[CIV-7419] Update San Bernardino Financial Accounting Software interface file to SAP

Team Responsible:	**Fiscal**	Assignee:	**Jyothirmayi Chavata**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Jyothirmayi Chavata**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**300**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:		Created:	**12/29/2017 02:25 PM**
Status:	**System Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**Yes**
Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**Yes**	Funding Source ID:	
Committee:	**[Fiscal]**	Approved by Committee:	**06/06/2019**	Other Agency Cross Reference:	

Non-Committee Review:	Claire Rhew (San Bernardino) - Approved - 06/07/2019 Karen Rapponotti & Laura Chavez (Approved) - 01/15/2019
Expedite Approval:	Karen Rapponotti - Approved - 06/03/2019
Current Design:	San Bernardino currently uses FAS interface file for their Account Software.
Request:	Effective around October 1 2017, San Bernardino has changed their Account Software to SAP.
Recommendation:	

San Bernardino County Only:
Assist San Bernardino County in the accounting software change to the new SAP:
(1) Update the following batch jobs to send the information specific to SAP system:
    a) SB Daily Warrant Print (PO36F100)
    b) SB Daily EBT Print (PO36F101)
    c) SB Monthly Non-FC Warrant Print (PO36F105)
    d) SB Monthly FC Warrant Print (PO36F106)
    e) SB Monthly EBT Print (PO36F107)

(2) Modify the San Bernardino warrant print xml definition to SAP specifications as following:
    a) Collapse 'FAS FUND', 'FAS DEPT' and 'FAS ORG' fields into one 10-digit field labelled 'COST CENTER'. This field will be Numeric only. Left Aligned with trailing spaces. This field will be populated with FUND_CODE_MAP.APPR field.
    b) Collapse 'FAS OBJ' and 'FAS APPR' fields into one 8-digit field labelled 'GL ACCT'. This field will be Numeric only. Left Aligned with trailing spaces. This field will be populated with FUND_CODE_MAP.OBJECT field.
        Note: Extending the length of this field will push the remaining fields down.
    c) FAS GRC Code: This field is 7-digits and labelled as 'INTERNAL ORDER'. Left Aligned with trailing spaces. This field will be populated with FUND_CODE_MAP.GRC field.
    d) Add a new 30-digit field labelled 'INVOICE NUMBER' below 'EBT Control Number' field. This field will be Alpha/Numeric and allow special characters (dashes). This field will have Payment Request Invoice Number information. Only sent for issuances created off of Payment Requests. Left Aligned with trailing spaces.

(3) Create a DCR to update the Cost Center, General Ledger, Internal Order information in the Fund_code_map table as following:
    a) Store the SAP_GL information into FUND_CODE_MAP.OBJECT field.
    b) Store SAP_CC information into FUND_CODE_MAP.APPR field.
    c) Store SAP_IO information into FUND_CODE_MAP.GRC field.
    d) Delete the information from FUND, DEPT,ORG columns for San Bernardino county.
Note; Please find the Cost Center, General Ledger, Internal Order fields information in the attached spread sheet "SCR_CIV-7419_SB Fund Code_FAS to SAP List.xlsx".

(4) Update the Record length Batch Property for production and test environments to "site recfm=fb lrecl=601 blksize=0" for the following batch jobs:
    a) SB Daily Warrant Print FTP (PO36F140)
    b) SB Daily EBT Print FTP (PO36F141)
    c) SB Monthly Non-FC Warrant Print FTP (PO36F145)
    d) SB Monthly FC Warrant Print FTP (PO36F146)
    e) SB Monthly EBT Print FTP (PO36F147)

(5) Test the following files for the FAS Codes with San Bernardino County:
    (a) JO36F101D – Nightly EBT Payment Batch
    (b) JO36F100D – Daily Warrant Print
    (c) JO36F106M – Monthly Payroll – Foster Care

Outreach Description: See Recommendation #5

Migration Impact Description: DDID #319 includes the requirement to migrate the 58 county Pay Codes and Fund Codes to CalSAWS. This SCR has been associated to this DDID so that these pay code updates are included in the CalSAWS.
Per DDID #1787 and #1789 in the SOW, the C-IV County specific batch jobs as of July 2018 will be migrated into the new system.

