

## CalSAWS CCB Agenda

<b>DATE</b>	OCTOBER 17, 2019
<b>TIME</b>	1:30 PM
<b>LOCATION</b>	North: Sutter Conference Room, South: Conference Room 331
<b>SUBJECT</b>	Change Control Board Meeting
<b>INVITEES</b>	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
19.09	CIV-104073	CA-208333	MEDS: Remove Historic Data and Reactivate MEDS Alerts 9074/9576	Batch/Interfaces	20	C-IV M&O	Production Deployment	19.10.10
19.09	CIV-104618		Update Instructor Led Trainings (ILTs) for 19.09 Code - November Training Release	Training	60	C-IV M&O	No	19.11.18
19.09	CIV-105107		Nevada County Add Positive Pay Interface file	Fiscal	90	C-IV M&O	Production Deployment	19.10.10
19.11	CIV-103539	CA-207026	Migrate Marin County IVR to Amazon Connect	Contact Center	1630	C-IV M&O	Start Build	
19.11	CIV-103773		Re-name Office/Agency '01' in Mariposa County	Online	19	C-IV M&O	Start Build	
19.11	CIV-104615		Add office 2A Los Banos Eligibility Office in Merced to C4Y	Online	19	C-IV M&O	No	
19.11	CIV-105068		Update the Forms Overview in Online Help for SCR CIV-102151	Training	5	C-IV M&O	Start Build	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.09	CIV-104596		Update C4Yourself Android Mobile App to support API level 28 or higher	Tech Arch	100	C-IV M&O	Start Build	
19.11	CIV-104094	CA-208374	CFL 18/19-79 Update Electronic Theft replacement and reporting	Reports	492	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
19.07	CA-208333	CIV-104073	MEDS: Remove Historic Data and Reactivate MEDS Alerts 9074/9576	Batch/Interfaces	10	LRS M&E	Production Deployment	19.09.03
19.07	CA-210077	N/A	SCR 201204 - EDMS Security Rollback	Online	10	LRS M&E	Production Deployment	19.08.19
19.09	CA-210134		Redeliver: EDMS: LRS update - Image and View Image button URL security updates.	Online	215	LRS M&E	Production Deployment	
19.11	CA-208841		Automated Regression Test - Transaction Backlog - Phase 3	Automated Test	540	LRS M&E	Start Build	
19.11	CA-210596		Update COUNTY_CASE table to support Migration Counties	Online	12	C-IV M&O	Production Deployment	
20.01	CA-49308	N/A	DCFS: Create a task when child goes from AAP to FC	Batch/Interfaces	232	LRS M&E	No	
20.01	CA-200279	CIV-2525	DDCR 5026: Add Logic for Payment Requests on Closed Service Arrangements	Fiscal	470	C-IV M&O	Start Build	
20.01	CA-201434	CIV-207	DDCR 4002: Update determination of Expungement Date	Fiscal	52	C-IV M&O	No	
20.01	CA-208930	N/A	Outbound Text - Inbound Reader Interface	Batch/Interfaces	413	LRS M&E	No	
20.02	CA-200640	Tracker-57053	DDCR 3157: MAGI Request Validation for Deceased People	CalHEERS	209	Other	No	
20.06	CA-208386		Content Development on CalSAWS.org	Batch/Production Operations	630	C-IV M&O	No	20.06.30

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CA-204420	N/A	SAR 7 Texting Campaign	Batch/Interfaces	460	LRS M&E	Start Build	
19.11	CA-208374	CIV-104094	CFL 18/19-79 Update Electronic Theft replacement and reporting	Fiscal	658	LRS M&E	Start Build	
19.11	CA-209644	CIV-102072	Update Job Aids for SCR CA-51457	Training	10	LRS M&E	Start Build	
19.11	CA-209975		Update Job Aids for SCR CA-205441-Need Types	Training	5	LRS M&E	Start Build	

### 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
19.11	CA-207200		DDID 2077 - Update the Select Security Group Page to Allow Searching by Page Name and Security Right	Online	79	CalSAWS DD&I	No	
19.11	CA-207243		DDID 1838 - Suppress the automated form ABP 116-"Special Notice to Veterans and/or Their Dependents" for GA/GR cases	Online	19	CalSAWS DD&I	No	
19.11	CA-207263		DDID 1667 - Migrate Additional Cause Reasons for Child Care Recovery Accounts	Fiscal	9	CalSAWS DD&I	No	
19.11	CA-207275		DDID 221, 222, 223, 296, 297, 868, 1032, 1080, 1081, 1288, 1289, 1290, 1322, 1323, 1590, 1607, 1635 - Migrate the C-IV Project maintained Security Roles	Online	690	CalSAWS DD&I	No	
19.11	CA-207277		DDID 398, DDID 404, DDID 1605, DDID 1607 - Add Multi-County Login Support	Online	932	CalSAWS DD&I	No	

The next CCB Meeting scheduled for **10/31/2019**.

#### 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-104073] MEDS: Remove Historic Data and Reactivate MEDS Alerts 9074/9576

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Naresh Gandra</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.09]</b>	Designer Contact:	<b>Michael Barillas</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:	<b>19.10.10</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>20</b>
Reporter:	<b>Michael Barillas</b>	Regulation Reference:		Created:	<b>05/06/2019 01:04 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Joel M. Acevedo</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[MEDS]</b>	Approved by Committee:	<b>05/14/2019</b>	Other Agency Cross Reference:	<b>CA-208333</b>

**Non-Committee**

**Review:**

**Expedite Approval:** Expedite Approval received JoAnne Osborn 3/25/2019

**Current Design:** MEDS Change Cycle Notice 430-M4208 implemented the Citizen/Alien Indicator as a required field for MEDS transactions that include that data element. MEDS created Alerts 9074 for Daily and Recon transactions and 9576 for Renewal transactions to track records where the field has been sent blank. CA-200976 and CIV-100064 were created in make the Citizen/Alien Indicator a required field for US Citizen records and to remove the previously received MEDS Alerts 9576 and 9074 that have been received but not displayed to system users.

MEDS Alerts 9074/9576 are being suppressed from the MEDS Alert Search page as of 4/19/2019 via SCR CA-207730/CIV-103788.

**Request:** Remove historic MEDS Alerts 9074/9576 prior to release  
Reactivate MEDS Alerts 9074/9576 after removing historic MEDS Alerts

**Recommendation:** Create a Data Change Request to remove existing MEDS Alerts 9074 and 9576 that exist in the system prior to October/07/2019, taking into account that this SCR must be released after all of the following:  
 - SCR CIV-103710: 'Update Citizen/Alien Indicator for Undocumented' is released. Scheduled to release in 19.07 (July/22/2019)  
 - Defect CIV-104107: 'MEDS: Missing DE 2009 on AP18 transaction when Citizenship, Vital Statistics and Individual Demographics pages are empty' is released. Scheduled to release in 19.07 (July/22/2019)  
 - CIV MEDS RECON Wave 1 is July/30/2019 / Wave 2 is August/27/2019 / Wave 3 is October/01/2019

Create a Data Change Request to Reactivate MEDS Alerts 9074/9576

**Outreach**

**Description:** This is a data change only that will be made in each respective system. Therefore, there is no migration impact.

