

CalSAWS CCB Agenda

DATE	DECEMBER 12, 2019
TIME	1:30 PM
LOCATION	North: Sutter Conference Room, South: Conference Room 331
SUBJECT	Change Control Board Meeting
INVITEES	CCB.Meeting.Attendees

Meeting Purpose:

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

1. C-IV SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.09	CIV-105391	N/A	Mass Replacement CalFresh Benefits for October 2019 PG&E Outages	Fiscal	55	C-IV M&O	Production Deployment	19.10.23
19.09	CIV-105624		Mass Replacement CalFresh Benefits for October 2019 PG&E Outages - wave 2	Fiscal	30	C-IV M&O	Production Deployment	19.11.21
19.11	CIV-103667	CA-207026	Migrate Kern County IVR to Amazon Connect	Contact Center	370	C-IV M&O	Start Build	20.01.09
19.11	CIV-103668	CA-207026	Migrate Sutter County IVR to Amazon Connect	Contact Center	370	C-IV M&O	Start Build	20.01.23
19.11	CIV-103669	CA-207026	Migrate Yuba County IVR to Amazon Connect	Contact Center	370	C-IV M&O	Start Build	20.01.23
19.11	CIV-104373	CA-209006	Data Change: Update RE Due Date for SSI/SSP Households	Eligibility	288	C-IV M&O	No	20.01.XX
19.11	CIV-104516		Migrate Calabrio 10.4 to the Calabrio 11.0.2 Cloud Version	Contact Center	80	County Purchase	Production Deployment	
19.11	CIV-104517		Migrate eGain VIM 14.1 to eGain VIM 17.2 Cloud Version	Contact Center	80	County Purchase	Production Deployment	

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CIV-105673	CA-211936	Update EBT Printer 50PRINT700 for Stanislaus County	Fiscal	15	C-IV M&O	Production Deployment	19.12.12
20.01	CIV-103670	CA-207026	Migrate Butte County IVR to Amazon Connect	Contact Center	370	C-IV M&O	Start Build	20.01.31
20.01	CIV-103671	CA-207026	Migrate Shasta County IVR to Amazon Connect	Contact Center	370	C-IV M&O	Start Build	20.01.31
20.01	CIV-104301		Remove C-IV Functional Presentation for SCR CIV-102852 from Online Help	Training	5	C-IV M&O	No	
20.01	CIV-104855		Add a GA Blank NOA to Template Repository	Client Correspondence	111	County Purchase	Start Build	
20.01	CIV-105203		Update Reports Overview for Discontinued C4Yourself Reports	Training	7	C-IV M&O	No	
20.01	CIV-105693		Update Stanislaus Issuance Thresholds	Fiscal	15	C-IV M&O	Start Build	
20.03	CIV-102568	CA-205328	ACL 18-92, ACL 18-107 Transitional Nutrition Benefit Program Recertification	Eligibility	3221	Premise	Start Build	
20.03	CIV-104322	CA-208888	New data elements to be added to the EICT Outbound file to indicate CalFresh SSI/SSP Reversal.	Batch/Interfaces	583	Premise	Start Build	
20.03	CIV-105065	CA-210498	NB Application Future Application Date	Eligibility	60	C-IV M&O	No	
20.03	CIV-105185	CA-210813	Update CFWR Work Registration Exempt Status Reason Replace "Physically/Mentally Incapacitated" with "Unfit For Employment-Medically Verified"	Eligibility	132	C-IV M&O	No	
20.03	CIV-105633	CA-211827	Automated Regression Test - Execution and Maintenance - 20.03 Release Cycle	Automated Test	245	C-IV M&O	No	20.05.XX

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CIV-9838	CA-203060	ACL 17-61 - Achieving a Better Life Experience (ABLE) Accounts	Eligibility	325	C-IV M&O	No	
20.01	CIV-100733	CA-51131	Enhance the Employment Summation Detail Report	Reports	224	C-IV M&O	Start Build	
20.01	CIV-103772	CA-206520	Automate SAWS 30 - IEVS Employment and Income Verification Form	Batch/Interfaces	346	C-IV M&O	Start Build	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.01	CIV-104929	CA-201772	Lobby Management: Reception Log: Update Number Generated Logic for Reception Log Visits	Lobby Mgmt	203	C-IV M&O	Start Build	

2. LRS SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CA-211223		CalFresh \$0 Allotment Discontinuance Batch Run/List	Eligibility	98	LRS M&E	Production Deployment	19.12.07
20.01	CA-210538		Training: Update WBTs for LMS Updates	Training	120	LRS M&E	Start Build	19.12.13
20.01	CA-211614		Enhance Architecture LDAP (Lightweight Directory Access Protocol) framework to support OID (Oracle Internet Directory) interaction independent of OVD (Oracle Virtual Directory)	Tech Arch	185	LRS M&E	Start Build	
20.01	CA-211801		Upgrade OAM to version 11.1.2.3 and upgrade OHS and OAM to RHEL7	Tech Ops	192	LRS M&O	Start Build	
20.01	CA-211803		Update Job Aids for SCR CA-200279 DDCR 5026 - Add Logic for Payment Requests on Closed Service Arrangements	Training	35	C-IV M&O	No	
20.03	CA-47277	CCM-3129	ACL 16-90 - CalWORKs ACIN I-13-16 Benefits for Deceased Child	Eligibility	1333	LRS M&E	No	
20.03	CA-59071	CIV-105702	DDCR 3155: CalACES - MPP 42-763.711- Do not open or reopen Cal-Learn for a person with a CHSPE degree	Eligibility	552	LRS M&E	No	
20.03	CA-201074	CCM-2293	DDCR 4059: Update Valuable Inventory Management	Fiscal	873	C-IV M&O	No	
20.03	CA-201226		Phase II - Provide Internal Services Department (ISD) LMRS/SFV lobby app, lobby monitor and lobby check in app web services & database for SFV office.	Online	269	LRS M&E	No	
20.03	CA-205328	CIV-102568	ACL 18-92, ACL 18-107 Transitional Nutrition Benefit Program Recertification	Eligibility	4980	Premise	Start Build	

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.03	CA-208888	CIV-104322	New data elements to be added to the eICT Outbound file to indicate CalFresh SSI/SSP Reversal.	Batch/Interfaces	582	Premise	Start Build	
20.03	CA-210498	CIV-105065	NB Application Future Application Date	Eligibility	70	LRS M&E	No	
20.03	CA-210813	CIV-105185	Update CFWR Work Registration Exempt Status Reason Replace "Physically/Mentally Incapacitated" with "Unfit For Employment-Medically Verified"	Eligibility	143	LRS M&E	No	
20.03	CA-211827	CIV-105633	Automated Regression Test - Execution and Maintenance - 20.03 Release Cycle	Automated Test	660	LRS M&E	No	20.05.XX
20.05	CA-210926		Add EDBC Validation to Force Completion of Customer Report	Eligibility	204	LRS M&E	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CA-203060	CIV-9838	ACL 17-61 - Achieving a Better Life Experience (ABLE) Accounts	Eligibility	402	LRS M&E	No	
20.01	CA-51131	CIV-100733	Enhance the Employment Summation and Employment Summation Detail Reports	Reports	369	LRS M&E	Start Build	
20.01	CA-201772	CIV-1463, CIV-104929	Lobby Management: Reception Log: Update Number Generated Logic for Reception Log Visits	Lobby Mgmt	322	C-IV M&O	Start Build	
20.01	CA-206520	CIV-103772	Automate SAWS 30 - IEVS Employment and Income Verification Form	Batch/Interfaces	637	LRS M&E	Start Build	
20.01	CA-209050		Add MC Annual Renewal NOA Variable Threshold Population	Client Correspondence	99	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
20.01	CA-51484	CIV-44670, CIV-4860	DDID 1967: DDCR 3161 and 5030: CalACES - Add 7 Additional Tribal TANF providers to CalSAWS	Fiscal	29	CalSAWS DD&I	No	
20.01	CA-53819	CIV-7567	DDID 1967: DDCR 5021: Remove References to Federal Tax Information (FTI) from CalSAWS	Fiscal	70	CalSAWS DD&I	No	
20.01	CA-200264	CCM-965	DDID 1967: DDCR 4026: Update Overridden EDBC Batch Skip Logic to evaluate most recent EDBC	Batch/Interfaces	17	CalSAWS DD&I	No	
20.01	CA-200318	CCM-408	DDID 1967: DDCR 5036: Add Additional Validation To The Social Security Number (SSN) Field	Online	39	CalSAWS DD&I	No	
20.01	CA-200319	C-IV SCR 411	DDID 1967: DDCR 5051: Merge the Claim Code and Adult/Child Code Validations Message	Eligibility	39	CalSAWS DD&I	No	
20.01	CA-200320	C-IV SCR 701	DDID 1967: DDCR 5053: Allow linking of e-Applications during a period of Transitional CalFresh	Online	19	CalSAWS DD&I	No	
20.01	CA-200336	SCR CIV- 8669, CIV- 12434	DDID 1967: DDCR 5073: Intentional Program Violation (IPV) - Priority for Non-Compliance Reason	Eligibility	24	CalSAWS DD&I	No	
20.01	CA-200655	CIV SCR 47084 DDCR 3026	DDID 1967: DDCR 3026: Update CalWORKs Exempt MAP Determination	Eligibility	27	CalSAWS DD&I	No	
20.01	CA-201315	CIV 49403	DDID 1967: DDCR 3032: Update Journal templates to change Quarterly Reporting to Semi-Annual Reporting	Online	19	CalSAWS DD&I	No	
20.01	CA-201415	CIV 40521	DDID 1967: DDCR 3013: Update Reissued Issuances to Follow the Original Payee and Issuance Method	Fiscal	118	CalSAWS DD&I	No	
20.01	CA-201420	CIV 52390	DDID 1967: DDCR 3077: Update EBT Benefit Type Short Description for SAFEAL and SAFETP	Fiscal	8	CalSAWS DD&I	No	
20.01	CA-201422	CIV 53330	DDID 1967: DDCR 3082: Ignore Retro Events that are not in the current month when running EDBC	CalHEERS	27	CalSAWS DD&I	No	

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.01	CA-205077	CIV-4421	DDID 1967: DDCR 4100: Add CFS column to Eligibility Workload Inventory page	Online	29	CalSAWS DD&I	No	
20.01	CA-207119		DDID 2272 - Update the employment services functionality	Online	29	CalSAWS DD&I	No	
20.01	CA-207146		DDID 2146 - Add Functionality to Hold Payments for Kin-GAP and AAP at the Case Level	Fiscal	261	CalSAWS DD&I	No	
20.01	CA-207161		DDID 2124 - Disable the DCFS Eligibility Batch Jobs for the 57 Migration Counties	Batch/Interfaces	17	CalSAWS DD&I	No	
20.01	CA-207163		DDID 2122 - Case Summary: Add Hyperlink to Payee Field for AAP and Kin-Gap Programs	Online	39	CalSAWS DD&I	No	
20.01	CA-207185		DDID 2092 - Update all DCFS references to an applicable 58 County term	Online	218	CalSAWS DD&I	No	
20.01	CA-207187		DDID 2090 - Update the "System Administrator" Security Role to Allow Counties to Administer	Online	37	CalSAWS DD&I	No	
20.01	CA-207245		DDID 1833 - Suppress FSLA-04 Online Trigger for Migration Counties	Client Correspondence	8	CalSAWS DD&I	No	
20.01	CA-207281		DDID 1587 - Update the Service Detail page	Online	50	CalSAWS DD&I	No	
20.01	CA-207285		DDID 1573 - Update the Quality Assurance Random Sample Search page	Online	39	CalSAWS DD&I	No	
20.01	CA-207329		DDID 1395 - IEVS Batch Assignment Configuration Page	Batch/Interfaces	458	CalSAWS DD&I	No	
20.01	CA-207427		DDID 692, DDID 1624 - Update Eligibility Workload Inventory page	Online	46	CalSAWS DD&I	No	
20.01	CA-207485		DDID 174 - Update the Non-Financial and Financial Root Questions with the latest SAWS 2 Plus Questions.	Online	36	CalSAWS DD&I	No	
20.01	CA-208248		DDID 713 - Update Automated Regression Test (ART) scripts to account for CalSAWS Migration R2 system modifications	Automated Test	540	CalSAWS DD&I	No	
20.01	CA-210010		DDID 2057 - Update display Name throughout the system	Online	445	CalSAWS DD&I	No	

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.01	CA-210156		Update Online Help for SCR CA-207163 - Hyperlink Payee for AAP and Kin-GAP	Training	10	CalSAWS DD&I	No	
20.01	CA-210157		Update Online Help Pages for SCR CA-207185 - Update DCFS	Training	15	CalSAWS DD&I	No	
20.01	CA-210539		Update Online Help for SCR CA-207375 - Change Reason to EDBC	Training	55	CalSAWS DD&I	No	
20.01	CA-210541		Update Online Help for SCR CA-201315	Training	5	CalSAWS DD&I	No	
20.01	CA-210557		Update Online Help for SCR CA-207329 IEVS Batch Assignment Configuration Page	Training	5	CalSAWS DD&I	No	
20.01	CA-210558		Update Online Help for SCR CA-207407 Staff Assignment List Page	Training	5	CalSAWS DD&I	No	
20.01	CA-210561		Update Online Help for SCR CA-207285 Rename Quality Assurance Random Sample Search	Training	5	CalSAWS DD&I	No	
20.01	CA-210563		Update Online Help for SCR CA-207146 Hold Payments for AAP/Kin-GAP	Training	10	CalSAWS DD&I	No	
20.01	CA-210792		Update Online Help for SCR CA-200279 - Payment Request on Closed Service Arrangements	Training	15	CalSAWS DD&I	No	
20.01	CA-210793		Update Online Help for SCR CA-207324 - Case Review List Page	Training	45	CalSAWS DD&I	No	
20.01	CA-210831		Update Job Aid for SCR CA-207427 - Change to Eligibility Workload Inventory page	Training	10	CalSAWS DD&I	No	
20.01	CA-211090		DDID 954 - Migrate the Valuable Inventory Detail Online Help Page	Training	5	CalSAWS DD&I	No	
20.01	CA-211158		DDID 971 - Migrate the Withdrawal Detail Online Help Page	Training	5	CalSAWS DD&I	No	
20.03	CA-200448	C-IV SCR 366	DDID 1967: DDCR 4004: Add TANF to Dropdown on the OPA Page	Eligibility	63	CalSAWS DD&I	No	
20.07	CA-207167		DDID 2115 - Disable ETR Batches and Service Arrangements	Fiscal	9	CalSAWS DD&I	No	

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-207424	N/A	DDID 707 - CW 10 Wording Update	Client Correspondence	12	CalSAWS DD&I	No	
19.11	CA-207487		DDID 116: Update the language dropdown on New Programs Detail	Online	29	CalSAWS DD&I	No	

The next CCB Meeting scheduled for **01/09/2020**.

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)
19.11	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	11/8/2019	1/3/2020	1/10/2020	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-105391] Mass Replacement CalFresh Benefits for October 2019 PG&E Outages

- Resolved: 10/23/2019 05:18 PM

Team Responsible:	Fiscal	Assignee:	Jyothirmayi Chavata	SPG Status:	Approved
Fix Version/s:	[19.09]	Designer Contact:	Jyothirmayi Chavata	Change Type (SCR):	Data Change
Minor Version:	19.10.23	Expedite Changes:	Production Deployment	Estimate:	55
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	10/21/2019 12:02 PM
Status:	In Production	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:	No	Funding Source ID:	
Committee:	[Fiscal]	Approved by Committee:		Other Agency Cross Reference:	N/A

Non-Committee

Review:

Expedite Approval: Karen Rapponotti - Approved - 10/21/2019

Current Design: The C-IV System allows CalFresh (CF) benefits to be replaced in the event of a loss or eviction. CF Replacement benefits will not count towards a program's previous potential benefit calculation.

