California Statewide Automated Welfare System

Design Document

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

2/5/2019

CalSAWS California Statewide Automated Welfare System	DOCUMENT APPROVAL HISTORY	
	Prepared By	Anand Dattatri Kulkarni, Lawrence Garber, Michael Barillas, Sridhar Mullapudi
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/25/2019	.01	Initial Version	Sridhar Mullapudi
02/05/2019	.02	Updated Form FDDS in Supporting Documents	Anand Kulkarni
05/08/2019	.03	Added task creation B&I requirement, Employment Exemption update, Verification on the School Attendance Detail page	Michael Barillas, Lawrence Garber, Sridhar Mullapudi
6/25/2018	.04	Turned off CalFresh Denial/Disc NOAs in threshold languages	Anand Kulkarni
09/09/2019	.05	Added clarification to appearance and functionality of fields on School Attendance Detail page; Updated verification type name throughout; Added recommendation for soft validation for new verification. Updated the Employment and Training Exemption verification logic.	Lawrence Garber, Sridhar Mullapudi
10/24/2019	.06	Added clarification to verification functionality.	Lawrence Garber

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1 OVERVIEW

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

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

1.1 Current Design

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

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

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

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

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

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

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

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

For newly created verifications in C-IV, the due date will only default to 10 days after the current date when the value in the verification field is "Not Applicable", "Pending", or "Refused." In LRS, the verification due date will default to 10 days after the current date for all available verification statuses. In both LRS and C-IV, the verification due date will be set to 10 days after the initial creation of the verification record, and will remain the same date regardless of any updates to the verification status from this page.

1.2 Requests

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

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

The existing hours requirement for 'Employment' based CF student exemption needs to be modified to check for 80 hours a month

The existing Employment and Training criteria should be verified, or the verification shall not exist for the exemption to apply for student eligibility.

Soft validation should be provided for the new Employment and Training validation when 'pending' or 'Refused'

PA 136 form version needs to be updated to version 06/2018 and a new form 'CF Student Exempt Checklist' need to be added to the system.

New batch task should be created to identify 50 year old unaided active CalFresh students

1.3 Overview of Recommendations

1. Add new verification field for Employment and Training section on the School Attendance Detail page
2. Update the Employment & Training Program field to contain new program types on School Attendance Detail page.
3. Update the Type field of the Educational, Student income category on Income Detail page to allow the entry of Cal Grants.
4. Make updates to the system for the treatment of new income types across different programs.

5. Update the EDBC rule that determines whether a student is ineligible to CalFresh to account for the new Cal Grant income types.
6. Update the existing exemption criteria for CF student based on the 'Adequate Child Care Available' for CF student eligibility rule.
7. Update the existing 20 hours per week hours requirement for employment exemption to 80 hours per month.
8. Updated the student eligibility Employment and Training exemption to provide student exemption if the Employment and training verification is 'verified' or does not exist.
9. Add soft validation for 'Pending' and 'Refused' Employment and Training verification
10. Update existing Form PA 136 in Template repository (LRS Only).
11. Add a new Form CalSAWS CF 6177 'Student Exemption Checklist' to the template repository.
12. In LRS: Add Spanish translation for the new verification type 'School Attendance Employment and Training'.
13. Turn off CalFresh income verification threshold NOAs.
14. Create a batch to create a task for the worker to stop student exemption.

1.4 Assumptions

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

   Note: Existing system functionality of requesting verifications using CW 2200 form remains unchanged with this SCR.
2. ~~Existing soft validation for pending and refused verifications apply to the new verifications added for employment and training field on the school attendance detail page.~~
3. Existing pending verification logic for income shall apply to the new added incomes in LRS
4. This new logic will be applied to ongoing EDBCs only. There will be no retro batch processing to determine student eligibility.
5. Fields not mentioned to be modified within the description of changes will retain their current functionality.
6. PA 136 – Student Eligibility/Ineligibility for CalFresh Worksheet, is an existing Form in LRS to determine if the CalFresh participant is a student and whether his/her income can be counted/exempted for the CalFresh household income. This form will not be added to C-IV system with this effort.
7. Requests for verifications will be sent to the customer in accordance to the county business process concerning verifications.

2 RECOMMENDATIONS

2.1 School Attendance Detail

2.1.1 Overview

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

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

2.1.2 School Attendance Detail Mockup

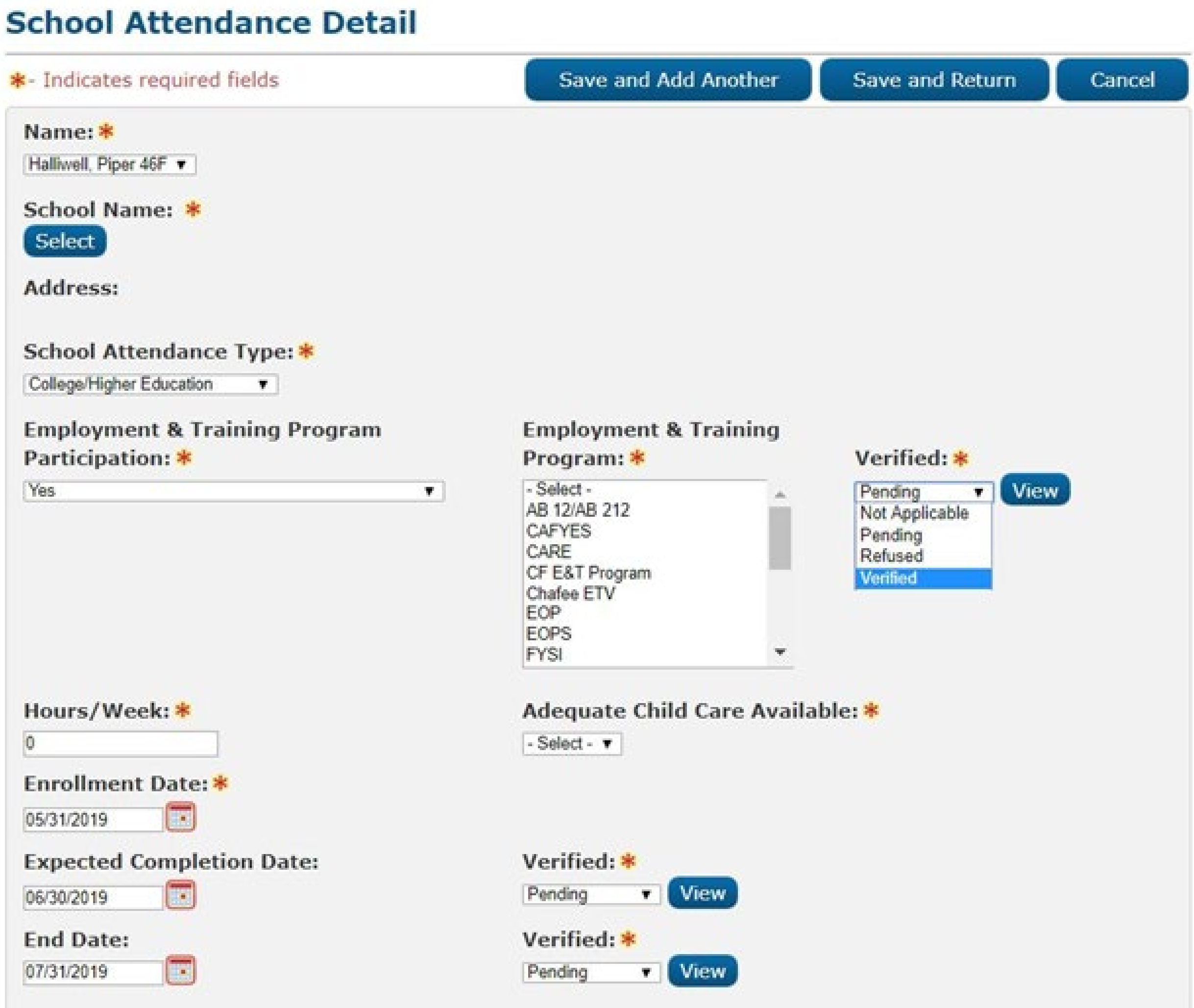

Figure 2.2.1 – School Attendance Detail Mockup

2.1.3 Description of Changes

1. Reorder the values of the School Attendance Type field so they appear in the chronological order, as follows:
    a. Pre-School
    b. Elementary School
    c. Middle School / Junior High
    d. High School
    e. GED Preparatory
    f. College/Higher Education
    g. Vocational-Classroom Only
    h. Vocational-Classroom/Training
    i. Vocational-Training Only

2. Add the following values to the Employment & Training Program (CT 496) field:
    a. AB 12/AB 212
    b. CAFYES
    c. CARE
    d. CF E&T Program
    e. Chafee ETV
    f. EOP
    g. FYSI
    h. Guardian Scholars Program
    i. McNair Scholars Program
    j. MESA
    k. Puente Project
    l. State or Local Gov TP
    m. Student Academic Services
    n. Unaccompanied Refugee Minors
    o. Other
3. In Edit and Create mode, the Employment & Training Program dropdown field will be sorted alphabetically, in ascending order, with the option of 'Other' at the end.
4. Increase the size attribute of the Employment & Training Program multi-select field to 9.
5. Add a field Called 'Verified' to the right of the Employment & Training Program field. This field will only display when the Employment & Training Program Participation field has a value of 'Yes'. When the School Attendance record is initially saved (or when the prior value of the Employment & Training Program Participation field is anything other than 'Yes') with this field displaying, a verification record will be created in the system with a Type of 'School Attendance Employment and Training'. ~~If the value in the Verified field is changed, the verification record will be updated when the record is saved.~~ If the verification record does not already exist (for School Attendance Records created prior to the implementation of this SCR), it will be inserted, upon save, when the existing school attendance record is initially accessed after the implementation of this SCR. If the School Attendance record is edited and the Employment & Training Program Participation is switched from 'Yes' to another option, then the verification record will be deleted. When displayed, the new verification will be a required field, and it will default to the value of "Pending". This field will be a drop down that will contain the following values:
    a. Not Applicable
    b. Pending
    c. Refused
    d. Verified

    The verification details for this new verification type, "School Attendance Employment and Training" will default to the following:

Requested Date: current date when the school attendance record is created with the new verification type

Due Date: 10 days after the requested date

Date Received: In C-IV, this will display the current date only ~~when~~ if the verification value is set to "Verified" upon creation or insertion of the verification record. In LRS, this will display the current date if the verification value is updated to "Verified" from another value. For all other verification values this date will be null.

~~NOTE – For newly created verifications in C-IV, the due date will only default to 10 days after the current date when the value in the verification field is "Not Applicable", "Pending", or "Refused." In LRS, the verification due date will default to 10 days after the current date for all available verification statuses. In both LRS and C-IV, the verification due date will be set to 10 days after the initial creation of the verification record, and will remain the same date regardless of any updates to the verification status from this page.~~

6. A View button will be added to the right of the Verified field and will navigate the worker to the Verification Detail page for the School Attendance Employment and Training verification record that is tied to the Verified field. This button will only be available in the LRS system.
7. The "Employment & Training Program Participation" dropdown field, the "Employment & Training Program" dropdown field, and the corresponding "Verification" field will be displayed below the "School Attendance Type" dropdown.

2.1.4 Page Location

Global: Eligibility

Local: Customer Information

Task: School Attend.

2.1.5 Security Updates

Security Rights

Security Right	Right Description	Right to Group Mapping
n/a		

Security Groups

Security Group	Group Description	Group to Role Mapping
n/a		

2.2 Eligibility- Income Detail

2.2.1 Overview

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

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

2.2.2 Income Detail Mockup

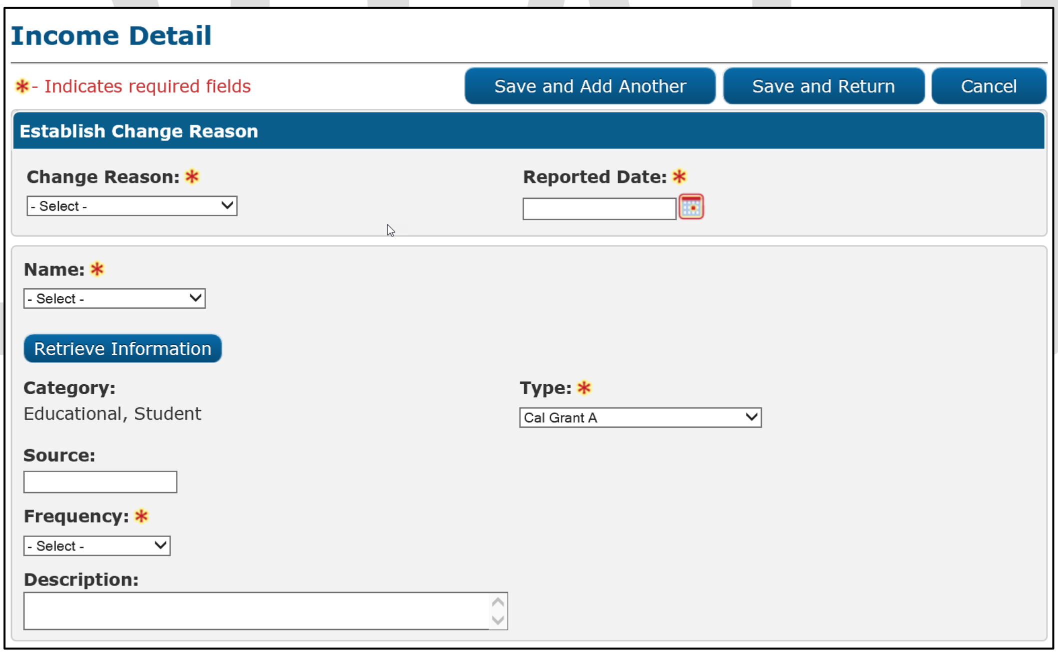

Figure 2.1.1 – Income Detail (LRS)

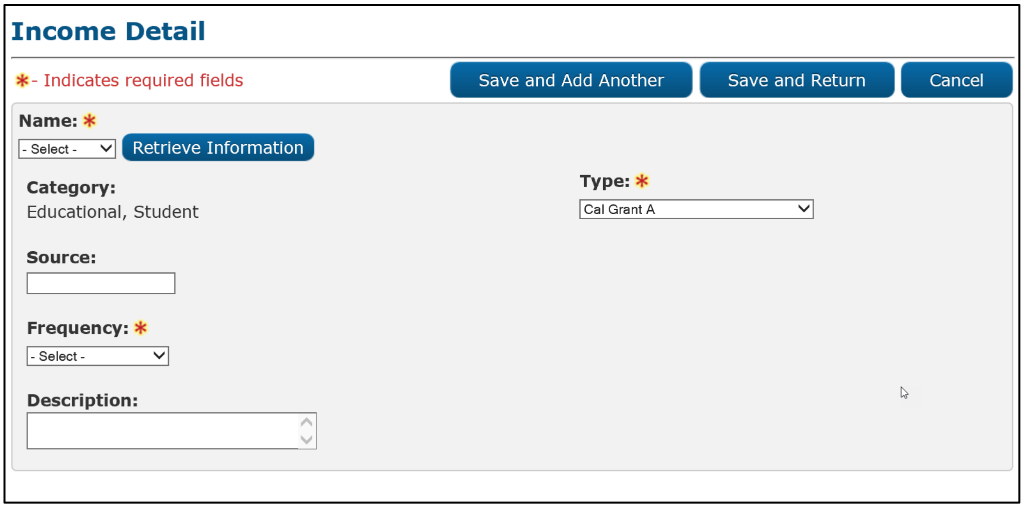

Figure 2.1.2 – Income Detail (C-IV)

2.2.3 Description of Changes

1. Add the following Income Types (CT 186) to the Educational, Student income category:
    a. Cal Grant A
    b. Cal Grant A – TANF
    c. Cal Grant B
    d. Cal Grant B - TANF
    e. Cal Grant B Access
    f. Cal Grant C
2. For the new income types added, please see below for the treatment of income across the different programs in the System:

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

See table below for the new income table reference values

Function	Value
AdjustableIncome:1:S	N

CWDisabilityDisregard:2:S	N
CWClassification:3:S	Exempt
MCDisabilityDisregard:4:S	N
MCClassification:5:S	Exempt
FSClassification:6:S	Exempt
FSConsideredPermanentDisabilityBased:7:S	N
IncomeCategory:8:S	06
Adjustable:9:B	N
FCClassification:10:S	Exempt
CmipsIncomeInKindTypes:11:S	Null
EICT Inbound:12:S	Null
EICT Outbound:13:S	41E
CalHEERS Outbound:14:S	Null
CalHEERS Inbound:15:S	Null

CIV Only:

WINS Proxy:16:B	N

LRS Only:

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

NOTE: LRS Only: Existing income verifications logic shall apply for these new incomes.

2.2.4 Programs Impacted

CF, CW, MC, CAPI, FC, GA

2.2.5 Performance Impacts

No impact

2.3 EDBC Rule Update

2.3.1 Overview

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

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

Update the existing 20 hours per week check for employment exemption to check for 80 hours per month.

Update the existing Employment and Training exemption to be verified.

2.3.2 Description of Changes

1. Update the existing CF EDBC student eligibility rule to add a new student exemption in addition to the existing CF student exemptions. The student will be considered as exempt from CalFresh student eligibility determination if any of the following is true:
    a) The student has an income type of 'Cal Grant A - TANF' and this income verification is in 'Verified' or 'Not Applicable' status.
    b) The student has an income type of 'Cal Grant B - TANF' and this income verification is in 'Verified' or 'Not Applicable' status.

2. Update the existing CF EDBC student eligibility rule that applies a student exemption based on the 'Adequate Child Care Available' (mentioned in section 1.1.8, 1.1.9, 1.1.10). This exemption will now apply to a student that exerts parental control over a household member who has reached age 6 but is under age 12 and meets one of the following conditions:
    a. Has an attendance status of 'Attending-Half Time' AND 'Adequate Child Care Available' is No
    b. Has an attendance status of 'Attending-Full Time' AND meets one of the following criteria
        i. Is a two-parent household and 'Adequate Child Care Available' is No
        ii. Is a single parent or NPCR regardless of the value of 'Adequate Child Care Available'

Household Composition / School Attendance Status	**Single Parent/NPCR**	**Two-Parent**
Attending-Half Time	If Adequate Child Care Available = 'No' then Exempt	If Adequate Child Care Available = 'No' then Exempt

Attending-Full Time	Exempt	If Adequate Child Care Available = ‘No’ then Exempt

3. Update the CF student eligibility exemption rule for a student who is employed and working a minimum of 20 hours a week (mentioned in section 1.1.5) to be using 80-hour monthly total. The Hours/Week value entered in the Employment detail page shall be used to calculate the monthly hours used in determining the employment exemption for student eligibility determination.

   Example1: Employment dates: 7/1/2019 – 7/31/2019
   Hours/Week: 20
   Calculation: Week1- 7/1/2019- 7/7/2019- 20 Hours
   Week2- 7/8/2019- 7/14/2019- 20 Hours
   Week3- 7/15/2019- 7/21/2019- 20 Hours
   Week4- 7/22/2019- 7/28/2019- 20 Hours
   Week5- 7/29/2019- 7/31/2019- 20 Hours
   Monthly hours: 20 + 20 + 20 + 20 + 20 =100 Hours

   Example2: Employment dates: 5/1/2019 – 5/16/2019
   Hours/Week: 25
   Calculation: Week1- 5/1/2019- 5/7/2019- 25 hours
   Week2- 5/8/2019- 5/14/2019- 25 hours
   Week3- 5/15/2019- 5/21/2019- 25 hours
   Monthly hours: 25 + 25 + 25 =75 Hours

   Example3: Employment dates: 4/15/2019 – 5/17/2019
   Hours/Week: 32
   Calculation:
   April: Week1- 4/15/2019- 4/21/2019- 32hours
   Week2- 4/22/2019- 4/28/2019- 32hours
   Week3- 4/29/2019- 4/30/2019- 32 hours
   Monthly hours: 32 + 32 + 32 =96 Hours
   May: Week1- 5/01/2019- 5/07/2019- 32 hours
   Week2- 5/08/2019- 5/14/2019- 32 hours
   Week3- 5/15/2019- 5/21/2019- 32 hours
   Monthly hours: 32 + 32 + 32 =96 Hours

   Note: This calculation is similar to the weekly income calculation for budgeting during EDBC run.

4. Update the CF student eligibility exemption rule for Employment and Training program (mentioned in section 1.1.6) to provide Employment and Training exemption when all the following conditions are met:

a) When 'Employment & Training Program Participation' is Yes
b) Verifications for Employment and Training program is 'Verified' or does not exist

NOTE: In LRS, this verification shall not be a mandatory verification for any program. Failure to provide this verification shall only result in this exemption not being applied to the CalFresh student.

2.3.3 Programs Impacted

CF

2.3.4 Performance Impacts

No impact

2.4 Eligibility – Run EDBC Page Validation

2.4.1 Overview

The new verification for Employment and Training will be added to the existing soft validation for 'Pending' and 'Refused' validations to help the user remember to update this verification when applicable.

2.4.2 Run EDBC Soft Validation Mockup

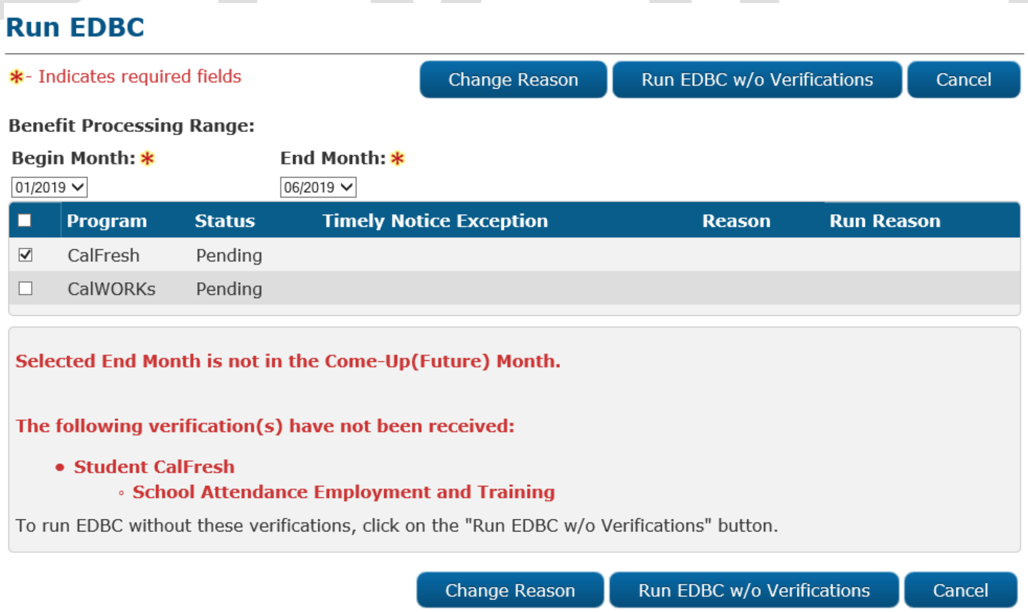

Figure 2.4.1 – Pending Verification

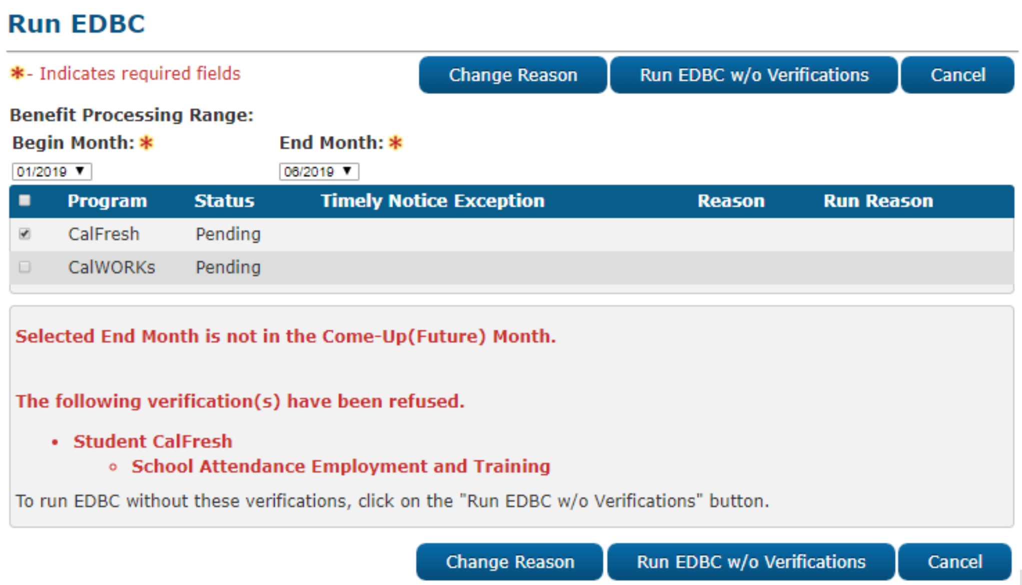

Figure 2.4.2 – LRS: Refused Verification

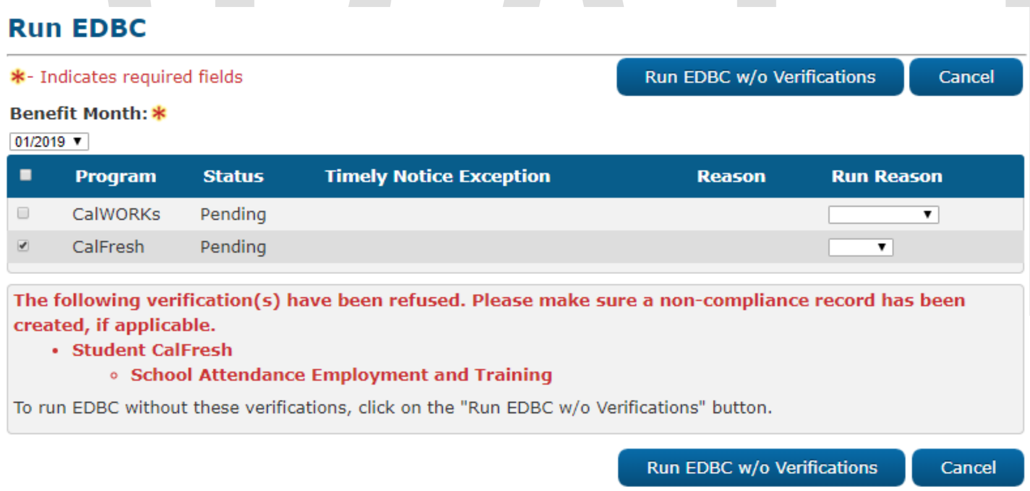

Figure 2.4.3 – CIV: Refused Verification

2.4.3 Description of Changes

1. The following **soft** validation messages will be displayed to the user on the Run EDBC page after selecting the 'Run EDBC' button. These validations will not prevent the user from processing EDBC, if the user chooses to select the 'Run EDBC w/o Verifications' button.
   a. In both systems:
      Message:
      The following verification(s) have not been received:
      - {Person Name}
        - School Attendance Employment and Training

Condition:
When all the following conditions are met:
i. CalFresh program EDBC is being run
ii. 'School Attendance Employment and Training' verification is 'Pending'

b. In LRS:
Message:
The following verification(s) have been refused.
- {Person Name}
  - School Attendance Employment and Training

Condition:
When all the following conditions are met:
i. CalFresh program EDBC is being run
ii. 'School Attendance Employment and Training' verification is 'Refused'

c. In CIV:
Message:
The following verification(s) have been refused. Please make sure a non-compliance record has been created, if applicable.
- {Person Name}
  - School Attendance Employment and Training

Condition:
When all the following conditions are met:
i. CalFresh program EDBC is being run
ii. 'School Attendance Employment and Training' verification is 'Refused'

2.4.4 Programs Impacted

CF

2.4.5 Performance Impacts

No impact

2.5 PA 136 Form (LRS only)

2.5.1 Overview

PA 136 form is used to help determine a participant's student eligibility for CalFresh. This Form will be replaced with a new version (06/2018) in the Template Repository.

See Supporting Documents #2 for FDD for PA 136 updates.

Note: This is an existing LA county specific form. This will not be added to the C-IV system.

2.5.2 Update PA 136

Update PA 136 Form version to 06/2018 in English language.