Migration Impact Analysis:

Alternative Procedure Description: None

Operational Impact:

Estimate: **300**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	260
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	40	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-8054] ACL 17-05 CalFresh Student Eligibility

Team Responsible:	**Eligibility**	Assignee:	**Jagadeesh Dasu**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Sridhar Mullapudi**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**Production Deployment**	Estimate:	**627**
Reporter:	**Tyler Vaisau**	Regulation Reference:	**ACL 17-05; ACL 18-27**	Created:	**12/29/2017 02:25 PM**
Status:	**System Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Consortium Contact:	**Tyler Vaisau**	Training Impacted:	**[N/A]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:	**[CalWORKs/ CalFresh]**	Approved by Committee:	**07/16/2019**	Other Agency Cross Reference:	**CA-51457**

Non-Committee Review:

Expedite Approval: Expedited Production Deployment approval received from Karen Rapponotti on 8/5/19.

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'
• 'Adequate Child Care' is No or 'Employment & Training Program Participation' is Yes with WIOA, EOPS or Title IV Jobs program OR
'Adequate Child Care' is Yes or N/A and 'Employment & Training Program Participation' is Yes with WIOA, EOPS or Title IV Jobs program OR
Person is in 'Vocational-Classroom Only', and 'Adequate Child Care' is Yes or N/A and 'Employment & Training Program Participation' is No - High School Diploma or Equivalent Not Required
Note: In CalACES, not having Adequate Child Care school is only applicable for CalFresh eligibility if you are attending school full time and have parental control over a household member who is age 6 or older, but under the age of 12
• Exerts parental control over a household member under the age of 6
• Is a single parent or NPCR that exerts parental control over a household member younger than 12 years old and the student has an attendance status of 'Attending-Full Time'
• 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

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.

Request: 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.

Recommendation:
1. Add new verification for E&T on School Attendance Detail page
2. Update the Employment & Training Program field to contain new program types on School Attendance Detail page.
3. Update the Type field of the Educational, Student income category on Income Detail page to allow the entry of Cal Grants.
4. Make updates to the system for the treatment of new income types across different programs.
5. Update the EDBC rule that determines whether a student is ineligible to CalFresh to account for the new Cal Grant income types.
6. Update the existing exemption criteria for CF student based on the 'Adequate Child Care Available' for CF student eligibility rule.
6. Update the employment hours/week to hours/month calculation for employment exemption for CF student based on the for CF student eligibility rule.

6. Update the existing E&T exemption to consider E&T verification's for CF student based on the CF student eligibility rule.

7. Add new form 'CalFresh Student Exemption Checklist' in English and in threshold languages to the Template Repository, print office only, no data population, static form and will be developed by County and include languages.

8. turn off the income verification thershold language NOAs for the new added Cal Grant income

9. Add spanish translation for new E&T verification in the system

10. Create a new batch task job to identify 50 year old unaided active Calfresh student.

Outreach Description:	Job aid updates will be done with SCR CIV-104634
Migration Impact Description:	Joint design has been approved through the CW/CF Committee. LRS will implement this change with SCR CA-51457 in 19.11 release.
Migration Impact Analysis:	
Alternative Procedure Description:	Override EDBC Results
Operational Impact:	
Estimate:	**627**

Automated Test :	0	Batch/Interfaces :	152	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	83	DBA :	0
DBA :	0	Eligibility :	178	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	70
Performance :	0	Reports :	0	Security :	0
System Test Support :	144	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-8775] ACL 17-30 Allow Second Active CF Program for Victims of Domestic Violence

Team Responsible:	**Online**	Assignee:	**Mallik Aitha**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Sridhar Mullapudi**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**29**
Reporter:	**Tyler Vaisau**	Regulation Reference:	**ACL 17-30**	Created:	**12/29/2017 02:25 PM**
Status:	**System Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Consortium Contact:	**Tyler Vaisau**	Training Impacted:	**[N/A]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:	**[CalWORKs/ CalFresh]**	Approved by Committee:	**05/07/2019**	Other Agency Cross Reference:	**CA-53457**

Non-Committee Review:

Expedite Approval:

Current Design:
1. CF recipients can receive duplicate aid on another case.
2. Victim of domestic violence are not deferred from CF Employment and Training (E&T) program

Request:
Per ACI 17-30, victims of domestic violence in a domestic violence shelter can apply and receive CF benefits in the same month as a separate household. Domestic Violence victims are deferred from CFET.