Request: Due to the emergency situation involving the PG&E power outages throughout the State, the California Department of Social Services (CDSS) has requested that the C-IV System replace CF benefits for the impacted households in Amador, Butte, Calaveras, Colusa, El Dorado, Humboldt, Lake, Marin, Mariposa, Mendocino, Napa, Nevada, Plumas, Shasta, Sierra, Tehama, Trinity, Tuolumne and Yuba Counties.

Recommendation:

- 1) Create a data change to replace benefit month October 2019 CalFresh benefits for Amador, Butte, Calaveras, Colusa, El Dorado, Humboldt, Lake, Marin, Mariposa, Mendocino, Napa, Nevada, Plumas, Shasta, Sierra, Tehama, Trinity, Tuolumne and Yuba County cases where the following conditions are met:
 - a) The Issuance is in Issued status and has not been previously replaced.
 - b) The Issuance is not a SUAS or WINS benefit.
 - c) The current Payee for the CalFresh program had a Physical Address within the following zip codes on 10/09/2019:
 - i) Amador: 95689; 95665; 95699; 95629; 95669; 95685; 95666; 95601; 95675 and 95642
 - ii) Butte: 95942; 95916; 95941; 95954; 95968; 95930; 95978; 95914 and 95966
 - iii) Calaveras: 95223; 95247; 95228; 95233; 95251; 95222; 95255; 95257; 95224; 95245; 95249; 95246; 95248 and 95232
 - iv) Colusa: 95979
 - v) El Dorado: 95614; 95672; 95623; 95636; 95709; 95651; 95726; 95664; 95634; 95684; 95633; 95720; 95635; 95667; 95735 and 95619
 - vi) Humboldt: 95524; 95519; 95503; 95547; 95521; 95549; 95540; 95501; 95570; 95562; 95536; 95545; 95525; 95558; 95551; 95553; 95528; 95542; 95560; 95569; 95550; 95565; 95573; 95555; 95554; 95559; 95511; 95563; 95514; 95537; 95571; 95564; 95556 and 95546
 - vii) Lake: 95467; 95451; 95493; 95453; 95443; 95423; 95422; 95457; 95464; 95485; 95458; 95461; 95435 and 95426
 - viii) Marin: 94970 and 94924
 - ix) Mariposa: 95329 and 95311
 - x) Mendocino: 95469; 95449; 95587 and 95585
 - xi) Napa: 94574; 94676; 94515; 94573; 94567; 94508 and 94559
 - xii) Nevada: 95959; 95949; 95946; 95975; 95728; 95977; 95986 and 95945
 - xiii) Plumas: 96063 and 95915
 - xiv) Shasta: 96073; 96088; 96047; 96062; 96008; 96059; 96069; 96087; 96096; 96065; 96033; 96084; 96076; 96011; 96007 and 96022
 - xv) Sierra: 96125; 95936; 95944; 95922 and 95910
 - xvi) Tehama: 96080; 96061; 96029; 96055; 96074; 96075; 96090; 96035 and 96092
 - xvii) Trinity: 95527; 95526 and 95595
 - xviii) Tuolumne: 95364; 95335; 95375; 95372; 95321; 95379; 95383; 95346; 95370; 95310 and 95327
 - xix) Yuba: 95960; 95981; 95962; 95918; 95919; 95935 and 95925
 - d) The new issuance will be 60% (rounded to the nearest cent) of the replaced benefit authorization amount for issuances with an Available Date on or before 10/09/2019

Outreach:

2) A list of replaced CF issuances will be sent to Amador, Butte, Calaveras, Colusa, El Dorado, Humboldt, Lake, Marin, Mariposa, Mendocino, Napa, Nevada, Plumas, Shasta, Sierra, Tehama, Trinity, Tuolumne and Yuba Counties.

The list will be uploaded to the CalACES System Web Portal under: CalACES Web Portal > System Changes > SCR and SIR Lists > 2019 > SCR 105391

3) Add a journal entry to document the replacement benefits due to Power Outage.

Filter Type: All

Journal Type: Narrative

Short Description: Replacement Benefits issued on 10/23/2019

Long Description: Replacement Benefits issued on 10/23/2019 due to power outages.

Note: In addition to the list, the Replacement benefits will also show up on the:

- CalFresh EBT Production Reconciliation Report (Scheduled / Fiscal) – Daily Report

- Supplemental Benefit Issuance EBT Register (Scheduled / Fiscal) – Daily Report

- No NOA's will be sent - the County will utilize media and/or posters in the Reception Lobby to announce potential to Mass-Replacement benefits.

Outreach

Description:

See recommendation #2

Migration Impact

Description:

This is DCR related to C-IV counties only.

Migration Impact

Analysis:

No Impact

Alternative

Procedure

Manually issue replacements

Description:

Operational Impact:

Estimate:

55

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	40
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	15	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CIV-105624] Mass Replacement CalFresh Benefits for October 2019 PG&E Outages - wave 2

- Resolved: 11/21/2019 03:04 PM

Team Responsible:	Fiscal	Assignee:	Jyothirmayi Chavata	SPG Status:	Approved
Fix Version/s:	[19.09]	Designer Contact:	Jyothirmayi Chavata	Change Type (SCR):	Data Change
Minor Version:	19.11.21	Expedite Changes:	Production Deployment	Estimate:	30
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	11/12/2019 11:38 AM
Status:	In Production	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:	No	Funding Source ID:	
Committee:	[Fiscal]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval: Karen Rapponotti - Approved - 11/19/2019

Current Design: The C-IV System allows CalFresh (CF) benefits to be replaced in the event of a loss or eviction. CF Replacement benefits will not count towards a program's previous potential benefit calculation.

Request: Due to the emergency situation involving the PG&E power outages throughout the State, the California Department of Social Services (CDSS) has requested that the C-IV System replace CF benefits for the impacted households in Amador, Calaveras, Colusa, El Dorado, Kern, Madera, Marin, Mariposa, Mendocino, Monterey, Napa, San Benito, Shasta and Siskiyou Counties.

Recommendation:

- 1) Create a data change to replace benefit month October 2019 CalFresh benefits for Amador, Calaveras, Colusa, El Dorado, Kern, Madera, Marin, Mariposa, Mendocino, Monterey, Napa, San Benito, Shasta and Siskiyou County cases where the following conditions are met:
 - a) The Issuance is in Issued status and has not been previously replaced.
 - b) The Issuance is not a SUAS or WINS benefit.
 - c) The current Payee for the CalFresh program had a Physical Address within the following zip codes on 10/23/2019:
 - i) Amador: 95640
 - ii) Calaveras: 95225, 95226, 95252 and 95254
 - iii) El Dorado: 95682
 - iv) Kern: 93243
 - v) Madera: 93601, 93604, 93614, 93643, 93644, 93645, 93653 and 93669
 - vi) Marin: 94901, 94903, 94904, 94920, 94925, 94929, 94930, 94933, 94937, 94938, 94939, 94940, 94941, 94945, 94946, 94947, 94949, 94950, 94956, 94957, 94960, 94963, 94964, 94965, 94971 and 94973
 - vii) Mariposa: 95306, 95318, 95325 and 95389
 - viii) Mendocino: 95410, 95415, 95417, 95420, 95427, 95428, 95429, 95432, 95437, 95445, 95454, 95456, 95459, 95460, 95463, 95466, 95468, 95470, 95482, 95488, 95490 and 95494
 - ix) Monterey: 93925, 93926, 93960 and 95004
 - x) Napa: 94503 and 94576
 - xi) Shasta: 96051
 - xii) Siskiyou: 95568
 - d) The new issuance will be 15% (rounded to the nearest cent) of the replaced benefit authorization amount for all October issuances with a issue date on or before 10/31/2019 in the specified zip codes.

Outreach:

- 2) A list of replaced CF issuances will be sent to Amador, Calaveras, Colusa, El Dorado, Kern, Madera, Marin, Mariposa, Mendocino, Monterey, Napa, San Benito, Shasta and Siskiyou Counties. The list will be uploaded to the CalACES System Web Portal under: CalACES Web Portal > System Changes > SCR and SIR Lists > 2019 > SCR 105624
- 3) Add a journal entry to document the replacement benefits due to Power Outage.
Filter Type: All

Journal Type: Narrative

Short Description: Replacement Benefits issued on 11/21/2019

Long Description: Replacement Benefits issued on 11/21/2019 due to power outages.

Note: In addition to the list, the Replacement benefits will also show up on the:

- CalFresh EBT Production Reconciliation Report (Scheduled / Fiscal) – Daily Report

- Supplemental Benefit Issuance EBT Register (Scheduled / Fiscal) – Daily Report

- No NOA's will be sent - the County will utilize media and/or posters in the Reception Lobby to announce potential to Mass-Replacement benefits.

Outreach

Description:

See Recommendation # 2

Migration Impact

Description:

This is DCR related to C-IV counties only.

Migration Impact

Analysis:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate:

30

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	20
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-103667] Migrate Kern County IVR to Amazon Connect

Team Responsible:	Contact Center	Assignee:	Raji Sanuvala	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	20.01.09	Expedite Changes:	Start Build	Estimate:	370
Reporter:	Jared Kuester	Regulation Reference:		Created:	03/20/2019 10:10 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
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:		Approved by Committee:		Other Agency Cross Reference:	CA-207026

Non-Committee Review: Kern County Only, Approved by Greg Brewer 8/21/2019

Expedite Approval: Approved by Karen J Rapponotti on 09/06/2019

Current Design: Currently the Kern 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 Lambda.
- 3) Update Useful links in CCP for Kern County specific links.

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 Description: N/A

Operational Impact:
Estimate: **370**

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 :	260	Online :	10
Performance :	0	Reports :	0	Security :	0
System Test Support :	100	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-103668] Migrate Sutter County IVR to Amazon Connect

Team Responsible:	Contact Center	Assignee:	Michael T. Wright	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	20.01.23	Expedite Changes:	Start Build	Estimate:	370
Reporter:	Jared Kuester	Regulation Reference:		Created:	03/20/2019 10:13 AM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
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:		Approved by Committee:		Other Agency Cross Reference:	CA-207026

Non-Committee Review:	Sutter County Only, Approved by Laura Steffens 10/31/2019				
Expedite Approval:	Approved by Karen J Rapponotti on 09/06/2019				
Current Design:	Currently the Sutter County IVR is on the Cisco UCCE Platform				
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.				
Recommendation:	<ol style="list-style-type: none"> 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment. 2) Recreate all IVR Web Service interactions using AWS Lambda. 3) Update Useful links in CCP for Sutter County specific links. 				
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:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	370				
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 :	260	Online :	10
Performance :	0	Reports :	0	Security :	0
System Test Support :	100	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-103669] Migrate Yuba County IVR to Amazon Connect

Team Responsible:	Contact Center	Assignee:	Annie Hsu	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	20.01.23	Expedite Changes:	Start Build	Estimate:	370
Reporter:	Jared Kuester	Regulation Reference:		Created:	03/20/2019 10:18 AM
Status:	Development Complete	Impact Analysis:	[N/A]	Outreach Required:	Yes
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:		Approved by Committee:		Other Agency Cross Reference:	CA-207026

Non-Committee Review: Yuba County Only, Approved by Alex Rodriguez 9/13/2019

Expedite Approval: Approved by Karen J Rapponotti on 09/06/2019

Current Design: Currently the Yuba 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 Lambda.
- 3) Update Useful Links in CCP for Yuba County specific links.

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 Description: N/A

Operational Impact Estimate: **370**

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 :	260	Online :	10
Performance :	0	Reports :	0	Security :	0
System Test Support :	100	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CIV-104373] Data Change: Update RE Due Date for SSI/SSP Households

- Resolved: 11/26/2019 03:27 PM

Team Responsible:	Eligibility	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Mark Keehn	Change Type (SCR):	Data Change
Minor Version:	20.01.XX	Expedite Changes:	No	Estimate:	288
Reporter:	Jason M. Francis	Regulation Reference:		Created:	06/18/2019 03:08 PM
Status:	Pending Approval	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:	11/19/2019	Other Agency Cross Reference:	CA-209006

Non-Committee

Review:

Expedite Approval:

Current Design:

SCR CIV-101471 updated CF EDBC to allow for SSI/SSP households to qualify for CalFresh. These households as receiving Public Assistance and therefore not eligible for ESAP.

Request:

Counties were informed of an alternative process through CIT # 0032 - 19. Counties have requested that affected cases are updated through a data change.

Recommendation:

Identify SSI/SSP household that would otherwise qualify for ESAP had they not been considered Public Assistance. For these cases, apply the following:

- 1) Update the RE Due Month based on approving EDBC and accurate staggered Due Month
- 2) Generate Journal entry for updated cases
- 3) Generate a list of cases that have been updated through this process

Outreach

Description:

Counties will be provided a list of cases with SSI/SSP Only CF programs with a staggered redetermination due date that don't match the queries expectations.

CalSAWS Web Portal > System Changes > SCR and SIR Lists > 2019 > CIV-104373

Migration Impact

Description:

Joint design has been approved through the CalWORKs/CalFresh Committee. LRS will implement this Change with SCR CA-209006.

Migration Impact

Analysis:

Alternative

Procedure

Description:

User would need to manually adjust the Redetermination Due Date by adding 12 months.

Operational Impact:

Estimate:

288

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	221	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	67	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CIV-104516] Migrate Calabrio 10.4 to the Calabrio 11.0.2 Cloud Version

- Resolved: 11/13/2019 11:51 AM

Team Responsible:	Contact Center	Assignee:	Stacey Xiong	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Jared Kuester	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	80
Reporter:	Jared Kuester	Regulation Reference:		Created:	07/05/2019 12:51 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	County Purchase
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	CSC Support
Committee:	[IVR & Contact Center]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee

Danielle Benoit 11/6/19

Review:

Expedite Approval:

Karen Rapponotti 11/7/19

Current Design:

Calabrio is not on a cloud solution but is currently using on Prem Servers.

Request:

Migrate Calabrio 10.4 to the Calabrio Cloud Solution

Recommendation:

- 1) Migrate Calabrio 10.4 to the Calabrio 11.0.2 Cloud Solution
 - a) Migrate all existing historical call records to the cloud.
 - b) Migrate 90 days of Agent Adherence records, and 25 months of WFM Forecast and schedule data.
 - c) No QM Data will be migrated.
 - i) The On-Premise version of Calabrio 10.4 will remain active for 90 days following the last County transitioning to Amazon Connect.
 - ii) If call recordings need to be retained longer than the 90 days, they will need to be downloaded.

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

None

Procedure

Description:

Operational Impact:

Estimate:

80

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



[CIV-104517] Migrate eGain VIM 14.1 to eGain VIM 17.2 Cloud Version

- Resolved: 11/13/2019 11:51 AM

Team Responsible:	Contact Center	Assignee:	Pramod Ramesh	SPG Status:	Pending
Fix Version/s:	[19.11]	Designer Contact:	Jared Kuester	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	80
Reporter:	Jared Kuester	Regulation Reference:		Created:	07/05/2019 12:58 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	County Purchase
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	CSC Support
Committee:	[IVR & Contact Center]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee

Danielle Benoit 11/6/19

Review:

Expedite Approval:

Karen Rapponotti 11/7/19

Current Design:

eGain is currently using on-prem servers.