2.6 CalSAWS CF 6177 - Student Exemption Checklist (New Form)

2.6.1 Overview

CalFresh Student Exemption Checklist form – CalSAWS CF 6177 will be used to help determine if a student is exempt from the CalFresh student eligibility rule. Currently, this Form does not exist in the LRS or C-IV systems. This new Form will be added to the Template Repository and will only be generated and printed locally.

Note: this Form was previously known as PA 6177. Since PA Forms are Los Angeles county specific forms and this Form is proposed to be used by all counties, CalSAWS CF 6177 is the new proposed Form number and is specific to CalFresh program.

New Form Number CalSAWS CF 6177 has been finalized upon Correspondence committee meeting.

See Supporting Documents #3 and #4 for FDD and Template.

2.6.2 Add CalSAWS CF 6177 Form to the Template Repository

Add CalSAWS CF 6177 'CalFresh Student Exemption Checklist' Form version 3/2018 to the Template Repository in English and threshold languages mentioned below

LRS: Spanish, Korean, Armenian, Cambodian, Chinese, Russian, Tagalog, Vietnamese, Arabic, Farsi.

CIV: Spanish, Korean, Armenian, Cambodian, Chinese, Russian, Tagalog, Vietnamese, Arabic, Farsi, Hmong, Lao.

c) Form Data population:
   i. Student Name – Blank and editable text field, when generated through template repository as a blank template or in the context of a case.

    ii. School name – Blank and editable text field, when generated through template repository as a blank template or in the context of a case.

d) Header Elements:
    i. There will not be any header for this Form.

e) Print Options:
    i. Print
    ii. Save and Print Locally

f) C-IV only: Add 'CalSAWS CF 6177' Form to the list of Forms that can be posted to C4Yourself.

2.7 Spanish Translation for New verification type (LRS only)

New verification type added as part of this SCR will have the Spanish translations added to the system.

Update Category 170 to store the Spanish translations for the new verification type 'School Attendance Employment and Training'.

Spanish translated verification type will be shown on CW2200 and CF32 Forms when generated in Spanish language.

Spanish verbiage for 'School Attendance Employment and Training' will be provided after the correspondence committee approval.

2.8 Batch to create Task to Stop Student Exemption

2.8.1 Overview

The system will create a task for the worker to review CalFresh eligibility when the student turns age 50.

2.8.2 Description of Change

Create a new batch job to create a task for the worker to review CalFresh eligibility for all active CalFresh cases with an active participant with a role of 'Unaided Person (UP)', role reason 'Ineligible CF Student' and whose Age turned 50 in the month prior to batch run date excluding transitional CalFresh Cases.

Example: If batch runs May.1, all students that are Age 50 with a birthdate in the month of April and are not in transitional CalFresh Cases, create task to reassess CalFresh eligibility for the student.

LRS Task Details	
Trigger Condition	Active CalFresh Case with a role of 'Unaided Person (UP)', role reason 'Ineligible CF Student' and turned Age 50

Task Type	*NEW 'Stop Student Exemption'*
Task Category	Case Update
Task Priority	Medium
Task Due Date	30 Calendar Days
Task Expiration Date	90 Calendar Days
Task Long Description	(Non-exempted Student Name) is turning age 50 and now meets the 50+ age eligibility exemption. Review CalFresh eligibility.
Task Initial Assignment	Case Carrying Worker
Task Navigation Template	Case Summary

C-IV Task Details	
Trigger Condition	Active CalFresh Case with a role of 'Unaided Person (UP)', role reason 'Ineligible CF Student' and turned Age 50
Automated Action Name	Student Age 50 Stop Student Exemption
Automated Action Scenario	Active CalFresh Student turned Age 50
Automated Action Program	CalFresh
Automated Action Source	Batch
Automated Action Run Date	Monthly – First Business Day
Task Initial Assignment	Case Carrying Worker
Task Due Date	30 Calendar Days
Task Long Description	(Non-exempted Student Name) is turning age 50 and now meets the 50+ age eligibility exemption. Review CalFresh eligibility.
Task Type	Stop Student Exemption – Person turned Age 50
Task Sub-Type	N/A
Task Priority	Medium
Task Expiration	90 Calendar Days
Task Available Online	Task Unavailable Online
Task Newly Assigned Indicator	3 Days

2.8.3 Execution Frequency

Monthly – First Business Day

2.8.4 Key Scheduling Dependencies

N/A

2.8.5 Counties Impacted

All Counties

2.8.6 Data Volume/Performance

N/A

2.8.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc…)

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Online, Eligibility	CF Student Eligibility	17-05.pdf
2	Client Correspondence	FDD for PA 136	FD_FRM_PA 136.docx
3	Client Correspondence	FDD for CalSAWS CF 6177 - Student Exemption Checklist Form	FD_FRM_CalSAWS CF 6177.docx

4	Client Correspondence	CalSAWS CF 6177 - Student Exempt Checklist Template - English	CalSAWS CF 6177 - Student Exempt Che

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.1.5	The LRS shall automatically evaluate/process ED/BC accounting for the impact of change(s) on all assistance units on a case, on an individual, and on any or all companion cases that could potentially be affected by the change(s).	This SCR updates LRS automated EDBC to comply with requirements outlined in ACL 17-05.
2.18.3.11	The LRS shall generate notices and NOAs in accordance with COUNTY-specified case and individual trigger conditions.	New Form 'CF Student Exempt Checklist' will be added to the system.

Design Document

CA-206994/CIV-103599 – Add Spousal Support Agreement/Modification Date (CH-138728)

	DOCUMENT APPROVAL HISTORY	
CalACES	Prepared By	Tisha Mutreja
	Reviewed By	Renee Gustafson, Matt Lower, Derek Goering, Prashant Goel, Priya Subramaniam, Carl Moore, Vallari Bathala, Michael Wu, Sarbjeet Chana, Maksim Wolf

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/09/2019	1.0	Design Draft	Tisha Mutreja
04/12/2019	1.0	Online Changes	Gillian Noelle Bendicio
05/07/2019	1.0	Committee Approved Draft	
10/31/2019	1.1	Content Revision 1: Removed 2.1.3.3 because Income Types cannot be updated once Income record is saved. Updated 2.2.3.4 to clarify end date. Updated 2.4.3 to specify where to place the new column. Updated 2.5.2.1.b.iv and 2.6.2 to state “on or before” instead of “prior.” Added important scheduling reminder to Outreach section. Updated 2.3.2.2.d formatting for Journal Long description.	Tisha Mutreja
11/8/2019	1.1	Content Revision 1: Updated Recommendation 2.2.3.3 to update Change Reason and reported Date on Expense Detail Page along with Spousal Support Date	Tisha Mutreja

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1 OVERVIEW

The purpose of this document is to satisfy functional specification in support of changes with CalHEERS CR-138728 (Implementation of changes to income and deductions as a result of the Tax Cuts and Jobs Act 2017).

The Tax Cuts and Jobs Act 2017 states that Spousal Support shall be considered as income, or a deduction, in all MAGI eligibility determinations if the date of the court order, or date of the execution of the separation/divorce agreement is on or before December 31, 2018. Spousal Support shall not be considered as income, or a deduction, in all MAGI eligibility determinations if the date of the court order, or date of the execution of the separation/divorce agreement is on or after January 1, 2019. This includes all separation/divorce agreement modifications, made or modified on or after January 1, 2019.

Currently, CalHEERS does not have a date of the court order, or date of the execution of the separation/divorce agreement ('Spousal Support Agreement/Modification Date') field and the Spousal Support paid or received is used as an income or expense, regardless of the date.

CalHEERS will now record the 'Spousal Support Agreement/Modification Date' for a household that involves Spousal Support received as an income, or Spousal Support paid as an expense. **The System** will record and communicate the 'Spousal Support Agreement/Modification Date' to CalHEERS through the eHIT interface. If the date is on or before December 31, 2018, the income or expense is an allowable deduction or income, affecting the countable income calculation. If the date is on or after January 01, 2019, the deduction or income does not impact the countable income calculation.

1.1 Current Design

The System does not collect nor communicate the 'Spousal Support Agreement/Modification Date' in eHIT as the field is not available in The System or in eHIT today.

Spousal Support income or expense is only sent to CalHEERS when the begin date of the detail record is on or before 12/31/2018 per DHCS direction with CA-206157/CIV-103003 as an interim procedure until CalHEERS updated eHIT to capture and use 'Spousal Support Agreement/Modification Date'. When the Spousal Support income or expense is sent to CalHEERS in eHIT, CalHEERS will count as an income or deduction in MAGI Medi-Cal regardless of the date of the Spousal Support Agreement due to divorce or separation.

LRS only: The 'Alimony' Expense Type is available for Expense Category 'MAGI Expense'. However, this Expense Type is not used by EDBC nor was it ever sent to CalHEERS in eHIT. The Expense Type 'Spousal Support – Court Ordered' is also available and is the appropriate Expense Type to use as it is communicated to CalHEERS in eHIT.

1.2 Requests

The System must add a new field 'Spousal Support Agreement/Modification Date' to Income Amount Detail page and Expense Amount Detail page that will be communicated to CalHEERS via eHIT.

Undo the changes implemented to The System with CA-206157/CIV-103003 as the interim procedure since the 'Spousal Support Agreement/Modification Date' will now be communicated to CalHEERS.

LRS Only: Remove the unused 'Alimony' Expense Type from the Expense Category 'MAGI Expense'.

1.3 Overview of Recommendations

1. Update eHIT to send or receive 'Spousal Support Agreement/Modification Date' as element "DateofSeparation" in the Income and Deduction nodes.
2. Add a new field 'Spousal Support Agreement/Modification Date' to Income Amount Detail and Expense Amount Detail pages for Spousal Support Income or Expense Types.
3. Add a validation on MAGI Determination List page while requesting MAGI to require the newly added 'Spousal Support Agreement/Modification Date' if sending Spousal Support income or expense.

1.4 Assumptions

1. The System will not make any updates to Batch MAGI to skip cases with a missing 'Spousal Support Agreement/Modification Date' with Spousal Support income or expense because CalHEERS will interpret missing date as 12/31/2018 when the EDR is sent via Batch.
2. The System will not make any updates to existing records without the 'Spousal Support Agreement/Modification Date' as the workers will be asked to add the date while requesting MAGI or when editing the existing income or expense record for Spousal Support.
3. Changes implemented as part of the SCR will have no impacts to eICT. No updates will be made in the eICT functionality.
4. Fields not mentioned to be modified within the description of changes will retain their current functionality in the respective LRS and C-IV system.

2 RECOMMENDATIONS

2.1 Income Amount Detail Page

2.1.1 Overview

A new date field named 'Spousal Support Agreement/Modification Date' will be added to capture the date of the Spousal Support agreement due to a divorce or separation. This information will be communicated to CalHEERS via eHIT.

2.1.2 Income Amount Detail Mockup

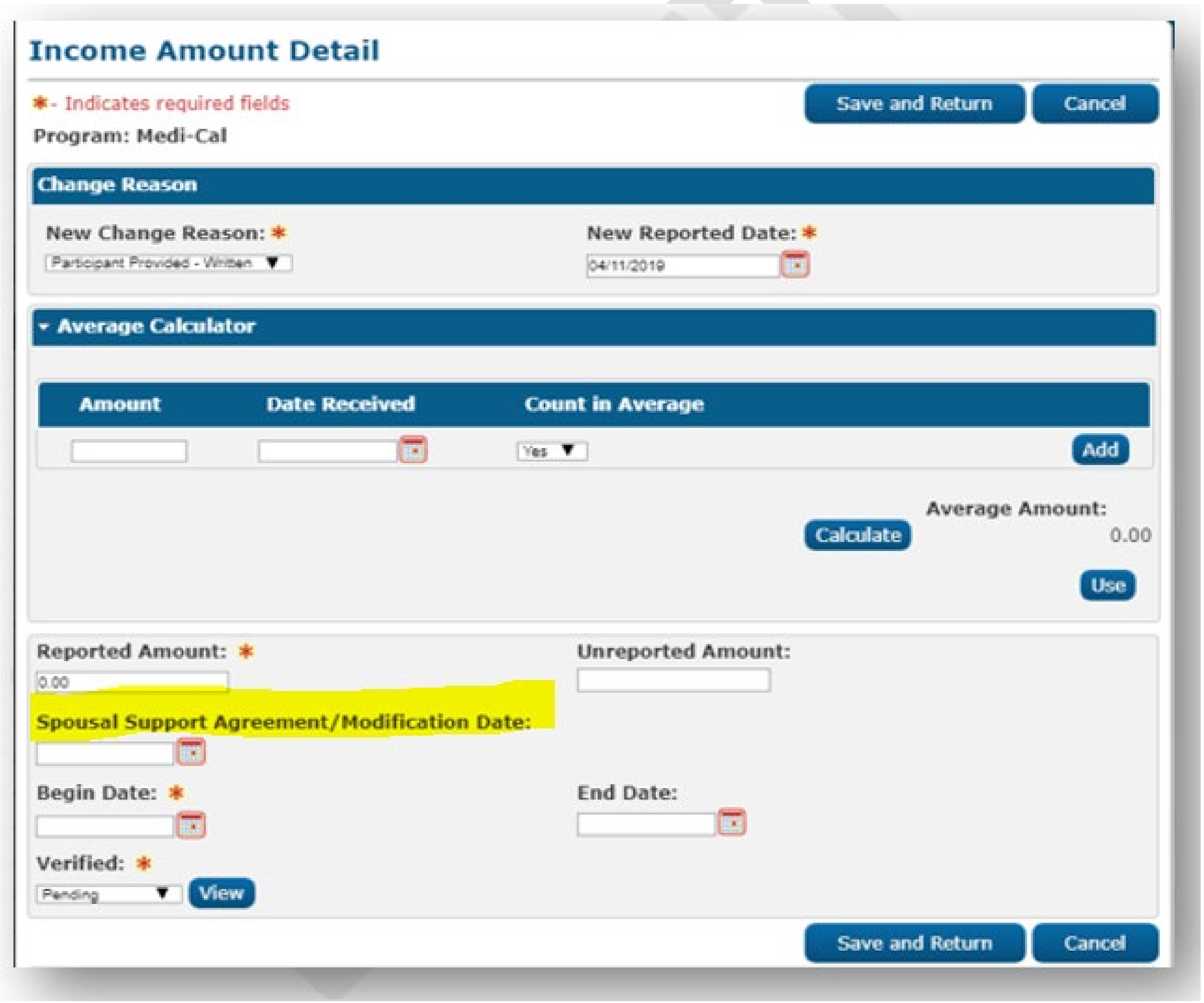

Figure 2.1.1 – Income Amount Detail

2.1.3 Description of Changes

1. Add a non-required date field named 'Spousal Support Agreement/Modification Date' as shown on Figure 2.1.1. This new field will display on the Income Amount Detail page under the following conditions:
   i. The Income Category is 'Child/Spousal Support'.
   ii. The Income Type is one of the following:
      - Spousal Support – Direct
      - Spousal Support – Disregard
      - Spousal Support – Through LCSA
2. **LRS only:** The 'Spousal Support Agreement/Modification Date' field will display on the Transaction History Detail page. This page is accessible by clicking the 'View History' button tied to an income record on the Income List page.

2.1.4 Page Location

Global: Eligibility

Local: Customer Information

Task: Financial > Income

2.1.5 Page Mapping

Add page mapping for the added field.

2.1.6 Page Usage/Data Volume Impacts

No impact to this section.

2.2 Expense Amount Detail Page

2.2.1 Overview

A new date field named 'Spousal Support Agreement/Modification Date' will be added to capture the date of the Spousal Support agreement due to a divorce or separation. This information will be communicated to CalHEERS via eHIT.

LRS only: The 'Alimony' Expense Type is available under the Expense Type dropdown for Expense Category 'MAGI Expense'. However, this Expense Type is not used by EDBC nor was it ever sent to CalHEERS in eHIT. The appropriate Expense Type to use is 'Spousal Support – Court Ordered'.

2.2.2 Expense Amount Detail Mockup

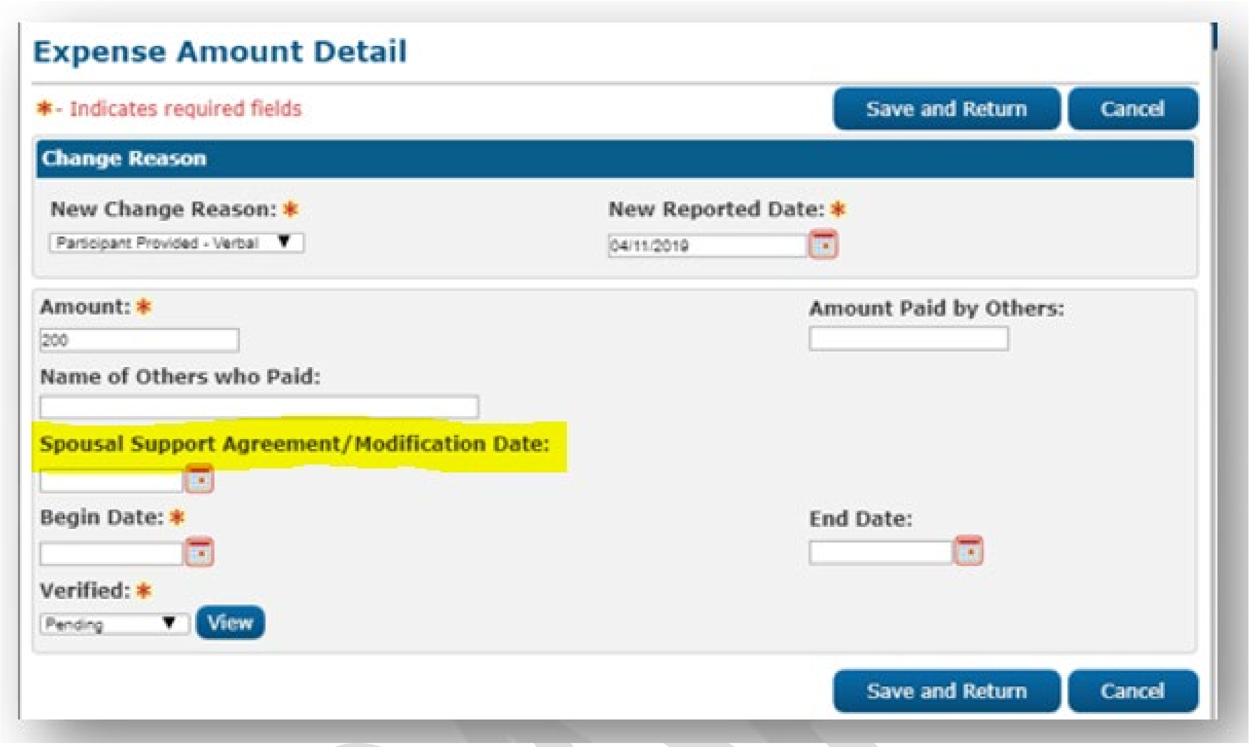

Figure 2.2.1 – Expense Amount Detail

2.2.3 Description of Changes

1. Add a non-required date field named 'Spousal Support Agreement/Modification Date' as shown on Figure 2.2.1. This new field will display on the Expense Amount Detail page under the following conditions:
   i. The Expense Category is 'Child/Spousal Support – Court Ordered' or 'MAGI Expense'.
   ii. The Expense Type is 'Spousal Support – Court Ordered'.
2. **LRS only:** The 'Spousal Support Agreement/Modification Date' field will display on the Transaction History Detail page. This page is accessible by clicking the 'View History' button tied to an expense record on the Expense List page.
3. If the Expense Type is updated from the type above to another type that does not track the 'Spousal Support Agreement/Modification Date' field, set the following fields on Expense Amount Detail Page as-
   i. **Spousal Support Agreement/Modification Date**: Blank
   ii. **New Change Reason**: Participant Provided – Verbal
   iii. **New Reported Date**: System Date (Date when Expense Type was updated)

5. **LRS only:** End-date the 'Alimony' Expense type (CT198_77) with the implementation of this SCR. This value will not display when the user clicks the Expense Type dropdown on the Expense Detail Page.

2.2.4 Page Location

Global: Eligibility

Local: Customer Information

Task: Financial > Expense

2.2.5 Page Mapping

Add page mapping for the added field.

2.2.6 Page Usage/Data Volume Impacts

No impact to this section.

2.3 LRS Only: Alimony Expense Type Data Cleanup

2.3.1 Overview

The 'Alimony' Expense Type is currently available for selection on the Expense Detail Page for Expense Category 'MAGI Expense' which allowed users to create expense records of this Expense Type. However, this Expense Type is not used by EDBC nor was it ever sent to CalHEERS in eHIT. The appropriate Expense Type to use is 'Spousal Support – Court Ordered'.

2.3.2 Description of Change

1. Update the Expense Type for all expense records with type 'Alimony' to type 'Spousal Support – Court Ordered'.
2. Create a Journal Entry in The System for each updated record. The journal entry will be displayed on the Journal Detail page as follows:
    a. Journal Category: All
    b. Journal Type: Change Reported
    c. Short Description: Updated Person's Expense Type
    d. Long Description: Expense Type data was updated for <Customer's first name and last name>. Old Type: Alimony; New Type: Spousal Support – Court Ordered

2.3.3 Estimated Number of Records Impacted/Performance

An estimated 50 records will be updated with this data change.

2.4 MAGI Person Detail Page

2.4.1 Overview

Display the field named ‘SS Agreement Date’ on MAGI Person Detail page when sent in an EDR or received on a DER via eHIT.

2.4.2 MAGI Person Detail Mockup

Figure 2.3.1 – MAGI Person Detail – Income

Deductions

Type	Amount	Frequency	Begin Date - End Date	SS Agreement Date	RDP Shared
Spousal Support - Court Ordered	$330.00	Monthly	01/01/2018-02/01/2019	01/01/2019	

Figure 2.3.2 – MAGI Person Detail – Deductions

2.4.3 Description of Changes

1. Add a new column named “SS Agreement Date” after column ‘Begin Date – End Date’ as shown on Figure 2.3.1 under Income section on the page. This new field will only display on the page under the following conditions:
   i. The Income Category is ‘Child/Spousal Support’.
   ii. The Income Type is one of the following:
      - Spousal Support – Direct
      - Spousal Support – Disregard
      - Spousal Support – Through LCSA
2. Add a new column named “SS Agreement Date” after column ‘Begin Date – End Date’ as shown on Figure 2.3.2 under Deductions section on the page. This new field will only display on the page under the following conditions:
   i. The Expense Type is ‘Spousal Support – Court Ordered’.
3. **LRS Only**: Rename column ‘Business’ to ‘Employer’ and remove column ‘Rate’ from the Income section on the page.
4. **LRS Only**: Remove column ‘Rate’ from the Expense section on the page.

2.4.4 Page Location

Global: Eligibility

Local: Customer Information

Task: MAGI Eligibility

2.4.5 Page Mapping

C-IV only: Add page mapping for the added field.

2.4.6 Page Usage/Data Volume Impacts

No impact to this section.

2.5 MAGI Determination List Page

2.5.1 Overview

Add page validations to MAGI Determination List page when the 'Spousal Support Agreement/Modification Date' is missing from the Income Amount Detail Page or Expense Amount Detail Page for 'Spousal Support' Income and Expense Types respectively.

2.5.2 Description of Changes

1. Add the following page validations to MAGI Determination List page:
   a. **<u>Validation Message</u>**: A MAGI Determination Request cannot be sent. The following minimum requirement(s) are not met in this month range:
      - "Spousal Support Agreement/Modification Date" is missing for the selected Income Type for the following person(s):
         - Person Name

      <u>Validation Trigger</u>: "Request MAGI" button is clicked
      <u>Validation Condition</u>: When all the following are true:
      i. At least one individual to be sent to CalHEERS has the Income Category 'Child/Spousal Support' with the following Income Type:
         - Spousal Support – Direct
         - Spousal Support – Disregard
         - Spousal Support – Through LCSA

      ii. The 'Spousal Support Agreement/Modification Date' is missing for the Spousal Support income.
      iii. Income Amount Detail End Date is on or after 01/01/2014.

   b. **<u>Validation Message</u>**: A MAGI Determination Request cannot be sent. The following minimum requirement(s) are not met in this month range:
      - "Spousal Support Agreement/Modification Date" is missing for the selected Expense Type for the following person(s):
         - Person Name

      <u>Validation Trigger</u>: "Request MAGI" button is clicked.
      <u>Validation Condition</u>: When all the following are true:
      i. At least one individual to be sent to CalHEERS has Expense Type 'Spousal Support – Court Ordered'
      ii. The 'Spousal Support Agreement/Modification Date' is missing for the Spousal Support expense record.
      iii. Expense Amount Detail and Contributor End Date is on or after 01/01/2014.
      iv. Expense Amount Detail and Contributor records begin on or before the last day of the EDR benefit month.

2.6 eHIT

2.6.1 Overview

Update The System to send and receive “DateofSeparation” added to Income Amount Detail and Expense Amount Detail Page in eHIT since CalHEERS needs to know when a divorce or separation occurred or was modified for a household that involves Spousal Support received as an income, or Spousal Support paid as a deduction.

2.6.2 Description of Changes

1. Update eHIT logic to send the Deduction in an EDR when the following criteria is met:

   A. If the EDR benefit month is 01/2019 or later:

   - Expense Amount Detail and Contributor records End Date is on or after 01/01/2014
   - Expense Amount Detail and Contributor records begin on or before the last day of the EDR benefit month
   - The Expense Type is mapped to a CalHEERS Deduction Type
   - The Expense Type is none of the following:
     - Tuition and fees paid by individual (not paid by financial aid)'
     - Domestic production activities

   B. If the EDR benefit month is 12/2018 or prior:

   - Expense Amount Detail and Contributor records begin on or before the last day of the EDR benefit month
   - Expense Amount Detail and Contributor records End Date is on or after 01/01/2014
   - The Expense Type is mapped to a CalHEERS Deduction Type

   ***Note**: eICT shares the CalHEERS deduction code to determine what to send in eICT transactions. This means that any changes to the CalHEERS deduction code will be reflected in the deductions sent for any future eICT transaction.*

2. Update eHIT logic to send the Income in an EDR when the following criteria is met:

   - Income Amount Detail End Date is on or after 01/01/2014
   - Income Type is mapped to a CalHEERS Income type

3. Update eHIT logic to send the ‘Spousal Support Agreement/Modification Date’ as “DateofSeparation” element in the Income node when the Income Type is:
    - Spousal Support – Direct
    - Spousal Support – Disregard
    - Spousal Support – Through LCSA

4. Update eHIT logic to send the ‘Spousal Support Agreement/Modification Date’ as “DateofSeparation” element in the Deduction node when the Expense Type is ‘Spousal Support – Court Ordered’.

5. Update eHIT to receive “DateofSeparation” element in the Income or Deduction node of a DER.

    Technical Note: *eHIT schema updates will be covered with CIV-105016/CA-210381 CalHEERS eHIT: Update Interface Schema to version 14*

2.7 Automated Regression Test

2.7.1 Overview

Create new automated regression test scripts to cover the addition of the new fields on the Income Amount Detail, Expense Amount Detail, and MAGI Person Detail pages, and the new validation messages on the MAGI Determination List page.

2.7.2 Description of Changes

Create new automated regression test scripts to cover the following scenarios:

1. Adding ‘Child/Spousal Support’ Income records of applicable and non-applicable types. For applicable types:
    i. Add records both with and without ‘Spousal Support Agreement/Modification Date’ values
    ii. For at least one record with the ‘Spousal Support Agreement/Modification Date’ populated, update the record to a non-applicable type and confirm that the date value is removed
2. Adding ‘Child/Spousal Support – Court Ordered’ and ‘MAGI Expense’ Expense records of ‘Spousal Support – Court Ordered’ and other types. For the ‘Spousal Support – Court Ordered’ type:
    i. Add records both with and without ‘Spousal Support Agreement/Modification Date’ values

ii. For at least one record with the 'Spousal Support Agreement/Modification Date' populated, update the record to a non-applicable type and confirm that the date value is removed

Each of the above records should be added to a new case with a pending Medi-Cal application. A MAGI Determination Request should then be sent, and the immediate result verified:

1. The appropriate validation message being displayed
   OR
2. The MAGI request being processed, and the appropriate SS Agreement Date being populated on the MAGI Person Detail pages for both the Request and the Response.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.5.2.4	The LRS shall allow COUNTY-specified Users to collect all income information, including earned, unearned, and in-kind income, at the individual level.	Adding new income amount date field to be communicated to CalHEERS.
2.5.2.5	The LRS shall allow COUNTY-specified Users to collect income deduction information at the individual level.	Adding new expense amount date field to be communicated to CalHEERS.