**Migration Impact Description:**

**Migration Impact Analysis:** N/A

**Alternative Procedure Description:**  
**Operational Impact:**  
**Estimate:** 20

Automated Test :	0	Batch/Interfaces :	10	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 :	10	Tech Arch :	0	Tech Ops :	0
Training :	0				

# [CIV-104618] Update Instructor Led Trainings (ILTs) for 19.09 Code - November Training Release

Team Responsible:	<b>Training</b>	Assignee:	<b>Joyce Oshiro</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.09]</b>	Designer Contact:	<b>Jamala Rule</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>19.11.18</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>60</b>
Reporter:	<b>Joyce Oshiro</b>	Regulation Reference:	<b>ACL 18-08, ACL 18-94 and ACL 19-96</b>	Created:	<b>07/19/2019 01:09 PM</b>
Status:	<b>Design in Progress</b>	Impact Analysis:	<b>[Training]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Joyce Oshiro</b>	Training Impacted:	<b>[ILT]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Training</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Training]</b>	Approved by Committee:		Other Agency Cross Reference:	
<b>Non-Committee Review:</b>	Joyce Oshiro 09/27/2019 - Approve				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	The ILTs for training are current to the 19.09.07 minor release code.				
<b>Request:</b>	ILTs need to be updated to include information for SCRs released to production through 19.09 major release.				
<b>Recommendation:</b>	1) Update impacted ILTs for the following 19.09 SCR: a) SCR CIV-7215 - CF and CW b) SCR CIV-11086 - MC c) SCR CIV-104154 - CF, CW, and MC				
<b>Outreach Description:</b>					
<b>Migration Impact Description:</b>	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.				
<b>Migration Impact Analysis:</b>	No Impact				
<b>Alternative Procedure Description:</b>	None				
<b>Operational Impact Estimate:</b>	<b>60</b>				
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-105107] Nevada County Add Positive Pay Interface file

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Jacob Betz</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.09]</b>	Designer Contact:	<b>Jyothirmayi Chavata</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>19.10.10</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>90</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>09/23/2019 12:59 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>Yes</b>	Funding Source ID:	
Committee:	<b>[Fiscal]</b>	Approved by Committee:		Other Agency Cross Reference:	

**Non-Committee Review:** Keven Pedersen (Nevada) - Approved - 09/27/2019

**Expedite Approval:** Karen Rapponotti - Approved - 09/25/2019

**Current Design:** Nevada County is a Local Warrant Print County, utilizing Bank of the West for their Warrants.

**Request:** Bank of the West is asking Nevada County to initiate a 'Positive Pay' file for all Warrants.

**Recommendation:** (Nevada County Only)

1. Create a Nevada County Positive Pay Outbound interface (PO29F107) for Bank of the West (Refer to attached Nevada County Positive Pay File Layout Options):
  - a) Send Rush, Routine, Manually Issued and Externally Issued Warrants printed during the day, through the next Positive Pay Interface run during the day.
  - b) Send Cancellations happened during the day, through the next Positive Pay Interface run during the day. Do not include Stale Dated cancellations in the the Positive Pay interface.
  - c) When no issuance records exist an Email notification will be sent regarding the inactivity to: general.accounting@co.nevada.ca.us.  
Note: No return Positive Pay file will be sent or processed.
2. Create a new Positive Pay Outbound FTP batch job (PO29F147) for Nevada county. Use the existing Auditor Controller FTP batch job IP address for Nevada county for this new batch job.
3. A test file will be generated and sent to Nevada County by xx/xx/2019. Nevada County will send the test file to their Bank and confirm Test Results.
4. Create a BSCR to schedule the batch job daily on each county business day at 9:00am, 11:00am and 4:30pm
5. The pos pay file extension should be .txt
6. The file name format will be: YYYY-MM-DD\_HHMMSS.PosPay29IssCan.txt  
example: 2019-10-01\_144602.PosPay29IssCan.txt

**Outreach Description:** See recommendation #3

**Migration Impact Description:** DDID 2194 addresses bringing Positive Pay files for C-IV Counties over to CalSAWS.

**Migration Impact Analysis:** Accounted for in SOR

**Alternative Procedure Description:** None

**Operational Impact:**

**Estimate:** **90**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	70
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	20	Tech Arch :	0	Tech Ops :	0

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Training :

0



## [CIV-103539] Migrate Marin County IVR to Amazon Connect

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Pramod Ramesh</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>1630</b>
Reporter:	<b>Jared Kuester</b>	Regulation Reference:		Created:	<b>02/22/2019 03:52 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>Yes</b>	Funding Source ID:	
Committee:	<b>[IVR &amp; Contact Center]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CA-207026</b>

**Non-Committee Review:** Marin County Only, Approved by Terri Prior 7/18/2019

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

**Current Design:** Currently the Marin County IVR is on the Cisco UCCE Platform

**Request:** Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.

**Recommendation:**

- 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.
- 2) Recreate all IVR Web Service interactions using AWS Lambdas.
- 3) Recreate the remote closure application.
- 4) Update the C4Yourself.com link for WebChat with the new Symbee Webchat link.

**Outreach Description:** Train Contact Center staff on differences between Amazon Connect and Cisco UCCE.

**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** N/A

**Description:**  
**Operational Impact:**  
**Estimate:** **1630**

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 :	1180	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	270	Tech Arch :	180	Tech Ops :	0
Training :	0				

**[CIV-103773] Re-name Office/Agency '01' in Mariposa County**

- Resolved: 10/02/2019 04:49 PM

Team Responsible:	<b>Online</b>	Assignee:	<b>Pramisha Chintapalli</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Gerald Limbrick</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>19</b>
Reporter:	<b>Araceli Gallardo</b>	Regulation Reference:		Created:	<b>04/01/2019 04:21 PM</b>
Status:	<b>Test Complete</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Araceli Gallardo</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Usability]</b>	Approved by Committee:		Other Agency Cross Reference:	

**Non-Committee Review:**

Launa Gann 09/25/19

**Expedite Approval:**

Karen Rapponotti - 09/25/2019

**Current Design:**

In C-IV the agency's name is listed as, Mariposa County Human Services Center

**Request:**

Mariposa County Human Services Center has consolidated to include Public Health and Community Services. The Agency's official name has been changed to: Mariposa County Health & Human Services Agency

Update agency name within the C-IV system to: HEALTH & HUMAN SERVICES AGENCY

**Recommendation:**

Update the following items:

- In C4Yourself, update the Mariposa county office: "MARIPOSA COUNTY DEPARTMENT OF HUMAN SERVICES" (OFFICE\_NUM\_IDENTIF = '01') :  
Office Name:  
From: MARIPOSA COUNTY DEPARTMENT OF HUMAN SERVICES  
To: MARIPOSA COUNTY HEALTH & HUMAN SERVICES AGENCY

- In C-IV, update the Business Reply Mail (BRM) :  
Office Name:  
From:  
Mariposa County Department of Human Services  
To:  
Mariposa County Health & Human Services Agency

Note: Agency/Organization name updates can be made on the following updates can be made by county admin with the appropriate security rights.  
Correspondence Detail (Tools -> Admin -> Correspondence)  
Office Detail (Tools -> Office -> Office)

**Outreach**

**Description:**

**Migration Impact Description:**

The Self-Service Portal is currently not in scope for migration as it is assumed that the approach for the YBN and C4Yourself Portals will be addressed prior to migration.