Request:

Migrate eGain VIM 14.1 to eGain VIM Cloud

Recommendation:

- 1) Migrate eGain VIM 14.1 to eGain VIM 17.2 in the eGain Cloud environment.
 - a) Migrate three years worth of Historical Data from the On-Premise 14.1 version of VIM to the 17.2 Cloud version.
 - b) Connect eGain Cloud system to both Amazon Connect and Cisco UCCE to ensure data is being gathered while contact centers are still being transitioned from Cisco to Amazon Connect, and a catch up migration does not need to be performed.

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

None

Procedure

Description:

Operational Impact:

Estimate:

80

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



[CIV-105673] Update EBT Printer 50PRINT700 for Stanislaus County

- Resolved: 12/04/2019 09:02 AM

Team Responsible:	Fiscal	Assignee:	Reese Williams	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Jyothirmayi Chavata	Change Type (SCR):	Operational Enhancement
Minor Version:	19.12.12	Expedite Changes:	Production Deployment	Estimate:	15
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	11/18/2019 12:47 PM
Status:	Test Complete	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:		Other Agency Cross Reference:	CA-211936

Non-Committee Review: Teresa Magana-Griffiths (Stanislaus) - Approved - 11/19/2019

Expedite Approval: Karen Rapponotti - Approved - 11/18/2019

Current Design: Stanislaus County Only:
EBT Printer name '50PRINT700' is currently associated to C-IV Office ID 14.

Request: Stanislaus County has requested to associate EBT Printer '50PRINT700' to a new office

Recommendation: Stanislaus County Only:
1. Update the office association for an EBT Printer:
Printer Name: 50PRINT700
Office: Access Center Homeless Shelter (Office # 1G)
912 D ST
Modesto, CA 95354

Outreach

Description:

Migration Impact Description: DDID #1361 in the SOW accounts for migrating in the EBT Printers for the 39 C-IV Counties into the new system.

Migration Impact

Analysis:

Alternative Procedure Description: None

Operational Impact:

Estimate: 15

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	10
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-103670] Migrate Butte County IVR to Amazon Connect

Team Responsible:	Contact Center	Assignee:	Dheeraj Muralidara	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	20.01.31	Expedite Changes:	Start Build	Estimate:	370
Reporter:	Jared Kuester	Regulation Reference:		Created:	03/20/2019 10:18 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	Yes
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:		Approved by Committee:		Other Agency Cross Reference:	CA-207026

Non-Committee Review:	Butte County Only, Approved by Chrissy Roles 9/17/2019				
Expedite Approval:	Approved by Karen J Rapponotti on 09/06/2019				
Current Design:	Currently the Butte County IVR is on the Cisco UCCE Platform				
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.				
Recommendation:	<ol style="list-style-type: none"> 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment. 2) Recreate all IVR Web Service interactions using AWS Lambda. 3) Update Useful Links in CCP for Butte County Specific links. 				
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:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	370				
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 :	260	Online :	10
Performance :	0	Reports :	0	Security :	0
System Test Support :	100	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-103671] Migrate Shasta County IVR to Amazon Connect

Team Responsible:	Contact Center	Assignee:	Michael T. Wright	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	20.01.31	Expedite Changes:	Start Build	Estimate:	370
Reporter:	Jared Kuester	Regulation Reference:		Created:	03/20/2019 10:22 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	Yes
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:		Approved by Committee:		Other Agency Cross Reference:	CA-207026

Non-Committee Review:	Shasta County Only, Approved by Kathryn Cooper 10/8/2019				
Expedite Approval:	Approved by Karen J Rapponotti on 09/06/2019				
Current Design:	Currently the Shasta County IVR is on the Cisco UCCE Platform				
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.				
Recommendation:	<ol style="list-style-type: none"> 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment. 2) Recreate all IVR Web Service interactions using AWS Lambda. 3) Update Useful Links in CCP for Shasta county specific links. 				
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:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	370				
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 :	260	Online :	10
Performance :	0	Reports :	0	Security :	0
System Test Support :	100	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-104301] Remove C-IV Functional Presentation for SCR CIV-102852 from Online Help

Team Responsible:	Training	Assignee:	Kelly Worthington	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	5
Reporter:	Joyce Oshiro	Regulation Reference:		Created:	06/10/2019 03:56 PM
Status:	Pending Approval	Impact Analysis:	[Business Process]	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 11/04/2019 - Approve

Expedite Approval:
Current Design: The CFP, Automate MC 355 - SCR CIV-1028552, released with the 19.07 release 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, Automate MC 355 - SCR CIV-1028552 from Online Help

Outreach

Description:
Migration Impact Description: CFPs are only for C-IV functionality.

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-104855] Add a GA Blank NOA to Template Repository

Team Responsible:	Client Correspondence	Assignee:	Daniel J Rosales	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	111
Reporter:	Tiffany Huckaby	Regulation Reference:		Created:	08/14/2019 05:24 PM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Virginia C. Bernal	Training Impacted:	[N/A]	Funding Source:	County Purchase
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CSC Support
Committee:	[Correspondence]	Approved by Committee:	11/13/2019	Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval: Michele Peterson - 11/20/2019

Current Design: SCR CIV-4400 was created to add GA NOAs to C-IV.

Since CIV-4400 is a large effort that will not be implemented for several releases, the counties will need to manually create GA NOAs outside of the system.

Request: Add a GA Blank NOA to Template Repository for the counties to use until CIV-4400 is implemented.

Recommendation: 1.) Add a Blank GA NOA to Template Repository. This NOA should include hearing rights on the back of the notice.

Outreach

Description:

Migration Impact

Description:

GA (Managed) program functionality was added in the 16.07 release but NOAs were not part of the SCR. NOAs/forms will not be added to the Template Repository until the 20.07 release with SCR 4400.

Migration Impact

Analysis:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate: 111

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	65	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	5	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	16	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-105203] Update Reports Overview for Discontinued C4Yourself Reports

Team Responsible:	Training	Assignee:	Kelly Worthington	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	7
Reporter:	Lisa Nesci [X]	Regulation Reference:		Created:	10/02/2019 02:49 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Joyce Oshiro	Training Impacted:	[Online Help]	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 11/04/2019 - Approve

Expedite Approval:

Current Design:

The Reports Overview in Online Help lists reports available in the system.

Request:

SCR 41070 deactivated some C4Y reports. The Reports Overview needs to be updated for this change.

Recommendation:

1. Update the Reports Overview description of the C4Yourself Executive Summary Report to indicate it is no longer generated:

2. Update the Reports Overview to remove the following reports:

- C4Yourself e-Application Activity Report
- C4Yourself e-Applications Summary Report

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

None

Procedure

Description:

Operational Impact:

Estimate:

7

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 :	2	Tech Arch :	0	Tech Ops :	0
Training :	5				

[CIV-105693] Update Stanislaus Issuance Thresholds

Team Responsible:	Fiscal	Assignee:	Deron Schab	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Jyothirmayi Chavata	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	15
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	11/20/2019 11:39 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:	Yes	Funding Source ID:	
Committee:	[Fiscal]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Stanislaus: Angelica Gamboa - Approved - 11/21/2019

Expedite Approval: Karen Rapponotti - Approved - 11/21/2019

Current Design: Stanislaus County Temp HAP Issuance Threshold is at \$2000 and CalWORKs Issuance Threshold is at \$1629.

Request: Stanislaus County has requested to modify their Temp HAP and CalWORKs Issuance Thresholds

Recommendation: (1) Update Stanislaus County (50) Issuance Thresholds as follows:
 (a) CW: from \$1,629 to \$2,300
 (b) HT: from \$2,000 to \$2,500

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 for updating Issuance Thresholds. CA-201453

Migration Impact Analysis:

Not Accounted for in SOR

Alternative Procedure Description:

Supervisor override of EDBC's and Payment Requests.

Operational Impact Estimate:

15

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	10
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-102568] ACL 18-92, ACL 18-107 Transitional Nutrition Benefit Program Recertification

Team Responsible:	Eligibility	Assignee:	Jagadeesh Dasu	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Mark Keehn	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	3221
Reporter:	Amy Gill	Regulation Reference:	ACL 18-92, ACL 18-107	Created:	10/25/2018 01:29 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CO-109
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	11/19/2019	Other Agency Cross Reference:	CA-205328

Non-Committee

Review:

Expedite Approval: Approved 11/26/2019 - K. Rapponotti

Current Design:

Currently CalSAWS will only define a 12 month recertification period when TNB is initially approved. In addition, an ongoing TNB program can only be closed due to eligibility for CF within the same case. There is currently no capability to send out the TNB recertification packet or to discontinue TNB based on failing the TNB recertification process.

Request:

This SCR will implement the TNB Recertification logic required for the TNB program, which was introduced with SCR CA-203103 CIV-101471 CalFresh Ending SSI Cash-Out.

ACL 18-92 provides policy instruction for the Transitional Nutrition Benefit (TNB) Program.

ACL 18-107 provides policy instruction for the Implementation of the Transitional Nutrition Benefit Program Notices

Recommendation:

Online

1. Update codes tables to display TNB Recertification (TNB 4) on Customer Reporting Detail Page. This requires no changes to the existing Customer Reporting pages.
 - a. Add TNB Recertification as a tracked Customer Report. (CT 329)
 - b. Define the statuses to be used for the TNB 4 Report Type (CT 258).
 - c. C-IV Only: Add Customer Reporting questions for completeness determination to be displayed with TNB 4. (CT 746)
2. Update codes table (CT 10398) to define which Customer Report Incomplete Reason Codes are valid for an incomplete TNB 4:
 - a. No signature
 - b. Missing Answers for Household Changes
 - c. Household Changes reported – No CF Application
 - d. Household Changes reported – Incomplete CF Application
3. Add new editable field on Customer Reporting Detail Page to track whether the TNB household had any changes. This will be a user updated field.
 - a. Household Changes – Yes/No
4. Update the Monthly Productivity List and Monthly Productivity List Detailed Result (CalSAWS Only) pages to search for TNB 4.
5. Add a new simplified recertification process to the Your Benefits Now (YBN) portal to allow the participant to upload a filled out TNB 4 form.
6. Add the TNB 4 form as a document type to the C4Yourself (C4Y) Upload Document page.
7. Add the TNB 4 form as a document type to the C4Y mobile application Upload Document page.
8. Update the Task Detail page to display the 'View Images' button when the TNB 4 generated task is viewed (CalSAWS Only).

Eligibility

9. Define a new Reporting Type, 'TNB Non Reporting' (CT542) to be used as the reporting type for any EDBC or Program Detail defined during a 6-month TNB period (i.e., any TNB period other than the initial 12-month period).
10. Define/Display the 'RE' EDBC Run Reason for TNB programs. This also applies to Manual EDBC.
 - a. CalSAWS Only –Automatically determine the 'RE' EDBC Run Reason. This will not display to the user.
 - b. C-IV Only – Display the 'RE' Run Reason on the Run EDBC page.
11. C-IV Only – Display the 'SAR7' Run Reason on the Run EDBC page when processing any benefit month that falls within a six-month period (i.e., any period other than the initial period).
12. Update EDBC authorization logic to take appropriate actions (e.g., create/update redetermination records and set Customer Report to completed) during TNB recertification.
13. Update EDBC logic to set initial TNB recertification periods to 12 months and all subsequent TNB periods to 6 months.
14. Update TNB EDBC logic to discontinue based on the results of the TNB 4 and, if applicable, the presence and outcome of a CF application and the associated CF EDBC when processing a TNB recertification.
15. CalSAWS Only – Update TNB Status Reason (e.g., No SSI/SSP) logic to allow period required changes to be applied even after initial TNB recertification.
16. CalSAWS Only - Add validations to the system to prevent the user from running the incorrect benefit month EDBC after the current packet due date where status of the packet is 'Reviewed- Ready to Run EDBC'. This change will align TNB with the other programs (CW, CF, GA, RCA, CAPI) which use these validations introduced with SCR CA-52723 CIV-100710 Customer Reporting Updates.
17. C-IV Only: Update the 'Program Code' code table (CT18). Specifically, set the 'Change Reason Program' column to 'Y'. This will define the NB program as a Change Reason program and bring C-IV in alignment with CalSAWS prior to migration. This does not mean that C-IV will begin using Change Reason logic prior to migration.

Batch

18. Add a new batch job to close a TNB program at the end of its recertification period if the recertification has not been completed.
19. CalSAWS Only: Modify an existing batch jobs to create TNB4 packet link in YBN.
20. CalSAWS Only: Modify an existing web service to create task and mark the form as received when TNB4 is submitted through YBN or Kofax.
21. ICT Document transfer – Add Code Category for the batch job that transfer image as part of the ICT process.

Fiscal

22. Update the issuance batch to enable the skipped issuance reasons for TNB.

Correspondence

23. C-IV Only: Create an automated task when the TNB 4 Recertification Packet is received.
24. Add a new TNB 4 Recertification packet to the Template Repository to be used with TNB programs. This packet will include the following forms:
 - a. TNB 4 – Notice of Recertification for TNB
 - b. CF 285 – CF Application (not part of the CF Recertification Packet)
25. Create a new batch job to send the TNB 4 Recertification packet to the customers when their RE is due.
26. Add logic to add a Barcode on the TNB 4 Recertification Packet when it is generated.
27. Add batch job to send TNB 5 if TNB 4 is still in 'Sent' status by the 15th of the last month of the recertification period.
28. Add functionality to generate TNB 5, along with CF 285 based on the incomplete reasons, from the Customer Reporting Detail page when the TNB 4 Recertification packet is marked "Incomplete".
29. Create a Custom Journal Entry Record when either TNB 4 Recertification Packet or TNB 5 form are generated from Online or Batch.
30. Add functionality to generate a approval NOA when the Recertification is approved.
31. Add TNB 2 – Notice of Approval for TNB to Template Repository.

CalWORKs and CalFresh - Re-Evaluation Process Job Aid

Joint design has been approved through the CalWORKs/CalFresh Committee. C-IV will implement this Change with SCR CA-205328 in the 20.03 release.

User would need to manually generate TNB 4 and send to client. If needed TNB 5 would need to be manually generated. EDBC would not automatically discontinue when appropriate, so user would need to either override the EDBC or use negative action. Manual notices would need to be generated by the user when required.

Outreach

Description:

Migration Impact

Description:

Migration Impact

Analysis:

Alternative

Procedure

Description:

Operational Impact:**Estimate: 3221**

Automated Test :	0	Batch/Interfaces :	445	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	441	DBA :	0
DBA :	0	Eligibility :	405	Fiscal :	225
Imaging :	45	IVR/CC :	0	Online :	455
Performance :	0	Reports :	280	Security :	0
System Test Support :	575	Tech Arch :	50	Tech Ops :	0
Training :	0				



[CIV-104322] New data elements to be added to the EICT Outbound file to indicate CalFresh SSI/SSP Reversal.