4 OUTREACH: LRS ONLY

1. Generate a list of active cases where Expense Type for all records with type 'Alimony' was updated to type 'Spousal Support – Court Ordered'.

   Important! Generate this list before the data change is applied for recommendation 2.3.2.1.

   List Name: Updated Expense Type to 'Spousal Support – Court Ordered'
   The listing will consist of below columns -
   - Case Name
   - Case Number
   - County
   - Unit
   - Unit Name
   - Office Name
   - Worker ID

- Worker Name

Add below text on the posted list **'County Action'** tab:
Counties should review the cases to reevaluate the new expense type and evaluate if the Spousal Support Agreement/Modification Date needs to be added.

Lists will be posted at following location:
CalACES Web Portal>System Changes>SCR and SIR Lists>2019>CA-206994

5 APPENDIX

5.1 'The System' Definition

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

For instance, if the document mentions the below:

- The System must add a new field "Spousal Support Agreement/Modification Date" to Income Amount Detail page and Expense Amount Detail page

That implies:

- Both LRS and C-IV must add a new field "Spousal Support Agreement/Modification Date" to Income Amount Detail page and Expense Amount Detail page

5.2 Reference Screenshots

5.2.1 LRS Transaction History Detail Page

This is an existing page in LRS, used to capture updates to data collection fields.

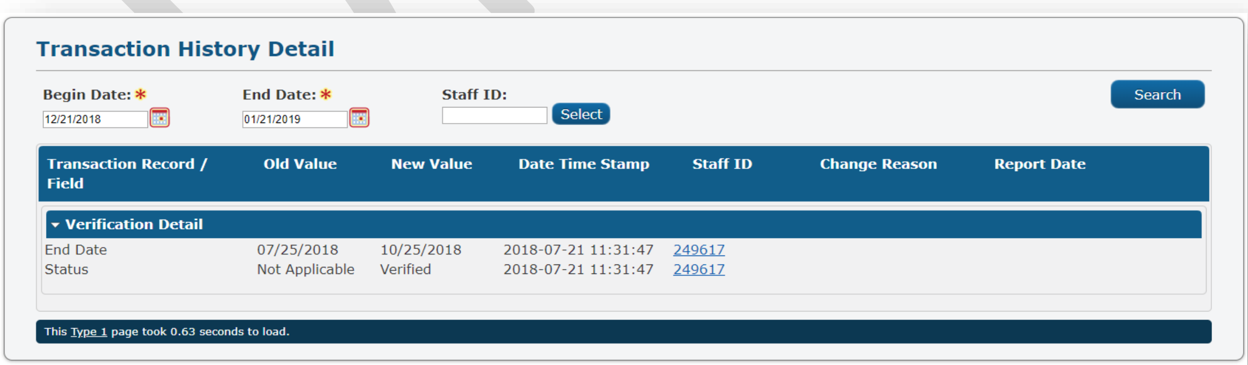

Figure 5.2.1 - Transaction History Detail Screenshot

Design Document

CA-207950 | CIV-103874 – CalHEERS eHIT: Young Adult Expansion – Age Reevaluation Updates

	DOCUMENT APPROVAL HISTORY	
	Prepared By	Steve Hancock, Renee Gustafson
	Reviewed By	Ravneet Bhatia, Priya Subramaniam, Howard Suksanti, Dana Peterson, Derek Goering, Naveen Bhumandla, Karthikeyan Krishnamoorthy, Balakumar Murthy

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/30/19	1.0	Design Document Finalized for Review	Steve Hancock
7/31/19	1.0	Added a section to change the Age 19 Batch EDR Run Reason code description	Steve Hancock
8/6/2019	1.0	Updated formatting	Renee Gustafson
11/12/2019	1.1	Content Revision: Section 2.4.2 Clarified C-IV Age 19 batch job number. Section 2.2.2.1 Updated Code Num to TBD for new code.	Renee Gustafson

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1 OVERVIEW

This SCR will automate an age change batch for age 26 based on the policy changes. Per the Governor's May Revise for the Fiscal Year (FY) 2019-20, young adults who are 19 to 25 years of age, inclusive, are eligible to full scope Medi-Cal regardless of their citizenship or immigration status if they meet all other eligibility criteria. This is referred to as "Young Adult Expansion." The new age change batch for turning age 26 will reevaluate adults for the correct scope of Medi-Cal after aging out of the Young Adult Expansion population.

There will also be modifications to close gaps between LRS and C-IV with Medi-Cal age reevaluation batch jobs; these changes add support for the Age 21 batch while making updates to the Age 19 batch logic.

1.1 Current Design

The System runs Batch MAGI for MAGI Medi-Cal recipients turning ages 1, 6, and 19. LRS runs Batch MAGI for MAGI Medi-Cal recipients turning age 65. There is no automated Medi-Cal reevaluation process for individuals turning age 26.

In C-IV, Batch EDR Run Reason Codes are used to track the reason C-IV initiated an Eligibility Determination Request (EDR) and several C-IV reports reference the Batch EDR Run Reason Code; LRS does not use Batch EDR Run Reason Codes. In LRS, the reason the system initiated an EDR is identified by the batch job number that created the EDR. This is currently a gap between LRS and C-IV.

The following Age batches are impacted by this SCR:

Age 19:

- Both LRS and C-IV determine the individuals to evaluate for MAGI Medi-Cal by the following criteria:
  - Currently a Medi-Cal Recipient
  - Active on a Medi-Cal Program
  - Turns 19-years old any day from the 2nd day of the current month through the first day of the next month.
  - Active on a MAGI Medi-Cal aid code:
    - LRS evaluates all individuals active on any MAGI Medi-Cal aid code
    - C-IV evaluates the specific MAGI Medi-Cal aid codes as per the original SB75 Aid Code Crosswalk
- Once the target population is identified, the following takes place:
  - The System processes Batch MAGI and sends an EDR for the selected programs to CalHEERS.
  - CalHEERS processes the EDRs and then returns to The System a Determination of Eligibility Response (DER) with the individual eligible to the new age-appropriate aid code.

- The System then processes the DER in Batch EDBC to move the individual to the new age-appropriate aid code.

Age 21:

- LRS processes a subset of Non-MAGI Medi-Cal aid codes for Non-MAGI Medi-Cal recipients turning age 21any day from the 2nd day of the current month through the first day of the next month through Batch EDBC.
- C-IV has the same batch as LRS, but the batch was removed from the C-IV batch schedule with the release of the Affordable Care Act (ACA) and was never added back to the C-IV batch schedule to run.

Age 26:

- There are no existing batches to process individuals turning age 26.

1.2 Requests

1. Due to Young Adult Expansion, add a new age change batch for turning age 26 to reevaluate adults for the correct scope of Medi-Cal after aging out of the Young Adult Expansion population.
2. Update the Age 21 batch to run for all Non-MAGI Medi-Cal aid codes.
    a. For C-IV only, add the Age 21 batch EDBC sweep back to the batch schedule
3. Update the Age 19 batch to run for a specific set of MAGI Medi-Cal aid codes.
4. Add the Batch EDR Run Reason Code functionality to LRS.
5. Update LRS reports to utilize the Batch EDR Run Reason Codes as a Reporting Indicator attribute.

1.3 Overview of Recommendations

1. **LRS only:** Add Batch EDR Run Reason Functionality
    a. Create the Batch EDR Run Reasons Category in LRS. This includes populating this category with the same Batch EDR Run Reasons that currently reside in C-IV.
    b. Create the Batch EDR Run Reason Code columns in the CH_TRANSACT and CH_TRANSACT_INFO tables to store the Batch EDR Run Reason Codes as the batches are processed.
    c. Update the existing data in the CH_TRANSACT_INFO and CH_TRANSACT tables with the Batch EDR Run Reason Code with what the code would have been at the time of the original running of the batch.
    d. Modify Batch MAGI jobs to populate the Batch EDR Run Reason Code in the CH_TRANSACT and CH_TRANSACT_INFO tables.
2. **C-IV only:** Remove the reference to 'SB75' in the Age 19/SB75 Re-evaluation Batch EDR Run Reason description.
3. Add a new Age 26 batch to process individuals turning age 26 in all MAGI and Non-MAGI Medi-Cal aid codes. This change will update all other batches that are required for Age 26 to be implemented fully.
4. Update the existing Age 21 batch process to include all Non-MAGI Medi-Cal aid codes. Activate the C-IV Age 21 batch to start running with the new changes.

5. Update the existing Age 19 batch MAGI sweep job to reevaluate individuals active in specific MAGI Medi-Cal aid codes.
6. **LRS only:** Update reports to use the Batch EDR Run Reason Code along with the Reporting Indicator attribute.

1.4 Assumptions

1. The System Age batches only process through Batch MAGI individuals who are active on a MAGI Medi-Cal aid code. The System Age batches do not process through Batch MAGI individuals who are active on Non-MAGI Medi-Cal and instead these individuals are processed directly through Batch EDBC. This same functionality will continue.

2 RECOMMENDATIONS

2.1 Batch EDR Run Reason Functionality

2.1.1 Overview

LRS will be updated to utilize Batch EDR Run Reason functionality. This allows Batch EDBC Sweeps and Reports to reference the Batch EDR Run Reason code for categorizing and processing. C-IV will update the name of the Age 19/SB75 reevaluation Batch EDR Run Reason code to remove reference to SB75.

2.1.2 Description of Change

LRS Only

1. Create a Code Category (CT_2813) named, "Batch EDR Run Reasons"
2. Populate the Code table with the following Batch EDR Run Reasons (include all attributes from C-IV CT_2813):

Code	Short Description	Long Description	Reporting Indicator	Comments
01	Batch MAGI Redetermination EDR	Batch MAGI Redetermination EDR	Y	
02	Age 19 re-evaluation EDR	Age 19 re-evaluation Eligibility Determination Request	Y	
03	Auto-Rescission	Auto-Rescission	Y	
04	Age 1 re-evaluation EDR	Age 1 re-evaluation Eligibility Determination Request	Y	
05	Age 6 re-evaluation EDR	Age 6 re-evaluation Eligibility Determination Request	Y	

Code	Short Description	Long Description	Reporting Indicator	Comments
TBD	MC RE Discontinuance	Medi-Cal Re-Evaluation Discontinuance	Y	Implemented with CIV-11086 in Release 19.09
TBD	Age 65 re-evaluation EDR	Age 65 re-evaluation Eligibility Determination Request	Y	For existing Age 65 Batch MAGI Sweep (In LRS only)

3. Create a column in the CH_TRANSACT and CH_TRANSACT_INFO tables to track the Batch EDR Run Reason (BATCH_RSN_CODE) with matching column attributes as C-IV.
    - Not Required
    - VARCHAR2 (3 Byte)
4. Update the Batch EDR Run Reason for existing records in CH_TRANSACT and CH_TRANSACT_INFO tables based on the batch job which created the records.

Created By	Batch Description	BATCH_RSN_CODE
PB00CH203	MAGI Redetermination Sweep	01
PB00CH206	MAGI Age 19 Sweep	02
PB00E155	Auto-Rescind Medi-Cal Sweep	03
PB00CH208	MAGI Age 1 Sweep	04
PB00CH209	MAGI Age 6 Sweep	05
PB00CH204	MC-RE Discontinuance	{TBD from section 2.1.2.2}
PB00CH211	MAGI Age 65 Sweep	{TBD from section 2.1.2.2}

5. Update the following Batch MAGI Sweep jobs to insert a Batch EDR Run Reason Code into the CH_TRANSACT table when processing new records.

Batch Job	Batch Description	BATCH_RSN_CODE
PB00CH203	MAGI Redetermination Sweep	01
PB00CH206	MAGI Age 19 Sweep	02
PB00E155	Auto-Rescind Medi-Cal Sweep	03
PB00CH208	MAGI Age 1 Sweep	04
PB00CH209	MAGI Age 6 Sweep	05
PB00CH204	MC-RE Discontinuance	{TBD from section 2.1.2.2}
PB00CH211	MAGI Age 65 Sweep	{TBD from section 2.1.2.2}

6. Update the Batch MAGI thread jobs (PB00CH501-600) to copy the Batch EDR Run Reason Code from CH_TRANSACT table to the CH_TRANSACT_INFO table for EDR processing.

C-IV only

7. Remove the reference to 'SB75' in the Age 19/SB75 Re-evaluation Batch EDR Run Reason description.

Code	Short Description	Long Description
02	Age 19 re-evaluation EDR	Age 19 re-evaluation Eligibility Determination Request

2.2 Age 26 Batch

2.2.1 Overview

Add an Age 26 batch to process individuals turning age 26 in all MAGI and Non-MAGI Medi-Cal aid codes. This section includes all changes to various batch jobs to support implementing Age 26 batch processing.

2.2.2 Description of Change

1. Add a Batch EDR Run Reason Code for Age 26 Batch EDR Sweep (CT_2813)

Code	Short Description	Long Description	Reporting Indicator
~~01~~ TBD	Age 26 re-evaluation EDR	Age 26 re-evaluation Eligibility Determination Request	Y

2. **LRS only:** Add a Batch Eligibility Sweep code for Age 26 (CT_942)

Short Decode Name	Long Decode Name
Adult in Medi-Cal turns 26	Adult in Medi-Cal turns 26

3. Add a new MAGI Age 26 Sweep to process MAGI Medi-Cal individuals turning Age 26.
    a. Current logic from the existing age batches will be utilized to create the age 26 batch along with the following additional logic:
        - Individual is turning age 26 any day from the 2nd day of the current month through the first day of the next month.
        - Active on a Medi-Cal Program (CT_184 REFER_TABLE_5_DESCR = 'MC')
        - Active on a MAGI Medi-Cal aid code (CT_184 REFER_TABLE_20_DESCR = 'Y')
4. Update LRS (PB00E123) and C-IV (PB00E120) batch jobs to process the Age 26 DERs received in Batch EDBC. This update will add the programs where a DER was received from MAGI Age 26 Sweep into the SYS_TRANSACT table for Batch EDBC processing.
    a. Update C-IV batch PB00E120 and LRS batch PB00E123 to create a SYS_TRANSACT record for DERs received from the MAGI Age 26 Sweep batch.
5. Create a Batch EDBC sweep to process Non-MAGI Medi-Cal individuals turning age 26 using the following logic:

- Individual is turning age 26 any day from the 2nd day of the current month through the first day of the next month.
- Active on a Medi-Cal Program (CT_184 REFER_TABLE_20_DESCR = 'MC'
- Active on a Non-MAGI Medi-Cal aid code excluding aid code '4M' (CT_184 REFER_TABLE_20_DESCR is not 'Y')

2.2.3 Execution Frequency

Monthly on the 10th business day of the month.

***Note: This will be in line with the other age batches currently scheduled.

2.2.4 Key Scheduling Dependencies

Run the MAGI Age 26 Sweep before Batch MAGI.

Run the Non-MAGI Age 26 Sweep before Batch EDBC.

2.2.5 Counties Impacted

All 40 counties

2.2.6 Data Volume/Performance

No measurable amount of data volume or performance change.

2.2.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc…)

2.3 Age 21 Batch

2.3.1 Overview

The existing Age 21 EDBC batch sweep (PB00E135) will be updated to process all individuals active on Non-MAGI Medi-Cal turning age 21.

2.3.2 Description of Change

1. Update the Age 21 batch EDBC sweep (PB00E135) as follows:
    - Active on a Medi-Cal Program (CT_184 REFER_TABLE_5_DESCR = 'MC')
    - Active on a Non-MAGI Medi-Cal aid code excluding aid code '4M' (CT_184 REFER_TABLE_20_DESCR is not 'Y')
2. **C-IV only:** Activate the Age 21 Batch EDBC sweep (PB00E135).

2.3.3 Execution Frequency

Monthly on the 10th business day of the month.

***Note: This will be in line with the other age batches currently scheduled.

2.3.4 Key Scheduling Dependencies

Run before Batch EDBC

2.3.5 Counties Impacted

All 40 counties

2.3.6 Data Volume/Performance

No measurable amount of data volume or performance change.

2.3.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc…)

2.4 Age 19 Batch

2.4.1 Overview

Update the Age 19 batch to process individuals active in specific MAGI Medi-Cal aid codes as specified below.

2.4.2 Description of Change

1. Update the MAGI Age 19 Sweep job (CalSAWS: PB00CH206 | C-IV: PB00CH120) to process only individuals in specific MAGI Medi-Cal aid codes:
    a. Remove the current MAGI Medi-Cal aid code selection logic.
    b. Evaluate against the following MAGI Medi-Cal aid codes.
        - M5
        - M6
        - P5
        - P6
        - T1
        - T2
        - T6
        - T7

2.4.3 Execution Frequency

The current schedule of the batch job will not change.

2.4.4 Key Scheduling Dependencies

The current scheduling dependencies will not change.

2.4.5 Counties Impacted

All 40 counties

2.4.6 Data Volume/Performance

No measurable amount of data volume or performance change.

2.4.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc…)

3 REPORTS UPDATE (LRS ONLY)

3.1 Overview

The LRS contains the following three E-HIT Exception reports that decode and display a "Processing Reason" based on a combination of the run reason value and the name of the batch job that created the transaction:

- E-HIT Exception Report – Error Message Received from CalHEERS
- E-HIT Exception Report – MAGI Ineligibles from CalHEERS – Need Case Authorization
- E-HIT Exception Report – No Response from CalHEERS

Section 2.1 introduces a new category with specific Batch EDR Run Reason Codes that will map directly to the existing logic of the reports that decode processing reasons based on the run reason and the batch job that created the transaction. The logic of the above reports can be modified to restrict, and display information on the reports based on reportable Batch EDR Run Reason values.

3.2 Description of Change

Modify the logic of the following three reports to be based on reportable Batch EDR Run Reason Codes. This modification will result in the reports being flexible enough to handle future Batch EDR Run Reason Codes without report modifications:

- E-HIT Exception Report – Error Message Received from CalHEERS
- E-HIT Exception Report – MAGI Ineligibles from CalHEERS – Need Case Authorization
- E-HIT Exception Report – No Response from CalHEERS

1. Modify the core logic of each report to restrict the population of the report to be based on Batch EDR Run Reason values with a Reporting Indicator of Yes. The current report logic restricts based on processing reasons of 'RE'-Renewal – batch administrative renewal, 'CO'- Continuing, 'NA'-Negative Action and 'RC'- Rescind.
   Note: Section 2.1.2.4 will create a one-time update of the Batch EDR Run Reason Codes for existing transaction records to facilitate reporting during this logic transition.

2. Modify the logic of each report that determines the processing reason to be displayed in the "Processing Reason" column to no longer compare the processing reasons along with the batch job name that created the transaction. The processing reason to be displayed will be the decoded value of the reportable Batch EDR Run Reason associated to the transaction. The new decoded value will differ slightly from the existing values that are displayed on the reports as follows:

Previous Value	New Value
Renewal	Batch MAGI Redetermination EDR
Child Turning 19	Age 19 re-evaluation EDR
End of 60-Day Post-Partum Period	N/A – The batch process to create this reason no longer runs
Child Turning 1	Age 1 re-evaluation EDR
Child Turning 6	Age 6 re-evaluation EDR
Person Turning 65	Age 65 re-evaluation
Failure to Complete Redetermination	MC RE Discontinuance
Rescission	Auto-Rescission

Note: The above table only describes changes to the display of existing Processing Reasons on the 3 reports. Additional batch run reasons that are introduced with this SCR or future SCRs will display the decoded Batch EDR Run Reason value accordingly.

3.2.1 Report Location

All three E-HIT Exception reports are located at:

Global: Reports

Local: Scheduled

Task: Case Activity

3.2.2 Counties Impacted

Los Angeles county only

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.1.1.11	The LRS shall automatically trigger batch processing and/or authorize the action when individual or case information is entered through online, interface, or batch processes.	Age 26 redetermination will be done through a batch process automatically triggered in LRS.

Design Document

CA-208241 | CIV-104022

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

Version 1.3

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/29/2019	1.0	Initial version	Rajan V
06/04/2019	1.0	Version reviewed at MC Committee Meeting for feedback	Rajan V
06/24/2019	1.0	Updated SCR Name, clarified journal and lists. Updated references to 'reevaluation' to 'transition. Updated document based on DHCS clarification for MAGI MC limited scope aid codes. Updated scheduling dependencies. Added assumption to not process inmate cases. Added criteria to not process overridden, read-only or manual EDBC cases.	Renee
6/26/2019	1.0	Updated journal current functionality and recommendations for LRS. Added CTCR requirement for LRS Batch EDBC Sub-Type Code. Restricted processing from under 26 to only 19-25 (not to process any SB75 stragglers).	Renee
07/01/2019	1.0	Version submitted to MC Committee for Approval	Renee
7/17/2019	1.0	Added columns to lists per MC Committee request	Renee
11/7/2019	1.2	Content Revision 2: Removed 'Benefit Month' from Standard Columns on lists	Renee
11/13/2019	1.2	Content Revision 2: Date to run one-time transition batches to send EDRs to CalHEERS changed from 11/22/2019 to 11/27/2019 & EDBC batch from 11/23/2019 to 11/30/2019	Rajan

DRAFT

Table of Contents

1 OVERVIEW

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

1.1 Current Design

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

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

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

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

Journal Category: Eligibility
Journal Type: Batch EDBC

Short Description: Batch EDBC ran for [MONTH/YEAR].

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

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

1.2 Requests

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

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

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

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

1.3 Overview of Recommendations

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

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

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

1.4 Assumptions

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

   LRS current functionality automatically sets EDBC Run Reason to 'RE' when all the following are true:

   a. The EDBC benefit month is equal to next RE period begin date and there is a valid open RE record for the Medi-Cal program
   –or –
   The EDBC benefit month is equal to the come-up month.
   b. The appropriate RE packet was generated for the RE Due Month for the program.
   c. The latest RE packet status is 'Reviewed-Ready to Run EDBC'

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

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

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

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

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

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

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

2 RECOMMENDATIONS

2.1 One-time Batch

2.1.1 Overview

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

2.1.2 Description of Changes

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

2. Batch EDBC

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

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

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

B. Non-MAGI Medi-Cal

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

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

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

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

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

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

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

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

2.1.3 Execution Frequency

This is a one-time change.

2.1.4 Key Scheduling Dependencies

- Wednesday 11/27/2019
  Batch operations team will run the Data Change Request (DCR) for Recommendation 1 before regularly scheduled batch processing on Wednesday, 11/27/2019. Then Wednesday's regularly scheduled batch will send the EDRs during Batch MAGI.

- Saturday 11/30/2019
  Batch operations will run the DCR for Recommendation 2 before regularly scheduled batch processing on Saturday, 11/30/2019. Then Saturday's regularly scheduled batch will process the cases through Batch EDBC.

- The C-IV journal entry DCR will run after Batch EDBC completes and before the C-IV application is up on Monday, 12/02/2019.

2.1.5 Counties Impacted

All 40 counties.

2.1.6 Data Volume/Performance

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

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

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

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

3 SUPPORTING DOCUMENTS

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

4 OUTREACH

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

The lists will display the standard columns:

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

Lists will be posted at following locations:

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

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

   Additional Column: None

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

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

   Additional Columns:

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

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

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

   Generate a list of cases that meets the following criteria:

   - At least one individual whose 19th birthday is on or before 01/01/2020 and 26th birthday is on or after 01/02/2020 is still in restricted scope Medi-Cal or in limited scope aid codes M8, M0 or N7 (limited scope inmate aid code) other than CMSP and Minor Consent Medi-Cal aid codes effective January 2020 benefit month.

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

   Known reasons:

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

- **Child Welfare Program Worker:** The Medi-Cal Program is assigned to a Child Welfare Program Worker (LRS only).

Additional Columns:

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

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

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

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

5 REQUIREMENTS

5.1 Project Requirements

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

6 APPENDIX

6.1 'The System' Definition

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

For instance, if the document mentions the below:

- Update The System to...

That implies:

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

CALIFORNIA AUTOMATED CONSORTIUM ELIGIBILITY SYSTEM

Design Document

CA SCR 208685 CIV SCR 104217 – Increase Threshold for CalFresh Overissuances

CalACES	DOCUMENT APPROVAL HISTORY	
	Prepared By	Eric Wu, Esequiel Herrera-Ortiz
	Reviewed By	Sidhant Garg, Justin Dobbs, Jyothirmayi Chavata, Kapil Santosh

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/29/2019	1.0	Initial Revision	Eric Wu
11/03/2019	1.1	Add Recovery Account Detail mock up pages for LRS and C-IV. Add recommendations suggested by Build team Made the Outstanding Collections Balance Report a C-IV change only. Updated description of change for the FNS 209 report.	Eric Wu / Esequiel Herrera-Ortiz

APPROVAL DATE	APPROVED VERSION	APPROVER

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1 OVERVIEW

This SCR describes the policy changes in the ACL 19-50 regarding the implementation of SB 278. Effective June 1st, 2019, the CalFresh claims establishment threshold is increased to $400 for closed CalFresh cases with Overissuances caused by Administrative Error (AE) or Inadvertent Household Error (IHE).

Prior to SB 278, ACIN I-33-14 and ACL 13-79E instructed CWDs to not establish an AE Overissuance when the amount was $35 or less for active and non-active CalFresh cases and to not establish an AE Overissuance when the amount was $125 or less for non-participating CalFresh households. Additionally, MPP Section 63-801.411 requires CWDs to initiate collection on all AE and IHE claims unless the total of the claim is less than $35 and the claim cannot be recouped by allotment reduction.

The federally approved $400 claim establishment threshold (per ACIN I-33-14 and 7CFR 273.18(e)(2) is a pre-establishment cost effective evaluation applied at the date of discovery (when the Overissuance is calculated) based on the CDSS option in the CalFresh Claims Management Plan to not establish any claim.

The new threshold **does not apply** to Overissuances arising from IPV or from QC findings.

1.1 Current Design

For Admin Error CalFresh Recovery Accounts $35 or less, whether the Responsible Party is currently receiving CalFresh aid or not, the system establishes a claim but does not demand collection by updating recovery accounts status to 'Terminated' and status reason to 'CF - $35 or Less - AE'.

For Admin Error CalFresh Recovery Accounts over $35 but $125 or less, if the Responsible Party is no longer receiving CalFresh aid, the system establishes a claim but does not demand collection by updating recovery accounts status to 'Terminated' and status reason to 'CF - $125 or Less – AE'.

The FNS 209 report only excludes Recovery Accounts with a pending status and no posted transaction for the quarter and Recovery Accounts created and made void in the same quarter with a zero balance.

The Outstanding Collection Balance Report Provides a listing of all recovery accounts with outstanding balances and the account status of not closed, void, terminated, and transferred out.

1.2 Request

Introduce a new recovery account status 'Discharged' and update the system to find CalFresh Recovery Accounts with a discovered date on or after June 1, 2019 with Original Balance $400 or less caused by Admin Error (AE) or Inadvertent Household Error (IHE), not a result of IPV or QC findings, and there is no active CalFresh program under the same case for the month of discovery of the Recovery Account, update the Status of the Recovery Account to ‘Discharged’ and Status Reason to ‘Policy Threshold Limit’.

Update the FNS 209 to exclude Recovery Accounts that have a status of ‘Discharged’.

Update the Outstanding Collection Balance Report to exclude Recovery Accounts in ‘Discharged’ status.

Update the system to not establish a claim, by setting the recovery account status to pending while over issued months are calculated then update the pending status to ‘discharged’, and not generate OI Notices of Action (LRS only) when at discovery on or after June 1, 2019 the total amount of CalFresh benefits over issued to the closed CF case is $400 or less due to an AE or IHE error (and is not a result of IPV or was not found in a QC review).

As a claim was not established for the over issued amount, as indicated by the account status of discharged, update the system to not allow transactions to be posted to a discharged account and take no collection actions for repayment.