**Migration Impact Analysis:**

**Alternative Procedure Description:**

None

**Operational Impact:**

**Estimate:**

**19**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	7	DBA :	0

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DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	7
Performance :	0	Reports :	0	Security :	0
System Test Support :	5	Tech Arch :	0	Tech Ops :	0
Training :	0				

## [CIV-104615] Add office 2A Los Banos Eligibility Office in Merced to C4Y

Team Responsible:	<b>Online</b>	Assignee:	<b>Duncan Luiten</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Gerald Limbrick</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>19</b>
Reporter:	<b>Duncan Luiten</b>	Regulation Reference:		Created:	<b>07/19/2019 08:27 AM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Araceli Gallardo</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[C4Yourself]</b>	Approved by Committee:		Other Agency Cross Reference:	

**Non-Committee Review:**

Anna Rubalcava - 09/19/19

**Expedite Approval: Current Design:**

In C4Y, The 'Los Banos Eligibility Office' with an Office ID of 14 has been End Dated and a new office has been created. These updates are not carried over to C4Yourself.

This is causing eApplications to be sent to Merced in association to the End Dated office.

**Request:**

Update C4Yourself to reflect the changes that took place in C-IV for Office 14 and 2A..

**Recommendation:**

1. In C4Yourself end date the Merced county office as of 04/19/2019 :  
"LOS BANOS ELIGIBILITY OFFICE"(OFFICE\_NUM\_IDENTIF = '14')
2. Add a new office to C4Yourself with the following parameters effective 3/20/2019:
  - a) Office Name: Merced County HSA - Los Banos
  - b) Office Address: 947 W PACHECO BLVD STE C  
LOS BANOS, CA 93635-3961
  - c) Phone number: 855-421-6770
  - d) Office Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.
  - e) Latitude: 37.056678
  - f) Longitude: -120.867559
  - g) OFFICE\_NUM\_IDENTIF: 2A

**Outreach**

**Description:**

**Migration Impact**

**Description:**

The Self-Service Portal is currently not in scope for migration as it is assumed that the approach for the YBN and C4Yourself Portals will be addressed prior to migration.

**Migration Impact**

**Analysis:**

No Impact

**Alternative**

**Procedure**

Continue to use Office ID 14's eApplications.

**Description:**

**Operational Impact:**

**Estimate:** 19

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 :	14
Performance :	0	Reports :	0	Security :	0
System Test Support :	5	Tech Arch :	0	Tech Ops :	0
Training :	0				

**[CIV-105068] Update the Forms Overview in Online Help for SCR CIV-102151**

Team Responsible:	<b>Training</b>	Assignee:	<b>Cristina Garcia</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Lisa Nesci</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>5</b>
Reporter:	<b>Lisa Nesci</b>	Regulation Reference:	<b>ACWDL 17-26, 18-28</b>	Created:	<b>09/12/2019 09:38 AM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[Training]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Joyce Oshiro</b>	Training Impacted:	<b>[Online Help]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

**Non-Committee Review:** Joyce Oshiro 09/13/2019 - Approve

**Expedite Approval:** Approved by Karen Rapponotti on 9/13/2019

**Current Design:** The Forms Overview in Online Help lists forms available. SCR CIV-102151 updates the forms in some of the MC packets.

**Request:** The Forms Overview needs to be updated for these changes.

**Recommendation:** Update the following Forms in the Forms Overview:

Form Number: Non-MAGI Screening Packet  
 Form Name: Non-MAGI Screening Packet  
 Form Description: The following forms are included in this packet: Coversheet, APTC CSR Brochure, DHCS 7077, DHCS 7077A, MC 007, MC 604 IPS, Non-MAGI Informing Letter, PUB 10, and VRC.  
 Clock Icon: Yes  
 Imaging Barcode: Yes  
 Print Options: Print, Save and Print Locally, Save and Print Centrally

Form Number: Non-MAGI Turning 65 Packet  
 Form Name: Non-MAGI Turning 65 Packet  
 Form Description: The following forms are included in this packet: Coversheet, DHCS 7077, DHCS 7077A, MC 007, MC 604 IPS, Non-MAGI Informing Letter, PUB 10, and VRC.  
 Clock Icon: Yes  
 Imaging Barcode: Yes  
 Print Options: Print, Save and Print Locally, Save and Print Centrally

**Outreach Description:**

**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

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Training :

5

End SCRs



# [CIV-104596] Update C4Yourself Android Mobile App to support API level 28 or higher

- Resolved: 09/04/2019 10:48 AM

Team Responsible:	<b>Tech Arch</b>	Assignee:	<b>Pallavi Singh</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[19.09]</b>	Designer Contact:	<b>Pallavi Singh</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>100</b>
Reporter:	<b>Sumeet Patil</b>	Regulation Reference:		Created:	<b>07/16/2019 11:21 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Technology Impact]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Danielle Benoit</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

## Non-Committee

### Review:

**Expedite Approval:** Jon Burkett on 7/16

**Current Design:** C4Yourself Mobile app android build support target API level 26

**Request:** Starting November 1, 2019, Google Play requires all android app updates must target Android 9.0 (API level 28) or higher.

**Recommendation:** Build and release C4Yourself Mobile app android version with target API level 28.

## Outreach

### Description:

**Migration Impact Description:** The Self-Service Portal is currently not in scope for migration as it is assumed that the approach for the YBN and C4Yourself Portals will be addressed prior to migration.

**Migration Impact Analysis:** SSP & Mobile App

**Alternative Procedure Description:** There is no alternate procedure, as without the update a new version of mobile cannot be released app post Nov 1,2019.

### Operational Impact:

**Estimate:** **100**

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 :	30	Tech Arch :	70	Tech Ops :	0
Training :	0				

**Content Revision Status-1:** Pending CCB

**Content Revision Description-1:**  
1. Recommendation Change:  
Before: NA  
After: A dummy e-app entry will be added to for test user account 'testc4yourself'. This is required for Apple App Review team to review the C4Yourself Mobile app before it can be released to App Store.

2. Estimate Change: N/A

3. Release Change: N/A

4. Funding Source Change: N/A

### Content Revision Status-2:



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

Team Responsible:	<b>Reports</b>	Assignee:	<b>Ketan Patel</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Greg Deogracia</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>492</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:	<b>CFL 18/19-79</b>	Created:	<b>05/08/2019 10:33 AM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[Security]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Fiscal, State/Fiscal Reports]</b>	Approved by Committee:	<b>2019-08-22 00:00:00</b>	Other Agency Cross Reference:	<b>CA-208374</b>

**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**

Job aid update done with SCR CIV-104895

**Description:**

**Migration Impact**

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.