Recommendation:
1. Add 'Domestic Violence Victim' value to the Status Reason field when the Type field has one of the following values:
   a. CFET

2. Update living arrangement type 'Battered Woman and Child Shelter' to 'Shelters for Battered Persons'

Outreach Description:

Migration Impact Description:
Joint design has been approved through the CW/CF Committee. LRS will implement this Change with SCR CA-53457 in the 19.11 release

Migration Impact Analysis:

Alternative Procedure Description:
Override EDBC results

Operational Impact:

Estimate: 29

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 :	22
Performance :	0	Reports :	0	Security :	0
System Test Support :	7	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-9838] ACL 17-61 - Achieving a Better Life Experience (ABLE) Accounts

Team Responsible:	**Eligibility**	Assignee:	**Cassandra Mestayer**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Thomas Lazio**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**325**
Reporter:	**Tyler Vaisau**	Regulation Reference:	**ACL 17-61, ACWDL 19-21**	Created:	**12/29/2017 02:25 PM**
Status:	**System Test**	Impact Analysis:	**[Business Process]**	Outreach Required:	**No**
Consortium Contact:	**Tyler Vaisau**	Training Impacted:	**[N/A]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:	**[CalWORKs/ CalFresh, Foster Care/Kin GAP/AAP, Medi-Cal/CMSP]**	Approved by Committee:	**07/16/2019**	Other Agency Cross Reference:	**CA-203060**

Non-Committee Review:

Expedite Approval:

Current Design:
There is no option to select ABLE/California ABLE (CalABLE) accounts as a property type and withdraws 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.

Request:
Per ACL 17-61, ABLE/CalABLE accounts are excluded as property in determining eligibility for CalFresh (CF) and excluded 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.

Recommendation:
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.

Outreach Description:

Migration Impact Description:
Joint design has been approved through the CW/CF Committee. LRS will implement this Change with SCR CA-203060 in the 19.11 release

Migration Impact Analysis:

Alternative Procedure Description:
Record ABLE/CalABLE activity in Journal.

Operational Impact:

Estimate: **325**

Automated Test :	20	Batch/Interfaces :	0	CalHEERS :	79
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	118	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	42
Performance :	0	Reports :	0	Security :	0
System Test Support :	66	Tech Arch :	0	Tech Ops :	0

Training :   0

[CIV-100074] Update the Treatment of Veterans Income

Team Responsible:	**Eligibility**	Assignee:	**Jennifer Chen**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Jason M. Francis**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**99**
Reporter:	**Frederick Gains**	Regulation Reference:	**ACL 17-125**	Created:	**01/08/2018 10:10 AM**
Status:	**System Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**Yes**
Consortium Contact:	**Tyler Vaisau**	Training Impacted:	**[N/A]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:	**[CalWORKs/ CalFresh]**	Approved by Committee:	**07/16/2019**	Other Agency Cross Reference:	**CA-59263**

Non-Committee Review:

Expedite Approval:

Current Design:

GI Bill – Educational income type is considered as exempt for both CalWORKs and CalFresh whereas GI Bill - Non-Educational income type is considered as un-earned for both CW and CF.

Student Services Program income type for Veterans income category is considered as unearned for CF and earned for CW.

Work Therapy income type for Veterans income category is considered as earned for CW and unearned for CF.

Request:

Per ACL 17-125 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. These VA benefits/ allowances also exempt as income when determining categorically eligible (CE) CalFresh (CF) eligibility.

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

Recommendation:

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.

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.

Provide required lists as an outreach.

Refer to attached design document 'CalACES CA-59263 CIV-100074 Design.docx' for full details.

Outreach Description:

Provide lists

Migration Impact Description:

Joint design has been approved through the CW/CF Committee. LRS will implement this change with SCR CA-59263 in the 19.11 release.

Migration Impact Analysis:

Alternative Procedure Description:

Override EDBC results if required.