1.3 Overview of Recommendations

This system change request will:

1) Introduce a new drop-down field ‘QC Findings’ on the Recovery Account Detail page to track a CalFresh recovery account is established by QC findings. When over issued benefits and the associated recovery account are the result of QC findings, set this field to ‘Yes’.
2) Introduce a new recovery account status ‘Discharged’ on Recovery Account Detail Page. The ‘Discharged’ status is available for CalFresh program only.
3) Add validation on Recovery Account Detail page to prevent a CalFresh recovery account from becoming active if the account is under the policy threshold and meets the criteria for a discharge.
4) Add validation on Recovery Account Detail page to prevent a CalFresh recovery account from becoming discharged when it is the result of QC findings and IPVs.
5) Disable activation function on Recovery Account Detail page when account status is ‘Discharged’.
6) Display ‘Edit’ button on Recovery Account Search page for RA with ‘Discharged’ status.
7) Update the Uncollectable Recovery Account Batch to update the CalFresh Recovery Accounts based on the conditions below:
    a. When original balance is $35 or less and the cause code is ‘CalFresh - Admin Caused (prior to 3/2000)’ or ‘CalFresh - Admin Caused (after 3/2000)’, regardless the case status, update status to ‘Discharged’ and status reason to ‘CF - $35 or Less - AE’.
    b. When Discovery Date is before June 1st, 2019, original balance is over $35 and $125 or less, cause code is ‘CalFresh - Admin Caused (prior to 3/2000)’ or ‘CalFresh - Admin Caused (after 3/2000)’, and there is no active CalFresh program on the Discovery Date **under the same case** of the Recovery

Account, update status to 'Discharged' and status reason to 'CF - $125 or Less – AE'.
   c. When Discovery Date is on or after June 1st, 2019, original balance is $400 or less, cause code is 'CalFresh - Admin Caused (prior to 3/2000)', 'CalFresh - Admin Caused (after 3/2000)' or 'CalFresh - IHE (Customer Caused)', and the account is not a result of QC findings & IPV, and there is no active CalFresh program on the Discovery Date under the same case of the recovery account, update status to 'Discharged' and status reason to 'Policy Threshold Limit'.

8) LRS only, update Recovery Account Activation Batch to suppress the generation of OverIssuance NOAs and **not** update account status from 'Pending' to 'Pending Agreement' for following criteria:
   a. When original balance is $35 or less and the cause code is 'CalFresh - Admin Caused (prior to 3/2000)' or 'CalFresh - Admin Caused (after 3/2000)', regardless the case status.
   b. When Discovery Date is before June 1st, 2019, original balance is over $35 and $125 or less, cause code is 'CalFresh - Admin Caused (prior to 3/2000)' or 'CalFresh - Admin Caused (after 3/2000)', and there is no active CalFresh program on the Discovery Date under the same case of the Recovery Account.
   c. When Discovery Date is on or after June 1st, 2019, original balance is $400 or less, cause code is 'CalFresh - Admin Caused (prior to 3/2000)', 'CalFresh - Admin Caused (after 3/2000)' or 'CalFresh - IHE (Customer Caused)', and the account is not a result of QC findings & IPV, and there is no active CalFresh program on the Discovery Date under the same case of the recovery account.

9) Update Overpayment Adjustment Logic to exclude recovery accounts with status 'Discharged' when suggesting a benefit reduction.
10) Update Grant Expungement Reader to not apply any expungements to the discharged recovery accounts.
11) Provide a list to the Counties of CalFresh recovery accounts (Admin Error or IHE) discovered on or after 6/1/2019 with an original over issued amount of $400 or less and the account status is not currently voided, and the CF program is not 'Active' for the month of discovery of the Recovery Account. This list may be reviewed to determine which accounts should be made void as the account meets the criteria for discharge (not established) or if the account should be established as the Overissuance is from a QC review or referral for IPV.
12) Update the FNS 209 report logic to not report any Recovery Accounts with a status of 'Discharged'.
13) Update the Outstanding Collection Balance Report to exclude Recovery Accounts with a status of 'Discharged'.

1.4 Assumptions

1) The CalFresh Recovery Accounts established on or after June 1st, 2019 with an original over issued amount of $400 or less will not be referred to Treasury Tax Collector as the accounts will be marked as 'Discharged'.
2) The threshold for active recovery accounts will remain unchanged when referring to Treasury Tax Collector.

2 RECOMMENDATIONS

2.1 Recovery Account Detail

2.1.1 Overview

1) Add a new drop-down field 'QC Findings' for users to track whether a Recovery Account is associated to an over issuance found in QC findings.
2) Add a new status 'Discharged' which will be used to discharge CalFresh recovery accounts under the threshold limit.
3) Add a validation in edit mode to prevent a dischargeable account from becoming active.
4) Add a validation to prevent discharging a recovery account when it is the result of QC findings & IPVs.
5) Hide [Activate] button when status is 'Discharged'.

2.1.2 Recovery Account Detail Page Mockup

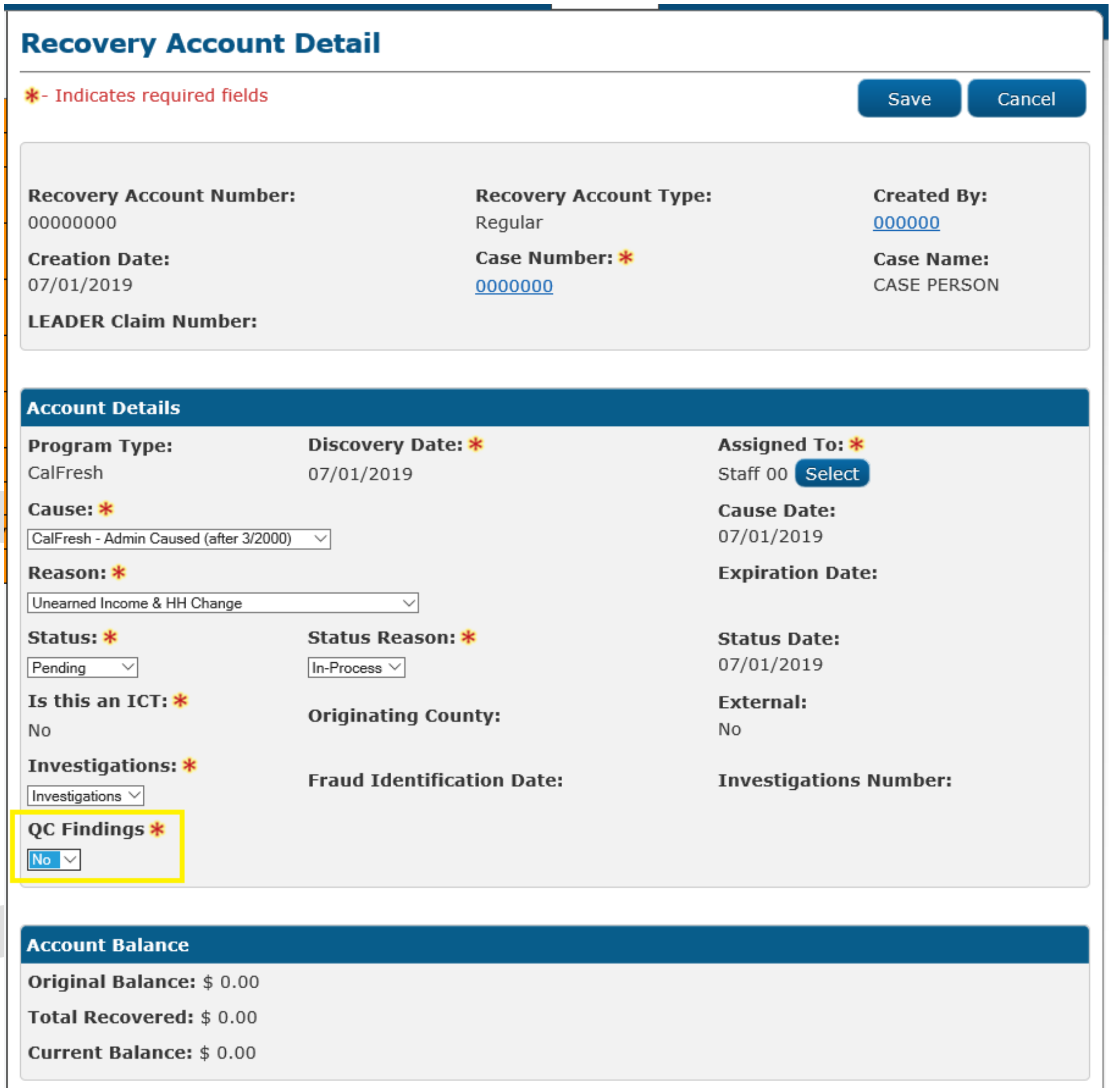


Figure 2.1.1 – Recovery Account Detail Page Edit Mode (CalACES)

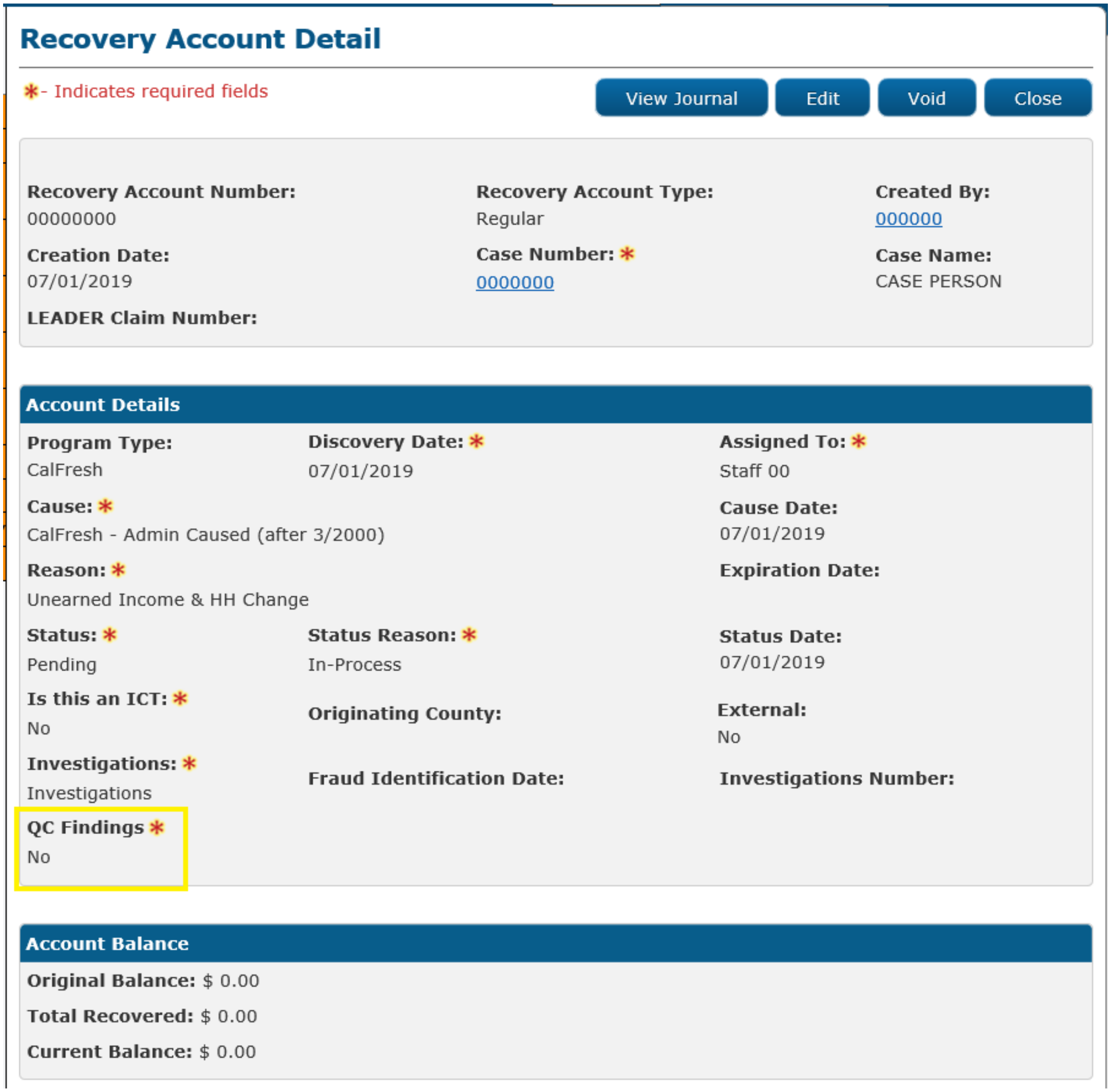
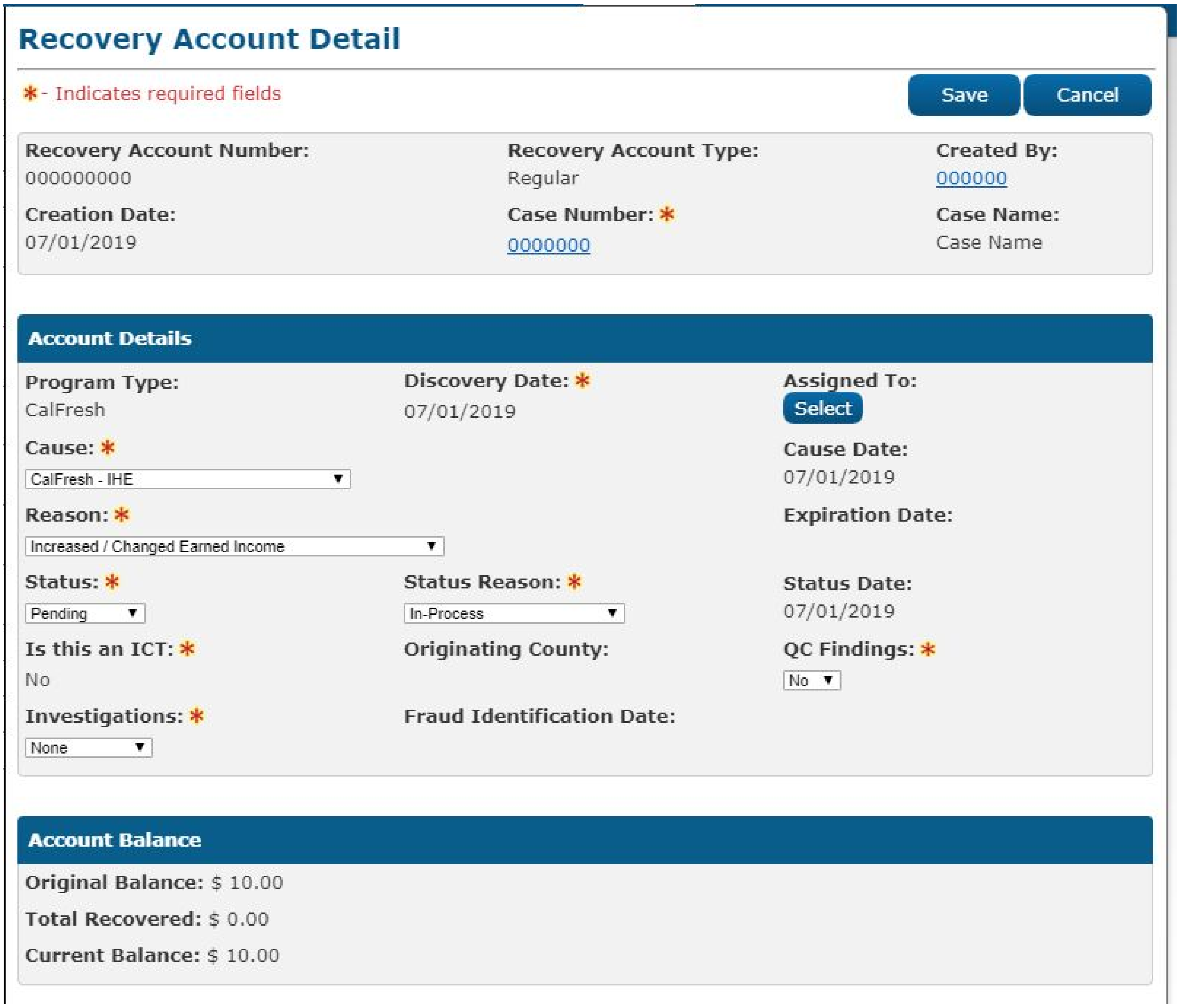


Figure 2.1.2 – Recovery Account Detail Page View Mode (CalACES)



Recovery Account Detail

*- Indicates required fields

Save | Cancel

Recovery Account Number: 000000000
Recovery Account Type: Regular
Created By: 000000
Creation Date: 07/01/2019
Case Number: * 0000000
Case Name: Case Name

Account Details

Program Type: CalFresh
Discovery Date: * 07/01/2019
Assigned To: Select
Cause: * CalFresh - IHE
Cause Date: 07/01/2019
Reason: * Increased / Changed Earned Income
Expiration Date:
Status: * Pending
Status Reason: * In-Process
Status Date: 07/01/2019
Is this an ICT: * No
Originating County:
QC Findings: * No
Investigations: * None
Fraud Identification Date:

Account Balance

Original Balance: $ 10.00
Total Recovered: $ 0.00
Current Balance: $ 10.00

Figure 2.1.3 – Recovery Account Detail Page Edit Mode (C-IV)

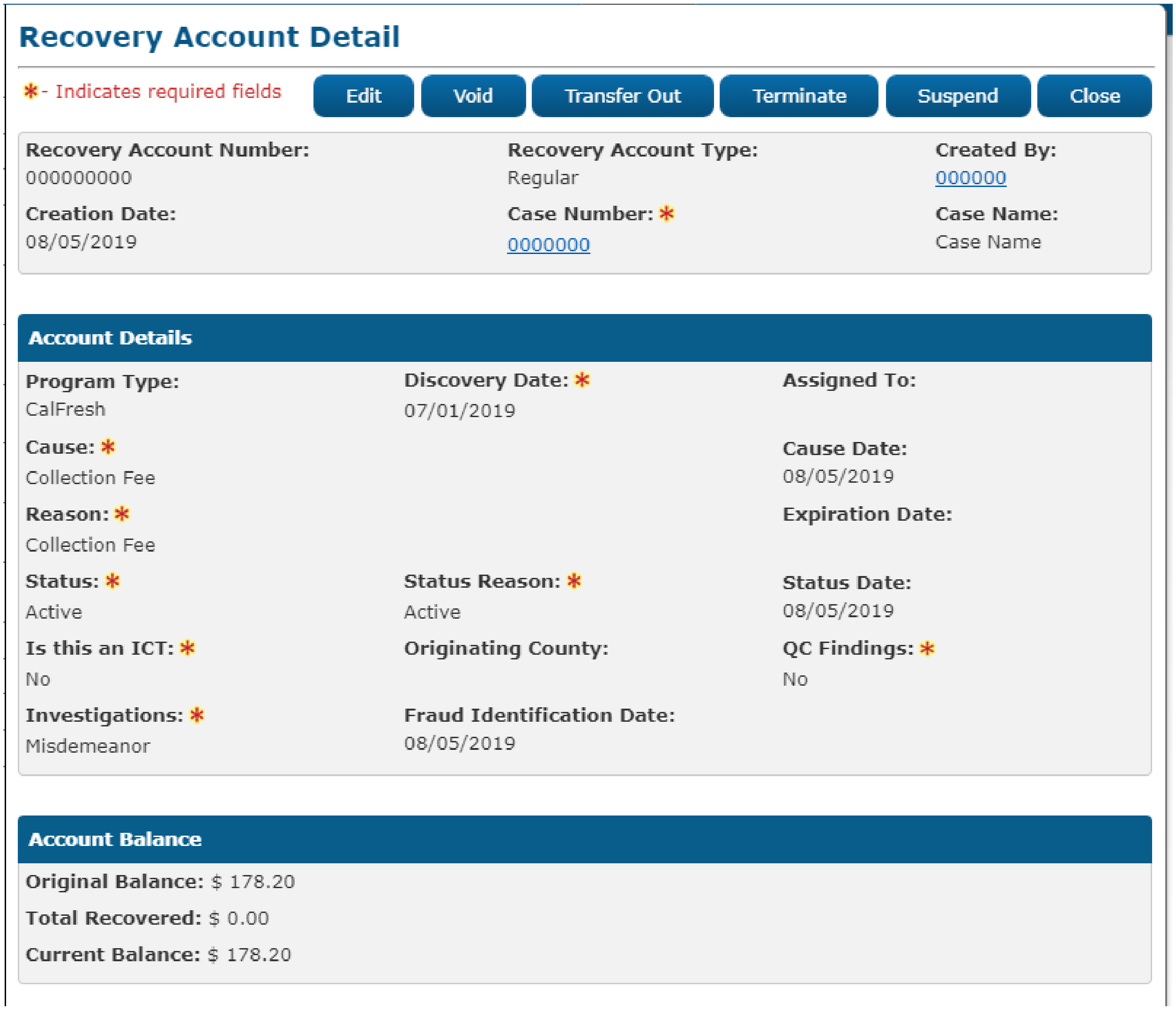


Figure 2.1.4 – Recovery Account Detail Page View Mode (C-IV)

2.1.3 Description of Changes

1) Add a new drop-down field 'QC Findings':
   a. the field will have following options:
      - Blank (default value)
      - Yes
      - No
   b. This field is only available When Program Type is CalFresh.
   c. Add validation to make this field required for CalFresh.
   d. Default value is blank when creating a new CalFresh Recovery Account

   e. Display validation message '<u>QC Findings</u> - Field is required. Please select a value.' when users submit this field as blank when the program is CalFresh.
   f. This field is only editable When a CalFresh recovery account is in following status:
      - Pending
      - Pending Approval (CalACES Only)

2) Add a new option 'Discharged' for the drop-down 'Status' field on Recovery Account Detail Page:
   a. The new status is only available for CalFresh program.
   b. 'Discharged' is only available for selections after [edit] is clicked on Recovery Account Detail Page (edit mode).
   c. Update the Code Hierarchy between 'Discharged' status and the following:
      - CF - $35 or Less – AE
      - CF - $125 or Less – AE
      - Policy Threshold Limit

   Note: When a CalFresh Overissuance claim is established (recovery account status other than pending, discharged or void) and it is subsequently determined that a claim should not be established as the OI is below the Claim Establishment Threshold and meets the criteria for a discharge status, the status may be updated to void, if at all required.

3) Add a validation message that says - "The Account cannot be Activated as the original balance is under the threshold" when all of Criteria I or all of Criteria II is met:

   Criteria I

   - The Cause Code is neither 'CalFresh - Admin Caused (prior to 3/2000)', 'CalFresh - Admin Caused (after 3/2000)', nor 'CalFresh - IHE (Customer Caused)'.
   - The QC Finding Value is 'No'.
   - The 'Investigations' is 'None' or 'No Fraud'.
   - There is no active CalFresh program on the Discovery Date under the same case.
   - The Original Balance is $400 or less and the date of discovery is on or after 6/1/2019.

   Criteria II

   - The Cause Code is 'CalFresh - Admin Caused (prior to 3/2000)' or 'CalFresh - Admin Caused (after 3/2000)'
   - There is no active CalFresh Program on the Discovery Date under the same case.
   - The Original Balance is $125 or less and the date of discovery is before 6/1/2019.

4) Add a validation message that says – 'Status – Cannot change the account status back to active.' if the Recovery Account had 'Discharged' status at any point in time.

5) Add a validation message that says - "The Account cannot be Discharged as the criteria for 'Discharge' is not met" when any of the following criteria is met:
    a. The Cause Code is neither 'CalFresh - Admin Caused (prior to 3/2000)' nor 'CalFresh - Admin Caused (after 3/2000)' nor 'CalFresh - IHE (Customer Caused)'.
    b. The QC Finding Value is 'Yes'.
    c. The Original Balance is greater than $400.
    d. The 'Investigations' is other than 'None' or 'No Fraud'.
    e. The Current Status of recovery account is other than 'Pending'.
    f. There are posted transactions on the recovery account.
6) For LRS only, add a validation message that says – "The Account cannot be Discharged because EDBC(s) of the Overissuances are not authorized yet." when any EDBC of the Overissuances is in pending authorization status – 'Pending Authorization', 'Pending Verification', and 'Pending Authorization Random Sampling'.
7) Hide the following buttons when the current status of Recovery Account is 'Discharged':
    a. Activate
    b. Terminate
    c. Suspend
    d. Transfer Out

    Show the following buttons when the current status of Recovery Account is 'Discharged':
    a. View Journal (LRS only)
    b. Void
    c. Edit
    d. Close

2.1.4 Page Location

No Change.

2.1.5 Counties Impacted

All CalACES Counties.

2.1.6 Security Updates

No Change.

2.1.7 Page Mapping

'QC Findings' is mapped to 'QLTY_CTRL_FIND_IND' of Recov_Acct_Detl table. Please add the statement below the column's comment:

'This column indicates if a CalFresh recovery account is established to collect an over issuance found during QC findings - Y/N'.

2.2 Recovery Account Search

2.2.1 Recovery Account Search Page Mockup

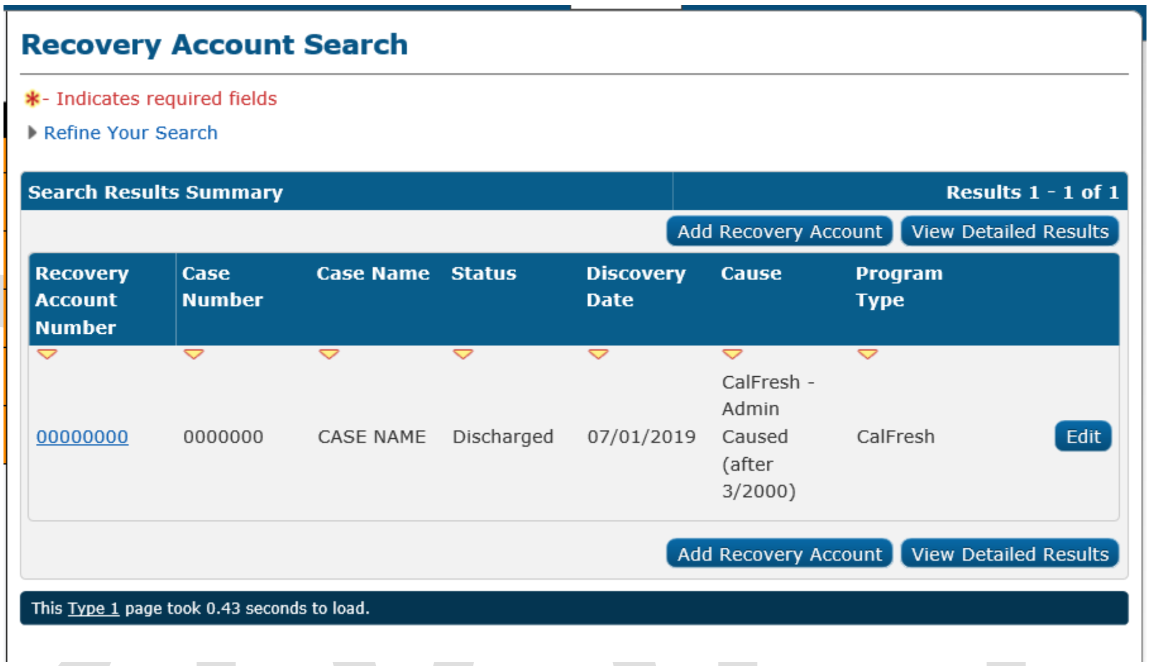


Figure 2.2.1 – Recovery Account Search

2.2.2 Description of Changes

Display 'Edit' button on Recovery Account Search page for RA with 'Discharged' status.

2.2.3 Page Location

No Change.

2.2.4 Counties Impacted

All CalACES Counties.

2.2.5 Security Updates

No Change.

2.2.6 Page Mapping

No Change.

2.3 Uncollectible Recovery Account Batch

2.3.1 Overview

This enhancement is to update the Uncollectible Recovery Account Batch to update CalFresh Recovery Accounts status to 'Discharged' and status reason to 'Policy Threshold Limit' when Recovery Accounts are established on or after June 1st, 2019 with an original balance of $400 or less, cause code of Admin Error or IHE, not a result QC findings and IPV, and there is no active CalFresh program on the Discovery Date under the same case of the recovery account. Any CalFresh account established before June 1st, 2019 will **not be affected** by the new $400 threshold policy.