Team Responsible:	Batch/Interfaces	Assignee:	Sivagami Nachiyappan	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Steve Hancock	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	583
Reporter:	Sowmya Coppisetty	Regulation Reference:		Created:	06/11/2019 03:25 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CO-109
Committee:	[ICT]	Approved by Committee:	11/26/2019	Other Agency Cross Reference:	CA-208888

Non-Committee

Review:

Expedite Approval: 12/2/2019 - Expedited Build Approval (Karen Rapponotti)

Current Design:

The E-ICT Interface sends and receives ICT data and image files via the daily batch process. Each batch process will have one ICT data file and multiple image files in zip format. The current design does not support the transfer or the retrieval of the following items:

- Indicator for if the CalFresh program has been reversed or not.
- Indicator for if the person was excluded prior to 6/1/19 or not.
- CalSAWS member role codes.
- Indicator SB 380 for CalWORKs person transactions

The E-ICT Interface currently supports the CertificateNumberType data element type as numeric with a minimum length of 7 numbers.

This data element type is used to output the NaturalizationCertificateNumber and CertificateofCitizenshipNumber data elements.

Request:

This SCR will implement the changes required to the E-ICT process to allow information necessary to:

- Indicate if the CalFresh program has been reversed or not.
- Indicate if the person was excluded prior to 6/1/19 or not.
- Indicate CalSAWS member role codes (CalSAWS Only).
- Indicate SB 380 for CalWORKs person transactions.
- Update the CertificateNumberType to alphanumeric, change the minimum length to 6 and set a maximum length of 12.

Recommendation:

1) Update the EICT file to support the following new data elements in both the Outbound and Inbound file layouts:

- Indicator for if the CalFresh program has been reversed or not.
- Indicator for if the person was excluded prior to 6/1/19 or not.
- CalSAWS member role code for CalFresh programs only. (CalSAWS Only)
- SB 380 indicator value for CalWORKs person transactions

2) Update the ICT Detail page to display the following:

- Indicator for if the CalFresh program has been reversed or not.
- Indicator for if the person was excluded prior to 6/1/19 or not.
- SB 380 indicator value for CalWORKs recipients who are excluded for receiving child support payments.

3) Update the CertificateNumberType in the XSD Interface Definitions with the following:

- Change the 'minLength' from 7 to 6 characters.
- Add a 'maxLength' of 12.
- Change the pattern value to alphanumeric.

Outreach

Description:

Migration Impact**Description:**

Changes are being made in both LRS and C-IV. No changes are being made to C-VI that would need to be migrated. Corresponding changes are implemented in CalSAWS with CA-208888 in the 20.03 release

Migration Impact**Analysis:****Alternative**

n/a

Procedure**Description:****Operational Impact:****Estimate:**

583

Automated Test :	31	Batch/Interfaces :	359	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	104
Performance :	0	Reports :	0	Security :	0
System Test Support :	89	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-105065] NB Application Future Application Date

Team Responsible:	Eligibility	Assignee:	Mark Keehn	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Mark Keehn	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	60
Reporter:	Michael Barillas	Regulation Reference:		Created:	09/11/2019 04:23 PM
Status:	Pending Approval	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:	11/19/2019	Other Agency Cross Reference:	CA-210498

Non-Committee

Review:	
Expedite Approval:	
Current Design:	When auto-creating an NB program, it is possible for the system to define an NB application date that is a future date.
Request:	When auto-creating an NB program, prevent the NB application date from being a future date, thereby preventing the associated MEDS alert, specifically, alert 1097 – "DATE FIELD CONTAINS AN UNREASONABLE DATE".
Recommendation:	When auto-creating an NB program, the NB application date will be the earlier of the following two dates: 1) the NB BDA 2) the current system date This will apply at the program and the program person level.

Outreach

Description:	
Migration Impact Description:	Joint design has been approved through the CalWORKs/CalFresh Committee. C-IV will implement this Change with SCR CA-210498 in the 20.01 release.

Migration Impact Analysis:	
Alternative Procedure Description:	Users will need to continue to ignore MEDS alerts for auto created Nutrition Benefit programs.

Operational Impact:

Estimate:	60				
Automated Test :	4	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	43	Fiscal :	0
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				

**[CIV-105185] Update CFWR Work Registration Exempt Status Reason Replace
 “Physically/Mentally Incapacitated” with “Unfit For Employment-Medically Verified”**

Team Responsible:	Eligibility	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	132
Reporter:	Jason M. Francis	Regulation Reference:	ACL 18-08	Created:	10/01/2019 09:32 AM
Status:	Pending Approval	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:	11/19/2019	Other Agency Cross Reference:	CA-210813

Non-Committee

**Review:
 Expedite Approval:
 Current Design:**

SCR CA-57971 CIV-7215 - ABAWD (Able-Bodied Adults Without Dependents) Phase II Design renamed the disability exemption reason for both CW and CF programs from "Physically/Mentally Incapacitated " to "Unfit for Employment". SCR CA-210718/CIV-105157 renamed this exemption to "Physically/Mentally Incapacitated" for both CW and CF.

Currently, EDBC creates CFWR disability exemption reason “Physically/Mentally Incapacitated” when the participant meets following criteria:

Has any Active or Presumptive Medical Condition at any point in the benefit month being evaluated including the Unfit for Employment for CalFresh medical condition, but excluding “Obviously Unfit for Employment for CalFresh” medical condition.

OR

Is in receipt of any of the following Income / Other Program Assistance types at any point in the benefit month being evaluated:

- SSI Only
- SSP Only
- SSI/SSP
- Agent Orange
- Employee - Temporary
- Employee - Permanent
- Private - Temporary
- Private - Permanent
- SDI
- Radiation Exposure
- Voc Rehab - Training Allowance
- Railroad - Disability
- Ricky Ray Hemophilia
- Social Security Disability
- Disability – Partial
- Disabled Survivor Benefits
- Work Therapy
- Worker's Comp – Temporary
- Worker's Comp – Permanent
- Disability – Total

Request:

Provide distinct CW (WTW) and CF (CFWR) program disability exemption reasons with "Physically/Mentally Incapacitated" specific to WTW program participation and "Unfit for Employment - Medically Verified" specific to CFWR work registration requirements. Specifically, provide a selection of "Unfit for Employment-Medically Verified" and restrict selection of "Physically/Mentally Incapacitated" when the Work Registration type is CFWR and the registration status is Exempt.

Update data in existing CFWR records with Exemption Status Reason of "Physically/Mentally Incapacitated" to the new Exemption Status Reason of "Unfit for Employment - Medically Verified".

Recommendation:

1. Add a new Work Registration Exempt Status Reason of "Unfit for Employment -Medically Verified".
2. Update ABAWD ruleset used by CF EDBC and Batch for determining ABAWD status for CF (CalFresh) program persons to use the new Exemption Status Reason of "Unfit for Employment - Medically Verified" instead of "Physically/Mentally Incapacitated" when autogenerating the work registration exemption record based on existing participant criteria.
3. Add data change to update existing CFWR Work Registration exempt records from status reason "Physically/Mentally Incapacitated" to "Unfit for Employment - Medically Verified".

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the CalWORKs/CalFresh Committee. CalSAWS will implement this Change with SCR CA-210813 in the 20.03 release.

Migration Impact

Analysis:

Alternative

Procedure

Users must select the "Unfit for Employment-Medically Verified" option from the Work Registration Exemption Status Reason drop-down.

Description:

Operational Impact:

Estimate:

132

Automated Test :	0	Batch/Interfaces :	6	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	72	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	14
Performance :	0	Reports :	0	Security :	0
System Test Support :	40	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-105633] Automated Regression Test - Execution and Maintenance - 20.03 Release Cycle

Team Responsible:	Automated Test	Assignee:	William Baretsky	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	William Baretsky	Change Type (SCR):	Operational Enhancement
Minor Version:	20.05.XX	Expedite Changes:	No	Estimate:	245
Reporter:	William Baretsky	Regulation Reference:		Created:	11/13/2019 08:11 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Sharon Teramura	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Assembly Test	Migration Impact:	No	Funding Source ID:	
Committee:	[Other]	Approved by Committee:	11/25/2019	Other Agency Cross Reference:	CA-211827

Non-Committee Review: JoAnne Osborn 11/25/2019

Expedite Approval: Current Design: A repository of automated regression scripts has been created and organized into test suites, with the purpose of validating major and minor version releases before they are deployed to production.

Request: The automated regression scripts should be executed and maintained on a regular basis, to validate the quality of each system version before it is released to production.

- Recommendation:**
1. Execute the major release automated regression suite against the 20.03 major version build on a regular basis.
 2. Execute the major release automated regression suite against the final build for the 20.03 major version, prior to the build being deployed to production.
 3. Execute the minor release automated regression suite against the final build of each applicable 20.03 minor version, prior to the build being deployed to production.
 4. Update the test scripts within the major and minor release automated regression suites as needed to account for intentional design changes that would otherwise generate false negative results.

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: **245**

Automated Test :	245	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 :	0				

End SCRs



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

- Resolved: 11/20/2019 04:18 PM

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:	In Production	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:	2019-07-16 00:00:00.0	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:

Operational Impact:

Estimate:

Record ABLE/CalABLE activity in Journal.

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

Content Revision Status-1: Accepted

Content Revision Description-1:

1. Recommendation Change: N/A
2. ETC Change: CalHEERS hours for the development and testing of new rules for general property and TPN/Dialysis to comply with the current design recommendation of excluding each 'ABLE/CalABLE Account' from the property test for the Medi-Cal program.

Before:

CalHEERS ETC 1:
0

Eligibility ETC 1:
125

Eligibility ETC Total:
125

System Test Support ETC 1:
54

System Test Support ETC Total:
54

Total Hours: 241 Hours

After:

CalHEERS ETC 1:
79

CalHEERS ETC Total:
79

Eligibility ETC 1:
118

Eligibility ETC Total:
118

System Test Support ETC 1:
66

System Test Support ETC Total:
66

Total Hours: 325 Hours
3. Release Change: N/A

Pending CCB

Content Revision Status-2:

Content Revision Description-2:

 1. Recommendation Change:

Before:

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

 - ABLE/CalABLE Account

After:

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

 - ABLE/CalABLE Account

Update the eICT interface to be able to send this new property type of ABLE/CalABLE Account. This new property type will be mapped to "Other Liquid Property" in the outbound interface.
Please see the highlighted section of the attached CA-203060 CIV-9838 ABLE Accounts Content Revision.docx
 2. ETC Change:

Before:

CalHEERS ETC 1:
79

CalHEERS ETC Total:
79

Eligibility ETC 1:
118

Eligibility ETC Total:

118
System Test Support ETC 1:
66
System Test Support ETC Total:
66
Total Hours: 325 Hours

After:
Batch/Interfaces ETC 1:
10
CalHEERS ETC 1:
79
CalHEERS ETC Total:
79
Eligibility ETC 1:
118
Eligibility ETC Total:
118
System Test Support ETC 1:
66
System Test Support ETC Total:
66
Total Hours: 335 Hours

3. Release Change: N/A

**Content Revision
Status-3:
Content Revision
Description-3:**

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:
2. ETC Change: {Description of ETC Change}
Before:
After:
3. Release Change: {Description of Release Change}
Before:
After:

**Content Revision
Status-4:
Content Revision
Description-4:**

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:
2. ETC Change: {Description of ETC Change}
Before:
After:
3. Release Change: {Description of Release Change}
Before:
After:

[CIV-100733] Enhance the Employment Summation Detail Report

Team Responsible:	Reports	Assignee:	Rashmi Holla	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Farhat Ulain	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	224
Reporter:	Farhat Ulain	Regulation Reference:		Created:	03/19/2018 11:57 AM
Status:	System Test	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Dennis Kong	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Management Reports]	Approved by Committee:	2019-10-22 00:00:00	Other Agency Cross Reference:	CA-51131

Non-Committee

Review:

Expedite Approval: Expedited Start Build Approval provided by Karen J. Rapponotti on 10/22/2019

Current Design: The Employment Summation Report and Employment Summation Detail Report are On Request reports that provide the total number of new employments, the average salary per hour and the average hours worked per week for each worker in the selected organization. These reports are used by administration staff to monitor employments created during the report period.

Request: Add additional data elements to the Employment Summation Detail Report to improve usability.

Recommendation: Add additional data columns that include program and person status information and additional employment information for the following report:
a. Employment Summation Detail Report

Reference the attached detailed design document for the column specifics and the report layout.

Outreach Description: N/A

Migration Impact Description: Joint design has been approved through the Management Reports Committee and it will be implemented in both systems. LRS will implement this Change with SCR CA-51131 in the 20.01 release.

Migration Impact Analysis: Alternative Procedure Description: N/A

Operational Impact: Estimate: 224

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 :	156	Security :	0
System Test Support :	68	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1: 1. Recommendation Change: Mock ups Update

Before: Mock ups for Employment Summation Detail Report were missing correct data.
After: Update the mock ups for Employment Summation Detail Report with correct data.

2. ETC Change: N/A

3. Release Change: N/A

Content Revision

Status-2:

Content Revision

Description-2:

1. Recommendation Change: {Description of Recommendation Change}

Before:

After:

2. ETC Change: {Description of ETC Change}

Before:

After:

3. Release Change: {Description of Release Change}

Before:

After:

Content Revision

Status-3:

Content Revision

Description-3:

1. Recommendation Change: {Description of Recommendation Change}

Before:

After:

2. ETC Change: {Description of ETC Change}

Before:

After:

3. Release Change: {Description of Release Change}

Before:

After:

Content Revision

Status-4:

Content Revision

Description-4:

1. Recommendation Change: {Description of Recommendation Change}

Before:

After:

2. ETC Change: {Description of ETC Change}

Before:

After:

3. Release Change: {Description of Release Change}

Before:

After:

[CIV-103772] Automate SAWS 30 - IEVS Employment and Income Verification Form

Team Responsible:	Batch/Interfaces	Assignee:	Chris Larson	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	346
Reporter:	John Pratt	Regulation Reference:		Created:	04/01/2019 04:13 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	John Pratt	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[IEVS]	Approved by Committee:	2019-10-02 00:00:00.0	Other Agency Cross Reference:	CA-206520

Non-Committee

Review:

Expedite Approval: Expedited Approval provided by JoAnne Osborn on 11/5/2019

Current Design:

IFDS Abstracts

IEVS-IFDS (Integrated Fraud Detection System) abstracts are received by the system from the California Department of Social Services (CDSS) on a quarterly basis. Abstracts received by the system contain the demographic, income, SSP, DADS and employment information of the participants. Data received through the interface file is used to compare with the participant reported income of the person existing in the system.

LRS:

If the income discrepancy is \$2500 or more, the abstract is auto assigned to an IEVS worker and Form PA 2418B is sent to the participant to inform them of the details of the interview and the Forms/data to be submitted.

If the income discrepancy is below \$2500, abstract is assigned to IEVS supervisor who reassigns the abstracts to IEVS workers. These abstracts are reviewed by the assigned IEVS worker.

C-IV:

If the income discrepancy is over \$1000, then the IEVS-IFDS abstract is assigned to an IEVS worker. IEVS-IFDS abstract will be manually reviewed by IEVS worker. If necessary, worker will generate and send Form VER 201.

NHR Abstracts

IEVS-NHR (New Hire Registry) abstracts are received monthly by the system and contain the demographic and employer information of the participant who have been hired or rehired in the last 30 to 60 days. Data received through the interface file is used to compare the data from Employment Development Department (EDD) with the participant reported employment data.

LRS:

PA 2418C Form is generated for active Medi-Cal programs if there are any discrepancies in employment data identified between the participant reported data and the data received through the interface.

Form PA 2418C NHR-MC (10/13) informs the participant to contact the IEVS worker within 10 days to report about the new job and income.

Form SAWS 30 can be generated through New Hire Abstract page.