Operational Impact:

Estimate:

99

Automated Test :	20	Batch/Interfaces :	0	CalHEERS :	0

CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	58	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	21	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-102560] ACL 18-107, ACL 18-108 - SNB/TNB Forms and Notices - Threshold Languages Phase 1

Team Responsible:	**Client Correspondence**	Assignee:	**Maria Jensen**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Tiffany Huckaby**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**196**
Reporter:	**Brian Furlong [X]**	Regulation Reference:	**ACL 18-107, ACL 18-108**	Created:	**10/25/2018 10:29 AM**
Status:	**System Test**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Consortium Contact:	**Virginia C. Bernal**	Training Impacted:	**[N/A]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	**CO-109**
Committee:	**[Correspondence]**	Approved by Committee:	**06/03/2019**	Other Agency Cross Reference:	**CA-205319**

Non-Committee Review:

Expedite Approval:

Current Design: Supplemental Nutrition Benefit (SNB)/Transitional Nutrition Benefit forms and notices were added in English and Spanish in release 19.05 with SCRs CA-203103 and CIV-101471.

Request: Add the threshold language SNB/TNB forms and notices.

This will be done in four phases:
CA-205319/CIV-102560 Phase 1 - SNB1 Form and TNB1 Form
CA-208258/CIV-104036 Phase 2 - SNB2 NOA and SNB3 NOA
CA-208261/CIV-104040 Phase 3 - TNB2 NOA, TNB3 NOA, SNB4 Form, TNB4 Form, SNB5 Form, and TNB5 Form
CA-208268/CIV-104043 Phase 4 - SNB5 NOA and SNB6 NOA

Recommendation: 1.) Add SNB1 in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)

2.) Add TNB1 in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)

Note: LRS currently does not have Header Fragments or the NA Back 9 Fragment in Hmong and Lao. All Fragments on a Form need to be in a threshold language for the Form to generate in that language. The SNB/TNB Forms in Hmong and Lao will not be included for LRS as they would not generate due to the missing threshold fragments.

Outreach Description:

Migration Impact Description: Joint design has been approved through the Correspondence Committee. LRS will implement this change with SCR CA-205319 in the 19.09 release.

Migration Impact Analysis:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 196

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	127	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0

Performance :	0	Reports :	0	Security :	0
System Test Support :	29	Tech Arch :	0	Tech Ops :	0
Training :	0				

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

Team Responsible:	**Online**	Assignee:	**Michael Wu**	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:	**System Test**	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:	**06/27/2019**	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				

[CIV-103629] Remove C-IV Functional Presentation for SCR CIV-101471 from Online Help

Team Responsible:	**Training**	Assignee:	**Cristina Garcia**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Lisa Nesci**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**5**
Reporter:	**Joyce Oshiro**	Regulation Reference:		Created:	**03/13/2019 07:46 AM**
Status:	**System Test**	Impact Analysis:	**[Training]**	Outreach Required:	**No**
Consortium Contact:	**Joyce Oshiro**	Training Impacted:	**[CFP/WBT]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:	Joyce Oshiro 08/08/2019 - Approve
Expedite Approval:	
Current Design:	The CFP, SSI Cash Out - SCR CIV-101471 released with the 19.05 was available in Online Help.
Request:	C-IV Functional Presentations (CFPs) created to demonstrate changes are available in Online Help for three releases after the SCR is implemented.
Recommendation:	Remove the CFP, SSI Cash Out - SCR CIV-101471 from Online Help.
Outreach Description:	
Migration Impact Description:	No migration impact as this is specific to the C-IV Functional Presentations (CFPs) process.
Migration Impact Analysis:	No Impact
Alternative Procedure Description:	None
Operational Impact:	
Estimate:	5

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 :	5				

[CIV-104094] CFL 18/19-79 Update Electronic Theft replacement and reporting

Team Responsible:	**Reports**	Assignee:	**Ketan Patel**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Greg Deogracia**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**492**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:	**CFL 18/19-79**	Created:	**05/08/2019 10:33 AM**
Status:	**System Test**	Impact Analysis:	**[Security]**	Outreach Required:	**No**
Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:	**[Fiscal, State/Fiscal Reports]**	Approved by Committee:	**08/21/2019**	Other Agency Cross Reference:	**CA-208374**