**Description:**

**Migration Impact**

**Analysis:**

**Alternative**

N/A

**Procedure**

**Description:**

**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				

**Content Revision**

Pending CCB

**Status-1:**

**Content Revision  
Description-1:**

1. Recommendation Change:

Updated the report column and line descriptions for the recoveres of aid line, TCVAP Only, per LRS capabilities. Reference the yellow highlighted sections of the attached Content Revision 1 design document.

2. Estimate Change: N/A

3. Release Change: N/A

4. Funding Source Change: N/A

**Content Revision  
Status-2:**

**Content Revision  
Description-2:**

1. Recommendation Change:

Before:

After:

2. Estimate 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. Estimate 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. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**End Content Revisions**



# [CA-208333] MEDS: Remove Historic Data and Reactivate MEDS Alerts 9074/9576

- Resolved: 08/07/2019 02:49 PM

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Balakumar Murthy</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.07]</b>	Designer Contact:	<b>Michael Barillas</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:	<b>19.09.03</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>10</b>
Reporter:	<b>Michael Barillas</b>	Regulation Reference:		Created:	<b>05/06/2019 11:56 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Tina Tran</b>	Training Impacted:		Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[MEDS]</b>	Approved by Committee:	<b>05/14/2019</b>	Other Agency Cross Reference:	<b>CIV-104073</b>

## Non-Committee

### Review:

**Expedite Approval:** Expedite approval received JoAnne Osborn 3/25/2019 for SCR 207588. The approval was extended to this item as it spawned from the original.

**Current Design:** MEDS Change Cycle Notice 430-M4208 implemented the Citizen/Alien Indicator as a required field for MEDS transactions that include that data element. MEDS created Alerts 9074 for Daily and Recon transactions and 9576 for Renewal transactions to track records where the field has been sent blank. CA-200976 and CIV-100064 were created in make the Citizen/Alien Indicator a required field for US Citizen records and to remove the previously received MEDS Alerts 9576 and 9074 that have been received but not displayed to system users.

MEDS Alerts 9074/9576 are being suppressed from the MEDS Alert Search page as of 4/19/2019 via SCR CA-207730/CIV-103788.

**Request:** Remove historic MEDS Alerts 9074/9576 prior to release  
Reactivate MEDS Alerts 9074/9576 after removing historic MEDS Alerts

**Recommendation:** Create a Data Change Request to remove existing MEDS Alerts 9074 and 9576 that exist in the LRS system prior to September/03/2019, taking into account that this SCR must be released after all of the following:  
- SCR CA-207588: 'MEDS: Update Citizen/Alien Indicator for Undocumented' is released. Scheduled to release in 19.07 (July/22/2019)  
- Defect CA-207728: 'MEDS: Missing DE 2009 on AP18 transaction when Citizenship, Vital Statistics and Individual Demographics pages are empty' is released. Scheduled to release in 19.07 (July/22/2019)  
- LRS MEDS RECON is processed by MEDS August/28/2019

Create a Data Change Request to Reactivate MEDS Alerts 9074/9576

## Outreach

**Description:** This is a data change only that will be made in each respective system. Therefore, there is no migration impact.

**Migration Impact Description:**  
**Migration Impact Analysis:**  
**Alternative Procedure Description:**  
**Operational Impact:** N/A

**Estimate:** 10

Automated Test :	0	Batch/Interfaces :	10	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 :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0

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Training :

0



# [CA-210077] SCR 201204 - EDMS Security Rollback

- Resolved: 08/19/2019 09:12 PM

Team Responsible:	<b>Online</b>	Assignee:	<b>Long Nguyen</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.07]</b>	Designer Contact:	<b>Gillian Bendicio</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>19.08.19</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>10</b>
Reporter:	<b>Long Nguyen</b>	Regulation Reference:		Created:	<b>08/19/2019 12:32 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Security]</b>	Outreach Required:	<b>No</b>
Consortium Contact:		Training Impacted:		Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Imaging]</b>	Approved by Committee:	<b>09/10/2019</b>	Other Agency Cross Reference:	<b>N/A</b>

## Non-Committee

### Review:

**Expedite Approval:** Laura Chavez - Production Deployment approved - 8/19/2019

**Current Design:** As per CA-201204 EDMS: LRS Update - Image and View Image Button URL Security Updates, the LRS and EDMS applications were modified to prevent a user from copying an EDMS link and sending it out to unauthorized users. In LRS, the EDMS links generated were updated to contain an authentication token obtained through a web service call to EDMS.

**Request:** Due to the EDMS access issues that users experience after CA-201204 was deployed, ITD has requested to rollback the changes implemented in CA-201204.

### Recommendation:

The following pages will stop calling the new web service that retrieves the authentication token:

1. E-Application Summary
2. Special Investigations Detail
3. Task Detail
4. Point of Service Scan Image List
5. VLP Step 3 Initiate Third Verification Request Detail
6. Select VLP Step 3 Image

Additionally, the Images link found on the Utility bar will also stop calling the new web service.

## Outreach

### Description:

**Migration Impact Description:** This functionality applies only to L.A. County and does not impact the other counties.

### Migration Impact

### Analysis:

**Alternative Procedure Description:** There is no alternative procedure.

### Operational Impact:

**Estimate:** **10**

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 :	5
Performance :	0	Reports :	0	Security :	0
System Test Support :	5	Tech Arch :	0	Tech Ops :	0
Training :	0				



# [CA-210134] Redeliver: EDMS: LRS update - Image and View Image button URL security updates.

- Resolved: 09/17/2019 05:01 PM

Team Responsible:	<b>Online</b>	Assignee:	<b>Long Nguyen</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.09]</b>	Designer Contact:	<b>Gillian Bendicio</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>215</b>
Reporter:	<b>Gillian Bendicio</b>	Regulation Reference:		Created:	<b>08/21/2019 11:05 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Technology Impact]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Arvin Liang</b>	Training Impacted:		Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Imaging]</b>	Approved by Committee:	<b>09/10/2019</b>	Other Agency Cross Reference:	

### Non-Committee

#### Review:

**Expedite Approval:** Karen J. Rapponotti - Approved on 8/22/2019

#### Current Design:

The EDMS Images servlets have security issues that can potentially allow LRS users to access image/view image button for EDMS, copy and paste the link and view/access these case images later without going through LRS. This include WFP&I, E-app images and any LRS case images. The URL can then be emailed to unauthorized users and opened. This includes Domestic Violence cases. After opening the link, the documents including Social Security numbers, IDs, and birth certificates are available for viewing and printing.

#### Request:

Apply security to LRS image url.

From EDMS end, EDMS can provide a one-time authentication token from Documentum. Once the token is used with the first time for authentication, it will expire automatically and hence wouldn't work when URL's are copied and pasted. ITD-EDMS team will create a new Web Service operation, that will take a username as input, and return a one-time authentication token as output. From LRS end, LRS can call this new Web Service operation to get the authentication token, and then use the newly generated token to embed in the URL while calling the servlet.

#### Recommendation:

Update the link generated to contain an authentication token.

Set up a new Web Service Operation that will be used to get a one-time login token for authentication. The one-time login token expires after creating a browser session once. The session is maintained in the browser window until it is closed.