C-IV:

If employer data does not match, the NHR abstract is assigned to the IEVS worker. If required, IEVS worker will generate and send Form SAWS 30. This Form requests new employer details which can be submitted through mail or at the time of redetermination.

Request:

- Modify IEVS-IFDS Interface to trigger PA 2418B for all IFDS abstracts except the abstract that will be dispositioned through the Interface (LRS only).
- Modify IEVS-IFDS Interface to assign the task and abstract to IEVS worker instead of the supervisor (LRS only).
- Modify NHR Interface to automate the generation of SAWS 30 Form for all NHR abstracts (LRS and C-IV).
- Add a new batch job to disposition NHR abstracts as 'No Impact' after the Form SAWS 30 is sent to the participant (LRS and C-IV).
- Modify NHR Interface to not assign task to the worker except Medi-Cal abstract (LRS only).
- Add PA 2418B Form in Spanish language to the template repository (LRS only).
- Modify the barcode generation logic in PA 2418B to use Form due date (LRS only).
- Add threshold language titles for SAWS 30 Form in C4Yourself (C-IV only).

Recommendation:

- Modify the existing IFDS Interface job (PI19C407) on all the following.
LRS only:

- o Trigger PA 2418B Form for all IFDS abstracts except the abstract that will be dispositioned through the Interface.
- o Assign IEVS tasks to the IEVS worker instead of the supervisor.
 - Modify the existing NHR Interface job on all the following.
 - LRS only (job Number PI19C506):
 - o Trigger SAWS 30 Form for all abstracts except for the MC participant that will receive PA 2418C Form.
 - o Remove the logic that assigns task to the worker except for the MC program.
 - C-IV only (job Number PIXXC500):
 - o Generate SAWS 30 Form for all NHR abstracts except the abstract that will be dispositioned through the Interface.
 - Add a new batch job to disposition NHR abstracts as 'No Impact' after the Form SAWS 30 is sent to the participant (LRS and C-IV).
 - Modify the barcode generation logic for Form PA 2418B to populate Form Due month and year in the barcode (LRS only).
 - Update Forms Thread batch jobs to generate SAWS 30 triggered through NHR Interface job.
 - Add PA2418B Form in Spanish language to the template repository (LRS only).
 - Add threshold language titles for SAWS 30 Form in C4Yourself (C-IV only).

Please refer to more details in the design document.

Outreach Description:

A SQL code will be provided to County Business Analyst to generate a monthly County list of CalFresh and Medi-Cal combo cases that CalSAWS received NHR abstracts on the current month. The list will be processed by the Medi-Cal program worker. The monthly list will be generated until CA-210948 / CIV-105277 is implemented into the System.

Migration Impact Description:

Joint design has been approved through the IEVS Committee. LRS will implement this change with SCR CA-206520 in the 20.01 release.

Migration Impact Analysis:

Deferred to Functional Design Sessions

Alternative Procedure Description:

N/A

Operational Impact Estimate:

346

Automated Test :	0	Batch/Interfaces :	172	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	92	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	82	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision Status-1:

Pending CCB

Content Revision Description-1:

- Before:
1. There is no C-IV journal entry version when the new Disposition batch closes the NHR abstract.
 2. There are scenarios where SAWS 30 will not have the Worker information populated when the form is being generated through Batch.
 3. English and Spanish version of PA 2418B does not match.

After:

1. Added C-IV journal entry when the new Disposition batch closes the NHR abstract.
2. Added an additional to the note that the County configurable feature will be added as part of DDID 1492.
3. SAWS 30 will always have the Worker information populated on the form when generated through Batch.
4. English and Spanish Version of PA 2418B match.

2. ETC Change for Correspondence:

Before: 71

After: 92

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:

[CIV-104929] Lobby Management: Reception Log: Update Number Generated Logic for Reception Log Visits

Team Responsible:	Lobby Mgmt	Assignee:	Aman P. Mishra	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	203
Reporter:	Gerald Limbrick	Regulation Reference:		Created:	08/22/2019 02:38 PM
Status:	System Test	Impact Analysis:	[Business Process, Training]	Outreach Required:	No
Consortium Contact:	Erick Arreola	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Migration	Migration Impact:	No	Funding Source ID:	
Committee:	[Lobby Management]	Approved by Committee:	2019-09-25 00:00:00.0	Other Agency Cross Reference:	CA-201772

Non-Committee

Review:

Expedite Approval: Karen - 10/28/2019

Current Design: The Reception Log allows the user to input customer information including case number, name, and visit type. Customers are displayed in chronological order. Numbers are automatically assigned to each visit type when they are entered into the Reception Log Detail page.

Request: Based on various lobby business processes add an option to assign the previous number issued for a customer's visit or to automatically generate a new number. Display the check-in numbers in LRS without leading zeros and increase the number to a maximum of 5 characters so that offices including C-IV offices (at migration) do not run out of numbers.

Add the ability to search for Reception Log records by Number Assigned in LRS.

Recommendation:

- (see design doc for complete recommendations)
- 1) On the Reception Log Detail page, under the visit information section, update the Number Assigned column to have a drop-down selection when adding a new Visit Type to an existing Reception Log record:
 - a) Update the Number Assigned column to allow the user to select the previously assigned (Complete or No Response) number or generate a new number when adding a second or subsequent Visit type
 - b) Default the drop down to generate a new number
 - 2) LRS only: Update the database and webservices including the SFV (San Fernando Valley) LMRS webservices to send and receive a Number Assigned up to 5 characters.
 - 3) Update page-mapping for the Reception Log Detail and Reception Log List pages with new or changed fields.
 - 4) C-IV Only: Rename the NUM_ASSIGN column in the RECEPTN_LOG_VISIT table to match ASSIGN_NUM_IDENTIF as in the related LRS table.
 - 5) C-IV Only: Update the Business Intelligence Lobby Management Extract Transform and Load (ETL) to use the new ASSIGN_NUM_IDENTIF column name instead of NUM_ASSIGN.
 - 6) LRS only: Create a Number Assigned search field on the Reception Log List page in the Refine Your Search section.

Note: Assigned number generation should be in sync with all lobby management devices.

Outreach

Description:

Migration Impact Description: Joint design has been approved through the Lobby Management Committee. LRS will implement this change with CA-201772 in the 20.01 release.

Migration Impact Analysis: No Impact

Alternative Procedure Generate a new number for the Visit Type

Description:
Operational Impact:
Estimate:

203

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 :	122
Performance :	0	Reports :	34	Security :	0
System Test Support :	47	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1: 1. Recommendation Change: {Description of Recommendation Change}
Before: Requirement 1 did not exist.

After:

New Requirement 1. (See design document for complete updates.)

1. For LRS: Update the page logic to create a Reception Log entry without a check-in number, when the the YBN webservice which retrieves the check-in numbers fails.
 - a. Remove the error msg which was previously displayed when the service failed.
 - b. If the service fails, create a Reception Log entry without a check-in number.
 - c. If the service fails, display a message, on the following page, with Error formatting and styling as "Error with Check-In Number service. The record has been saved without a Number Assigned."
 - i. When the user chooses 'Save', add the message to the Reception Log Detail page in View mode.
 - ii. When the user chooses 'Save and Add Another', add the message to the Reception Log Detail page in Create mode.

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-211223] CalFresh \$0 Allotment Discontinuance Batch Run/List

Team Responsible:	Eligibility	Assignee:	Ramakrishna Kuchibhotla	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Enhancement
Minor Version:	19.12.07	Expedite Changes:	Production Deployment	Estimate:	98
Reporter:	Tyler Vaisau	Regulation Reference:		Created:	10/16/2019 10:21 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CaWORKs/ CalFresh]	Approved by Committee:	11/25/2019	Other Agency Cross Reference:	

Non-Committee

Review:
Expedite Approval: Karen Rapponotti - Approved - 10/30/2019
Current Design: For CalFresh Households with 3 or more people that pass the Gross and Net Income Tests, yet have net income high enough that the allotment is zero, CalSAWS waives the Gross and Net Income Eligibility test and approves/ passes the case without closing the CF program. This logic was updated through SCR CA-201416 to discontinue the program.

Request: Run a one time batch EDBC to correct the affected population that occurred prior to SCR CA-201416.

Recommendation:

Overview

1) This SCR includes details required for the one-time batch EDBC run for active CalFresh cases that will fail for zero dollar allotment.

- Assumptions
 - 1) A regular batch NOA will be generated for impacted cases.
 - 2) Existing batch logic skips programs with an overridden EDBC, Manual EDBC, a pending program, or a pending person.
 - 3) Per existing exception logic, batch EDBC run on programs where the existing EDBC for the month is Read-Only will not be authorized.
 - 4) EDBC will insert a regular batch journal entry on impacted cases.
- Requirements
 - 1) Run batch EDBC in single program mode for the benefit month of 01/2020 for active CF programs where the full month allotment from the latest budget on the latest accepted/authorized CF EDBC is \$0.
 - 2) After the batch EDBC run completes, generate the following list with the standard columns (see below) and any additional columns specified by listing:
 - a) Cases which resulted in a read-only EDBC.
 - b) Cases skipped in the batch run. Results will include the skip reason: Override, Manual EDBC, Read Only.
 - c) Standard List Columns to display on the listings:
 - 1) Case Name
 - 2) Case Number
 - 3) County
 - 4) Unit
 - 5) Unit Name
 - 6) Office Name
 - 7) Worker ID

Case lists will be posted at:
CalSAWS System Web Portal > System Changes > SCR and SIR Lists > 2019 > SCR CA-211223

Outreach Description:

Migration Impact Description: System/County specific EDBC batch process.

Migration Impact Analysis:

Alternative Procedure Description: Run EDBC for affected cases.

Operational Impact:

Estimate: 98

Automated Test :	0	Batch/Interfaces :	12	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	64	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	12	Tech Arch :	0	Tech Ops :	0
Training :	0				

 **[CA-210538] Training: Update WBTs for LMS Updates**

Team Responsible:	Training	Assignee:	Luis Alvarado	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:	19.12.13	Expedite Changes:	Start Build	Estimate:	120
Reporter:	Lisa Nesci [X]	Regulation Reference:		Created:	09/13/2019 11:30 AM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on November 20, 2019

Expedite Approval: Approved by Jo Anne Osborn on November 20, 2019

Current Design: The WBTs includes screenshots of the Learning Management System (LMS). The LMS is being upgraded from version 2014 to 2019. The new version has a new look.

Request: The WBTs needs to be updated for the new look of the LMS. Update WBT player navigation slide on Orientation Modules.

- Recommendation:**
- Update the following WBTs:
 1. Orientation: 01 - Starting Your Journey
 2. Orientation: 02 - The LRS Learning Management System
 3. Orientation: 03 - LRS Navigation
 4. Orientation: 04 - Utilities
 5. Orientation: 05 - Case Information
 6. Orientation: 06 - Task Management
 7. Orientation: 07 - Scheduling and Appointments
 8. Orientation: 08 - Lobby Management
 9. Orientation: 09 - Client Correspondence
 10. Orientation: 10 - Reports
 11. Orientation: 11 - Fraud Referral

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Analysis: N/A

Alternative Procedure Description:

Operational Impact:

Estimate:	120				
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 :	120				



[CA-211614] Enhance Architecture LDAP (Lightweight Directory Access Protocol) framework to support OID (Oracle Internet Directory) interaction independent of OVD (Oracle Virtual Directory)

Team Responsible:	Tech Arch	Assignee:	Abel Lopez	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Sumeet Patil	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	185
Reporter:	Sumeet Patil	Regulation Reference:		Created:	11/05/2019 12:44 PM
Status:	System Test	Impact Analysis:	[Security]	Outreach Required:	No
Consortium Contact:	Laura Chavez	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Performance	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Geoff Osterman on 11/22/2019

Expedite Approval: 11/22/2019

Current Design: The LDAP architecture interacts with OID through a join adapter configured in OVD (Oracle Virtual Directory). The join adapter is currently configured across multiple Active Directories and OID.

Request: The OVD join adapter is currently configured with multiple Active Directories and OID. If any of the AD has issues, the OVD becomes unresponsive and impact the interaction with OID as well. The interaction with OID should be independent of OVD.

Recommendation: 1. Update LDAP architecture to interact with OID directly without any dependency on OVD.

Outreach Description: The LDAP architecture change does not impact migration. This architectural change will be adopted by the C-IV and CalWIN counties at migration.

Migration Impact Description: N/A

Migration Impact Analysis: N/A

Alternative Procedure Description: N/A

Operational Impact Estimate: 185

Automated Test :	40	Batch/Interfaces :	20	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	25	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	20
Imaging :	0	IVR/CC :	0	Online :	30
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	50	Tech Ops :	0
Training :	0				



[CA-211801] Upgrade OAM to version 11.1.2.3 and upgrade OHS and OAM to RHEL7

Team Responsible:	Tech Ops	Assignee:	Jonathan Walburger	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Jonathan Walburger	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	192
Reporter:	Jonathan Walburger	Regulation Reference:		Created:	11/12/2019 09:09 AM
Status:	System Test	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Consortium Contact:	Haikaz (Mike) Tombakian	Training Impacted:		Funding Source:	LRS 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: approved by Geoff Osterman 11/18/2019

Current Design: The LRS application currently runs on OAM version 11.1.2.1.0. Additionally, OAM and OHS both run on RHEL6 (Red Hat Enterprise Linux 6)

Request: Upgrade OAM to version 11.1.2.3. Upgrade the OS from RHEL6 to RHEL7. Upgrade OHS from RHEL6 to RHEL7. Apply all high and critical OS updates for RHEL7

Recommendation: Upgrade OAM to version 11.1.2.3. Upgrade the OS from RHEL6 to RHEL7. Upgrade OHS from RHEL6 to RHEL7. Apply all high and critical OS updates for RHEL7

Outreach

Description:

Migration Impact Description: None

Migration Impact Analysis:

Alternative Procedure Description: None

Operational Impact: All dev and test environments will need to be updated. All production environments will also need to be updated.

Estimate: **192**

Automated Test :	80	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 :	20
Performance :	0	Reports :	0	Security :	0
System Test Support :	12	Tech Arch :	0	Tech Ops :	80
Training :	0				



[CA-211803] Update Job Aids for SCR CA-200279 DDCR 5026 - Add Logic for Payment Requests on Closed Service Arrangements

Team Responsible:	Training	Assignee:	Kelly Worthington	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	35
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	11/12/2019 09:30 AM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	Yes
Consortium Contact:	Joyce Oshiro	Training Impacted:	[Job Aid]	Funding Source:	C-IV M&O
Project Phase (SCR):	Migration	Migration Impact:	Yes	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval:

Current Design:

Current job aids do not reference changes made with SCR # CA-200279

1. CL Program Processing and Payment Issuance
2. Diversion – Process and Issue Benefits
3. DCFS FC and KG - Issue Supplemental Benefits
4. Homeless Assistance Process and Issue Benefits
5. Payment Requests – Manage
6. Service Arg – Process for Elgb Prog
7. Service Arrangements – Process for WTW and CFET

Request:

Update Job Aids to reference changes made with SCR # CA-200279

Recommendation:

Update the following job aids:

1. CL Program Processing and Payment Issuance
2. Diversion – Process and Issue Benefits
3. DCFS FC and KG - Issue Supplemental Benefits
4. Homeless Assistance Process and Issue Benefits
5. Payment Requests – Manage
6. Service Arg – Process for Elgb Prog
7. Service Arrangements – Process for WTW and CFET

Outreach

Description:

Updated job aids.