2.3.2 Description of Changes

1) Update the batch to track CalFresh Recovery Accounts with one of the following cause codes when sweeping across the system:
   a. CalFresh - Admin Caused (prior to 3/2000)
   b. CalFresh - Admin Caused (after 3/2000)
   c. CalFresh - IHE (Customer Caused)
2) **For LRS only**, update the batch not pick CalFresh Recovery Accounts with any EDBC of Overissuances in following status:
   - Pending Authorization
   - Pending Verification
   - Pending Authorization Random Sampling
3) Update Batch to update Recovery Accounts Status to 'Discharged' and Status Reason to 'CF - $35 or Less – AE' when meeting all criteria below:
   a. Original Balance is over $0 and $35 or less.
   b. Cause Code is one of the following:
      - CalFresh - Admin Caused (prior to 3/2000)
      - CalFresh - Admin Caused (after 3/2000)
   c. Status is Pending, and no Overissuances added to the account for more than 7 calendar days.
4) Update batch to discharge Recovery Accounts with Discovery Date before June 1st, 2019. Update Recovery Accounts Status to 'Discharged' and Status Reason to 'CF - $125 or Less – AE' when meeting all criteria below:

a. Discovery Date is **before June 1st, 2019**.
b. Original Balance is over $35 and $125 or less. ($35 or less will be discharged with status 'CF - $35 or Less – AE' as mentioned in **2)** of this section.)
c. Cause Code is one of the following:
    - CalFresh - Admin Caused (prior to 3/2000)
    - CalFresh - Admin Caused (after 3/2000)
d. Status is Pending, and no Overissuances added to the account for more than 7 calendar days.
e. There is no active CalFresh program on the Discovery Date **under the same case** of the Recovery Account.

5) Update batch to update CalFresh Recovery Accounts Status to 'Discharged' and Status Reason to 'Policy Threshold Limit' when meeting all criteria below:
    a. Discovery Date is **on or after June 1st, 2019**.
    b. Cause Code is one of the following:
        - CalFresh - Admin Caused (prior to 3/2000)
        - CalFresh - Admin Caused (after 3/2000)
        - CalFresh - IHE (Customer Caused)
    c. QC Findings is 'No'.
    d. The 'Investigations' is 'None' or 'No Fraud'.
    e. Status is Pending, and no Overissuances added to the account for more than 7 calendar days.
    f. There is no active CalFresh program on the Discovery Date **under the same case** of the Recovery Account.
    g. The Original Balance is over $35 and $400 or less.
    NOTE: If the Original balance is over $0 and $35 or less, the Cause Code is **CalFresh - IHE (Customer Caused)** and there is no active CalFresh program on the Discovery Date **under the same case** of the Recovery Account, then the batch will discharge the account as it is under new threshold policy and dischargeable.

    NOTE: Examples.xlsx in 'Supporting Documents' section contains more comprehensive examples of how the batch discharges recovery accounts.

6) Update the Uncollectible Recovery Account Batch to create a Journal Entry whenever a Recovery Account's Status is updated to Discharged.
    For LRS, set the values as follow:
    Category – Fiscal
    Type – Recovery Account
    Message - The Recovery Account XXXXXXX is Discharged by the System since the Original Balance is less than the threshold defined for the program.
    For C-IV, set the values as follow:
    Category – Fiscal
    Type – Fiscal

Message - The Recovery Account XXXXXXX is Discharged by the System since the Original Balance is less than the threshold defined for the program.

2.3.3 Execution Frequency

No Change.

2.3.4 Key Scheduling Dependencies

No Change.

2.3.5 Counties Impacted

All CalACES Counties.

2.3.6 Data Volume/Performance

No Change.

2.3.7 Failure Procedure/Operational Instructions

No Change.

2.3.8 Programs Impacted

CalFresh.

2.4 Database Change Request

1) Add a new non-nullable column 'QLTY_CTRL_FIND_IND' with data type VARCHAR2(1 byte) on 'Recov_Acct_Detl' table. The default value for this field is 'N'. This field is to identify if a CalFresh Recovery Account is the result of QC findings. The possible values are null, 'Y', or 'N'.
   'Y' indicates a Recovery Account is established because of over issuances found in QC findings.
   'N' indicates a Recovery Account is **not** established because of QC findings.
   Note: By setting non-nullable column 'QLTY_CTRL_FIND_IND' defaulted to 'N'. existing Recovery Accounts with this field null or empty will have value 'N'.
2) New field 'QLTY_CTRL_FIND_IND' will maintain its value as a Recovery Account Detail is updated by users and the system. The following batches, interfaces and modules should preserve 'QLTY_CTRL_FIND_IND' value when update a Recovery Account Detail.
   Close Recovery Account Batch

Terminate Recovery Account Batch
Issuance Batch
Recovery Account Workload Transfer Batch (LRS only)
TTC Collections Reader Interface (LRS only)
Recovery Account Activation Batch (LRS only)
Recovery Account Overpayment Notification Module (LRS only)
DCFS Workload Assignment Batch (LRS only)
Recovery Account Activation Module (LRS only)
Workload Assignment Batch (C-IV only)
TITOP Intercept Transaction Batch (C-IV only)
RevQ Reader Interface (C-IV only)

2.5 Overpayment Adjustment Logic

2.5.1 Overview

The overpayment adjustment is a process where if an individual is overpaid and is eligible for benefits, then the system suggests an adjustment. This adjustment is a percentage-based calculation per the cause code of the recovery account. This automation implements collect methods as required by state and federal regulations to recoup outstanding claims by allotment reduction and offset of payable lost benefits from households actively participating in the CalFresh program. The transaction is posted as a Benefit Reduction.

This enhancement is to update the system to not suggest any Benefit Reduction or Offset for a discharged recovery account.

2.5.2 Description of Changes

1) Update the overpayment Adjustment Logic to not suggest any Benefit Reduction or Offset for recovery accounts with status 'Discharged'.

2.5.3 Programs Impacted

All EDBC eligible cash program. However, only CalFresh recovery accounts will have Discharged status.

2.6 Grant Expungement Reader

2.6.1 Overview

This enhancement is to update the Grant Expungement Reader to not apply any expungements to the discharged recovery accounts.

2.6.2 Description of Changes

1) Update the Grant Expungement Reader Interface job to not apply any expungements to the recovery accounts with status 'Discharged'.

2.6.3 Execution Frequency

No Change.

2.6.4 Key Scheduling Dependencies

No change.

2.6.5 Counties Impacted

All 40 CalACES Counties

2.6.6 Data Volume/Performance

No Change.

2.6.7 Interface Partner

EBT Vendor - FIS

2.6.8 Failure Procedure/Operational Instructions

No Change.

2.7 Recovery Account Activation Batch

2.7.1 Overview

For LRS only, the Recovery Account Activation Batch sends Overissuance NOAs for Pending Recovery accounts and then the status for the recovery account is updated from 'Pending' to 'Pending Agreement'. Furthermore, the batch also activates the recovery accounts which are in 'Pending Agreement' status. This enhancement is to update batch to suppress the generation of Overpayment NOAs and not update status to 'Pending Agreement' for dischargeable Recovery Accounts.

2.7.2 Description of Changes

1) Update the batch to suppress the generation of Overissuance NOAs and not update status to 'Pending Agreement' for Recovery Accounts in following criteria:

Criteria i

a. Original Balance is $35 or less.
b. Cause Code is one of the following:
   - CalFresh - Admin Caused (prior to 3/2000)
   - CalFresh - Admin Caused (after 3/2000)

Criteria ii

a. Discovery Date is **before June 1st, 2019**.
b. Original Balance is over $35 and $125 or less.
c. Cause Code is one of the following:
   - CalFresh - Admin Caused (prior to 3/2000)
   - CalFresh - Admin Caused (after 3/2000)
d. There is no active CalFresh program on the Discovery Date **under the same case** of the Recovery Account.

Criteria iii

a. Discovery Date is **on or after June 1st, 2019**.
b. The Original Balance is over $35 and $400.
c. Cause Code is one of the following:
   - CalFresh - Admin Caused (prior to 3/2000)
   - CalFresh - Admin Caused (after 3/2000)
   - CalFresh - IHE (Customer Caused)
d. QC Findings is 'No'.
e. The 'Investigations' is 'None' or 'No Fraud'.
f. There is no active CalFresh program on the Discovery Date **under the same case** of the Recovery Account.

Note: NOTE: If the Original balance is over $0 and $35 or less, the Cause Code is **CalFresh - IHE (Customer Caused)** and there is no active CalFresh program on the Discovery Date **under the same case** of the Recovery Account, then the batch will suppress the generation of Overpayment NOAs and not update status to 'Pending Agreement' as it is under new threshold policy and dischargeable.

The dischargeable recovery accounts status will stay at 'Pending', then the Uncollectible Recovery Account Batch could process recovery accounts and mark them as 'Discharged'.

2.7.3 Execution Frequency

No Change.

2.7.4 Key Scheduling Dependencies

No Change.

2.7.5 Counties Impacted

Los Angeles County.

2.7.6 Data Volume/Performance

No Change.

2.7.7 Failure Procedure/Operational Instructions

No Change.

2.7.8 Programs Impacted

CalFresh.

2.8 Data Change Request

For L.A county only, update recovery accounts status to 'Terminated' and status reason to 'Policy Threshold Limit' when meeting all criteria below:

a. Discovery Date is **on or after June 1st, 2019**.
b. Cause Code is one of the following:
    - CalFresh - Admin Caused (prior to 3/2000)
    - CalFresh - Admin Caused (after 3/2000)
    - CalFresh - IHE (Customer Caused)
c. Status is one of following:
    - Pending Agreement (CalACES only)
    - Active
    - Suspended
d. There is no active CalFresh program on the Discovery Date **under the same case** of the Recovery Account.
e. The Original Balance is $400 or less.
f. No transactions posted.

A list of terminated recovery accounts in this DCR will be provided to L.A. county.

2.9 Update the FNS 209 Report

2.9.1 Overview

ACL 19-50 provides that an under-threshold limit Recovery Accounts shall not be established therefore should not be reported on the FNS 209. A Recovery

Account that meets the conditions outlined in section 2.3.2.5 will be updated to have a newly created Status of 'Discharged'. The online page will also be updated to prevent a worker from posting transactions to these accounts.

On the FNS 209, a Recovery Account is identified as newly established if ether condition is met:

- The Recovery Account's status is 'Pending', 'Pending Agreement' or 'Pending Approval' and
    i. A transaction is posted to the recovery account during the reporting quarter that was effective before the reporting quarter.
    ii. A transaction was posted to the recovery account before the reporting quarter but is effective during the reporting quarter.
- The Recovery Account goes from having a 'Pending', 'Pending Agreement' or 'Pending Approval' status during the reporting quarter to having a status other than 'Pending', 'Pending Agreement', 'Pending Approval' or 'Void'.

If the FNS 209 is not updated, any Recovery Account that moves from a pending status to 'Discharged' will be incorrectly reported as an established Recovery Account, as the report logic will evaluate the account as not pending or void with a balance not equal to zero.

2.9.2 Description of Changes

Update the following sections on the FNS 209 to not include Recovery Accounts in 'Discharged' status:

- Summary Sheet (Sheet1)
    - Line 4 Number and Amount Totals for SAE and IHE
    - Line 7 Number and Amount Totals for SAE and IHE
    - Line 13 Number and Amount Totals for SAE and IHE
- Line 4 Backup Detail Sheet (Sheet2)
- Line 13 Backup Detail Sheet (Sheet15)

2.10 Update the Outstanding Collections Balance Report (C-IV Only)

2.10.1 Overview

The Outstanding Collection Balance Report provides a listing of all regular recovery accounts with an outstanding balance, excluding recovery accounts with a status of Closed, Void, Terminated, and Transferred out. The Recovery Accounts in 'Discharged' status will have an outstanding balance but will not be established therefore cannot be collected.

2.10.2 Description of Changes

Update the Outstanding Balance Report to exclude Recovery Accounts with a status of 'Discharged'.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Fiscal	ACL 19-50	19-50.pdf
2	Fiscal	CIT 0045-19	CIT 0045-19 CA-208685_CIV-1042
3	Fiscal	Examples of recovery accounts processed by the Uncollectable Batch	Examples.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.11.2.12	The LRS shall discontinue collection of overpayments/Overissuances once all outstanding overpayments/Overissuances have been collected, there is an overpayment/Overissuance claim status change to terminated, voided, or uncollectable, or the collection of the overpayment/Overissuance has been deemed satisfied.	This Requirement is met by enhancing the Uncollectible Recovery Account Batch to update the CalFresh Admin Error or IHE recovery accounts which are established on or after June 1st, 2019 with closed cases and an original balance under $400 as 'Discharged' with the status reason of 'Policy Threshold Limit'.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	How Requirement Met
N/A		

5 MIGRATION IMPACTS

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

6 OUTREACH

Provide a list to the Counties of CalFresh recovery accounts (Admin Error or IHE) discovered on or after 6/1/2019 with an original over issued amount of $400 or less and the account status is not currently voided, and the CF program is not 'Active' for the date of discovery of the Recovery Account. This list may be reviewed to determine which accounts should be made void as the account meets the criteria for discharge (not established) or if the account should be established as the Overissuance is from a QC review or referral for IPV.

7 APPENDIX

None.

CALIFORNIA AUTOMATED CONSORTIUM ELIGIBILITY SYSTEM

Design Document

SCR 103540 – Customized Control Panel for Amazon Connect

	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gerald Limbrick
	Reviewed By	[individual(s) from build and test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/14/2019	1.0	Initial	Gerald Limbrick
7/8/2019	1.1	Added On hold state	Gerald Limbrick
9/30/2019	1.2	Logic & visual changes, new Phone icon & removed Hold state	Gerald Limbrick
10/11/2019	1.3	Can't log out from "After Call Work" & refresh interval changes	Gerald Limbrick
11/8/2019	1.4	Post Call Survey Logic Added	Gerald Limbrick

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1 OVERVIEW

C-IV is changing the contact center Interactive Voice Response system (IVR) from Cisco Finesse to Amazon Connect. The default Amazon Connect Call Control Panel (CCP), which is the interface used by contact center staff to receive and handle calls, does not have the features needed.

This SCR will create a customized Call Control Panel with features mirroring those in the Cisco Finesse interface.

An application will be installed on the user's desktop to open compatible browser windows. The CCP will open in a Chrome based window. The C-IV System will open in Internet Explorer.

1.1 Current Design

The default Amazon Connect CCP does not have the features needed by the contact center staff.

1.2 Requests

1) Recreate the functionality of Cisco Finesse as a customized CCP for Amazon Connect.
2) Update the C-IV system screen pop to Accept the Contact ID used by Amazon Connect.

1.3 Assumptions

1) Call routing is handled by the Amazon Connect IVR system (IVR) and is outside the scope of this SCR.
2) The Visual IVR portion of the CCP will be added in SCR# CIV-103672 including the Call Me functionality. Visual IVR functionality currently applies to San Bernardino county only.
3) The list of agent states will be retrieved from the IVR and is outside the scope of this SCR.
4) The list of speed dial contacts will be retrieved from the IVR Quick Connects and is outside the scope of this SCR.
5) The list of teams, and their corresponding lists of agents managed by a supervisor, is retrieved from a hierarchy defined in the IVR and is outside the scope of this SCR.
6) The CCP will use the same method for authorization as is used in the C-IV System.
7) Security will be administered through the C-IV system.
8) The CCP takes actions and makes changes by sending requests to the backend Amazon Connect IVR system. Error messages have been documented in the unlikely event of a failed request.
9) Separate migration SCRs have been created to transition call centers to this new CCP. Training will be documented with migration SCR's: CIV-103539 & CIV-103667 – 103677.

10) Call recording is not handled by the CCP. Call recordings will remain in place with Calabrio.

1.4 Constraints

The solution specified in this design relies upon software provided by Amazon. There are known deficiencies in this software that may impact the end user experience, such as:

1) When a customer is on a conference call or has been transferred to another agent, the customer will not be transferred to a Post Call Survey.
2) In some scenarios, an agent will be transferred to a Post Call Survey at the end of the call.

Deficiencies may not be limited to the examples stated above. However, any reported deficiencies will be investigated for resolution and there may be dependencies on new software versions or patches provided by Amazon.

2 RECOMMENDATIONS

2.1 Call Log Detail Page (C-IV system)

2.1.1 Overview

The C-IV system currently accepts Screen Pop parameters from a Call Center Application. The C-IV system accepts a Router Call Key – Router Call Key Day which identifies a call center Customer Contact.

The new IVR solution used by this CCP will use a Contact ID field instead. The C-IV system will be updated to accept the new Contact ID field as an alternative to the Router Call Key– Router Call Key Day.

2.1.2 Description of Changes

1) Update the C-IV system to also accept an Amazon Connect Contact ID, in absence of the Router Call Key – Router Call Key Day, to identify a Customer Contact.

2.1.3 Page Location

Global: Tools

Local: Office

Task: Call Log

2.2 Login Page

2.2.1 Overview

The Log In page will be used to validate that a user should be allowed to access the CCP Home screen.

2.2.2 Login Page Mockup

Figure 2.2.1 – Login Page

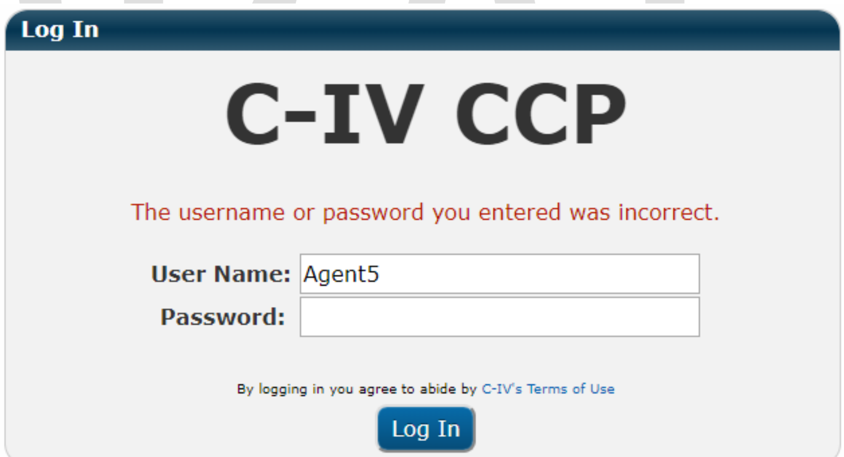


Figure 2.2.2 – Login Page – Unknown User

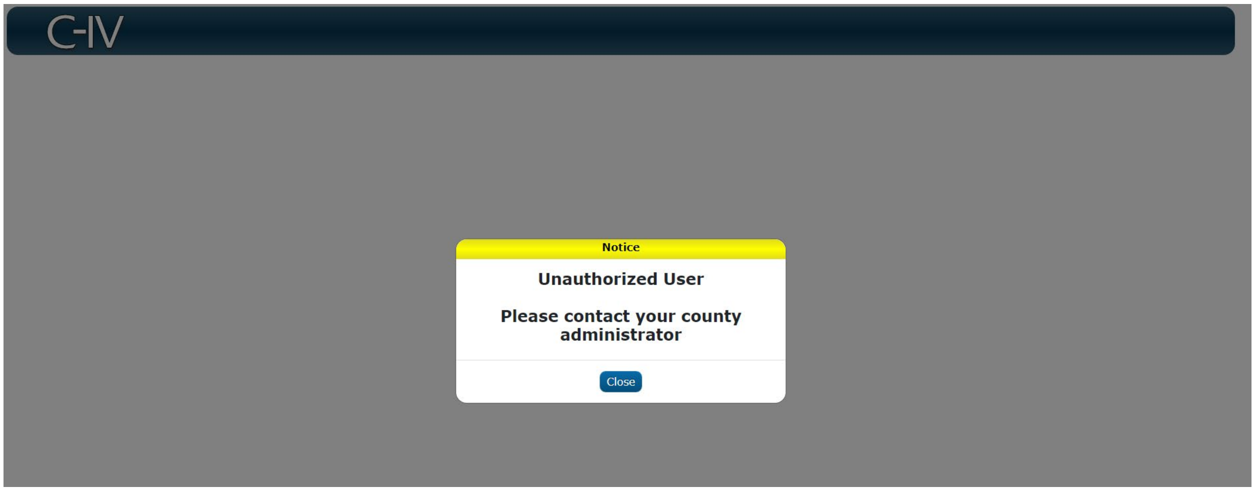


Figure 2.2.3 – Known User without CCPAgent Rights

2.2.3 Description of Changes

1) Create a text field labeled: "User Name:".
2) Create a masked Password field labeled: "Password".
   a) Each character must be masked before the next character is entered if not sooner.
3) Access to the Login page will not be dependent on the user's security rights.
4) Add the "C-IV Terms of Use" label and link.
5) Add a 'Log In' button. This button will:
   a) Query a service to authenticate the user.
      i) If no user is entered or the user is not known to the system, show red Error text: "The username or password you entered was incorrect above the "User Name" field.
   b) Open the CCP Home page (if authorized):
   c) Query a service to retrieve the user's Rights.
   a) If the user does not have 'CCPAgent' rights, show a Notice popup with text: "Unauthorized User Please Contact Your County Administrator". on the home page (with only the C-IV logo in a blank header panel).
   d) Users with 'CCPAgent' rights will have basic access to the CCP in Agent view, all CCP users must have 'CCPAgent' rights.
   e) Users with the 'CCPSupervisor' rights will also be shown the 'Team Performance' Panel.
   f) Users with the 'CCPMessageSender' rights will also be shown the Message Sender Panel.

2.2.4 Page Location

NA

2.2.5 Security Updates

Security Rights

Security Right	Right Description	Right to Group Mapping
CCPAgent	Allows access to CCP Home page with the Agent view	CCP Agent
CCPSupervisor	Allows access to the 'Team Performance' panel	CCP Supervisor
CCPMessageSender	Allows access to the Message Sender panel	CCP Message Sender

Security Groups

Security Group	Group Description	Group to Role Mapping
CCP Agent	Users can use the Call Control Panel in a call center	Regional Call Center Staff
CCP Supervisor	Users can view and manage team performance in addition to having the use of the Call Control Panel in a call center	Regional Call Center Supervisor
CCP Message Sender	User can update the 'Message of the Day' in the Call Control Panel	

Note: Local Security administrators (LSA) will need to assign the above groups to appropriate staff and/or security roles.

2.3 CCP Home Page

The Call Control Panel (CCP) will be used to take calls from the Amazon Connect IVR (IVR).

2.3.1 Overview

The Home page will be the working area of the CCP used for agents to make and receive calls and view agent and queue statistics.

Calls will be routed to an agent and will either be auto accepted or will require the agent to choose to accept the call, based on each county's call flow configuration. When a call is accepted, the CCP will open the C-IV application pre-populated with the same call information as was populated when using the Cisco Finesse call center solution (when the data is available). The Person Search page will be opened if the information is not available, the same as the Cisco Finesse solution.

The CCP will also have functionality for authorized users to add a message which will be displayed for all CCP users.

The CCP will show a list of links commonly used by call center agents. The list of links is unique to each county. County workers will follow the same process as today to request the list of links for their county be updated.

Note: The CCP will send messages to the IVR and receive messages from the IVR including availability state changes. The CCP will change the displayed availability state based on messages received from the IVR. Some states such as the "Talking" and "After Call Work" states cannot be set manually and are displayed to the agent based on these messages from the IVR.

