Reporter:	Robert Untalan	Regulation Reference:		Created:	02/20/2019 11:41 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Araceli Gallardo	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Usability]	Approved by Committee:	2019-05-23 00:00:00.0	Other Agency Cross Reference:	CIV-8470

Non-Committee

Review:
Expedite Approval:
Current Design:

Staff Records are created and maintained on the Staff Detail page. The list of available Classification Titles are available on this page and is required for a Staff record to be created.

Request: Update the Classification Titles available for each county to match the values provided through the CRFI process.

Recommendation: Update the available Classification Titles for Staff members to match the request by each county. For the LRS system, add the C-IV Classification Titles. These added Classification Titles will only be validated through the database using the code detail table. For Counties removing Classification Titles, set the Staff to have the Classification Title of 'Temporary Employee' and provide a list of these users to the counties.

Outreach Description: Provide a list for all users that have had their Classification Title removed and associated to Classification Title of 'Temporary Employee'. The list will contain County Code, Staff ID, First Name, Last Name, Email Address, and Phone Number. This list will be posted to the CalACES Web Portal in the following location: CalACES Sharepoint > Web Portal > System Changes > SCR and SIR Lists > 2019 > SCR CA-206854

County Action: Counties should review the Staff to reevaluate the Staff Classification and determine if updates will need to be made from the Staff Detail page.

Migration Impact Description: Joint design has been approved through the Usability committee. C-IV will implement this change with SCR CIV-8470 in the 19.09 release.

Migration Impact Analysis: No Impact

Alternative Procedure Description: Reassign a worker to a temporary classification.

Operational Impact Estimate: **57**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	28
Performance :	0	Reports :	0	Security :	0
System Test Support :	24	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1: Added and Removed County Staff:
 Before: 'Administrative Services Officer' and 'Office Assistant III' and 'Staff Development Officer' are listed twice.
 After: 'Administrative Services Officer' and 'Office Assistant III' and 'Staff Development Officer' is now listed once.

Funding Source:
Before: M&O
After: M&E

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. ETC Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. ETC Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. ETC Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

End Content Revisions