Migration Impact

Description:

Updating job aids

Migration Impact

Analysis:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate: 35

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 :	35				



[CA-47277] ACL 16-90 - CalWORKs ACIN I-13-16 Benefits for Deceased Child

Team Responsible:	Eligibility	Assignee:	Gopal Vedula	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Paul Galloway	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	1333
Reporter:	Ted Anderson	Regulation Reference:	ACIN I-13-16, ACL 16-90	Created:	01/19/2018 11:44 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Janet Mitri	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	11/19/2019	Other Agency Cross Reference:	CCM-3129

Non-Committee

Review:

Expedite Approval:

Current Design:

Following the death of member on a CW or RCA program, EDBC removes the person from the Assistance Unit (AU) at the end of the month in which the death occurred.

Request:

- > Implement requirements of ACIN I-13-16 and ACL 16-90 to:
 - > not remove a deceased child from a CW AU until after the month following the month of their death;
 - > not apply WTW/REP sanctions to a participant who is in a CW household with a deceased child in the month of the child's death, or the month following;
 - > implement the new NOA from ACL 16-90.
- > Modify CalSAWS EDBC to act on Decease Date for a CW/RCA individual (adult or child) per SAR and AR/CO reporting requirements.

Recommendation:

- 1) Modify EDBC to not apply a Household Status record of Out of the Home that begins on or after the Decease Date of a person who is still active in the CW AU so that the new Decease Date logic will take precedence when both are entered at the same time.
- 2) Modify EDBC logic to not apply the status reason of 'Deceased' to an active CW child when the benefit month is the month that contains the child's Decease Date or the month after.
- 3) Modify EDBC logic to apply the Decease Date for CW participants (both adults and children) based on the reporting type of the program (SAR or AR/CO).
- 4) Modify LA County Death Match and MEDS Automation Interface jobs to include more detail in the journal text that is written when the jobs update a Decease Date.
- 5) Modify MEDS Recon job to not send active CW information for a person whose coverage would have already ended because they are known to MEDS to be deceased.
- 6) Generate a task to WTW/REP and CL workers to review the program for possible good cause and WTW activities when a participant is in the same CW AU as a deceased child.
- 7) Create a new batch job that will identify WTW/REP persons in Sanctioned or Non-Compliance status who are also in a CW AU where a child passed away in the current or previous month and prevent new sanctions from being applied in the month the child died or the following month. Generate NA 840A form to participant.
- 7) Add the new NOA M44-316E (10/2016) "Mid-Period Change Due to The Death of a Child" to the template repository in English and Spanish, and generate the NOA from EDBC.

See additional detail in SCR design document, attached.

Outreach

Description:

Migration Impact

Description:

All C-IV feedback has been addressed and the C-IV counties have approved this SCR through the CalWORKs/CalFresh Committee. This SCR will close the migration gap and brings C-IV and LRS to alignment with implementing the changes to comply with ACIN I-12-16 and ACL 16-90. Eligibility and NOA changes were added in C-IV through SCR #3129 as part of the 17.09 release. Batch and Interface changes will be inherited by other counties at migration.

Migration Impact

Analysis:

Alternative Procedure

Override EDBC Results

Description:

Operational Impact: N/A

Estimate: 1333

Automated Test :	0	Batch/Interfaces :	431	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	368	DBA :	0
Design :	0	Eligibility :	66	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	348	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-59071] DDCR 3155: CalACES - MPP 42-763.711- Do not open or reopen Cal-Learn for a person with a CHSPE degree

Team Responsible:	Eligibility	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Josias Caveto	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	552
Reporter:	Lien Phan	Regulation Reference:	MPP 42-763.711	Created:	01/19/2018 11:41 AM
Status:	Pending Approval	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Lien Phan	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Migration	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	11/19/2019	Other Agency Cross Reference:	CIV-105702

Non-Committee

Review:

Expedite Approval:

Current Design:

LRS opens a Cal-Learn program for a person with a CHSPE degree whereas C-IV does not.

Request:

1. LRS opens a Cal-Learn program for a person with a CHSPE degree whereas C-IV does not.
2. LRS to add a High School Equivalency Test (HSET) as a new degree type for Cal_Learn

Recommendation:

- The mandatory Cal-Learn requirement check must not make Cal-Learn a mandatory program for a CW pregnant teen or a teen parent with a CHSPE or HSET degree when the user runs the CalWORKs EDBC. CHSPE will have the same Cal-Learn exemption as the GED or HS Diploma.
- Update EDBC to include CHSPE and HSET for CW (Non Cal-Learn) Cash Aid and Pregnancy Special Need with No Other Eligible Child (SCR 12551)
- Modify Cal-Learn Discontinuance Sweep batch (PB00E903) to include CHSPE and HSET into the batch trigger conditions.
- Modify GR Employability Status Change Sweep batch (PB19E481) to remove the school degree trigger conditions.
- Update Service Arrangement Detail page to check for HSET, CHSPE, GED, or HS Diploma when Cal-Learn Graduation bonus is entered.
- Update Cal-Learn Progress Detail page to check for HSET, CHSPE, GED, or HS Diploma when Cal-Learn Graduation bonus is entered.
- Update the Cal-Learn Program Administration Reports to include CL participants with a HSET and CHSPE degree.
- . Add a HSET as a new degree type for Cal_Learn

For detailed design, see 'CA-59071 DDCR 3155 Do Not Open or Reopen Cal-Learn For a Person With a CHSPE Degree.docx' attached.

Outreach

Description:

Migration Impact

Description:

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

Migration Impact

Analysis:

Alternative

Procedure

Description:

The user can manually insert CHSPE

Operational Impact:

Estimate:

552

Automated Test :	0	Batch/Interfaces :	55	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	89	Fiscal :	34
Imaging :	0	IVR/CC :	0	Online :	204
Performance :	0	Reports :	89	Security :	0

System Test Support :	61	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CA-201074] DDCR 4059: Update Valuable Inventory Management

Team Responsible:	Fiscal	Assignee:	Naresh Barsagade	SPG Status:	No
Fix Version/s:	[20.03]	Designer Contact:	Eric Wu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	873
Reporter:	Kapil Santosh	Regulation Reference:		Created:	02/27/2018 01:29 PM
Status:	Pending Approval	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	C-IV M&O
Project Phase (SCR):	Migration	Migration Impact:	No	Funding Source ID:	
Committee:	[Fiscal]	Approved by Committee:		Other Agency Cross Reference:	CCM-2293

Non-Committee

Review:
Expedite Approval:
Current Design: In LRS, valuable inventories are tracked by 'Valuable Metadata' and may become out of sync with Issued Valuable Inventory Report and Valuable Inventory Report for an office when multiple requests are concurrently submitted to update the same valuable. However, C-IV uses a new Valuable Inventory Management Framework (VIMF) to calculate inventories in real time and does not get out of sync with reports.

Request: Per Design Difference Committee Review (DDCR) 4059, replace LRS 'Valuable Metadata' with Valuable Inventory Management Framework (VIMF) to prevent inventories out of sync with Issued Valuable Inventory Report and Valuable Inventory Report.

Recommendation: Migrate C-IV's Valuable Inventory Management Framework (VIMF) in LRS to replace 'Valuable Metadata'.

Outreach

Description:
Migration Impact Description: C-IV implemented this change with Tracker-2293 in the 16.11 release. This SCR will align LRS with C-IV and resolve DDCR 4059.

Migration Impact Analysis:
Alternative Procedure: N/A

Description:
Operational Impact:
Estimate: **873**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	600
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	180	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-201226] Phase II - Provide Internal Services Department (ISD) LMRS/SFV lobby app, lobby monitor and lobby check in app web services & database for SFV office.

Team Responsible:	Online	Assignee:	Erika Kusnadi	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	269
Reporter:	Arvin Liang	Regulation Reference:		Created:	03/06/2018 03:57 PM
Status:	Pending Approval	Impact Analysis:	[Business Process, Data Impact, Technology Impact]	Outreach Required:	Yes
Consortium Contact:	Erick Arreola	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Lobby Management]	Approved by Committee:	11/25/2019	Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval:

Current Design:

There are five departments utilizing Lobby Management Reservation System (LMRS) for the room reservation and lobby management at the San Fernando Valley (SFV) facility. The LMRS users are also able to transfer the visitors to/from other departments with the exception of DPSS.

SFV database is currently housed in YBN database.

Check in app (all offices) currently go through YBN.

When a client checks in through LMRS, a web service call is made to YBN to either send the check in information to Lobby monitor or the LRS reception log.

Some LMRS Specific Logic is done in the YBN app.

When a client checks in through Lobby Check in app, a web service call is made to YBN to send the check in information to LRS reception log.

Request:

Provide ISD with YBN code base/database and Knowledge Transfer so that they can create a new ISD Application/Database that can function the same way as YBN. This will remove YBN dependency if participants are visiting for the 4 departments (SFV specific only) and providing SFV/ISD more flexibility in the future, to accommodate for specific changes to any of the 4 departments (SFV specific) without impacting DPSS/LRS.

1. Provide ISD with YBN code base and database
2. Provide Knowledge Transfer sessions to ISD
 - a. Current functionality on how the SFV Self Service App/Check-In process works
 - b. How SFV Self Service App/Check-In connect to LRS/LMRS via YBN
 - c. Go Over YBN Database, Tables, Schema

Assumption: Participants visiting DPSS (both from Mobile APP Self Service/Check-In) or reception log will follow current process/flow as existing today (including Check-In number will continue to be generated via YBN).

**This process will be address in a future DDID (DDID 1781 CA-209293)

Check-In number will be generated through 2 different applications depending on which department participants are seeing.

1. ISD new app will generate Check-In number for the 4 departments specific to the SFV office
2. YBN app will generate Check-In number for DPSS department (currently process).

Recommendation:

- 1). Provide a knowledge transfer to ISD on the current processes for Check-In and YBN code and database information pertaining to Check-In functionality
- 2). Recommend for ISD to create a new Application and Database that can perform the same function as YBN.
 - A). This recommendation is proposed to remove the dependency on YBN for participants checking in for any of the 4 non-DPSS departments (DCFS, CSSD, DMH, Probation)

B). This will allow the SFV Mobile App to communicate to LMRS via the new application/database (which ISD will create) instead of YBN, if participants are visiting any of the 4 non-DPSS departments (DCFS, CSSD, DMH, Probation)

Note: A future DDID is in place to address removing the dependency of YBN for participants checking in to DPSS department.

Outreach

Description:

Make sure LMRS / SFV is able to interface with the new architecture
 Provide Database setup info (schema) to ISD
 Provide ISD with needed portions of YBN code base

Migration Impact

Description:

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

Migration Impact

Analysis:

No Impact

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

269

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 :	120
Performance :	0	Reports :	0	Security :	0
System Test Support :	77	Tech Arch :	72	Tech Ops :	0
Training :	0				



[CA-205328] ACL 18-92, ACL 18-107 Transitional Nutrition Benefit Program Recertification

Team Responsible:	Eligibility	Assignee:	Mark Keehn	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Mark Keehn	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	4980
Reporter:	Amy Gill	Regulation Reference:	ACL 18-92, ACL 18-107	Created:	10/25/2018 01:27 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Janet Mitri	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	SSI Cash Out
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	11/19/2019	Other Agency Cross Reference:	CIV-102568

Non-Committee

Review:

Expedite Approval: Approved 11/26/2019 - K. Rapponotti

Current Design:

Currently CalSAWS will only define a 12 month recertification period when TNB is initially approved. In addition, an ongoing TNB program can only be closed due to eligibility for CF within the same case. There is currently no capability to send out the TNB recertification packet or to discontinue TNB based on failing the TNB recertification process.

Request:

This SCR will implement the TNB Recertification logic required for the TNB program, which was introduced with SCR CA-203103 CIV-101471 CalFresh Ending SSI Cash-Out.

ACL 18-92 provides policy instruction for the Transitional Nutrition Benefit (TNB) Program.

ACL 18-107 provides policy instruction for the Implementation of the Transitional Nutrition Benefit Program Notices

Recommendation:

Online

1. Update codes tables to display TNB Recertification (TNB 4) on Customer Reporting Detail Page. This requires no changes to the existing Customer Reporting pages.
 - a. Add TNB Recertification as a tracked Customer Report. (CT 329)
 - b. Define the statuses to be used for the TNB 4 Report Type (CT 258).
 - c. C-IV Only: Add Customer Reporting questions for completeness determination to be displayed with TNB 4. (CT 746)
2. Update codes table (CT 10398) to define which Customer Report Incomplete Reason Codes are valid for an incomplete TNB 4:
 - a. No signature
 - b. Missing Answers for Household Changes
 - c. Household Changes reported – No CF Application
 - d. Household Changes reported – Incomplete CF Application
3. Add new editable field on Customer Reporting Detail Page to track whether the TNB household had any changes. This will be a user updated field.
 - a. Household Changes – Yes/No
4. Update the Monthly Productivity List and Monthly Productivity List Detailed Result (CalSAWS Only) pages to search for TNB 4.
5. Add a new simplified recertification process to the Your Benefits Now (YBN) portal to allow the participant to upload a filled out TNB 4 form.
6. Add the TNB 4 form as a document type to the C4Yourself (C4Y) Upload Document page.
7. Add the TNB 4 form as a document type to the C4Y mobile application Upload Document page.
8. Update the Task Detail page to display the 'View Images' button when the TNB 4 generated task is viewed (CalSAWS Only).

Eligibility

9. Define a new Reporting Type, 'TNB Non Reporting' (CT542) to be used as the reporting type for any EDBC or Program Detail defined during a 6-month TNB period (i.e., any TNB period other than the initial 12-month period).
10. Define/Display the 'RE' EDBC Run Reason for TNB programs. This also applies to Manual EDBC.
 - a. CalSAWS Only –Automatically determine the 'RE' EDBC Run Reason. This will not display to the user.
 - b. C-IV Only – Display the 'RE' Run Reason on the Run EDBC page.
11. C-IV Only – Display the 'SAR7' Run Reason on the Run EDBC page when processing any benefit month that falls within a six-month period (i.e., any period other than the initial period).
12. Update EDBC authorization logic to take appropriate actions (e.g., create/update redetermination records and set Customer Report to completed) during TNB recertification.
13. Update EDBC logic to set initial TNB recertification periods to 12 months and all subsequent TNB periods to 6 months.
14. Update TNB EDBC logic to discontinue based on the results of the TNB 4 and, if applicable, the presence and outcome of a CF application and the associated CF EDBC when processing a TNB recertification.
15. CalSAWS Only – Update TNB Status Reason (e.g., No SSI/SSP) logic to allow period required changes to be applied even after initial TNB recertification.
16. CalSAWS Only - Add validations to the system to prevent the user from running the incorrect benefit month EDBC after the current packet due date where status of the packet is 'Reviewed- Ready to Run EDBC'. This change will align TNB with the other programs (CW, CF, GA, RCA, CAPI) which use these validations introduced with SCR CA-52723 CIV-100710 Customer Reporting Updates.
17. C-IV Only: Update the 'Program Code' code table (CT18). Specifically, set the 'Change Reason Program' column to 'Y'. This will define the NB program as a Change Reason program and bring C-IV in alignment with CalSAWS prior to migration. This does not mean that C-IV will begin using Change Reason logic prior to migration.