2.3.2 Home Page Mockups

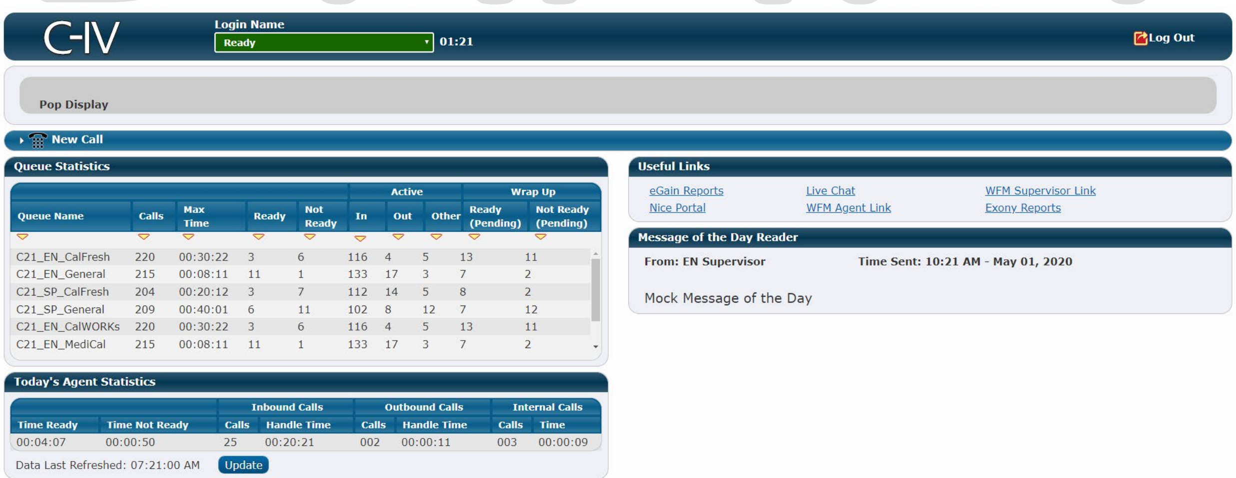


Figure 2.3.1 – Agent Ready

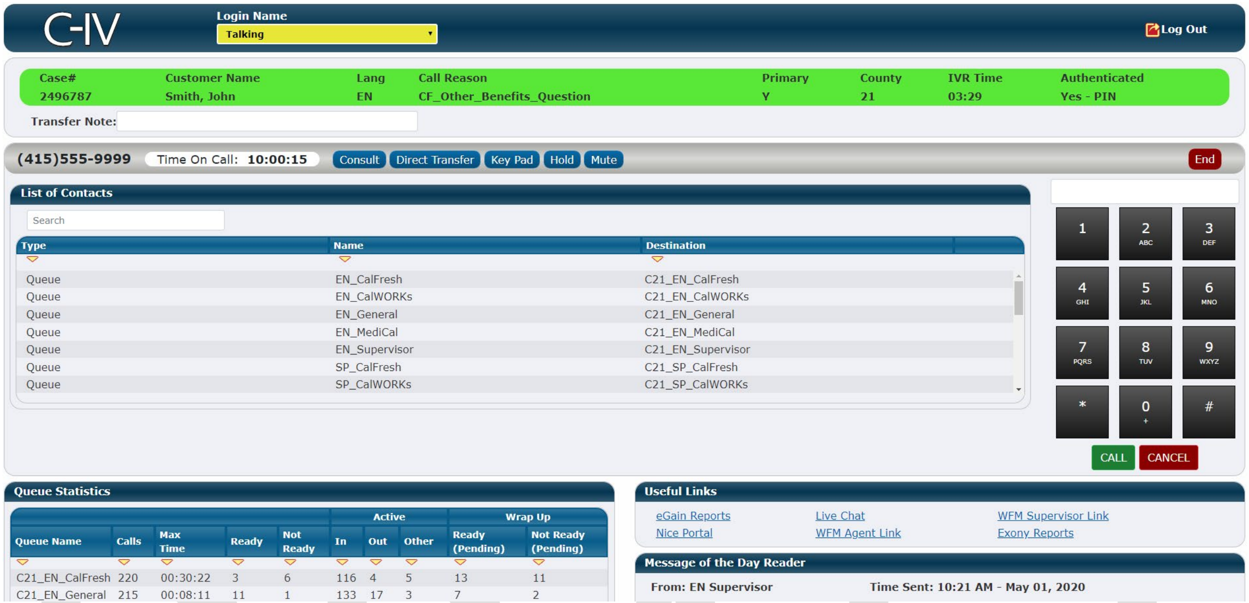


Figure 2.3.2.a – Agent Phone Expanded Authenticated Talking

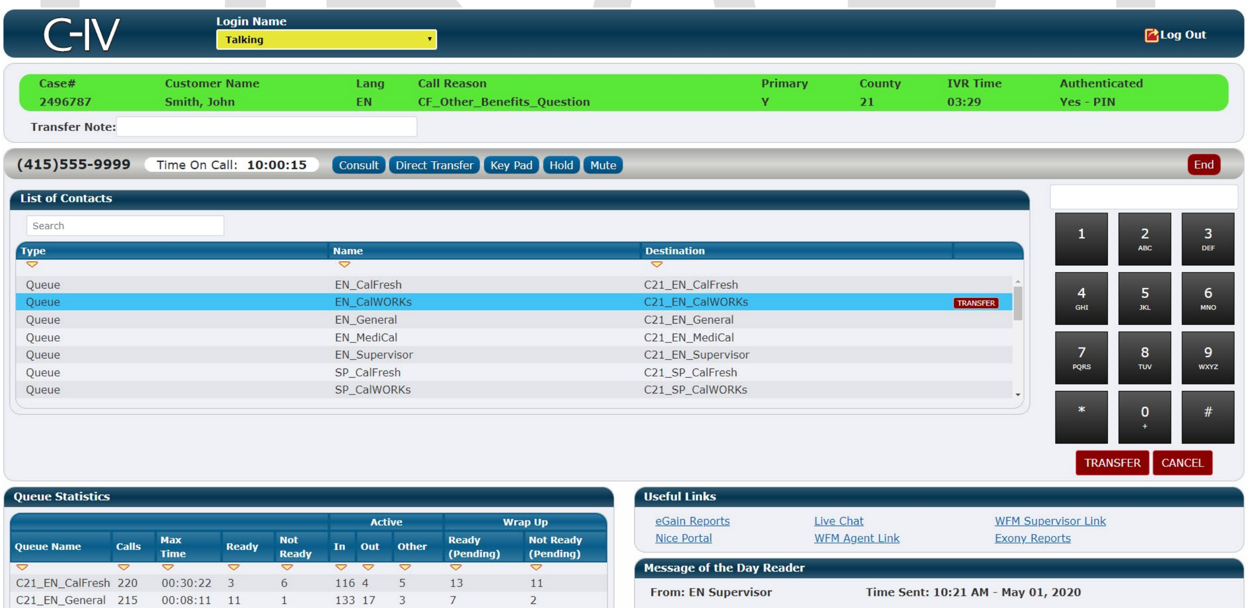


Figure 2.3.2.b – Agent Phone Expanded Transfer to a Contact

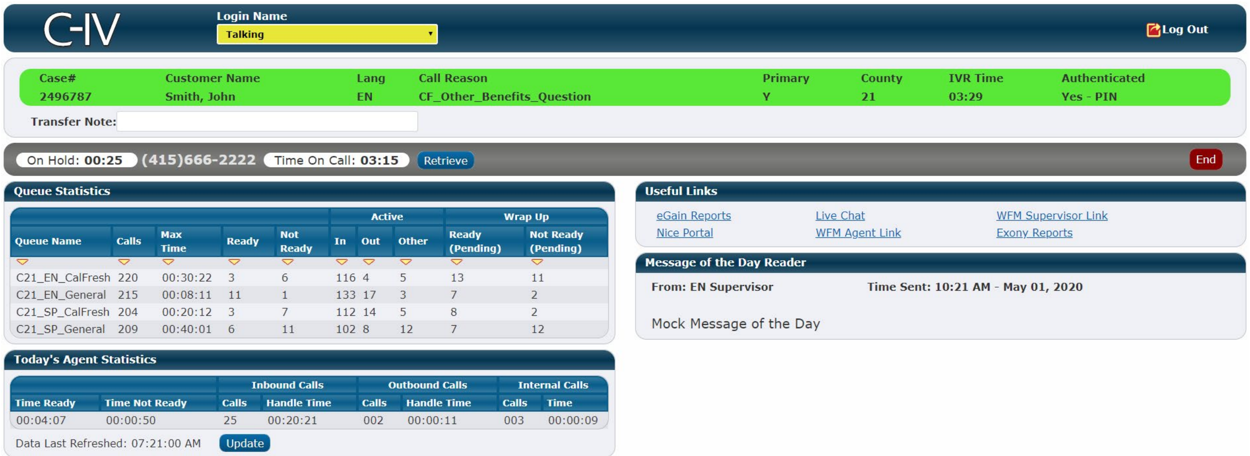


Figure 2.3.3 – Agent Call On Hold

Figure 2.3.4 – Agent Pending State

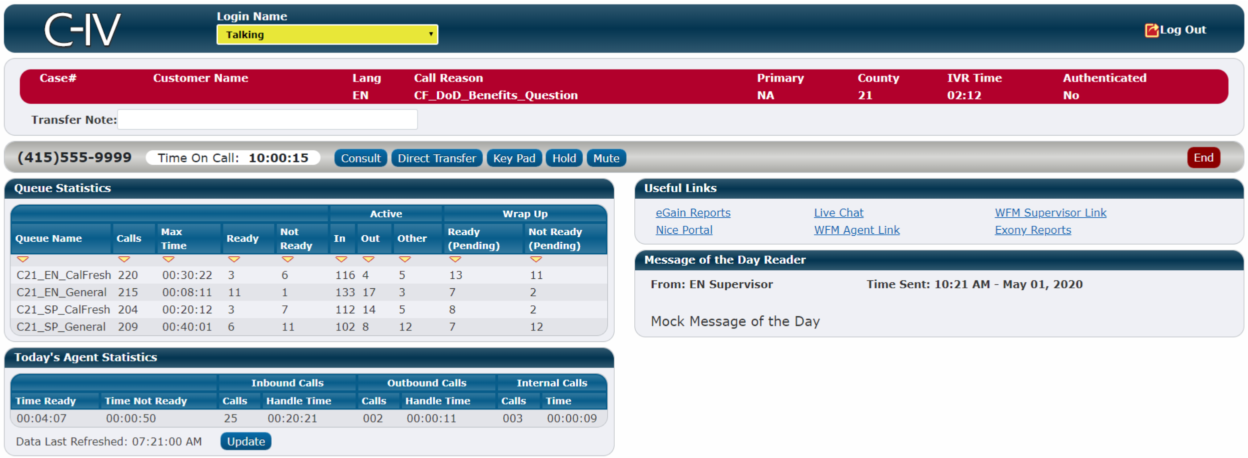


Figure 2.3.5 – Agent Not Authenticated Talking

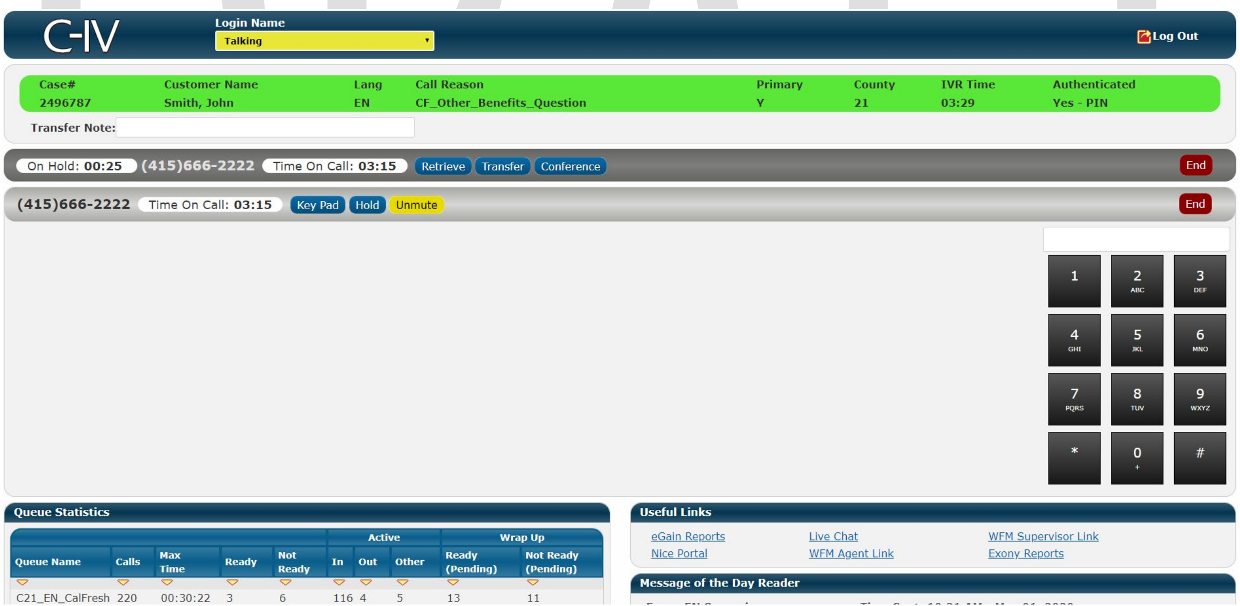


Figure 2.3.6.a – Agent, Two Calls, Key Pad Only

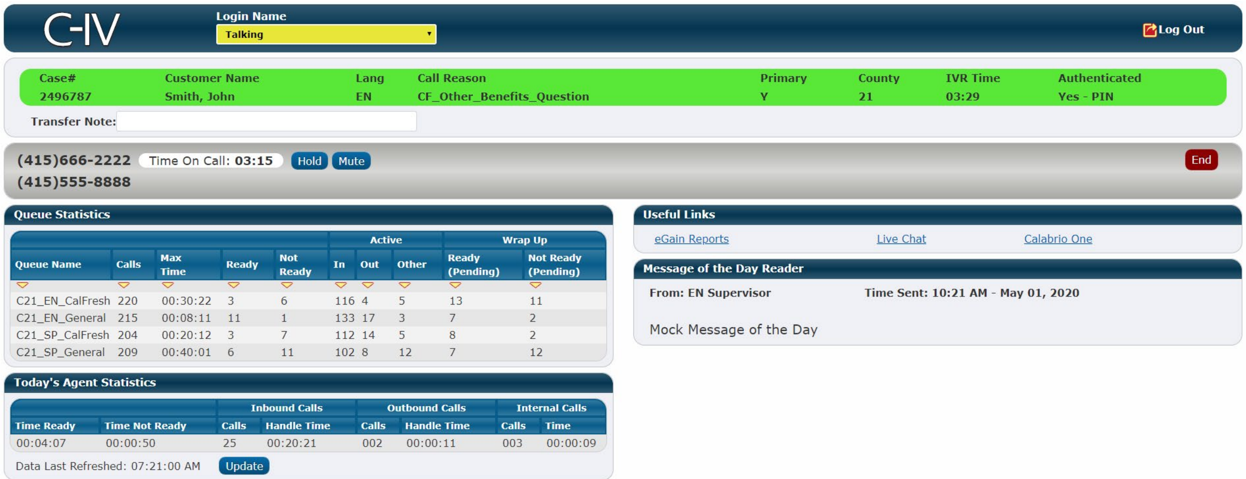


Figure 2.3.6.b – Agent Conference Call

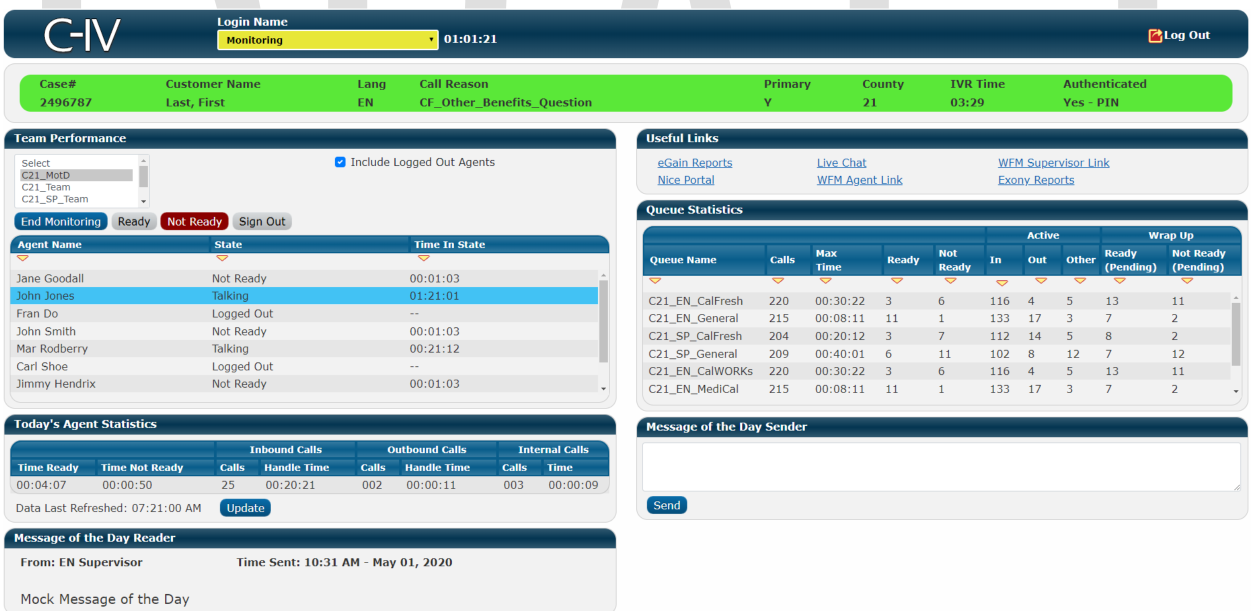


Figure 2.3.7 – Supervisor Monitoring

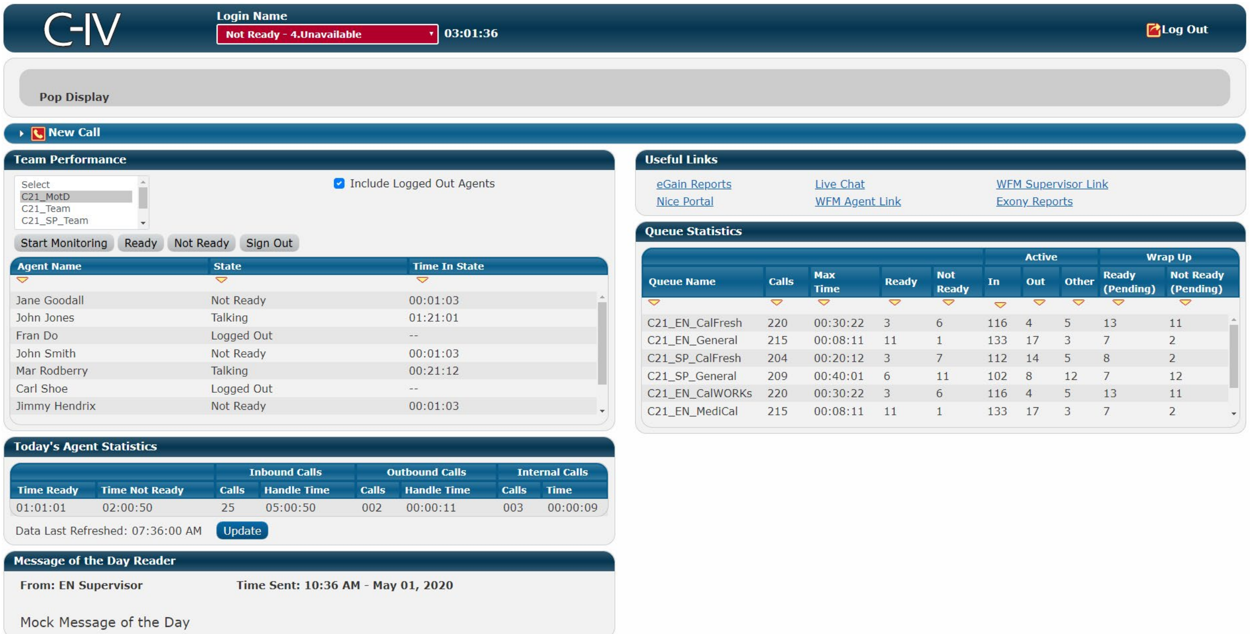


Figure 2.3.8 – Supervisor - Disabled Buttons No Message Sender Panel

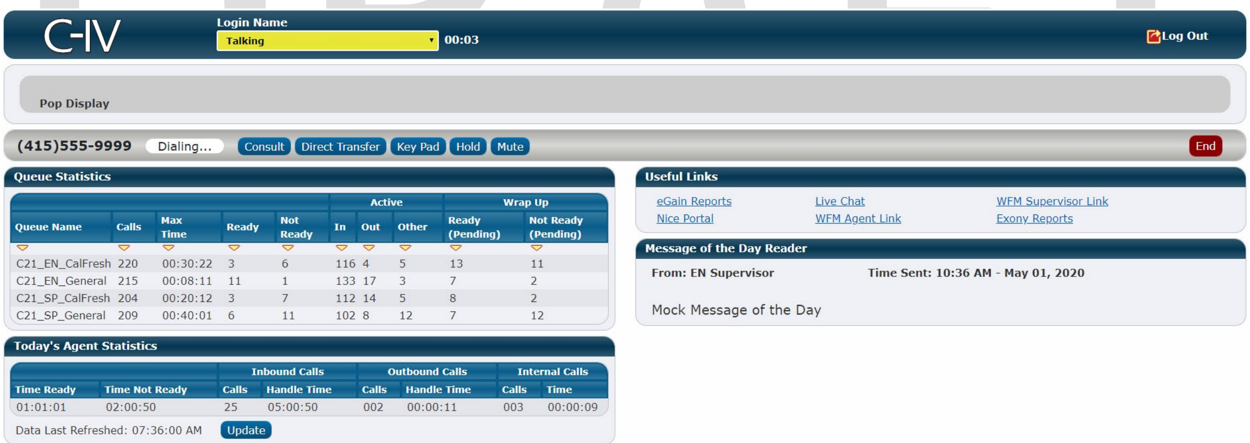


Figure 2.3.9 – Agent Dialing

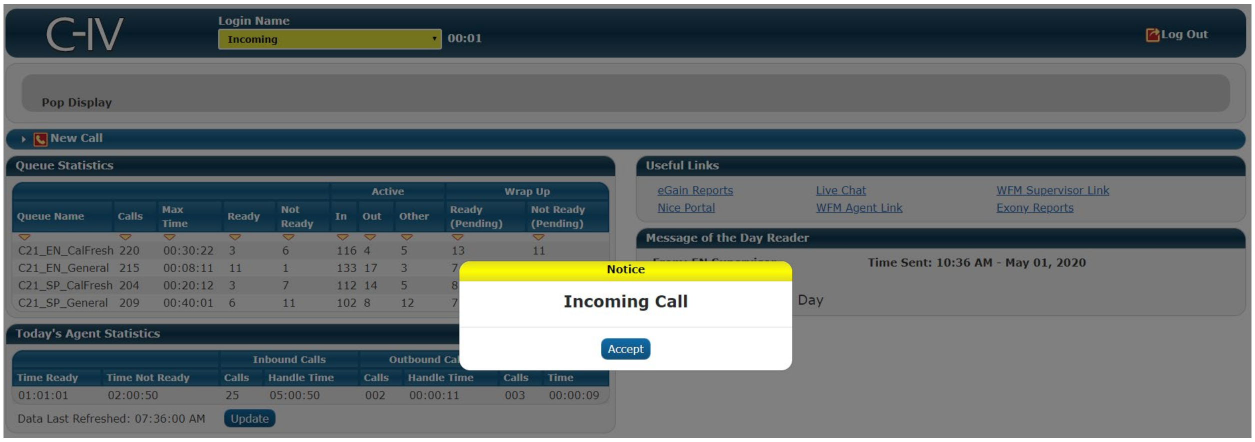


Figure 2.3.10 – Incoming Call

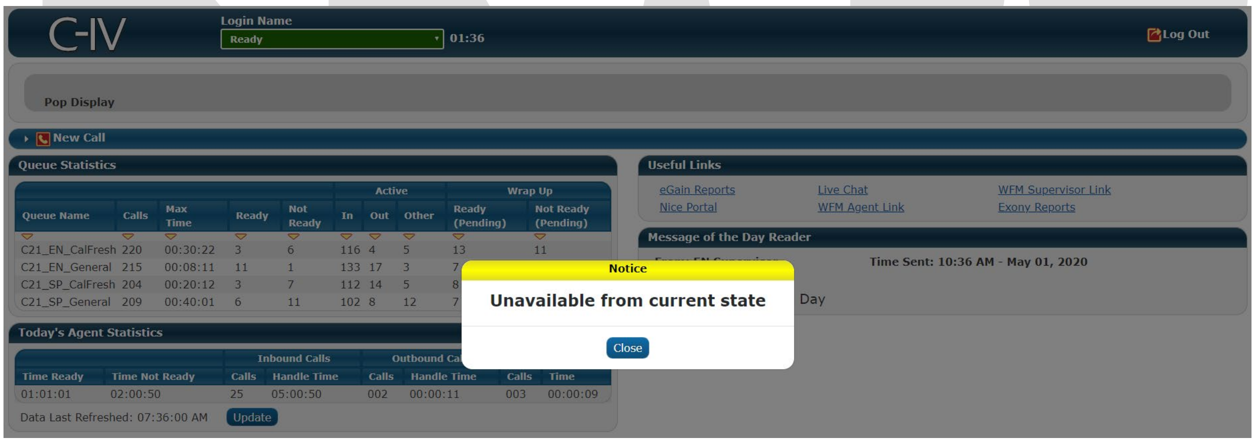


Figure 2.3.11 – Log Out Warning

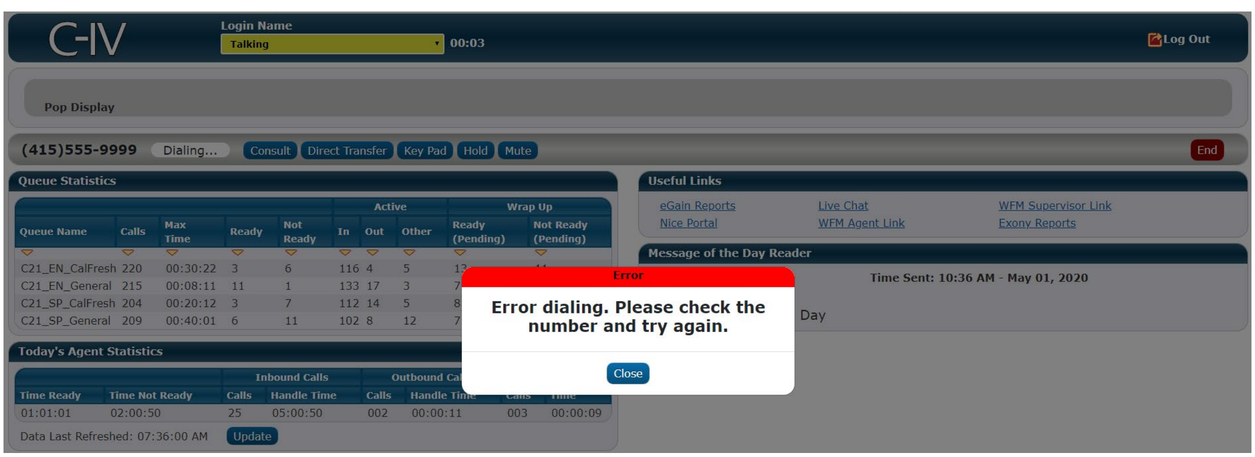


Figure 2.3.12 – Error Dialing

2.3.3 Description of Changes

1. The application will open a Chrome based browser. Due to the change to the Amazon Connect Computer based phones, set the browser with permission to use the microphone.
2. Set the default resolution/screen size for the CCP to 1920 x 1080. If the browser window is resized smaller add scroll bars to allow the user to scroll up and down or left and right to the desired viewing area.
3. Create a Home page for the CCP.
   a) This page will be protected by the 'CCPAgent' rights. ('CCPAgent' rights will be given to agents rolled on by the counties.)
   b) If a known user logs in to the CCP but does not have 'CCPAgent' rights, display a Notice popup with text: "Unauthorized User Please Contact Your County Administrator" on an empty home page (with only the C-IV logo in a blank header panel).
4. If a call comes in from a call flow that requires calls to be accepted, for example a call back queue (or based on county configuration):
   a) Show an Accept Call popup with the text: "Accept Call".
   b) Dismiss the popup if the agent state changes. Note: The agent state will be changed by the IVR if the agent does not accept the call.
   c) Add an 'Accept' button to accept the call and dismiss the popup.
   d) Disable other page functionality until the call is accepted.
   e) Note: User will not be able to perform any other actions on the page until the call is accepted.
5. When an incoming call is accepted:
   a) Connect the agent to the call.
      (1) If an error occurs while connecting the agent to the call:
         (a) Show an Error popup with text: "Error connecting to the call." Note: The Amazon Connect IVR (backend system) can change the agent availability state based on errors. The call control panel will be monitoring for state changes and the CCP will update the State dropdown box (described below).
   b) Use the call details received from the Amazon Connect IVR to open a C-IV system window, in Internet Explorer, as the available information allows:
      i) Open a C-IV system window, in Internet Explorer, to the Person Search page, if information was not available (unauthenticated caller).
      ii) Open a C-IV system window, in Internet Explorer, to the Case Summary page when information is available (authenticated caller).
      iii) Open a C-IV system window, in Internet Explorer to the Call Log Detail page with the following information populated (as available):
         (1) Case number
         (2) Worker ID

(3) Date/time
(4) Language
(5) County

Note: Call Log Detail page will open for all calls.

c) Note: Counties have the option to opt in to auto connect in which case calls are automatically accepted, skipping the "Incoming" state.

6. Add a Header panel at the top of the page.
   a) Add the C-IV Logo, as an image, on the left end of the Header panel.
   b) Retrieve the User-Friendly Display Name (this is an Amazon Connect field) of the logged in agent from Amazon Connect and display it to the right of the logo image.
   c) Add a State dropdown box for the agent to set their availability state, and to display the agent's state, when it is changed by the IVR system.
      i) Position the dropdown below the user's name.
      ii) Pull the list of agent selectable states (Amazon Connect List) for the current call flow from Amazon Connect and display them in the dropdown. Note: The list of states is retrieved from the Amazon Connect IVR and is outside the scope of this SCR.
         (1) If an error is returned when retrieving states, show an Error popup with text: "Error retrieving list of states."
      iii) While monitoring or while the IVR does not allow state changes:
         (1) When a supervisor is monitoring another user, disable the supervisor's dropdown.
         (2) When the IVR does not allow user state changes, display a place holder "Pending" state. (The Amazon Connect IVR does not allow the user to change the state while actively on a call but the IVR will change the user to the "After Call Work" state after a call allowing the CCP to update the state programmatically.)
            (a) Add logic to change the dropdown box to a "Pending" state.
            (b) Display the state with a yellow background as: "Current_State > Pending New_State, e.g. "Talking > Pending Not Ready – 1. Break"
      iv) Add a suggestive background color to the dropdown box:
         (1) Add a green background for the "Ready" state.
         (2) Add a red background for all "Not Ready" and "Error" states.
         (3) Add a yellow background for the "Talking", "After Call Work" and all "Pending" states.
      v) Show only the agent selectable states associated with the call flow in the dropdown list. Filter out the "Not Ready - Supervisor Initiated" state, if it is retrieved with the list of agent selectable states, and do not allow the user to manually select it.
      vi) Update the dropdown box with any new state received from the Amazon Connect IVR.

(1) If an error is returned when updating the agent state:
   (a) Show an Error popup with text: “Error setting current availability state, please select an availability state.”
   (b) Reset the dropdown, so it matches the actual state.
(2) If an error state is received from the IVR, show an Error popup with text: “Something went wrong. Please select an availability state.”

d) Add a Status timer showing the time in the current state.
   i) Position the timer to the right of the State dropdown.
   ii) Format the timer with hours, minutes and seconds as hh:mm:ss hiding hours until/unless the timer reaches into hours.
   iii) Reset the timer each time the state changes, unless the new state is a “Pending” state e.g. “Talking > Pending Not Ready – 1. Break”.
   iv) Hide this timer when the agent is in the “Talking” state.
e) Add a Log Out icon and text: “Log Out”, as a link, at the right end of the header panel.
   i) This link will put the user in the Logged Out/ Offline state and close the application when the user is in a “Not Ready” or “Error” state (except the “After Call Work” state which is a Not Ready state but will be treated differently).
   ii) This link will show a Notice popup when the agent is in the “After Call Work” state or any state other than a “Not Ready” or “Error” state.
      (1) Show the text: “Unavailable from current state” in the popup.
      (2) Add a “Close” button to dismiss the popup.