Non-Committee Review:

Expedite Approval: Karen Rapponotti & Laura Chavez - Approved - 05/13/2019

Current Design: On the Issuance Detail page, County staff can replace Cash Benefits that are lost due to Electronic Theft by clicking the [Replace] button. The system automatically populates the Status Reason field as "EBT Theft - AB 2035". All replacements are reported on the monthly 'Temp 2035' Report (Scheduled / State)

Request: CFL 18/19-79 requires that Counties now report separately the Electronic Theft replacements due to Skimming (AB 2035) from those Electronic Theft replacements due to Scams (AB 2313).

Recommendation:
  (1) Update the Issuance Detail page, for when the [Replace] button is clicked:
    a. Update the Status Reason of 'EBT Theft-AB 2035' to 'EBT Theft'.
    b. Add new drop-down field 'Electronic Theft Type' with options of blank (no value), 'AB 2035 - Skimming', and 'AB 2313 - Scam'. This field is required when replacing cash benefit because of electronic theft and will be used to separate replacements due to skimming from scams on reports
  (2) Reports:
    a. End Date the current 'TEMP 2035' report
    b. Add Report 'TEMP 2035 EBT THEFT - Skimming'
    c. Add Report 'TEMP 2313 EBT THEFT- Scam'

  Note: Form and NOA updates will be made with SCR CA-209721/CIV-104707

Outreach Description: Job aid update done with SCR CIV-104895

Migration Impact Description: Joint design has been approved through the Fiscal and State/Fiscal Reports Committees. LRS will implement this change with SCR CA-208374 in the 19.11 release.

Migration Impact Analysis:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **492**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	212
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	174	Security :	5
System Test Support :	101	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-104159] Stop benefit offsets on CalFresh Administrative Error Recovery Accounts

Team Responsible:	**Fiscal**	Assignee:	**Kapil Santosh**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Kapil Santosh**	Change Type (SCR):	**Policy Re-Design**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**288**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:	**Food Stamp Regulations Corrective Action Section 63-801.313 (Manual Letter No. FS-04-07 Dated 7/1/2004 - Page 445.1)**	Created:	**05/16/2019 11:29 AM**
Status:	**System Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:	**[Collections]**	Approved by Committee:		Other Agency Cross Reference:	**CA-202330**

Non-Committee Review:

Expedite Approval: Expedite approval to start build from JoAnne on 8/7/2019

Current Design:
1. The system allows benefit offsets to CalFresh State agency error recovery accounts; however, the CalFresh quarterly State FNS-209 – The Status of Claims Against Households and as a result of the Lopez v. Espy case, the offset of outstanding State Agency Error claims against restored benefits has been prohibited in California.

2. For EDBC OP/OI grand adjustment collections, LRS posted transaction type as "Offset" instead of "Benefit Reduction" for posted recovery account transactions for current and future month benefits. "Offset" transactions should be applied for prior month benefit.

Request:
1. Stop allowing benefit offsets to CalFresh State agency error recovery accounts regardless of the recovery account status.

2. For EDBC OP/OI grand adjustment collections, if posted transaction month is prior or same as transaction effective month, the transaction type should be "Benefit Reduction".

Recommendation:
1. Stop allowing benefit offsets to CalFresh State agency error recovery accounts regardless of the recovery account status.

2. To include any EDBC calculate OP/OI collections apply to recovery accounts as "Benefit Reduction" for transactions that have effective month not prior to the transaction month.