Batch

18. Add a new batch job to close a TNB program at the end of its recertification period if the recertification has not been completed.
19. CalSAWS Only: Modify an existing batch jobs to create TNB4 packet link in YBN.
20. CalSAWS Only: Modify an existing web service to create task and mark the form as received when TNB4 is submitted through YBN or Kofax.
21. ICT Document transfer – Add Code Category for the batch job that transfer image as part of the ICT process.

Fiscal

22. Update the issuance batch to enable the skipped issuance reasons for TNB.

Correspondence

23. C-IV Only: Create an automated task when the TNB 4 Recertification Packet is received.
24. Add a new TNB 4 Recertification packet to the Template Repository to be used with TNB programs. This packet will include the following forms:
 - a. TNB 4 – Notice of Recertification for TNB
 - b. CF 285 – CF Application (not part of the CF Recertification Packet)
25. Create a new batch job to send the TNB 4 Recertification packet to the customers when their RE is due.
26. Add logic to add a Barcode on the TNB 4 Recertification Packet when it is generated.
27. Add batch job to send TNB 5 if TNB 4 is still in 'Sent' status by the 15th of the last month of the recertification period.
28. Add functionality to generate TNB 5, along with CF 285 based on the incomplete reasons, from the Customer Reporting Detail page when the TNB 4 Recertification packet is marked "Incomplete".
29. Create a Custom Journal Entry Record when either TNB 4 Recertification Packet or TNB 5 form are generated from Online or Batch.
30. Add functionality to generate a approval NOA when the Recertification is approved.
31. Add TNB 2 – Notice of Approval for TNB to Template Repository.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the CalWORKs/CalFresh Committee. C-IV will implement this Change with SCR CIV-102568 in the 20.03 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

User would need to manually generate TNB 4 and send to client. If needed TNB 5 would need to be manually generated. EDBC would not automatically discontinue when appropriate, so user would need to either override the EDBC or use negative action. Manual notices would need to be generated by the user when required.

Operational Impact:**Estimate: 4980**

Automated Test :	0	Batch/Interfaces :	550	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	475	DBA :	0
Design :	0	Eligibility :	670	Fiscal :	225
Imaging :	30	IVR/CC :	0	Online :	855
Performance :	0	Reports :	270	Security :	0
System Test Support :	1010	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-208888] New data elements to be added to the eICT Outbound file to indicate CalFresh SSI/SSP Reversal.

Team Responsible:	Batch/Interfaces	Assignee:	Saguna Finaviya	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Steve Hancock	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	582
Reporter:	Sowmya Coppisetty	Regulation Reference:	ACL 18-90; ACL 18-91; ACL 18-92; ACL 19-15; ACL 19-15E	Created:	06/11/2019 03:20 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Ken Ford	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	SSI Cash Out
Committee:	[ICT]	Approved by Committee:	11/26/2019	Other Agency Cross Reference:	CIV-104322

Non-Committee

Review:

Expedite Approval: Approved By Karen on 12/03

Current Design:

The E-ICT Interface sends and receives ICT data and image files via the daily batch process. Each batch process will have one ICT data file and multiple image files in zip format. The current design does not support the transfer or the retrieval of the following items:

- Indicator for if the CalFresh program has been reversed or not.
- Indicator for if the person was excluded prior to 6/1/19 or not.
- CalSAWS member role codes.
- Indicator SB 380 for CalWORKs person transactions

The E-ICT Interface currently supports the CertificateNumberType data element type as numeric with a minimum length of 7 numbers.

This data element type is used to output the NaturalizationCertificateNumber and CertificateofCitizenshipNumber data elements.

Request:

This SCR will implement the changes required to the E-ICT process to allow information necessary to:

- Indicate if the CalFresh program has been reversed or not.
- Indicate if the person was excluded prior to 6/1/19 or not.
- Indicate CalSAWS member role codes (CalSAWS Only).
- Indicate SB 380 for CalWORKs person transactions.
- Update the CertificateNumberType to alphanumeric, change the minimum length to 6 and set a maximum length of 12.

Recommendation:

1) Update the EICT file to support the following new data elements in both the Outbound and Inbound file layouts:

- Indicator for if the CalFresh program has been reversed or not.
- Indicator for if the person was excluded prior to 6/1/19 or not.
- CalSAWS member role code for CalFresh programs only. (CalSAWS Only)
- SB 380 indicator value for CalWORKs person transactions

2) Update the ICT Detail page to display the following:

- Indicator for if the CalFresh program has been reversed or not.
- Indicator for if the person was excluded prior to 6/1/19 or not.
- SB 380 indicator value for CalWORKs recipients who are excluded for receiving child support payments.

3) Update the CertificateNumberType in the XSD Interface Definitions with the following:

- Change the 'minLength' from 7 to 6 characters.
- Add a 'maxLength' of 12.
- Change the pattern value to alphanumeric.

Outreach

Description:

Migration Impact

Description:

Changes are being made in both LRS and C-IV. No changes are being made to C-IV that would need to be migrated. Corresponding changes are implemented in C-IV with CIV-104322 in the 20.03 release

Migration Impact

Analysis:

Alternative

n/a

Procedure

Description:

Operational Impact:

Estimate:

582

Automated Test :	0	Batch/Interfaces :	359	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	104
Performance :	0	Reports :	0	Security :	0
System Test Support :	119	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CA-210498] NB Application Future Application Date

Team Responsible:	Eligibility	Assignee:	Richard J. Weeks	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Mark Keehn	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	70
Reporter:	Michael Barillas	Regulation Reference:		Created:	09/11/2019 04:06 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	11/19/2019	Other Agency Cross Reference:	CIV-105065

Non-Committee

Review:	
Expedite Approval:	
Current Design:	When auto-creating an NB program, it is possible for the system to define an NB application date that is a future date.
Request:	When auto-creating an NB program, prevent the NB application date from being a future date, thereby preventing the associated MEDS alert, specifically, alert 1097 – "DATE FIELD CONTAINS AN UNREASONABLE DATE".
Recommendation:	When auto-creating an NB program, the NB application date will be the earlier of the following two dates: 1) the NB BDA 2) the current system date This will apply at the program and the program person level.

Outreach

Description:	
Migration Impact Description:	Joint design has been approved through the CalWORKs/CalFresh Committee. C-IV will implement this Change with SCR CIV-105065 in the 20.03 release.

Migration Impact Analysis:

Alternative Procedure Description: Users will need to continue to ignore MEDS alerts for auto created Nutrition Benefit programs.

Operational Impact:

Estimate:	70				
Automated Test :	4	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	43	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	18	Tech Arch :	0	Tech Ops :	0
Training :	0				



**[CA-210813] Update CFWR Work Registration Exempt Status Reason Replace
 “Physically/Mentally Incapacitated” with “Unfit For Employment-Medically Verified”**

Team Responsible:	Eligibility	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	143
Reporter:	Jason M. Francis	Regulation Reference:	ACL 18-08	Created:	10/01/2019 09:28 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Binh Tran	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	11/19/2019	Other Agency Cross Reference:	CIV-105185

Non-Committee

Review:

Expedite Approval:

Current Design:

SCR CA-57971 CIV-7215 - ABAWD (Able-Bodied Adults Without Dependents) Phase II Design renamed the disability exemption reason for both CW and CF programs from "Physically/Mentally Incapacitated " to "Unfit for Employment". SCR CA-210718/CIV-105157 renamed this exemption to "Physically/Mentally Incapacitated" for both CW and CF.

Currently, EDBC creates CFWR disability exemption reason “Physically/Mentally Incapacitated” when the participant meets following criteria:

Has any Active or Presumptive Medical Condition at any point in the benefit month being evaluated including the Unfit for Employment for CalFresh medical condition, but excluding “Obviously Unfit for Employment for CalFresh” medical condition.

OR

Is in receipt of any of the following Income / Other Program Assistance types at any point in the benefit month being evaluated:

- SSI Only
- SSP Only
- SSI/SSP
- Agent Orange
- Employee - Temporary
- Employee - Permanent
- Private - Temporary
- Private - Permanent
- SDI
- Radiation Exposure
- Voc Rehab - Training Allowance
- Railroad - Disability
- Ricky Ray Hemophilia
- Social Security Disability
- Disability – Partial
- Disabled Survivor Benefits
- Work Therapy
- Worker's Comp – Temporary
- Worker's Comp – Permanent
- Disability – Total

Request:

Provide distinct CW (WTW) and CF (CFWR) program disability exemption reasons with "Physically/Mentally Incapacitated" specific to WTW program participation and "Unfit for Employment - Medically Verified" specific to CFWR work registration requirements. Specifically, provide a selection of "Unfit for Employment-Medically Verified" and restrict selection of "Physically/Mentally Incapacitated" when the Work Registration type is CFWR and the registration status is Exempt.

Update data in existing CFWR records with Exemption Status Reason of "Physically/Mentally Incapacitated" to the new Exemption Status Reason of "Unfit for Employment - Medically Verified".

Recommendation:

1. Add a new Work Registration Exempt Status Reason of "Unfit for Employment -Medically Verified".
2. Update ABAWD ruleset used by CF EDBC and Batch for determining ABAWD status for CF (CalFresh) program persons to use the new Exemption Status Reason of "Unfit for Employment - Medically Verified" instead of "Physically/Mentally Incapacitated" when autogenerating the work registration exemption record based on existing participant criteria.
3. Add data change to update existing CFWR Work Registration exempt records from status reason "Physically/Mentally Incapacitated" to "Unfit for Employment - Medically Verified".

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the CalWORKs/CalFresh Committee. C-IV will implement this Change with SCR CIV-105185 in the 20.03 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Users must select the "Unfit for Employment-Medically Verified" option from the Work Registration Exemption Status Reason drop-down.

Operational Impact:

Estimate:

143

Automated Test :	0	Batch/Interfaces :	6	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	72	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	14
Performance :	0	Reports :	0	Security :	0
System Test Support :	36	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-211827] Automated Regression Test - Execution and Maintenance - 20.03 Release Cycle

Team Responsible:	Automated Test	Assignee:	William Baretsky	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	William Baretsky	Change Type (SCR):	Operational Enhancement
Minor Version:	20.05.XX	Expedite Changes:	No	Estimate:	660
Reporter:	William Baretsky	Regulation Reference:		Created:	11/13/2019 08:14 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Sharon Teramura	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Assembly Test	Migration Impact:	No	Funding Source ID:	
Committee:	[Other]	Approved by Committee:	11/25/2019	Other Agency Cross Reference:	CIV-105633
Non-Committee Review:	JoAnne Osborn 11/25/2019				
Expedite Approval:					
Current Design:	A repository of automated regression scripts has been created and organized into test suites, with the purpose of validating major and minor version releases before they are deployed to production.				
Request:	The automated regression scripts should be executed and maintained on a regular basis, to validate the quality of each system version before it is released to production.				
Recommendation:	<ol style="list-style-type: none"> Execute the major release automated regression suite against the 20.03 major version build on a regular basis. Execute the major release automated regression suite against the final build for the 20.03 major version, prior to the build being deployed to production. Execute the minor release automated regression suite against the final build of each applicable 20.03 minor version, prior to the build being deployed to production. Update the test scripts within the major and minor release automated regression suites as needed to account for intentional design changes that would otherwise generate false negative results. 				
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:	660				
Automated Test :	660	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-210926] Add EDBC Validation to Force Completion of Customer Report

Team Responsible:	Eligibility	Assignee:	Mark Keehn	SPG Status:	Approved
Fix Version/s:	[20.05]	Designer Contact:	Mark Keehn	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	204
Reporter:	Mark Keehn	Regulation Reference:		Created:	10/04/2019 01:53 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	11/19/2019	Other Agency Cross Reference:	

Non-Committee

Review:
Expedite Approval:
Current Design: A user is able to authorize benefits for a new period even when the Customer Report has not be set to 'Reviewed – Ready to Run EDBC'. This causes skipped issuances.

Request: Add a new EDBC validation that will prevent a user from authorizing new benefits in a new period unless the Customer Report has been set to 'Reviewed – Ready to Run EDBC'.

Recommendation: Add a new validation upon clicking 'Accept' button on the [Program] EDBC Summary and [Program] EDBC (Manual) page to be displayed when the following conditions are met:

- a. The program is CW, CF, GA, RCA, CAPI, TNB.
- b. The EDBC is not closing the program or marking it as ineligible.
- c. The status of the current SAR7, QR7, RE, GR AA, TNB4 packet is not 'Completed – EDBC Accepted' or 'Reviewed- Ready to Run EDBC' for the given program.
- d. The benefit month processing range includes any month (for multi-month EDBCs) or the benefit month (for manual EDBC or Negative action) is any month following the current SAR7, RE, QR7, GR AA, TNB due month

The text will be in a red font and prevent EDBC from being accepted and will reference the 'Cancel' button on the page. The validation message text will be "[Packet Name] must be marked Ready to Run EDBC."

Outreach

Description:
Migration Impact Description: This CalSAWS only design has been approved through the CalWORKs/CalFresh Committee. The associated validation changes will impact only CalSAWS users. All counties will inherit this logic as they migrate onto CalSAWS.

Migration Impact

Analysis:
Alternative Procedure Description: Users will be responsible for setting the Customer Report to 'Reviewed - Ready to Run EDBC' prior to running EDBC to establish a new period.

Operational Impact:

Estimate:	204				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	132	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	52	Tech Arch :	0	Tech Ops :	0
Training :	0				

End SCRs



[CA-203060] ACL 17-61 - Achieving a Better Life Experience (ABLE) Accounts

- Resolved: 11/13/2019 11:07 AM

Team Responsible:	Eligibility	Assignee:	Srinivas Sajja	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Thomas Lazio	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	402
Reporter:	Jira Cleanup	Regulation Reference:	ACL 17-61, ACWDL 19-21	Created:	06/11/2018 11:50 AM
Status:	In Production	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Janet Mitri	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	2019-07-16 00:00:00	Other Agency Cross Reference:	CIV-9838

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. CIV will implement this Change with SCR CIV-9838 in the 19.11 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Record ABLE/CalABLE activity in Journal

Operational Impact:

Estimate: 402

Automated Test :	20	Batch/Interfaces :	0	CalHEERS :	79
CalHEERS Test :	0	Client Correspondence :	20	DBA :	0
Design :	0	Eligibility :	118	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	42
Performance :	0	Reports :	0	Security :	0
System Test Support :	88	Tech Arch :	0	Tech Ops :	0
Training :	0				

**Content Revision
Status-1:
Content Revision
Description-1:**

Accepted

1. Recommendation Change: N/A

2. ETC Change: Updated to include Translation costs. Updated CalHEERS hours for the development and testing of new rules for general property and TPN/Dialysis to comply with the current design recommendation of excluding each 'ABLE/CalABLE Account' from the property test for the Medi-Cal program.

Before:

CalHEERS ETC 1:

0

Eligibility ETC 1:

80

Eligibility ETC 2:

45

Eligibility ETC Total:

125

System Test Support ETC 1:

71

System Test Support ETC Total:

71

Unallocated Hours:

30

Translation Resource ETC: 0 hrs.

Total Hours: 306 Hours

After:

CalHEERS ETC 1:

79

CalHEERS ETC Total:

79

Eligibility ETC 1:

80

Eligibility ETC 2:

38

Eligibility ETC Total:

118

System Test Support ETC 1:

88

System Test Support ETC Total:

88

Unallocated Hours:

35

Translation Resource ETC:

2 hrs

Total Hours: 402 Hours

3. Release Change: N/A

Pending CCB

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

1. Recommendation Change:

Before:

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

- ABLE/CalABLE Account

After:

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

- ABLE/CalABLE Account

Update the eICT interface to be able to send this new property type of ABLE/CalABLE Account. This new property type will be mapped to "Other Liquid Property" in the outbound interface.