### Outreach

#### Description:

#### Migration Impact Description:

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

#### Migration Impact Analysis:

No Impact

#### Alternative Procedure Description:

No alternative procedure.

#### Operational Impact:

#### Estimate:

**215**

Automated Test :	0	Batch/Interfaces :	24	CalHEERS :	34
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	34
Performance :	0	Reports :	0	Security :	0
System Test Support :	79	Tech Arch :	24	Tech Ops :	0
Training :	0				



# [CA-208841] Automated Regression Test - Transaction Backlog - Phase 3

Team Responsible:	<b>Automated Test</b>	Assignee:	<b>William Baretsky</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>William Baretsky</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>540</b>
Reporter:	<b>William Baretsky</b>	Regulation Reference:		Created:	<b>06/07/2019 10:38 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Sharon Teramura</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Assembly Test</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Other]</b>	Approved by Committee:	<b>07/07/2019</b>	Other Agency Cross Reference:	

**Non-Committee Review:** Approved by JoAnne Osborn on 7/8/2019

**Expedite Approval:** JoAnne Osborn 7/8/2019

**Current Design:** A suite of automated regression scripts is executed on a regular basis to validate major and minor version releases before they are deployed to production.

**Request:** The automated regression test suite should be expanded to cover more of the highest usage online application transactions by production volume.

**Recommendation:** Create new automated regression scripts to cover additional high volume online application transactions in the functional areas listed below. Each of the targeted transactions are represented in the top 90% of monthly production transactions by volume (as of June 2019).

- Functional Areas:
- Activities
  - Customer Information To Do List (Root Questions -> Continue/Complete)
  - Issuances
  - Payment Requests
  - Recovery Accounts
  - Service Arrangements
  - Time Limits

The specific transaction list is attached (see Transaction List - Phase 3).

**Outreach**

**Description:**

**Migration Impact**

**Description:**

Per DDID #713, the existing LRS automated regression test scripts will be updated to account for the CalSAWS DD&I changes.

**Migration Impact**

**Analysis:**

Accounted for in SOR

**Alternative**

**Procedure**

**Description:**

Execute all regression testing manually for major and minor version releases.

**Operational Impact:**

**Estimate:** **540**

Automated Test :	540	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 :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				





# [CA-210596] Update COUNTY\_CASE table to support Migration Counties

Team Responsible:	<b>Online</b>	Assignee:	<b>Taylor Fitzhugh</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Taylor Fitzhugh</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>12</b>
Reporter:	<b>Amy Gill</b>	Regulation Reference:		Created:	<b>09/17/2019 01:53 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[Data Impact]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Michele Peterson</b>	Training Impacted:		Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Migration</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Usability]</b>	Approved by Committee:		Other Agency Cross Reference:	

### Non-Committee

#### Review:

**Expedite Approval:** Karen Rapponotti on 9/17/2019

**Current Design:** Current COUNTY\_CASE table does not support all 58 counties.

**Request:** Update COUNTY\_CASE table to support all 58 Counties to enable case creation for Migration counties for testing.

#### Recommendation:

1. Update COUNTY\_CASE table to add the next available case number as specified for the following counties:

- Alameda (01) : L000001
- Contra Costa (07) : L000001
- Fresno (10) : L000001
- Monterey (27) : 2130000
- Orange (30) : L000001
- Placer (31) : L000001
- Sacramento (34) : L000001
- San Diego (37) : L000001
- San Francisco (38) : L000001
- San Luis Obispo (40) : L000001
- San Mateo (41) : L000001
- Santa Barbara (42) : L000001
- Santa Clara (43) : L000001
- Santa Cruz (44) : L000001
- Solano (48) : L000001
- Sonoma (49) : L000001
- Tulare (54) : L000001
- Ventura (56) : L000001
- Yolo (57) : L000001

#### Assumptions:

1. The Case Numbers being populated now may be modified at the time of each counties' migration to a county determined value.
2. Existing Case Number Generation logic will not be modified
3. County specific logic for counties outside of Los Angeles County will not be implemented with this SCR.

### Outreach

#### Description:

#### Migration Impact

#### Description:

This is a LRS-specific change to facilitate the enabling of 58 counties' testing in the LRS application. Therefore, this SCR is addressing the migration impact of not being able to test as a non-LA county user.

#### Migration Impact

#### Analysis:

#### Alternative

#### Procedure

#### Description:

No alternate procedure available.

#### Operational Impact:

<b>Estimate:</b>	<b>12</b>				
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 :	8
Performance :	0	Reports :	0	Security :	0
System Test Support :	4	Tech Arch :	0	Tech Ops :	0
Training :	0				

 **[CA-49308] DCFS: Create a task when child goes from AAP to FC**

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Balakumar Murthy</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.01]</b>	Designer Contact:	<b>Michael Barillas</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>232</b>
Reporter:	<b>Ted Anderson</b>	Regulation Reference:		Created:	<b>01/19/2018 11:45 AM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[Business Process]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Laura Ould</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Foster Care/Kin GAP/AAP, Task Management]</b>	Approved by Committee:	<b>09/23/2019</b>	Other Agency Cross Reference:	<b>N/A</b>

**Non-Committee**

**Review:**

**Expedite Approval:**

**Current Design:**

No task is being created for the worker when a child is simultaneously Active on AAP and FC programs, and moving from AAP to FC.

**Request:**

CalSAWS will create a task for the worker when a child is simultaneously Active on AAP and FC programs and moving from AAP to FC.

**Recommendation:**

CalSAWS will create a task for the worker when a child is simultaneously Active on Adoption Assistance Program(AAP) and Foster Care (FC) programs and moving from AAP to FC.

**Outreach**

**Description:**

**Migration Impact**

**Description:**

Per strategic direction for migration, Task Management has been deferred to CalSAWS Task Management functional design sessions.

**Migration Impact**

**Analysis:**

**Alternative**

N/A

**Procedure**

**Description:**

**Operational Impact:**

N/A

**Estimate:**

**232**

Automated Test :	0	Batch/Interfaces :	152	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 :	0	Security :	0
System Test Support :	60	Tech Arch :	0	Tech Ops :	0
Training :	0				



## [CA-200279] DDCR 5026: Add Logic for Payment Requests on Closed Service Arrangements

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Eric Chu</b>	SPG Status:	<b>No</b>
Fix Version/s:	<b>[20.01]</b>	Designer Contact:	<b>Ishrath Khan</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>470</b>
Reporter:	<b>Michael Green [X]</b>	Regulation Reference:		Created:	<b>01/24/2018 11:02 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[Job Aid, Online Help]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Migration</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Fiscal]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CIV-2525</b>

### Non-Committee Review:

**Expedite Approval:** Karen Rapponotti, JoAnne Osborn - 10/8/2019

**Current Design:** C-IV Functionality: Create Payment Request button displays on the Service Arrangement Detail page if the service arrangement Status is Approved, Closed or Discontinued. Users cannot cancel service arrangements if a payment request or valuable request is in Approved or Issued status. A new batch job closes all service arrangements except Child Care 3 months after the end of the service arrangement period. The Payment Request Detail page now displays a Validation message when the User attempts to approve a payment request for a cancelled service arrangement. The Service Arrangement List page now displays the Service Arrangement ID hyperlink instead of the Need Type hyperlink for accessing the Service Arrangement Detail page in View mode.