Outreach Description:

Migration Impact Description: Joint design has been approved through the Collections Committee. LRS will implement this Change with SCR CIV-202330 in the 19.11 release

Migration Impact Analysis:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **288**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	187

Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	76	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-104577] Update Issuance Thresholds for 2020 (CRFI 19-026)

Team Responsible:	**Fiscal**	Assignee:	**Jacob Betz**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Sidhant Garg**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**85**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:		Created:	**07/11/2019 03:01 PM**
Status:	**System Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**Yes**	Funding Source ID:	
Committee:	**[Fiscal]**	Approved by Committee:	**08/19/2019**	Other Agency Cross Reference:	**CA-209407**

Non-Committee Review:	Reviewed by affected Counties - approvals in comments field - 08/15/2019
Expedite Approval:	Emergency approval to start build from JoAnne Osborn on 8/21/2019
Current Design:	Issuance thresholds are established to determine the amount of benefits or service payments that can be approved by an Eligibility worker without requiring a supervisor override.
Request:	Counties have been requested to review their existing Issuance Thresholds for Adoption Assistance Program (AAP), Approved Relative Caregiver (ARC), CalFresh (CF), Cal-Learn (CL), CAPI, CalWORKs (CW), CalFresh Employment and Training (CFET), Child Care (CC), Diversion (DV), Foster Care (FC), General Assistance/General Relief (GA/GR), General Relief Opportunities for Work (GROW), Homeless Assistance Temp (HT), Homeless Assistance Perm (HP), Kin-GAP (KG), Nutritional Benefits (NB), Refugee Cash Assistance (RCA), Refugee Employment Program (REP) and Welfare to Work (WtW) to determine if any changes are appropriate. The last changes were made by SCR # CIV-100503 in Release 19.01.
Recommendation:	Affected Counties: Alpine, Butte, Calaveras, El Dorado, Glenn, Humboldt, Imperial, Los Angeles, Madera, Marin, Mendocino, Merced, Monterey, Riverside, San Bernardino, Shasta, Siskiyou, Stanislaus, Sutter, Yuba

1) Update the following issuance thresholds for Alpine County (02):
    a) General Assistance (Managed): GM - From: $200 to: $1,000

2) Update the following issuance thresholds for Butte County (04):
    a) Foster Care: FC - From: $30,000 to: $50,000

3) Update the following issuance thresholds for Calaveras County (05):
    a) AAP: AP - From: $12,000 to: $15,000
    b) Foster Care: FC - From: $12,000 to: $15,000
    c) HA-Temp: HT - From: $1,000 to: $2,000
    d) HA-Perm: HP - From: $4,000 to: $5,000

4) Update the following issuance thresholds for El Dorado County (09):
    a) Foster Care: FC - From: $12,500 to: $15,000
    b) HA-Temp: HT - From: $1,280 to: $2,000
    c) HA-Perm: HP - From: $2,500 to: $3,000
    d) Welfare-to-Work: WTW - From: $1,500 to: $5,000

5) Update the following issuance thresholds for Glenn County (11):
    a) General Assistance (Managed): GM - From: $297 to: $500
    b) HA-Perm: HP - From: $2,000 to: $2,500

6) Update the following issuance thresholds for Humboldt County (12):
    a) Nutritional Benefit: NB - From: $2,500 to: $1,000
    b) Welfare-to-Work: WTW - From: $999 to: $1,500

7) Update the following issuance thresholds for Imperial County (13):
    a) Cal-Learn: CL - From: $99,999 to: $2,000
    b) Welfare-to-Work: WTW - From: $3,500 to: $5,000

8) Update the following issuance thresholds for Los Angeles County (19):
    a) Supportive Services - Need Category: Transportation / Need Type: Bus Token / Program: Cal-Learn - Update Max Quantity to zero.
    b) Supportive Services - Need Category: Transportation / Need Type: Bus Token / Program: REP - Update Max Quantity to zero.
    c) Supportive Services - Need Category: Transportation / Need Type: Bus Token / Program: Welfare-to-Work - Update Max Quantity to zero.
    d) Supportive Services - Need Category: County Specific Program / Need Type: Educational Support Payment / Program: CalWORKs - Update Max Quantity to zero.
    e) Supportive Services - Need Category: County Specific Program / Need Type: Educational Support Payment / Program: RCA - Update Max Quantity to zero.
    f) Supportive Services - Need Category: Ancillary-Education / Need Type: Family Reunification Moving Assistance / Program: Welfare-to-Work - Update Max Quantity to zero.