Please see the highlighted section of the attached CA-203060 CIV-9838 ABLE Accounts Content Revision.docx

2. ETC Change:

Before:

CalHEERS ETC 1:

79

CalHEERS ETC Total:

79

Eligibility ETC 1:

80

Eligibility ETC 2:

38

Eligibility ETC Total:

118

System Test Support ETC 1:

88

System Test Support ETC Total:

88

Unallocated Hours:

35

Translation Resource ETC:

2 hrs

Total Hours: 402 Hours

After:

Batch/Interfaces ETC 1:

10

CalHEERS ETC 1:

79

CalHEERS ETC Total:

79

Eligibility ETC 1:

80

Eligibility ETC 2:

38

Eligibility ETC Total:

118

System Test Support ETC 1:

88

System Test Support ETC Total:

88

Unallocated Hours:

35

Translation Resource ETC:

2 hrs

Total Hours: 412 Hours

3. Release Change: N/A

Content Revision

Status-3:

Content Revision

Description-3:

1. Recommendation Change: {Description of Recommendation Change}

Before:

After:

2. ETC Change:

Before:

After:

3. Release Change: {Description of Release Change}

Before:

**Content Revision
Status-4:
Content Revision
Description-4:**

After:

1. Recommendation Change: {Description of Recommendation Change}

Before:

After:

2. ETC Change:

Before:

After:

3. Release Change: {Description of Release Change}

Before:

After:



[CA-51131] Enhance the Employment Summation and Employment Summation Detail Reports

Team Responsible:	Reports	Assignee:	Susanna Martinez	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Farhat Ulain	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	369
Reporter:	Jira Cleanup	Regulation Reference:		Created:	01/19/2018 11:43 AM
Status:	Development Complete	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Dennis Kong	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Management Reports]	Approved by Committee:	2019-10-22 00:00:00	Other Agency Cross Reference:	CIV-100733

Non-Committee

Review:

Expedite Approval: Expedited Start Build Approval provided by Karen J. Rapponotti on 10/22/2019

Current Design:

The Employment Summation Report and Employment Summation Detail Report are On Request reports that provide the total number of new employments, the average salary per hour and the average hours worked per week for each worker in the selected organization. These reports are used by administration staff to monitor employments created during the report period.

Request: Add additional data elements to the Employment Summation Report and Employment Summation Detail Report to improve usability.

Recommendation:

Add additional data columns that include program and person status information and additional employment information for the following reports:
 a. Employment Summation Report
 b. Employment Summation Detail Report

Reference the attached detailed design document for the column specifics and the report layouts.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Management Reports Committee and it will be implemented in both systems. CIV will implement this Change with SCR CIV-100733 in the 20.01 release.

Migration Impact

Analysis:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate:

369

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 :	245	Security :	0
System Test Support :	89	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

Description-1:

Before: Mock ups for Employment Summation Detail Report were missing correct data.
 After: Update the mock ups for Employment Summation Detail Report with correct data.

Content Revision

Status-2:

Content Revision

Description-2:

Content Revision

Status-3:

Content Revision

Description-3:

Content Revision

Status-4:

Content Revision

Description-4:



[CA-201772] Lobby Management: Reception Log: Update Number Generated Logic for Reception Log Visits

Team Responsible:	Lobby Mgmt	Assignee:	Chao Guan	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	322
Reporter:	Jira Cleanup	Regulation Reference:		Created:	03/29/2018 11:37 AM
Status:	System Test	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Erick Arreola	Training Impacted:	[Job Aid]	Funding Source:	C-IV M&O
Project Phase (SCR):	Migration	Migration Impact:	No	Funding Source ID:	
Committee:	[Lobby Management]	Approved by Committee:	2019-09-25 00:00:00.0	Other Agency Cross Reference:	CIV-1463, CIV-104929

Non-Committee Review:

Expedite Approval: Karen - 10/28/2019

Current Design: The Reception Log allows the user to input customer information including case number, name, and visit type. Customers are displayed in chronological order. With the release of CA-204065, numbers are automatically assigned to each visit type when they are entered into the Reception Log Detail page.

Request: Based on various lobby business processes add an option to assign the previous number issued for a customer's visit or to automatically generate a new number. Display the check-in numbers in LRS without leading zeros and increase the number to a maximum of 5 characters so that offices including C-IV offices do not run out of numbers .

Add the ability to search for Reception Log records by Number Assigned in LRS.

Recommendation:

(see design doc for complete recommendations)

- 1) On the Reception Log Detail page, under the visit information section, update the Number Assigned column to have a drop-down selection when adding a new Visit Type to an existing Reception Log record:
 - a) Update the Number Assigned column to allow the user to select the previously assigned (Complete or No Response) number or generate a new number when adding a second or subsequent Visit type
 - b) Default the drop down to generate a new number
- 2) LRS only: Update the database and webservices including the SFV (San Fernando Valley) LMRS webservices to send and receive a Number Assigned up to 5 characters.
- 3) Update page-mapping for the Reception Log Detail and Reception Log List pages with new or changed fields.
- 4) C-IV Only: Rename the NUM_ASSIGN column in the RECEPTN_LOG_VISIT table to match ASSIGN_NUM_IDENTIF as in the related LRS table.
- 5) C-IV Only: Update the Business Intelligence Lobby Management Extract Transform and Load (ETL) to use the new ASSIGN_NUM_IDENTIF column name instead of NUM_ASSIGN.
- 6) LRS only: Create a Number Assigned search field on the Reception Log List page in the Refine Your Search section.

Note: Assigned number generation should be in sync with all lobby management devices.

Outreach

Description:

Migration Impact Description:

C-IV SCR 1463 functionality was partially implemented in as part of CA-204065 (release 19.07). This SCR closes the remaining gap associated with C-IV SCR 1463. Enhancements in this joint design have been approved through the Lobby Management Committee. C-IV will implement these enhancements with SCR CIV-104929 in the 20.01 release.

Migration Impact Analysis:

No Impact

Alternative Procedure

Use the new number which is automatically generated for the Visit Purpose

Description:

Operational Impact:

Estimate: 322

Automated Test :	8	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 :	223
Performance :	0	Reports :	17	Security :	0
System Test Support :	74	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

Description-1:

1. Recommendation Change: {Description of Recommendation Change}

Before: Requirement 1 did not exist.

After:

New Requirement 1. (See design document for complete updates.)

1. For LRS: Update the page logic to create a Reception Log entry without a check-in number, when the the YBN webservice which retrieves the check-in numbers fails.

a. Remove the error msg which was previously displayed when the service failed.

b. If the service fails, create a Reception Log entry without a check-in number.

c. If the service fails, display a message, on the following page, with Error formatting and styling as "Error with Check-In Number service. The record has been saved without a Number Assigned.

i. When the user chooses 'Save', add the message to the Reception Log Detail page in View mode.

ii. When the user chooses 'Save and Add Another', add the message to the Reception Log Detail page in Create mode.

2. ETC Change: Added Hours for Database Table changes, OAG/OSP config files propagation & Changing Page and webservice to save and send records without a check-in number

Before:

Online ETC 1: 186

Online ETC 2: 37

Online ETC Total: 223

Reports ETC 1: 17

Reports ETC Total: 17

Automated Test ETC Total: 8

System Test Support ETC 1 : 60

System Test Support ETC 2 : 14

System Test Support ETC Total : 74

Total ETC : 322

After:

Online ETC 1: 242

Online ETC 2: 137

Online ETC Total: 379

Reports ETC 1: 17

Reports ETC Total: 17

Automated Test ETC Total: 8

System Test Support ETC 1 : 100

System Test Support ETC 2 : 20

System Test Support ETC Total : 120

Total ETC : 524

**Content Revision
Status-2:**

**Content Revision
Description-2:**

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

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

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

**Content Revision
Status-3:**

**Content Revision
Description-3:**

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

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

**Content Revision
Status-4:**

**Content Revision
Description-4:**

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

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

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



[CA-206520] Automate SAWS 30 - IEVS Employment and Income Verification Form

Team Responsible:	Batch/Interfaces	Assignee:	Balakumar Murthy	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	637
Reporter:	John Pratt	Regulation Reference:		Created:	01/24/2019 11:43 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Ken Ford	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[IEVS]	Approved by Committee:	2019-10-02 00:00:00.0	Other Agency Cross Reference:	CIV-103772

Non-Committee

Review:

Expedite Approval: Expedited Approval provided by JoAnne Osborn on 11/5/2019

Current Design:

IFDS Abstracts

IEVS-IFDS (Integrated Fraud Detection System) abstracts are received by the system from the California Department of Social Services (CDSS) on a quarterly basis. Abstracts received by the system contain the demographic, income, SSP, DADS and employment information of the participants. Data received through the interface file is used to compare with the participant reported income of the person existing in the system.

LRS:

If the income discrepancy is \$2500 or more, the abstract is auto assigned to an IEVS worker and Form PA 2418B is sent to the participant to inform them of the details of the interview and the Forms/data to be submitted.

If the income discrepancy is below \$2500, abstract is assigned to IEVS supervisor who reassigns the abstracts to IEVS workers. These abstracts are reviewed by the assigned IEVS worker.

C-IV:

If the income discrepancy is over \$1000, then the IEVS-IFDS abstract is assigned to an IEVS worker. IEVS-IFDS abstract will be manually reviewed by IEVS worker. If necessary, worker will generate and send Form VER 201.

NHR Abstracts

IEVS-NHR (New Hire Registry) abstracts are received monthly by the system and contain the demographic and employer information of the participant who have been hired or rehired in the last 30 to 60 days. Data received through the interface file is used to compare the data from Employment Development Department (EDD) with the participant reported employment data.

LRS:

PA 2418C Form is generated for active Medi-Cal programs if there are any discrepancies in employment data identified between the participant reported data and the data received through the interface.

Form PA 2418C NHR-MC (10/13) informs the participant to contact the IEVS worker within 10 days to report about the new job and income.

Form SAWS 30 can be generated through New Hire Abstract page.

C-IV:

If employer data does not match, the NHR abstract is assigned to the IEVS worker. If required, IEVS worker will generate and send Form SAWS 30. This Form requests new employer details which can be submitted through mail or at the time of redetermination.

Request:

This is the second phase of SCR CA-48386.

- Modify IEVS-IFDS Interface to trigger PA 2418B for all IFDS abstracts except the abstract that will be dispositioned through the Interface (LRS only).
- Modify IEVS-IFDS Interface to assign the task and abstract to IEVS worker instead of the supervisor (LRS only).
- Modify NHR Interface to automate the generation of SAWS 30 Form for all NHR abstracts (LRS and C-IV).
- Add a new batch job to disposition NHR abstracts as 'No Impact' after the Form SAWS 30 is sent to the participant (LRS and C-IV).
- Modify NHR Interface to not assign task to the worker except Medi-Cal abstract (LRS only).
- Add PA 2418B Form in Spanish language to the template repository (LRS only).
- Modify the barcode generation logic in PA 2418B to use Form due date (LRS only).
- Add threshold language titles for SAWS 30 Form in C4Yourself (C-IV only).

Recommendation:

- Modify the existing IFDS Interface job (PI19C407) on all the following.
 - LRS only:
 - o Trigger PA 2418B Form for all IFDS abstracts except the abstract that will be dispositioned through the Interface.
 - o Assign IEVS tasks to the IEVS worker instead of the supervisor.
- Modify the existing NHR Interface job on all the following.
 - LRS only (job Number PI19C506):
 - o Trigger SAWS 30 Form for all abstracts except for the MC participant that will receive PA 2418C Form.
 - o Remove the logic that assigns task to the worker except for the MC program.
 - C-IV only (job Number PIXXC500):
 - o Generate SAWS 30 Form for all NHR abstracts except the abstract that will be dispositioned through the Interface.
- Add a new batch job to disposition NHR abstracts as 'No Impact' after the Form SAWS 30 is sent to the participant (LRS and C-IV).
- Modify the barcode generation logic for Form PA 2418B to populate Form Due month and year in the barcode (LRS only).
- Update Forms Thread batch jobs to generate SAWS 30 triggered through NHR Interface job.
- Add PA2418B Form in Spanish language to the template repository (LRS only).
- Add threshold language titles for SAWS 30 Form in C4Yourself (C-IV only).

Please refer to more details in the design document.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the IEVS Committee. C-IV will implement this change with SCR CIV-103772 in the 20.01 release.

Migration Impact

Analysis:

Deferred to Functional Design Sessions

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

637

Automated Test :	0	Batch/Interfaces :	304	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	121	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	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:

Before:

1. There is no C-IV journal entry version when the new Disposition batch closes the NHR abstract.
2. There are scenarios where SAWS 30 will not have the Worker information populated when the form is being generated through Batch.
3. English and Spanish version of PA 2418B does not match.

After:

1. Added C-IV journal entry when the new Disposition batch closes the NHR abstract.
2. Added an additional to the note that the County configurable feature will be added as part of DDID 1492.
3. SAWS 30 will always have the Worker information populated on the form when generated through Batch.
4. English and Spanish Version of PA 2418B match.

2. ETC Change for Correspondence:

Before: 100

After: 121

- 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. ETC Change:
Before:
After:

- 3. Release Change:
Before:
After:

- 4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

- 1. Recommendation Change:
Before:
After:

- 2. ETC Change:
Before:
After:

- 3. Release Change:
Before:
After:

- 4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

- 1. Recommendation Change:
Before:
After:

- 2. ETC Change:
Before:
After:

- 3. Release Change:
Before:
After:

- 4. Funding Source Change:
Before:
After:



[CA-209050] Add MC Annual Renewal NOA Variable Threshold Population

Team Responsible:	Client Correspondence	Assignee:	Tiffany Huckaby	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	99
Reporter:	Tiffany Huckaby	Regulation Reference:		Created:	06/20/2019 09:47 AM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Correspondence]	Approved by Committee:	2019-10-11 00:00:00.0	Other Agency Cross Reference:	

Non-Committee

Review:
Expedite Approval: Karen J. Rapponotti approved on 10/31/2019
Current Design: SCR CA-202724/CIV-100708 added Medi-Cal Annual Renewal NOAs to C-IV and LRS. Currently the variables on the NOAs for Citizenship Status, Marital Status, and Tax Filing Status are only available in English.
Request: Update the Citizenship Status, Marital Status, and Tax Filing Status Variables to generate in Threshold languages.

- Recommendation:**
- 1.) Add Threshold translations for Citizenship Status variable. (CT304)
 - 2.) Add Threshold translations for Marital Status variable. (CT622)
 - 3.) Add Threshold translations for Tax Filing Status variable. (CT306)
 - 4.) Add Threshold translations for variable population for 'Unknown' and 'Non-File'.
 - 5.) Turn on Threshold for the MC Annual Renewal NOA fragments (Action, Individual Action, and Reason).

Outreach

Description:
Migration Impact Description: Per strategic direction for migration, there will be a single set of NOAs with the LRS NOAs to be used by all 58 counties.

Migration Impact Analysis:
Alternative Procedure: N/A

Description:
Operational Impact:
Estimate: 99

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	25	Client Correspondence :	64	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				

Content Revision Status-1: Pending CCB

Content Revision Description-1: 1. Recommendation Change:
N/A

2. Estimate Change: Increase in hours due to unforeseen additional code updates and scripting.

Before:

Client Correspondence ETC Total: 64

After:

Client Correspondence ETC Total: 114

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