7. Add a Details panel with no title bar.
   a) Display this panel across the width of the page.
   b) Position this panel below the Header panel.
   c) Retrieve the call details from Amazon Connect when an incoming call is accepted.
      i) If an error is returned when retrieving the call details, show an Error popup with text: “Error retrieving call details.”
   d) Add an inner IVR Information panel with no title bar, to show the call details received from the IVR.
      i) Show a green background, when an incoming call has been authenticated thru the IVR.
      ii) Show a red background, when an incoming call is not authenticated.
      iii) Show a dark grey background, when no incoming call is active.
      iv) Note: The Visual IVR portion of the CCP, including the Call Me functionality, will be added in SCR # CIV-103672. Visual IVR functionality currently applies to San Bernardino county only.
      v) Show the text: “Pop Display”, when no call information is available.
      vi) Add the following labels and fields, from left to right, with the labels above the data fields:
         (1) “Case#”
         (2) “Customer Name”

(3) “Lang”
(4) “Call Reason”
(5) “Primary”
(6) “County”
(7) “IVR Time”
(8) “Authenticated”

vii) When a part of the IVR information is unavailable, display the label over an empty data field.

e) Add a “Transfer Note:” label and text input box, inside of the Details panel.

i) Position the label below the IVR Information, to the far left of the panel, with the text input box to the right of the label.

ii) Add any incoming Transfer Note to this text input box.

iii) Send any new or edited Transfer Note to Amazon Connect as a call attribute, when a call is transferred.

(1) If an error is returned when adding the Transfer Note, show an Error popup with text: “Error adding Transfer Note.” The call will transfer without the note.

iv) The Transfer Note label and text input box will be hidden when there is no active call.

8. Add a ‘New Call’ bar below the Details panel.

a) This bar will span the width of the page.

b) This bar will be hidden when the agent is on a call (replaced by the Call Controls bar described below).

c) Set this bar as a link to expand or collapse the Phone expandable section (described below).

d) Add a dropdown indicator icon to the far left of this bar.

i) Show an Arrow Pointing Right icon when the Phone expandable section is collapsed.

-OR-

ii) Show an Arrow Pointing Down icon when the Phone expandable section is expanded.

e) Add a Phone icon to the right of the dropdown indicator followed by the text: “New Call”.

9. Add a Phone expandable section.

a) This section will span the width of the page.

b) Display this expandable section as a panel, with the ‘New Call’ bar appearing as a title bar.

c) Add an inner ‘List of Contacts’ panel to the Phone expandable section.

i) Position the ‘List of Contacts’ panel at the left side of the expandable section.

ii) Add a title bar labeled: “List of Contacts”.

iii) Add a ‘Search’ text input box.

(1) Add place holder text: “Search”.

(2) Filter the list of contacts (described below) to show only items with matching text in one of the fields.
(3) Execute the search as the user types.
(4) Reset the 'Search' box when the Phone expandable section is collapsed.

iv) Add a List of Contacts table.
(1) Add the table column headers:
(a) "Type"
(i) This is the Type of the contact (from the Amazon Connect IVR) e.g. External or Queue.
(b) "Name"
(i) This is the Name of the contact (from the Amazon Connect IVR).
(c) "Destination"
(i) This is the phone number of the contact or the name of the call flow.
(d) Add a Blank Header Row.
(i) Note: This column will hold the 'CALL' or "Transfer" button when a row is selected.
(2) Add sortable column indicator icons below each header. (except for the Blank column header)
(3) Retrieve the contacts for the agent from the IVR and add them to the table. Note: The list of contacts will be retrieved from the Amazon Connect IVR Quick Connects and is outside the scope of this SCR.
(a) If an error is returned when retrieving contacts, show an Error popup with text: "Error retrieving table data."
(b) Add a smaller 'CALL' or 'TRANSFER' button, to activate a call/transfer to the Contact, in the far-right column of each row depending how the dropdown panel was opened.
(i) The 'CALL' button will show when the user opened the dropdown for 'New Call' or 'Consult'. The 'TRANSFER' button will show when the dropdown was opened for 'Direct Transfer'.
(ii) The 'CALL' or 'TRANSFER' button, for the row, will be hidden unless the row is selected.

Note: These smaller buttons will have the same functionality as the larger 'CALL' and 'TRANSFER' buttons described below, except that they will call the contact associated with the selected row.

v) The 'List of Contacts' panel and table will expand vertically to show up to a maximum of 11 rows. After 11 rows are shown, a scroll bar will appear on the right side of the panel to allow the user to view the additional table rows. The 'List of Contacts' panel will be hidden when the Phone expandable section is opened with the 'Key Pad' button.

d) Add a Telephone Number input box at the top right of the Phone expandable section (not inside of the 'List of Contacts' panel).
   i) This input box will accept characters from the keyboard (when this input box is selected) or from the Dialer buttons (described below).
   ii) Add phone Dialer buttons below the Telephone Number input box. Display the buttons in a 3 x 4 grid. Display the alphabetical characters, or a plus sign (+), represented by each number below it in smaller font:
      - 1
      - 2 ABC
      - 3 DEF
      - 4 GHI
      - 5 JKL
      - 6 MNO
      - 7 PQRS
      - 8 TUV
      - 9 WXYZ
      - *
      - 0 +
      - #
   iii) Add the number or primary character represented by the button to the Telephone Number input box, when the button is clicked.
   iv) Add logic to send only dialable characters entered in this box to the phone call i.e. if a non-dialable character is entered do not use it as part of the dialed sequence. Note: Dialable characters are numbers, "*", "+" and "#".
      (1) If the expandable section was opened thru the 'Key Pad' button, send each character as it is entered in the Phone Number input box immediately as they are entered (as touch tones).
      (2) If the expandable section was not opened from the 'Key Pad' button, delay sending the characters until the 'CALL' or 'TRANSFER' button is clicked, or the enter button (on the user's keyboard) is pressed (when the Phone Number input box is selected).

e) Add a 'CALL' button below the Dialer buttons. This button will:
   i) Place any previously active call on hold.
   ii) Dial a new call using the dialable characters in the Phone Number input box.
      (1) If an error is returned when dialing the call, show an Error popup with text: "Error dialing. Please check the number and try again."
      (2) If any error is returned after the call is dialed, show an Error popup with text: "Error with call. Please check the number and try again."
   iii) Collapse the Phone expandable section.
   iv) Hide/remove the 'New Call' bar (if not already hidden) and add/show a Call Controls bar for the call (if not already showing).

    v) This button will be hidden when the Phone expandable section was opened with the 'Key Pad' button or the 'Direct Transfer' button (described below).
  f) Add a 'TRANSFER' button (inside the Phone expandable section). This button will:
    i) Dial the number in the Phone Number input box.
      (1) If an error is returned when dialing the number, show an Error popup with text: "Error dialing. Please check the number and try again."
    ii) If successfully dialed:
      (1) Immediately conference the previous call(s) with this new call and release the agent from the call.
        (a) If an error is returned when transferring the call, show an Error popup with the text: "Error transferring call. Please try again."
      (2) If the transfer is successful:
        (a) Clear the Phone Number input box and collapse the Phone expandable section.
    iii) This button will only display when the user opened the Phone expandable section with the 'Direct Transfer' button.
  g) Add a 'Cancel' button. This button will:
    i) Clear the Phone Number input box.
    ii) Collapse the expandable section.
    iii) This button will be hidden when the Phone expandable section was opened from the 'Key Pad' button.

10. Add a Call Controls bar below the Details panel.
  a) Add logic to darken this bar when the call is on hold.
  b) This bar will be hidden unless the agent is on a call (replaced by the 'New Call' bar).
  c) Add an "On Hold" label and timer at the far left of this bar.
    i) Restart and display this timer each time the call is placed on hold.
    ii) Display these only when the call is on hold.
  d) Add the phone number (or Description of the call as retrieved from the IVR) to the right of the "On Hold" timer. Note: The description of the call is retrieved from the Amazon Connect IVR and outside the scope of this SCR.
  e) Add a "Time On Call" label and timer to the right of the phone number.
    i) When the call request has been sent to the IVR but is not yet connecting display text: "Dialing…", in place of the label and timer.
  f) When the call is connecting display the text: "Connecting…", in place of the label and timer.
  g) Add a group of buttons to the right of the "Time On Call" label and timer. From left to right:
    i) Add a 'Consult' button. This button will:

(1) If a Phone expandable section associated with another call is open, collapse it.
(2) If the Phone expandable section associated with this call is opened:
   (a) If opened with this button, collapse it.
   (b) If opened with the 'Direct Transfer' or 'Key Pad' button, reset it with:
      (i) The 'List of Contacts' panel showing
      (ii) The 'CALL' and 'CANCEL' buttons showing
      (iii) The 'TRANSFER' button hidden (other elements described below).
(3) If no Phone expandable section is open expand the Phone expandable section for this bar (with the 'List of Contacts' panel and the 'CALL' and 'CANCEL' buttons showing, and the 'TRANSFER' button hidden).
(4) This button will be hidden when the call is on hold or the maximum number of outbound calls has been reached. Note: Amazon Connect supports two concurrent calls (one inbound and one outbound call).

ii) Add a 'Direct Transfer' button. This button will:
(1) If a Phone expandable section associated with another call is open, collapse it.
(2) If the Phone expandable section associated with this call is opened:
   (a) If opened with this button, collapse it.
   (b) If opened with the 'Consult' or 'Key Pad' button, reset it with:
      (i) The 'List of Contacts' panel showing
      (ii) The 'TRANSFER' and 'CANCEL' buttons showing
      (iii) And with the 'CALL' button hidden (other elements described below).
(3) If no Phone expandable section is open, expand the Phone expandable section for this bar (with the 'List of Contacts' panel and the 'Transfer' and 'Cancel' buttons showing, and 'Call' button hidden).
(4) This button will be hidden when the call is on hold or the maximum number of outbound calls has been reached. Note: Amazon Connect supports two concurrent calls (one inbound and one outbound call).

iii) Add a 'Key Pad' button. This button will:
(1) If a Phone expandable section associated with another call is open, collapse it.
(2) If the Phone expandable section associated with this call is opened:
   (a) If opened with this button, collapse it.

(b) If opened with the 'Direct Transfer' or 'Consult' button, reset it with:
(i) The 'List of Contacts' panel hidden
(ii) The 'CALL', 'TRANSFER' and 'CANCEL' buttons hidden (other elements described below).

(3) If no Phone expandable section is open, expand the Phone expandable section for this bar (with the 'List of Contacts' panel hidden and with the 'Call', 'Transfer' and 'Cancel' buttons hidden).

(4) This button will be hidden when the call is on hold or when calls are conferenced.

iv) Add a 'Hold' button. This button will:
(1) Put the call on hold triggering this Call Controls bar to darken.
(a) If an error is returned when placing the call on hold, show an Error popup with text: "Error with Hold. Please try again."
(2) This button will be hidden when the call is on hold.

v) Add a 'Mute' button. This button will:
(1) Mute the agent.
(a) If an error is returned when muting, show an Error popup with text: "Error with Mute. Please try again."
(2) This button will be hidden when the call is on hold and/or when the agent is already muted.

vi) Add an 'Unmute' button. This button will:
(1) Unmute the agent.
(a) If an error is returned when unmuting, show an Error popup with text: "Error with Mute. Please try again."
(2) This button will be hidden when the call is on hold and/or the agent is not muted.

vii) Add a 'Retrieve' button. This button will:
(1) Place any other active call on hold.
(a) If an error is returned when taking the call off hold, show an Error popup with text: "Error with Hold. Please try again."
(2) This button will be hidden unless the call is on hold.

viii) Add a 'Transfer' button. This button will:
(1) Transfer the call to the other active calls. Note: This will Conference all active calls together and release the agent from the call.
(a) If an error is returned when transferring the call show an Error popup with the text: "Error Transferring Call".
(2) This button will be hidden unless both the call is on hold and another call is active.

ix) Add a 'Conference' button. This button will:
(1) Conference all calls together.
(a) If an error is returned when conferencing the call show an Error popup with the text: "Error conferencing call. Please try again."

(b) Close any open Phone expandable section.

(2) This button will be hidden unless both the call is on hold and another call is active.

h) Add an ‘End’ button to the far right of the Call Controls bar. This button will:

i) Hide/remove this Call Controls bar.

ii) The end button will either:

(1) Transfer the call to a Post Call Survey number, if:

(a) The call is not conferenced

(b) and the call has not been transferred

(c) and a Post Call Survey number was provided by the IVR in the contact attributes

OR

(2) Hang up/release a call if either:

(a) No post call survey number was provided by the IVR

(b) or the call is conferenced

(c) or the call has been transferred, even if a Post Call Survey number was provided by the IVR.

iii) If an error is returned when ending or canceling the call, show an Error popup with text: “Error Canceling or Ending the call, please try again.”

i) Add any phone number(s) of conferenced calls as a new row (or rows) under the existing phone number(s) inside the Call Controls bar.

j) Note: When only a single call is active, and it is on hold, the only button available on the Call Controls bar is the ‘Retrieve’ button. In this case, the call must be taken off hold if a new conference or transfer is needed.

11. Add an additional Call Controls bar and Phone expandable section (collapsed to start) for any new call(s) not conferenced with the others.
Note: Amazon Connect supports two concurrent calls (one inbound and one outbound call).

12. Add the following panels below the Phone expandable section. Show these panels in two columns, each spanning half the page width.

a) Agent view, from top to bottom:

i) Agents will see the Queue Statistics and Agent Statistics panels in the left column.

ii) Agents will see the Useful Links and Message Reader panels in the right column.

b) Supervisor view:

i) In addition to the Agent view panels, Supervisors will see the Team Performance’ panel as the top left-most panel.

c) Message Sender view:

i) In addition to the Agent view panels, Message Senders will see the Message Sender panel as the bottom right-most panel.

13. Add a ‘Team Performance’ panel.

a) This panel will only show for the Supervisor view and will be protected by the 'CCPSupervisor' rights. The supervisor rights will be given to users when they are rolled on by the counties.
b) Add a title bar labeled: "Team performance".
c) Add a Team multi-select box for the list of teams to be managed by the supervisor.
   i) The select box will:
      (1) Allow multiple teams to be selected.
      (2) Default to a "Select" option. Note: The Agents table will be empty until the user selects a team.
      (3) Display up to four options (including "Select")
      (4) Show a scroll bar to access any remaining options.
   ii) Retrieve the List of teams managed by this supervisor from Amazon Connect and add the list of teams to the multi-select box. Note: the list of teams comes from a hierarchy defined in the Amazon Connect IVR and is outside the scope of this SCR.
      (1) If no teams are assigned to the supervisor, add the text "None", in the multi-select box.
      (2) If an error is returned when retrieving the list of teams, show an Error popup with text: "Error retrieving Teams."
   iii) Update the Agents table (described below) to reflect the selected team(s).
d) Add an "Include Logged Out Agents" checkbox and label, right of and above the group of buttons below.
   i) Show the label to the right of the checkbox.
   ii) Default the status of the checkbox to Selected.
   iii) Remove agents in the Logged Out/ Offline state if the checkbox is unselected.
e) Add a group of buttons below the Team multi-select box. From left to right:
   i) Add a 'Start Monitoring' button, to allow the Supervisor to listen to the current call of the selected agent. This button will:
      (1) Start a monitoring session for the selected agent's current call, triggering the 'New Call' bar to be hidden.
         (a) If an error is returned when monitoring the call, show an Error popup with text: "Error Monitoring the call, please try again."
      (2) Note: The monitoring session will end if the call ends while monitoring.
      (3) Change the state of the supervisor to "Monitoring".
      (4) Disable the 'Start Monitoring' button and enable the 'End Monitoring' button.
      (5) This button will be disabled unless the selected agent is in the "Talking" state.

(6) This button will be disabled when the supervisor is in the "Ready" state.

ii) Add an 'End Monitoring' button. This button will:
   (1) End the monitoring session.
   (2) This button will be hidden unless a call is being monitored.
      (a) If an error is returned when ending the Monitoring session show an Error popup with text: "Error Canceling or Ending the call, please try again."

iii) Add a 'Ready' button. This button will:
   (1) Change the state of the selected agent to "Ready".
   (2) This button will be disabled unless the selected agent is in the "After Call Work" state or any of the "Error", or "Not Ready" states.
   (3) If an error is returned when updating the agent's state, show an Error popup with text: "Error setting the agent's availability state, please try again."

iv) Add a 'Not Ready' button:
   (1) This button will be disabled when the selected agent is in a "Not Ready" state.
   (2) Change the state of the selected agent to "Not Ready – Supervisor Initiated".
   (3) If an error is returned when updating the agent's state, show an Error popup with text: "Error setting the agent's availability state, please try again."

v) Add a 'Sign Out' button: This button will:
   (1) Log out the selected user changing them to the Logged Out/Offline state.
   (2) This button will be disabled if the selected agent is in the Logged Out/Offline state.
   (3) If an error is returned when updating the agent's state, show an Error popup with text: "Error setting the agent's availability state, please try again."

f) Add an Agents table:
   i) Add the table column headers:
      (1) "Agent Name"
         (a) This column shows the User-Friendly Display Name of the agent.
      (2) "State"
         (a) This is the status of the agent.
      (3) "Time In State"
         (a) This is a timer showing how long the agent has been in the state.
         (b) Do not show a timer for logged out agents.
   ii) Add sortable column indicator icons below each column header.
   iii) Retrieve and update the list of agents from the Amazon Connect IVR based on the Teams multi-select box. Note: The agents included are

based on a hierarchy defined in the Amazon Connect IVR and are outside the scope of this SCR.

(1) If an error is returned when retrieving list of agents, show an Error popup with text: "Error Retrieving Table Data."

iv) The 'Team Performance' panel and the Agents table will expand vertically to show up to a maximum of 7 rows. After 7 rows are shown, a scroll bar will appear on the right side of the panel to allow the user to view the additional table rows.

v) Add logic to refresh the data in the table every 30 seconds or less.

14. Add an Agent Statistics panel.
    a) Add a title bar labeled: "Today's Agent Statistics"
    b) Add an Agent Statistics table, to show statistics for the current user.
        i) Add table column headers:
            (1) Add a blank header spanning two sub-headers:
                (a) "Time Ready"
                    (i) This is the total time the agent has been in the "Ready" state.
                (b) "Time Not Ready"
                    (i) This is the total time the agent has been in any "Not Ready" state.
            (2) Add an "Inbound Calls" header spanning two sub-headers:
                (a) "Calls"
                    (i) This is the number of inbound calls the agent has taken.
                (b) "Handle Time"
                    (i) This is the Inbound Calls handle time.
            (3) Add an "Outbound Calls" header spanning two sub-headers:
                (a) "Calls"
                    (i) This is the number of outbound calls the agent has made.
                (b) "Handle Time"
                    (i) This is the Outbound Calls time.
            (4) Add an "Internal Calls" header spanning two sub-headers:
                (a) "Calls"
                    (i) This is the number of internal calls the agent has made or received.
                (b) "Time"
                    (i) This is the Internal Calls time.
        ii) Retrieve the Agent statistics data from the IVR and add it to the table.
        iii) Add logic to refresh the data in the table every 15 minutes.
    c) Add the time of the latest refresh below the Agent Statistics table on the left side of the Agent Statistics panel.
        i) Add the text: "Data Last Refreshed:" followed by the time the statistics data was refreshed.
        ii) Format the time as hh:mm:ss followed by "AM" or "PM".
        iii) Reset the time as the data is refreshed.

d) Add an 'Update' button to the right of the time. This button will:
   i) Refresh the Agent Statistics table data on demand (with the latest data available).
      (1) If an error is returned when retrieving the table data, show an Error popup with text: "Error retrieving table data."

15. Add a Message Reader panel.
   a) Add a title bar labeled: "Message of the Day Reader".
   b) Add a header row.
      i) Add the sender labeled as, "From:", followed by the name of the message sender. Position these on the left side of the header row.
      ii) Add the time sent labeled as, "Time Sent:" followed by the time and date the message was sent, on the right side of the header row.
   c) Add the message body below the header row.
   d) Add logic to refresh the data in the table every 15 minutes or less.
16. Add a 'Useful Links' panel.
   a) The add the list of links for the specific user's county to the panel.
   b) Clicking a link will open the referenced site in a new window.
17. Add a 'Queue Statistics' panel.
   a) Add a title bar labeled: "Queue Statistics".
   b) Add a Queue Statistics table.
      i) Add table column headers:
         (1) Add a blank header spanning five sub-headers:
            (a) "Queue Name"
               (i) This is the name of the queue.
            (b) "Calls"
               (i) This is the number of calls currently in the queue.
            (c) "Max Time"
               (i) This is the longest time a current call has been waiting in the queue.
            (d) "Ready"
               (i) This is the number of agents in a the "Ready" state for the queue.
            (e) "Not Ready"
               (i) This is the number of agents in any "Not Ready" state for the queue.
         (2) Add an "Active" header spanning three sub-headers:
            (a) "In"
               (i) This is the number of inbound calls currently in the queue.
            (b) "Out"
               (i) This is number of outbound calls currently in the queue.
            (c) "Other"
               (i) This is the number of calls that are not inbound or outbound currently in the queue.
         (3) Add a "Wrap Up" header spanning two sub-headers:

(a) “Ready (Pending)”
  (i) This is the number of agents pending “Ready” for the queue.
(b) “Not Ready (Pending)”
  (i) This is number of agents pending “Not Ready” for the queue.

ii) Retrieve the Queue statistics data from the IVR and add it to the table.
  (1) If an error is returned when retrieving the queue statistics, show an Error popup with text: “Error Retrieving Table Data.”

iii) The ‘Queue Statistics’ panel and table will expand vertically to show up to a maximum of 6 rows. After 6 rows are shown, a scroll bar will appear on the right side of the panel to allow the user to view the additional table rows.

iv) Add logic to refresh the data in the table every 30 seconds or less.

18. Add a Message Sender panel.
  a) This panel will be protected by the ‘CCPMessageSender’ rights and will be hidden if the user does not have these rights.
  b) Add a title bar labeled: “Message of the Day Sender”.
  c) Add a Message text input area.
    i) The Message area should span the width of the panel.
    ii) Add a ‘Send’ button below the Message area, on the left side of the panel. This button will:
      (1) Send the message to the Amazon Connect IVR.
        (a) If an error is returned when adding the message show an Error popup with text: “Error adding message.”
      (2) Constrain the Message text input area to 500 characters.
      (3) Filter out these characters: “<”, “>”, “/”, “\” and “&”.

2.3.4 Page Location

NA

2.3.5 Security Updates

<u>Security Rights</u>

Security Right	Right Description	Right to Group Mapping
CCPAgent	Allows access to CCP Home page with the Agent view	CCP Agent
CCPSupervisor	Allows access to the ‘Team Performance’ panel	CCP Supervisor
CCPMessageSender	Allows access to the Message Sender panel	CCP Message Sender

Security Groups

Security Group	Group Description	Group to Role Mapping
CCP Agent	Users can use the Call Control Panel in a call center	Regional Call Center Staff
CCP Supervisor	Users can view and manage team performance in addition to having the use of the Call Control Panel in a call center	Regional Call Center Supervisor
CCP Message Sender	User can update the 'Message of the Day' Call Control Panel	

Note: Local Security administrators (LSA) will need to assign the above groups to appropriate staff and/or security roles.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Security	Security Matrix	SCR 103540 - Security Matrix.xls

4 MIGRATION IMPACTS

SCR # CA-208919 has been created to address this new migration gap.

5 APPENDIX

5.1 Element styles

1) Leave the Home page background white.
2) Panels, unless noted:
   a) Will have a light grey background.
   b) Will have rounded corners.
3) The Header panel:
   a) Will have a dark-blue gradient background.
   b) Will have a white, bold, 16pt font, unless noted.
4) IVR Information panel:
   a) Will have a 16pt bold font.
   b) Will have black font when showing a green background.
   c) Will have white font when showing a red background.
5) Message Reader panel:
   a) The Header row:
      i) Will have black, bold 16pt font.
   b) The Message Body:
      i) Will have black 20pt regular font.
6) Transfer Note label:
      d) Will have black, bold, 16pt font.
7) Buttons, unless noted:
   a) Will have rounded corners, the buttons should be noticeably less rounded than the panels.
   b) Will have a blue gradient background.
   c) Background color of buttons will change to a lighter color when the user hovers the mouse pointer over the button.
   d) Will have a white 16pt regular font.
8) Key Pad buttons:
   a) Will NOT have rounded corners.
   b) Will have a black gradient background.
   c) Will have a black border.
   d) Will have white font.
   e) The Main font will be a 20px font.
   f) The smaller font will be set to 50% of the main font size.
9) CALL button:
   a) Will have a green background.
   b) Will have only slightly rounded corners.
   c) Will have white font.

        i) Font size inside a List of Contacts table row will be 8pt
        ii) Font size under the Dialer buttons will be 12pt

10) CANCEL button:
    a) Will have a dark-red background.
    b) Will have only slightly rounded corners.
    c) Will have white, 12pt font.
11) TRANSFER button (inside the Phone expandable section)
    a) Will have a green background.
    b) Will have only slightly rounded corners.
    c) Will have white font
        i) Font size inside a List of Contacts table row will be 8pt
        ii) Font size under the Dialer buttons will be 12pt
12) End button:
    a) Will have a dark-red background.
13) Unmute button:
    a) Will have a yellow background and black text.
14) Ready button:
    a) Will have a dark-green background.
15) Not Ready button:
    a) Will have a dark-red background.
16) Sign Out button:
    a) Will have a dark-red background.
17) Text input boxes:
    a) Corners will be rounded. These should be slightly less rounded than the buttons.
18) State dropdown box:
    a) The unexpanded dropdown will have a white border.
    b) The dropdown will have bold font.
    c) Corners of dropdown boxes will be rounded. These should be slightly less rounded than the buttons.
    d) The background color of the options should show for the expanded or unexpanded view of the dropdown.
    e) When: red or green background, use a white font.
    f) When: yellow background, use a black font.
19) Title bars, unless noted:
    a) Will have a dark-blue gradient background.
    b) Will have white, bold, 16pt font.
20) New Call bar:
    a) Will have a blue gradient background.
    b) Will have a white, bold, 16pt font.
21) Table column headers:
    a) Will have a blue gradient background.
    b) Will have white, bold, 16pt font.
22) Labels, unless noted:
    a) Will have the same background color as the containing element.

b) Will have a black 16pt font.

23) On Hold label:
   a) Will have a white, rounded background
   b) Will have a black, regular 18pt font.
24) On Hold timer:
   a) Will have a white, rounded background.
   b) Will have a black, bold 18pt font.
   c) Will be formatted with hours, minutes and seconds as: hh:mm:ss with the hours hidden until/unless the timer reaches into hours.
25) Time on Call label and timer:
   a) Will display in the same format as the 'On Hold' label and timer.
26) Text fields, unless noted:
   a) Will have the same background color as the containing element.
   b) Will have a black 16pt font.
27) Text input fields, unless noted:
   a) Will have a white background.
28) Phone Number (inside Call Controls bar)
   a) Will have a bold, 20pt font.
29) Useful Links:
   a) Will show as underlined text.
   b) Note: The list of Useful links will be retrieved from the Amazon Connect IVR instance associated with the user's county and is outside the scope of this SCR.
30) Popups:
   a) Will have rounded corners.
   b) Will have a title bar with the label centered and formatted with black, bold 16pt font.
   c) Will show over a masking overlay with all other page elements disabled. (clicking the overlay will not close the popup).
   d) Will show message body text in a panel colored background with a black, bold 18pt font.
31) Accept Call popup:
   a) Will have a title bar with a yellow gradient background labeled: "Notice".
   b) Will have an 'Accept Call' button to accept the call and close the popup.
32) Notice popups, unless noted:
   a) Will have a title bar labeled: "Notice" with a yellow gradient background.
   b) Will have the text: "Notice", centered in a black, bold, 16pt font.
   c) Will have a 'Close' button to close the popup.
33) Error popups:
   a) Will have a title bar with a red background labeled: "Error".
      i) Will have a 'Close' button to dismiss the popup.

5.2 Sortable Columns

1) Sortable Columns:

a) Will show the Sortable Column icon for a column when the table is sorted by that column.
b) Will show the Sortable Column Empty icon for a column when the table is not sorted by that column.
c) Sort the table by the column in ascending order when the user clicks the icon the first time.
d) Toggle the sort order, either ascending or descending, if the icon is clicked again.

5.3 Icons

Icon Referenced as:	Icon image:	File Name:
C-IV Logo		civ_logo_trimmed.png
Log Out		icon_logout.png
Phone		phoneicon.png
Arrow Pointing Right		icon_arrowWhiteClosed.png
Arrow Pointing Down		icon_arrowWhiteOpen.png
Sortable Column		icon_sortDescending.png
Sortable Column Empty		icon_sortDescendingEmpty.png

5.4 Useful Links

Note: The URLs will change when c-iv.net is migrated to the cloud. The validity of the links should be checked at the time of this SCR going into production.