9) Update the following issuance thresholds for Madera County (20):
    a) Cal-Learn: CL - From: $1 to: $550
    b) HA-Temp: HT - From: $1 to: $2,000
    c) HA-Perm: HP - From: $1,000 to: $2,000

10) Update the following issuance thresholds for Marin County (21):
    a) CalFresh: CF - From: $5,000 to: $3,000
    b) HA-Temp: HT - From: $1,100 to: $2,000
    c) HA-Perm: HP - From: $1,000 to: $2,000
    d) Nutritional Benefits: NB - From: $5,000 to: $3,000

11) Update the following issuance thresholds for Mendocino County (23):
    a) AAP: AP - From: $13,500 to: $15,500
    b) ARC: AR - From: $10,000 to: $5,000
    c) Foster Care: FC - From: $13,500 to: $15,500
    d) General Assistance (Managed): GM - From: $600 to: $2,000

12) Update the following issuance thresholds for Merced County (24):
    a) AAP: AP - From: $10,500 to: $15,000
    b) ARC: AR - From: $10,500 to: $15,000
    c) CalFresh: CF - From: $2,000 to: $2,500
    d) CalWORKs: CW - From: $2,000 to: $2,500
    e) Foster Care: FC - From: $12,036 to: $15,000
    f) Kin-GAP: KG - From: $3,500 to: $15,000

13) Update the following issuance thresholds for Monterey County (27):
    a) ARC: AR - From: $10,200 to: $5,000
    b) Kin-GAP: KG - From: $1,700 to: $5,000

14) Update the following issuance thresholds for Riverside County (33):
    a) Kin-GAP: KG - From: $8,000 to: $9,000

15) Update the following issuance thresholds for San Bernardino County (36):
    a) CAPI: CP - From: $2,337 to: $2,389

16) Update the following issuance thresholds for Shasta County (45):
    a) ARC: AR - From: $7,000 to: $8,000
    b) CalWORKs: CW - From: $2,000 to: $2,500
    c) General Assistance (Managed): GM - From: $500 to: $700

17) Update the following issuance thresholds for Siskiyou County (47):
    a) Welfare-to-Work: WTW - From: $2,500 to: $5,000

18) Update the following issuance thresholds for Stanislaus County (50):
    a) CFET: FT - From: $0 to: $500
    b) General Assistance (Managed): GM - From: $500 to: $604

19) Update the following issuance thresholds for Sutter County (51):
    a) RCA: RC - From: $600 to: $1,000

20) Update the following issuance thresholds for Yuba County (58):
    a) AAP: AP - From: $13,000 to: $13,600
    b) ARC: AR - From: $13,000 to: $13,600
    c) Foster Care: FC - From: $13,000 to: $13,600

Developer Note: All changes to Issuance Thresholds will be done to codes table category 562.

Outreach Description:	
Migration Impact Description:	These values will need to persist post-migration but are not expected to exist in LRS as they are county-specific. This SCR has been associated with the existing DDCR SCR for updating Issuance Thresholds, CA-201453.
Migration Impact Analysis:	Not Accounted for in SOR
Alternative Procedure Description:	Add the "Authorize Issuance Amount Exceptions" security group to a user who must authorize issuances above the current threshold amount.
Operational Impact:	
Estimate:	**85**

Automated Test :	25	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	55
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	5	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-104634] Update School Attendance Information - Add and Edit Job Aid for SCR CIV 8054

Team Responsible:	**Training**	Assignee:	**Jamala Rule**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Tyler Vaisau**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**5**
Reporter:	**Tyler Vaisau**	Regulation Reference:	**ACL 17-05, ACL 18-27**	Created:	**07/23/2019 04:38 PM**
Status:	**System Test**	Impact Analysis:	**[Training]**	Outreach Required:	**Yes**
Consortium Contact:	**Joyce Oshiro**	Training Impacted:	**[Job Aid]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:
Expedite Approval: Joyce Oshiro 08/22/2019 - Approve

Current Design: The School Attendance Information - Add and Edit job aid is available in Online Help.

Request: Update the School Attendance Information - Add and Edit job aid for SCR CIV-8054 which updates student eligibility criteria.

Recommendation: Update the School Attendance Information - Add and Edit job aid for SCR CIV-8054.

Outreach Description: Updated Job Aid

Migration Impact Description: Per DDID #1070 in the SOW, C-IV will use the LRS online help pages and job aids as a starting point and modify them as necessary to account for the changes made as part of Migration.