LRS Functionality: The above C-IV functionality does not exist in LRS

**Request:** Migrate C-IV Functionality.

- 1) Display the Create Payment Request button or Create Valuable Request button only if the Service Arrangement Status is Approved, Closed or Discontinued.
- 2) Do not allow the Create Payment Request button or Create Valuable Request button to display if the Service Arrangement's latest Status is Cancelled.
- 3) Update the Service Arrangement Detail page to throw the validation if the worker attempts to change the Service Arrangement Status to Cancelled once the associated Payment Request has been in Approved or Issuance Created Status: "Status - A Payment Request in Approved or Issuance Created Status exists for this Service Arrangement, the Status cannot be Cancelled."
- 4) Update the Service Arrangement Detail page to throw the following validation if the worker attempts to change the Service Arrangement Status to Cancelled once the associated Valuable Request has been in Issued Status: "Status - A Valuable Request has already been issued for this Service Arrangement; the Service Arrangement cannot be Cancelled."
- 5) Update the Payment Request Detail page to throw the validation if the Service Arrangement is in Cancelled Status while Approving the Payment Request: "Approve- The Service Arrangement is in Cancelled Status, Payment Request cannot be Approved."

Note: Recommendations #1- 5 are applicable for all programs other than Child Care.

- 6) Add a new column to the Service Arrangements List Page called "Service Arrangement ID".
  - i) This column will display the Service Arrangement ID for the record. When the Service Arrangement ID is clicked, the user will be navigated to the Service Arrangement Detail page in View Mode for the Service Arrangement record.
- 7) On the Service Arrangements List page, remove the hyperlink from the "Need Type" column and move the column between the "Customer Name" and "Need Category" columns.

- 8) Create a new batch job (PB00F208) to change the Service Arrangement Status.
  - i) New batch job will insert a Status of Closed and Status Reason of Service Provided when the Service Arrangement Status is Approved and the Arrangement Period End Date passed 90 days as of the Batch Date for all programs other than Child Care.
  - ii) Schedule this batch job (PB00F208) to run Monthly on the First Business day of the month.
- 9) Conversion:
  - i) Insert a new Status of Closed and Status Reason of Service Provided for all the existing Service Arrangements where the Status is Approved and the Arrangement Period End Date passed 90 days as of the system date for all the programs other than Child Care.

**Recommendation:**

Migrate C-IV Functionality.

- 1) Display the Create Payment Request button or Create Valuable Request button only if the Service Arrangement Status is Approved, Closed or Discontinued.
- 2) Do not allow the Create Payment Request button or Create Valuable Request button to display if the Service Arrangement's latest Status is Cancelled.
- 3) Update the Service Arrangement Detail page to throw the validation if the worker attempts to change the Service Arrangement Status to Cancelled once the associated Payment Request has been in Approved or Issuance Created Status: "Status - A Payment Request in Approved or Issuance Created Status exists for this Service Arrangement, the Status cannot be Cancelled."
- 4) Update the Service Arrangement Detail page to throw the following validation if the worker attempts to change the Service Arrangement Status to Cancelled when the associated Valuable Request is in Approved/Issued Status: "Status - A Valuable Request has already been issued for this Service Arrangement; the Service Arrangement cannot be Cancelled."
- 5) Update the Valuable Request Detail page to throw the following validation if the worker attempts to approve the Valuable Request after the Service Arrangement has been Cancelled : "Approve - The Service Arrangement is in Cancelled Status, Valuable Request cannot be Approved."
- 6) Update the Payment Request Detail page to throw the validation if the Service Arrangement is in Cancelled Status while Approving the Payment Request: "Approve- The Service Arrangement is in Cancelled Status, Payment Request cannot be Approved."

Note: Recommendations #1- 6 are applicable for all programs other than Child Care.

- 7) Add a new column to the Service Arrangements List Page called "Service Arrangement ID".
  - i) This column will display the Service Arrangement ID for the record. When the Service Arrangement ID is clicked, the user will be navigated to the Service Arrangement Detail page in View Mode for the Service Arrangement record.
- 8) On the Service Arrangements List page, remove the hyperlink from the "Need Type" column and move the column between the "Customer Name" and "Need Category" columns.
- 9) Create a new batch job (PB00F208) to change the Service Arrangement Status.
  - i) New batch job will insert a Status of Closed and Status Reason of Service Provided when the Service Arrangement Status is Approved and the Arrangement Period End Date passed 90 days as of the Batch Date for all programs other than Child Care.
  - ii) Schedule this batch job (PB00F208) to run Monthly on the First Business day of the month.
- 10) Conversion:
  - i) Insert a new Status of Closed and Status Reason of Service Provided for all the existing Service Arrangements where the Status is Approved and the Arrangement Period End Date passed 90 days as of the system date for all the programs other than Child Care.

**Outreach**

**Description:**

**Migration Impact**

**Description:**

C-IV implemented this change with SCR CCM-2525 in the 17.11 release. This SCR will align LRS with C-IV and resolve DDCR 5026.

**Migration Impact**

**Analysis:**

**Alternative Procedure Description:** None

**Operational Impact:**

**Estimate:** 470

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	324
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	96	Tech Arch :	0	Tech Ops :	0
Training :	0				



# [CA-201434] DDCR 4002: Update determination of Expungement Date

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Ishrath Khan</b>	SPG Status:	<b>No</b>
Fix Version/s:	<b>[20.01]</b>	Designer Contact:	<b>Ishrath Khan</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>52</b>
Reporter:	<b>Daisy Villasenor</b>	Regulation Reference:		Created:	<b>03/14/2018 03:34 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Gloria Williams</b>	Training Impacted:		Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Migration</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Collections]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CIV-207</b>

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

Grant Expungement file later than expected or the record's Expungement Date is in the past, the Expungement Date for these records will be set to a date in the past and will not match the Batch Header Date. The expungements from this file may not be picked up by C-IV system reports because the Expungement Date is in the past.

If the Expungement Date is not set correctly, the Expungements will not be reflected on the appropriate reports and will not be claimed. This could cause the County to fail an audit.

This functionality has not been implemented in LRS.

Committee has agreed to modify existing LRS functionality.

#### Request:

- 1) Update the Grant Expungement Reader batch job (PlxxF401) to determine the Expungement Date of the transaction based on the Batch Date being used to process the Grant Expungement file.
  - a. If the Expungement Date is before the Batch Date, use the Batch Date as the Expungement Date for the transaction.
  - b. If the Expungement Date is on or after the Batch Date, use the Expungement Date for the transaction.

#### Recommendation:

- 1) Update the Grant Expungement Reader batch job (PlxxF401) to determine the Expungement Date of the transaction based on the Batch Date being used to process the Grant Expungement file.
  - a. If the Expungement Date is before the Batch Date, use the Batch Date as the Expungement Date for the transaction.
  - b. If the Expungement Date is on or after the Batch Date, use the Expungement Date for the transaction.