Migration Impact Analysis: No Impact

Alternative Procedure Description: None

Operational Impact:
Estimate: 5

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 :	5				

[CIV-104893] Modify Job Aids for SCR CIV-104217

Team Responsible:	**Training**	Assignee:	**Joyce Oshiro**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Lisa Nesci**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**10**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:	**ACL 19-50**	Created:	**08/21/2019 01:22 PM**
Status:	**System Test**	Impact Analysis:	**[Training]**	Outreach Required:	**Yes**
Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[Job Aid]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Joyce Oshiro 08/21/2019 - Approve

Expedite Approval:

Current Design: SCR CIV-104217 adds the QC Findings field to the Recovery Account Detail page.

Request: The following job aids need to be updated for SCR CIV-104217:
Recovery Account - Internal - Create
Recovery Accounts - External - Create

Recommendation: Update the following job aids for SCR CIV-104217:
1. Recovery Account - Internal - Create
2. Recovery Accounts - External - Create

Outreach Description: Job aid update

Migration Impact Description: Per DDID #1070 in the SOW, C-IV will use the LRS online help pages and job aids as a starting point and modify them as necessary to account for the changes made as part of Migration.

Migration Impact Analysis:

Alternative Procedure Description: None

Operational Impact:

Estimate: 10

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 :	10				

[CIV-104895] Update Job Aid for SCR CIV-104094

Team Responsible:	**Training**	Assignee:	**Lisa Nesci**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Lisa Nesci**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**5**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:	**CFL 18/19-79**	Created:	**08/21/2019 01:45 PM**
Status:	**System Test**	Impact Analysis:	**[Training]**	Outreach Required:	**Yes**
Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[Job Aid]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:
Joyce Oshiro 08/21/2019 - Approve

Expedite Approval:

Current Design:
SCR CIV-104094 updates the C-IV System for CFL 18/19-79 which updates Electronic Theft replacement and reporting.

Request:
The Issuance - Replacement Cash EBT Benefits job aid needs to be updated for SCR CIV-104094.

Recommendation:
Update the Issuance - Replacement Cash EBT Benefits job aid for SCR CIV-104094.

Outreach Description:
Job aid update

Migration Impact Description:
Per DDID #1070 in the SOW, C-IV will use the LRS online help pages and job aids as a starting point and modify them as necessary to account for the changes made as part of Migration.

Migration Impact Analysis:

Alternative Procedure Description:
None

Operational Impact:

Estimate: 5

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 :	5				

[CIV-104995] Update Job Aid for SCR CIV-102151

Team Responsible:	**Training**	Assignee:	**Lisa Nesci**	SPG Status:	**Approved**
Fix Version/s:	**[19.11]**	Designer Contact:	**Joyce Oshiro**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**6**
Reporter:	**Virginia C. Bernal**	Regulation Reference:	**ACWDL 17-26, 18-28**	Created:	**08/29/2019 04:15 PM**
Status:	**System Test**	Impact Analysis:	**[Training]**	Outreach Required:	**Yes**
Consortium Contact:	**Joyce Oshiro**	Training Impacted:	**[Job Aid]**	Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:	Joyce Oshiro 08/30/2019 - Approve
Expedite Approval:	
Current Design:	SCR CIV-102151 updates forms in Non-MAGI Screening Packet and the Non-MAGI Screening Aged 65 Packet. The Medi-Cal - Automated Re-Evaluation Packets lists all MC RE packets and the forms included in each packet.
Request:	The Medi-Cal - Automated Re-Evaluation Packets needs to be updated for SCR CIV-102151.
Recommendation:	Update the Medi-Cal - Automated Re-Evaluation Packets job aid for SCR CIV-102151.
Outreach Description:	Job aid update
Migration Impact Description:	Per DDID #1070 in the SOW, C-IV will use the LRS online help pages and job aids as a starting point and modify them as necessary to account for the changes made as part of Migration.
Migration Impact Analysis:	No Impact
Alternative Procedure Description:	None
Operational Impact:	
Estimate:	**6**

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 :	1	Tech Arch :	0	Tech Ops :	0
Training :	5				