#### Outreach

N/A

#### Description:

#### Migration Impact

#### Description:

C-IV implemented this change with SCR CCM-207 in the 17.11 release. This SCR will align LRS with C-IV and resolve DDCR 4002.

#### Migration Impact

#### Analysis:

#### Alternative

None

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

**52**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	34
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	13	Tech Arch :	0	Tech Ops :	0
Training :	0				

## [CA-208930] Outbound Text - Inbound Reader Interface

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Balakumar Murthy</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.01]</b>	Designer Contact:	<b>Michael Barillas</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>413</b>
Reporter:	<b>Michael Barillas</b>	Regulation Reference:		Created:	<b>06/13/2019 11:58 AM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[Technology Impact]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[IVR &amp; Contact Center]</b>	Approved by Committee:	<b>09/24/2019</b>	Other Agency Cross Reference:	<b>N/A</b>

### Non-Committee

**Review:**  
**Expedite Approval:**  
**Current Design:** CALSAWS generates a file containing participant's name, phone, case number, and the message verbiage. CALSAWS then sends that generated file to LA County Information Technology Division (ITD). ITD sends the CALSAWS provided message to the participant's phone number via text message. Currently ITD does not send CALSAWS a results file for text campaigns.

**Request:** Implement an 'Inbound return file interface' for journal purposes.

Note: Reporting will be implemented in a future SCR. Customer's ability to opt-out of text messages will be implemented in a future SCR.

**Recommendation:** CALSAWS will implement an 'Inbound return file interface' that will receive result files from ITD and process each record in the return file.

### Outreach

**Description:**  
**Migration Impact Description:** This functionality applies only to L.A. County and does not impact the other counties.

**Migration Impact Analysis:**  
**Alternative Procedure Description:** N/A

**Operational Impact:**  
**Estimate:** **413**

Automated Test :	0	Batch/Interfaces :	253	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 :	0	Security :	0
System Test Support :	120	Tech Arch :	0	Tech Ops :	0
Training :	0				





## [CA-200640] DDCR 3157: MAGI Request Validation for Deceased People

Team Responsible:	<b>CalHEERS</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.02]</b>	Designer Contact:	<b>Antony Lerner</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>209</b>
Reporter:	<b>Michael Green [X]</b>	Regulation Reference:	<b>PPACA</b>	Created:	<b>02/05/2018 01:51 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Maureen Votta</b>	Training Impacted:		Funding Source:	<b>Other</b>
Project Phase (SCR):	<b>Migration</b>	Migration Impact:	<b>No</b>	Funding Source ID:	<b>C-IV Royalty</b>
Committee:	<b>[Medi-Cal/CMSP]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>Tracker-57053</b>

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

When a Worker requests a MAGI Determination, CalSAWS sends the interpreted Tax Household information for the year of the EDR benefit month. This interpretation is performed as follows:

1. If no person has a Tax Household record for the year of the EDR benefit month, the system uses the Tax Household information from the most recent prior year that contains at least one Tax Household record.
2. Otherwise, if at least one person has a Tax Household record for the year of the EDR benefit month, all Tax Household information is built from that year's Tax Household records.

The interpreted Tax Household information may contain a person with a deceased date prior to the benefit month's calendar year.

A Primary Applicant with a deceased date in a year prior to the benefit month may be sent in an EDR; CalSAWS does not require the Worker close such programs through a Negative Action.

#### Request:

1. Prevent the interpreted Tax Household information in an EDR from containing a person with a deceased date prior to the benefit month's calendar year.
2. Prevent sending a Primary Applicant with a deceased date in a year prior to the benefit month through an EDR.
  - a. Require the Worker close such program through a Negative Action.

#### Recommendation:

MAGI Determination List page:

1. Add a page validation to require Negative Action for the entire household when a Worker requests MAGI and the Primary Applicant is deceased in a year prior to the benefit month.
2. Prevent a Worker from requesting MAGI with a person who was deceased in a prior calendar year still included in the Tax Household.
3. Update the existing page validation to allow requesting MAGI for a person without a Tax Household record if the person was deceased in a prior calendar year.

Batch:

1. Add a skip reason to Batch MAGI to skip the case if the Primary Applicant is deceased in a year prior to the benefit month and the EDR does not include a Negative Action for the program.
2. Add a skip reason to Batch MAGI to skip the case if a person who was deceased in a prior calendar year is still included in the Tax Household.
3. Update the existing skip criteria that requires all individuals on an EDR to have a Tax Household record to exclude a person without a Tax Household record if that person was deceased in a prior calendar year.

eHIT:

1. Update eHIT from sending a deceased person in an EDR when the person is closed and deceased in the prior calendar year.

Please refer to the design documentation for details on the recommendations listed above.

**Outreach**

**Description:**

**Migration Impact**

**Description:**

C-IV implemented this change with SCR Tracker-57053 in the 17.11 release. This SCR will align LRS with C-IV and resolve DDCR 3157.

**Migration Impact**

**Analysis:**

**Alternative**

None

**Procedure**

**Description:**

**Operational Impact:**

**Estimate:**

**209**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	132
CalHEERS Test :	55	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-208386] Content Development on CalSAWS.org**

Team Responsible:	<b>Batch/Production Operations</b>	Assignee:	<b>Maria Saenz</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[20.06]</b>	Designer Contact:	<b>Maria Saenz</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>20.06.30</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>630</b>
Reporter:	<b>Maria Saenz</b>	Regulation Reference:		Created:	<b>05/08/2019 04:09 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[Business Process]</b>	Outreach Required:	<b>Yes</b>
Consortium Contact:	<b>June Hutchison</b>	Training Impacted:		Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Documentation</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Other]</b>	Approved by Committee:		Other Agency Cross Reference:	

**Non-Committee Review:** Conditionally approved by June Hutchison on 10/01/2019

**Expedite Approval:**

**Current Design:** CalSAWS.org contains information that is only relevant until the next content update occurs.

**Request:** Provide the most-up-to date CalSAWS information

**Recommendation:** Add newest CalSAWS developments and CalSAWS Newsletter

**Outreach Description:** Numerous campaigns for website outreach will be completed by Customer Engagement Team.

**Migration Impact Description:** No migration impact as the changes outlined in this SCR do not impact the LRS or C-IV systems.

**Migration Impact Analysis:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **630**

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 :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

End SCRs

# [CA-204420] SAR 7 Texting Campaign

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Sang Yoon</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Michael Barillas</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>460</b>
Reporter:	<b>Sam Svay</b>	Regulation Reference:		Created:	<b>08/30/2018 03:53 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[Technology Impact]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Sam Svay</b>	Training Impacted:		Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[IVR &amp; Contact Center]</b>	Approved by Committee:	<b>2019-09-25 00:00:00.0</b>	Other Agency Cross Reference:	<b>N/A</b>

**Non-Committee**

**Review:**

**Expedite Approval:** Approved By Karen Rapponotti on 07/26/2019

**Current Design:** LRS sends outbound calls for customer report status updates 'Not Received'.

**Request:** The number of CalFresh discontinuances for SAR7 continues to increase since July 2017 in Los Angeles County. This is impacting the overall CalFresh Participation Rate. Many customers expressed they would like to be informed about their case by either phone, call, or text. LRS will implement SAR7 outbound call campaigns for additional customer report status updates; 'SentReminder', 'Received', 'Not Received', 'Incomplete', 'Rescind/Restoration', and 'Processed'.

**Recommendation:**

LRS will implement new outbound SAR7 campaigns for;

- SAR7 Sent/Reminder
- SAR7 Received
- SAR7 Incomplete
- SAR7 Rescind/Restoration
- SAR7 Processed

LRS will modify existing outbound campaigns

- Upload Verification (Text)
- SAR7 Not Received

**Outreach**

**Description:**

**Migration Impact Description:** This functionality applies only to L.A. County and does not impact the other counties.

**Migration Impact Analysis:**

**Alternative Procedure Description:** LRS will implement SAR7 outbound text campaigns for additional customer report status updates; 'SentReminder', 'Received', 'Not Received', 'Incomplete', 'Rescind/Restoration', and 'Processed'.

**Operational Impact:**

**Estimate:** **460**

Automated Test :	0	Batch/Interfaces :	300	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 :	0	Security :	0
System Test Support :	120	Tech Arch :	0	Tech Ops :	0
Training :	0				

**Content Revision Status-1:** Accepted

**Content Revision Description-1:** 1. Recommendation Change:

Before: SAR 7 Incomplete, Rescind/Restoration, Processed, and Not Received verbiage had new line for some parts of the verbiage. Text Message character limit was labeled as 134.  
After: Added an example for SAR 7 Sent/Reminder, Updated Verbiage Format for SAR 7 Incomplete, Rescind/Restoration, Processed, and Not Received. Text Message character limit is now labeled as 139.

2. ETC Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

Pending CCB

**Content Revision  
Status-2:  
Content Revision  
Description-2:**

1. Recommendation Change:

Before: SAR7 campaigns Sent/Reminder, Incomplete, Rescind/Restoration, Not Received does not include ' or call 866-613-3777'

After: Updating SAR7 campaigns Sent/Reminder, Incomplete, Rescind/Restoration, Not Received to include 'or call 866-613-3777'

2. ETC Change: N/A

3. Release Change: N/A

4. Funding Source Change: N/A

**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:



# [CA-208374] CFL 18/19-79 Update Electronic Theft replacement and reporting

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Hayk Khachikyan</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Eric Wu</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>658</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:	<b>CFL 18/19-79</b>	Created:	<b>05/08/2019 10:36 AM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Fiscal, State/Fiscal Reports]</b>	Approved by Committee:	<b>2019-08-22 00:00:00</b>	Other Agency Cross Reference:	<b>CIV-104094</b>

## 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) in the C-IV system. The 'TEMP 2035 Report does not exist in the LRS/CalACES system.

### 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. Add Report 'TEMP 2035 EBT THEFT - Skimming'
  - b. Add Report 'TEMP 2313 EBT THEFT- Scam'

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

## Outreach

### Description:

### Migration Impact

### Description:

Joint design has been approved through the Fiscal and State/Fiscal Reports Committees. C-IV will implement this change with SCR CIV-104094 in the 19.11 release.

### Migration Impact

### Analysis:

No Impact

### Alternative

### Procedure

N/A

### Description:

### Operational Impact:

### Estimate:

658

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	212
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	229	Security :	0
System Test Support :	157	Tech Arch :	0	Tech Ops :	0
Training :	0				

### Content Revision

Pending CCB

### Status-1:

**Content Revision  
Description-1:**

1. Recommendation Change:

Updated the report column and line descriptions for the recoveries of aid line, TCVAP Only, per LRS capabilities. Reference the yellow highlighted sections of the attached Content Revision 1 design document.

2. Estimate Change: N/A

3. Release Change: N/A

4. Funding Source Change: N/A

**Content Revision  
Status-2:**

**Content Revision  
Description-2:**

1. Recommendation Change:

Before:

After:

2. Estimate 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. Estimate 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. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:





# [CA-209644] Update Job Aids for SCR CA-51457

Team Responsible:	<b>Training</b>	Assignee:	<b>Adrian Silva</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Lisa Nesci</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>10</b>
Reporter:	<b>Lisa Nesci</b>	Regulation Reference:	<b>ACL 17-05, ACL 18-27</b>	Created:	<b>07/26/2019 09:57 AM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[Training]</b>	Outreach Required:	<b>Yes</b>
Consortium Contact:	<b>Ana Cruz</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Training]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CIV-102072</b>

**Non-Committee Review:** Approved by Ana Cruz on August 27, 2019

**Expedite Approval:** Approved by Karen Rapponotti on 9/11/2019

**Current Design:** SCR CA-51457 updates CalFresh Student functionality.

**Request:** Job aids need to be updated for this change.

**Recommendation:** Update the following job aids:  
 1. School Attendance Information - Add and Edit  
 2. EDBC – Online Definitions and Troubleshooting

**Outreach Description:** Updated job aids.

**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
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 :	10				

**Content Revision Status-1:** Pending CCB

**Content Revision Description-1:**

1. Recommendation Change:  
 Before:  
 Update the following job aids:  
 1. School Attendance Information - Add and Edit  
 2. EDBC – Online Definitions and Troubleshooting  
 After:  
 Update the following job aids:  
 1. School Attendance Information - Add and Edit

2. Estimate Change:  
 Before: 10

After: 5

3. Release Change: N/A

4. Funding Source Change: N/A

**Content Revision  
Status-2:**

**Content Revision  
Description-2:**

1. Recommendation Change:

Before:

After:

2. Estimate 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. Estimate 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. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



# [CA-209975] Update Job Aids for SCR CA-205441- Need Types

Team Responsible:	<b>Training</b>	Assignee:	<b>Adrian Silva</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Lisa Nesci</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>5</b>
Reporter:	<b>Lisa Nesci</b>	Regulation Reference:		Created:	<b>08/13/2019 02:18 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[Training]</b>	Outreach Required:	<b>Yes</b>
Consortium Contact:	<b>Ana Cruz</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Training]</b>	Approved by Committee:		Other Agency Cross Reference:	

**Non-Committee Review:** Approved by Ana Cruz on August 27, 2019

**Expedite Approval:** Approved by Karen Rapponotti on 9/11/2019

**Current Design:** SCR CA-205441 adds a Need Category to the Needs Detail page in the LRS System.

**Request:** The Needs job aid needs to be updated for this change.

**Recommendation:** Update the Needs job aid.

**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:** None

**Alternative Procedure**

**Description:**

**Operational Impact:**

**Estimate:** 5

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 :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	5				

**Content Revision Status-1:** Pending CCB

**Content Revision Description-1:**

1. Recommendation Change: N/A
2. Estimate Change: N/A
3. Release Change:  
Before: 19.11  
After: 20.01
4. Funding Source Change: N/A

**Content Revision Status-2:**

**Content Revision Description-2:**

1. Recommendation Change:  
Before:  
After:

**End Content Revisions**