County	URL	Link Text
All Counties	https://vim.c-iv.net/portal	eGain Reports

All Counties	https://webchat01.c-iv.net/default/	Live Chat
All Counties	http://paqmwb01a.c-iv.ivr/cwfo/	Calabrio One
Stanislaus	http://ollie/stanworks/internal-processes/csc-processes/	CSC Processes
Stanislaus	http://ollie/stanworks/journal-entry-templates/	Journal Entry Templates
Stanislaus	http://ollie/stanworks/community-resources	Resource & Referrals

Design Document

SCR CIV-103539 – Migrate Marin County IVR to Amazon Connect

	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jared Kuester
	Reviewed By	Raji Sanuvala & Pramod Ramesh

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/7/2019	1.0	Initial Draft	Jared Kuester
9/20/2019	1.1	Updated Call Flow	Jared Kuester
11/19/19	1.2	1. Added additional information on Dynamic Menu behavior. 2. Added details around Web Chat functionality. 3. Added the Agent Transfer Voice Enroll contact flows.	Jared Kuester

Table of Contents

1 OVERVIEW

Marin County's interactive voice response (IVR) system, currently hosted on Cisco Customer Voice Portal (CVP) and contact center software will be migrated from the Cisco Unified Contact Center Enterprise (UCCE) to the cloud-based Amazon Connect software as a service (SAAS) contact center.

1.1 Current Design

Currently all phone calls to 1-877-410-8817 are routed to the Cisco UCCE contact center software. All the software and hardware required to operate the contact center are installed in the C-IV Datacenters, and the Marin county contact center site. Phone calls are routed through T1 PRI lines that are located at the Marin County contact center.

1.2 Requests

Create a new Amazon Connect instance that allows inbound and outbound dialing. Migrate the phone number 1-877-410-8817 to route through the Amazon Connect cloud-based contact center solution and migrate the IVR from the CVP application to Amazon Connect Contact Flows. The new contact flows will handle all existing IVR Self Service, and routing to queues to eventually be handled by an agent.

1.3 Overview of Recommendations

1. Migrate the Toll-Free Number 1-877-410-8817 to route through Amazon Connect
2. Migrate all existing WAV file prompts from Cisco to Amazon Connect.
3. Migrate the CVP IVR Call from Cisco to Amazon Connect.
4. Recreate existing Cisco Skill Groups as Amazon Connect queues.
5. Update the Amazon Connect Hours of Operations to match the existing Contact Center Open Hours.
6. Recreate all Finesse Phone Book Entries as Quick Connects
7. Import existing agents from Cisco environments as Agents in Amazon Connect.
8. Create Routing Profiles for both English and Spanish queues.
9. Recreate the Cisco Agent Teams as Agent Hierarchies.

1.4 Assumptions

- All existing IVR functionality will carry over from Cisco to Amazon Connect
  - This includes Voice Biometrics, Self Service Benefits information, Post Call Survey, Web Chat, and Professional Voice Talent.
  - This also includes the new functionality not currently available in Cisco, Courtesy Call Back.

2 RECOMMENDATIONS

2.1 Phone Numbers

2.1.1 Overview

Amazon Connect requires a phone number to route calls to agents. A new phone number can be claimed, or an existing phone number can be ported into Amazon Connect. After claiming a new phone number, or porting an existing phone number you can also choose what kinds of calls you intend to take, either inbound calls, outbound calls, or both.

2.1.2 Description of Changes

The existing phone number 1-877-410-8817 will be migrated from the vendor TPX to Amazon Connect. This is accomplished through a support ticket opened with Amazon.

Once the phone number has been ported to Amazon Connect and associated with our Connect instance, we can choose how that phone number is routed, with Contact Flows.

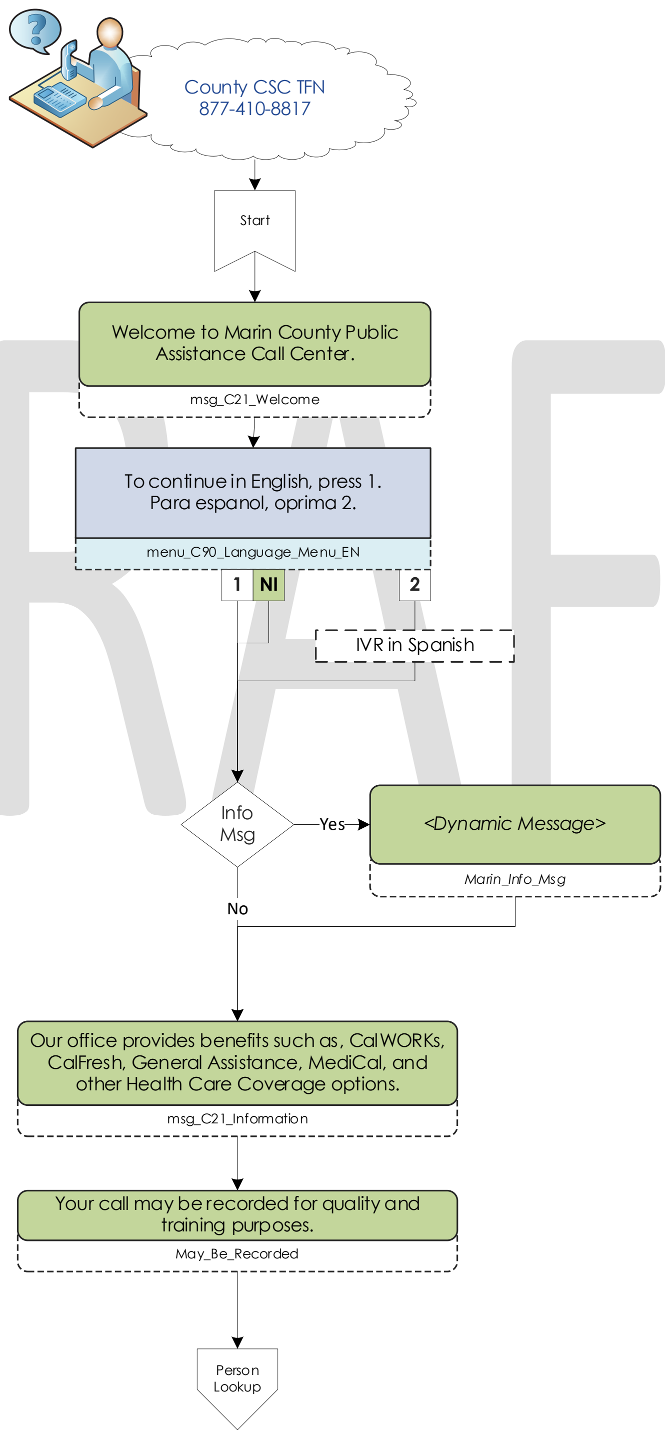
2.2 Contact Flows

2.2.1 Overview

A contact flow defines the customer experience with a contact center from start to finish. Contact flows have multiple template types to interact with the caller in different manners.

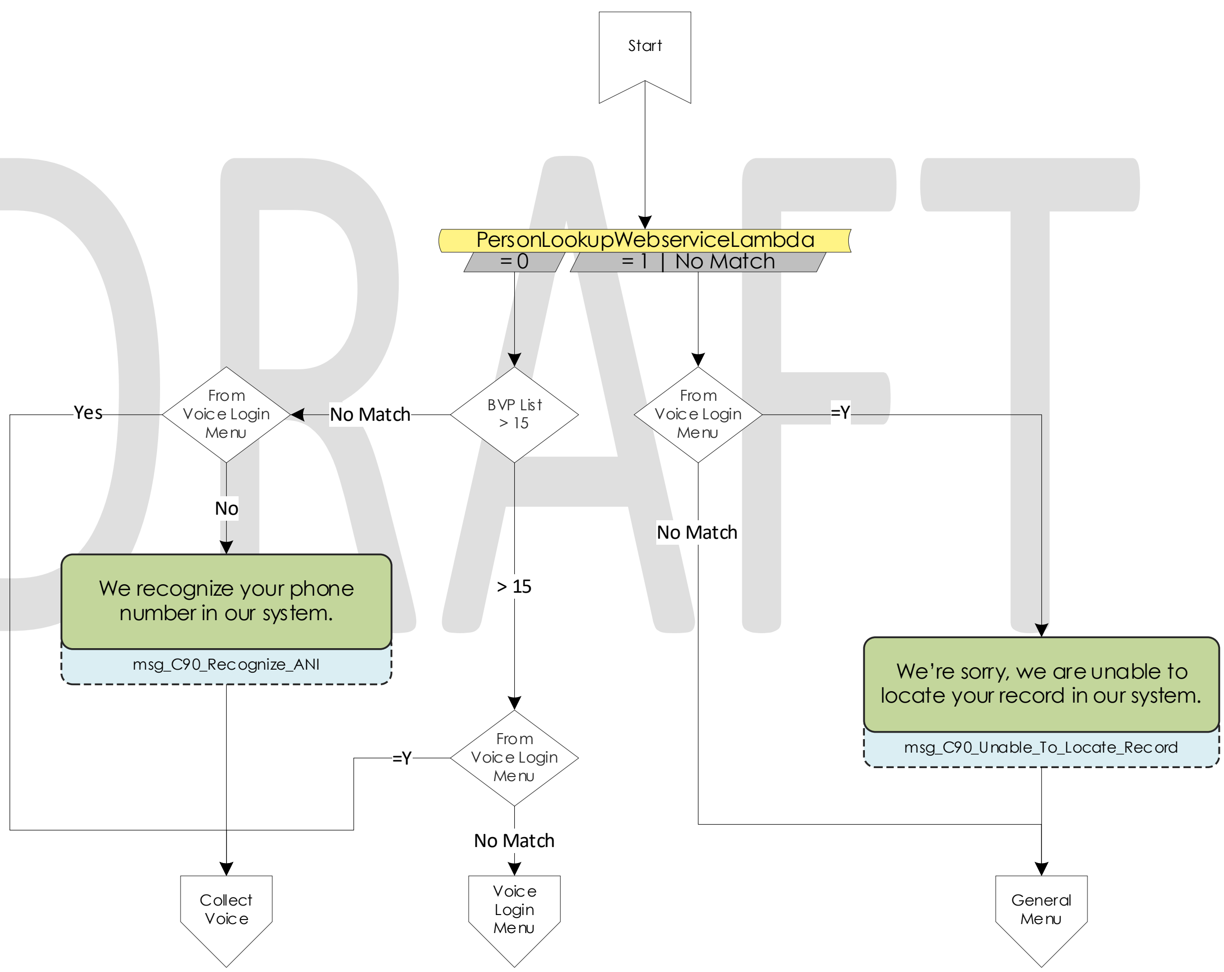
2.2.2 Welcome Contact Flow

When a caller dials 1-877-410-8817 they are directed to the Welcome Contact Flow. If an informational message has been enable through the remote management application, it will be played following the language selection.



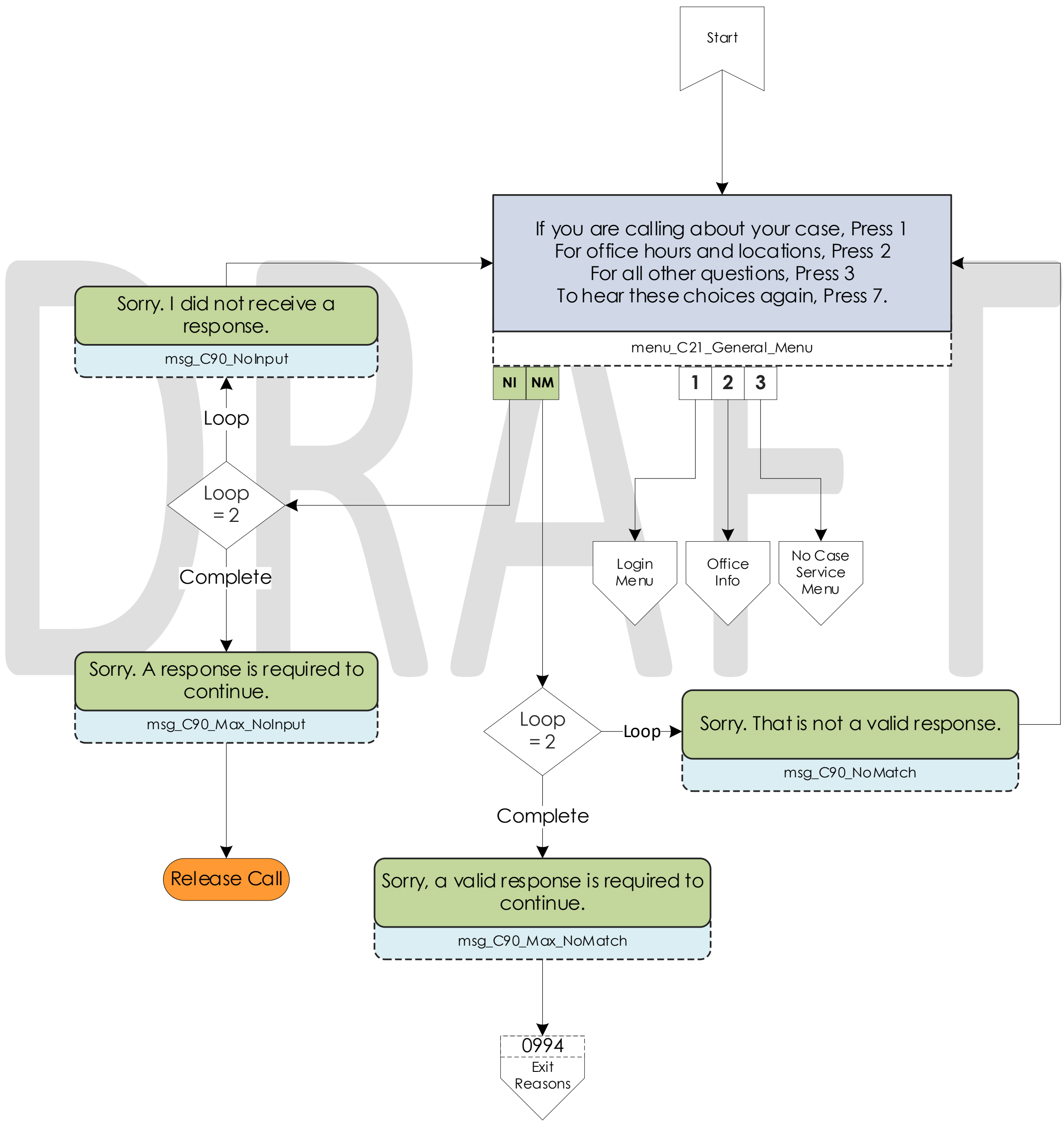
2.2.3 Person Lookup Contact Flow

All callers are directed to the Person Lookup Lambda. Initially the caller's phone number is sent to the IVR Webservice to determine if that phone number is associated with a person that has a voice print. If the Webservice doesn't return anything, they are sent to the General Menu. If the Webservice returns a list of Pers_ID's larger than 0, we first check if the list is larger than 15. We check the size of the BVP list to keep the response time minimal when comparing voice prints. If a caller returns to the person lookup contact flow, the system will attempt to identify the caller with either their social security number or the case number.



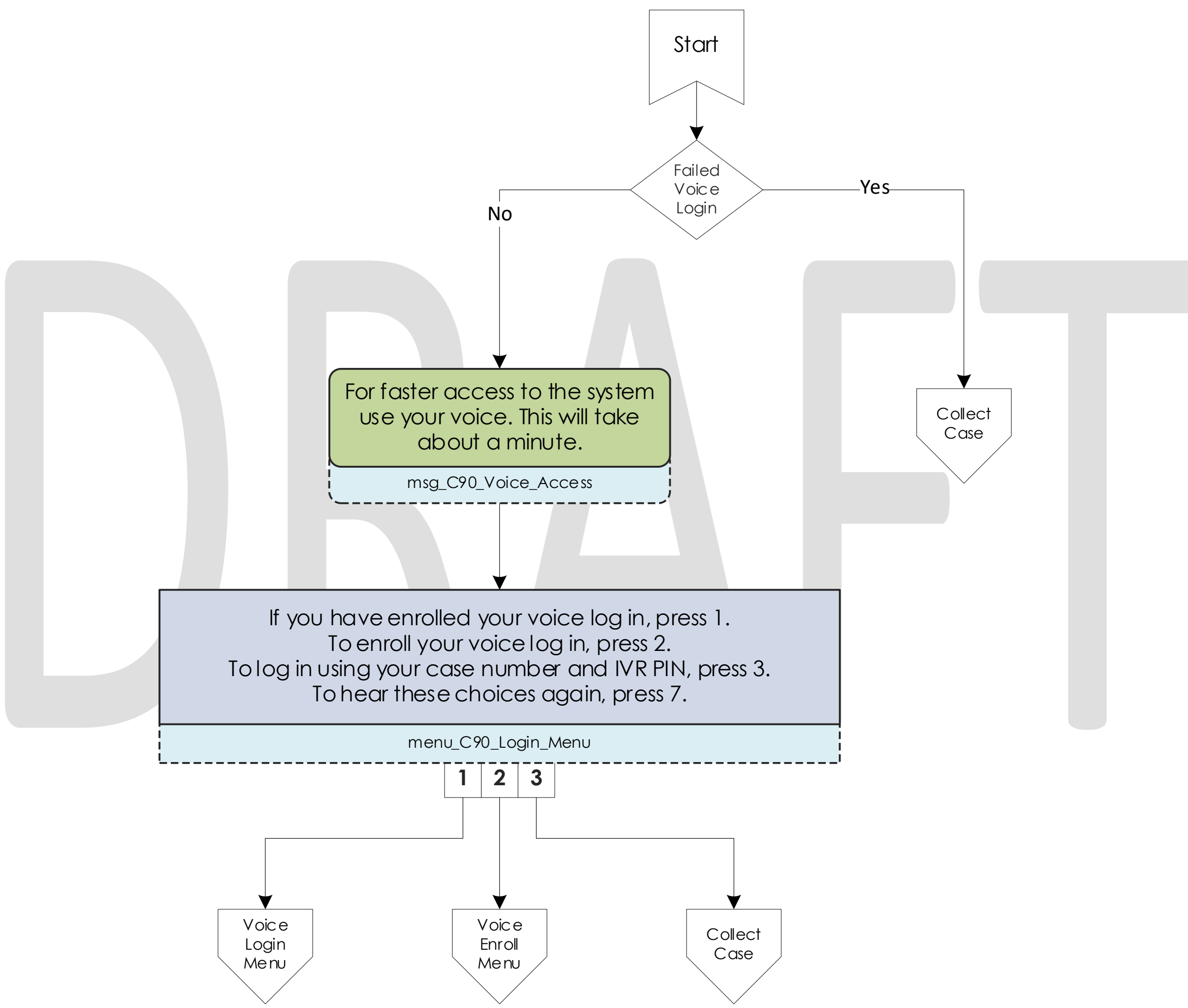
2.2.4 General Menu Contact Flow

Callers are directed to the General menu if they do not have a voice print, or they've opted to return to this menu. Callers are offered three options on this page, calling about an existing case, listening to office hours and location, and general questions.



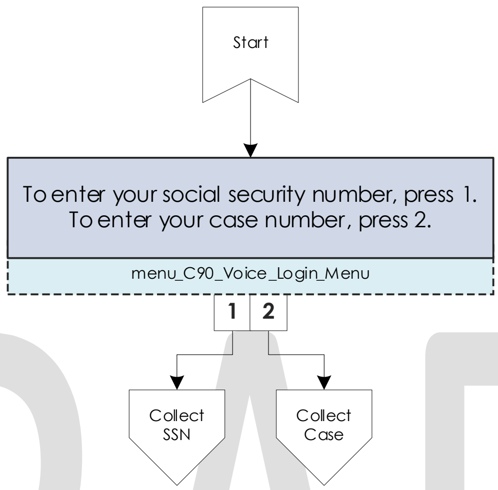
2.2.5 Login Menu Contact Flow

If callers select the options to indicate they are calling about their existing case, we first check to see if that caller already failed to login with their voice. If that's true we immediately send them to the Collect Case contact flow. If that is not true we give the caller three options, login using their voice, enroll their voice, or login using their case number and IVR PIN.



2.2.6 Voice Login Contact Flow

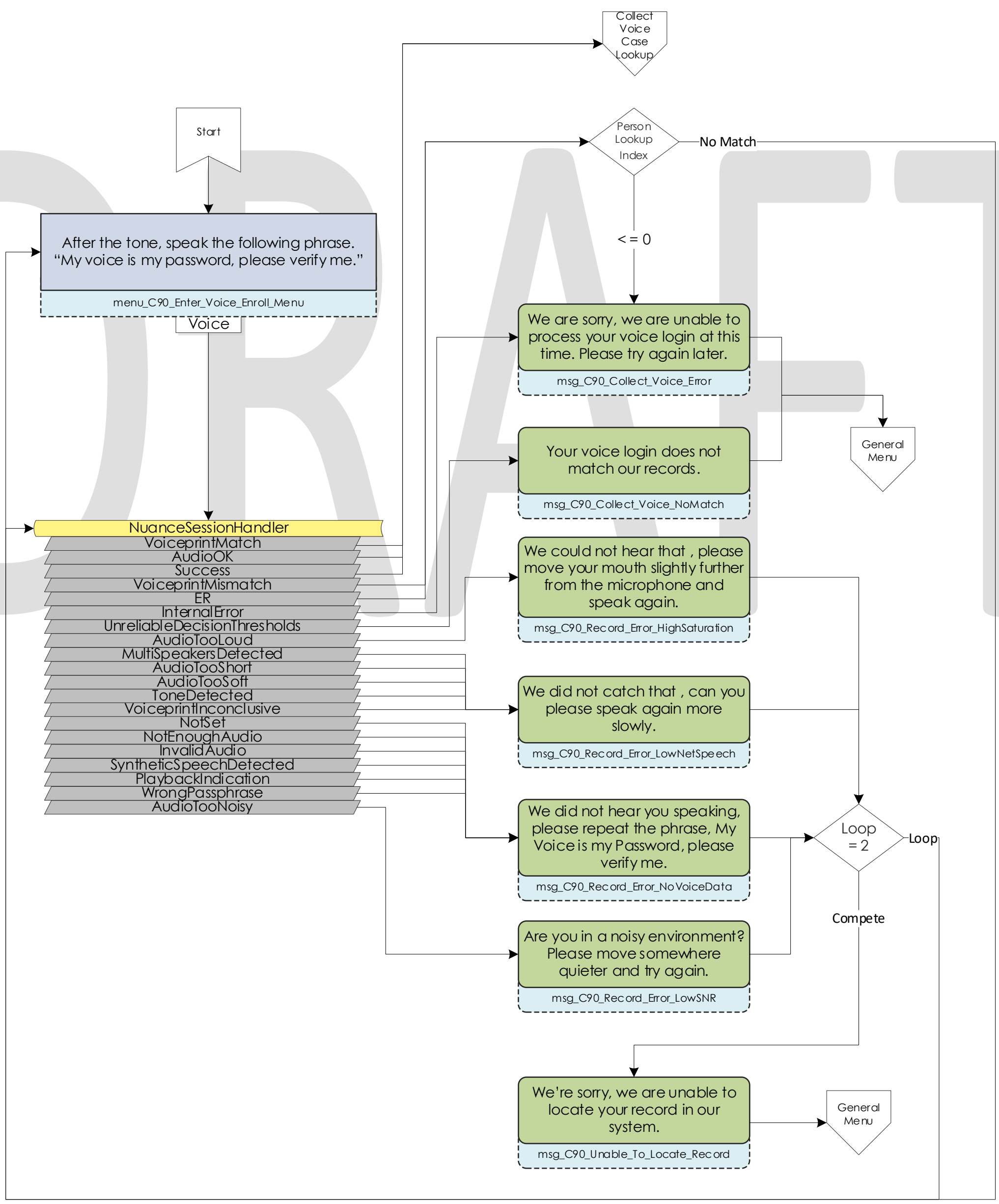
If a caller selects to login using their voice, they are asked if they would like to enter their case number or social security number. This is used to locate a pers_id to identify what voice print to compare the voice print with.



2.2.7 Collect Voice Contact Flow

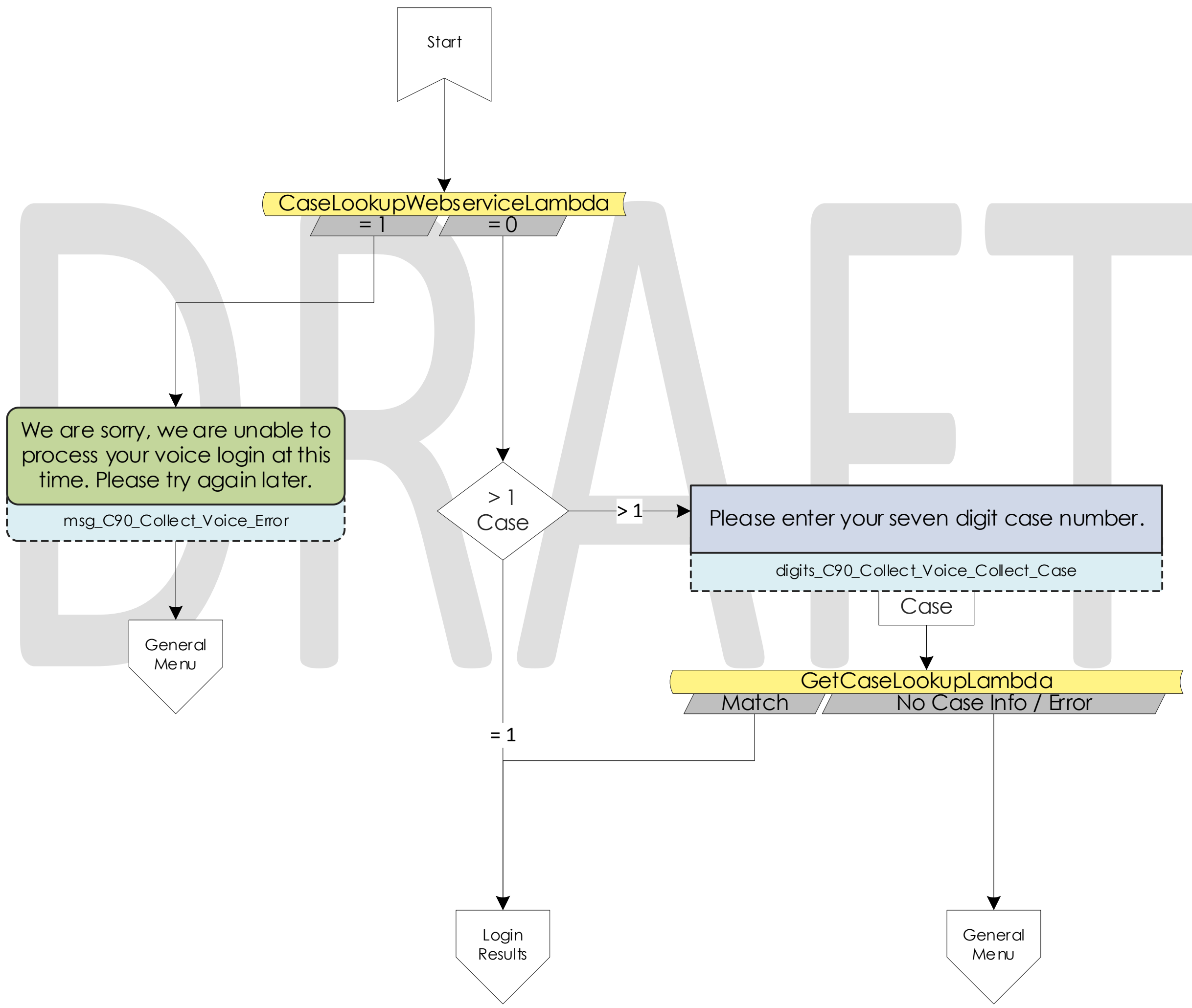
If a caller is identified with their phone number by the Person Lookup Lambda, or opted to login with their voice and successfully identified themselves with their case number or social security number we ask them to speak their passphrase, "my voice is my password, please verify me." The passphrase is streamed to the Nuance Security server to compare the passphrase with previously enrolled voice prints. If the voice print doesn't match the previously recorded voice prints, they are eventually sent to the General Menu.

The error messages are



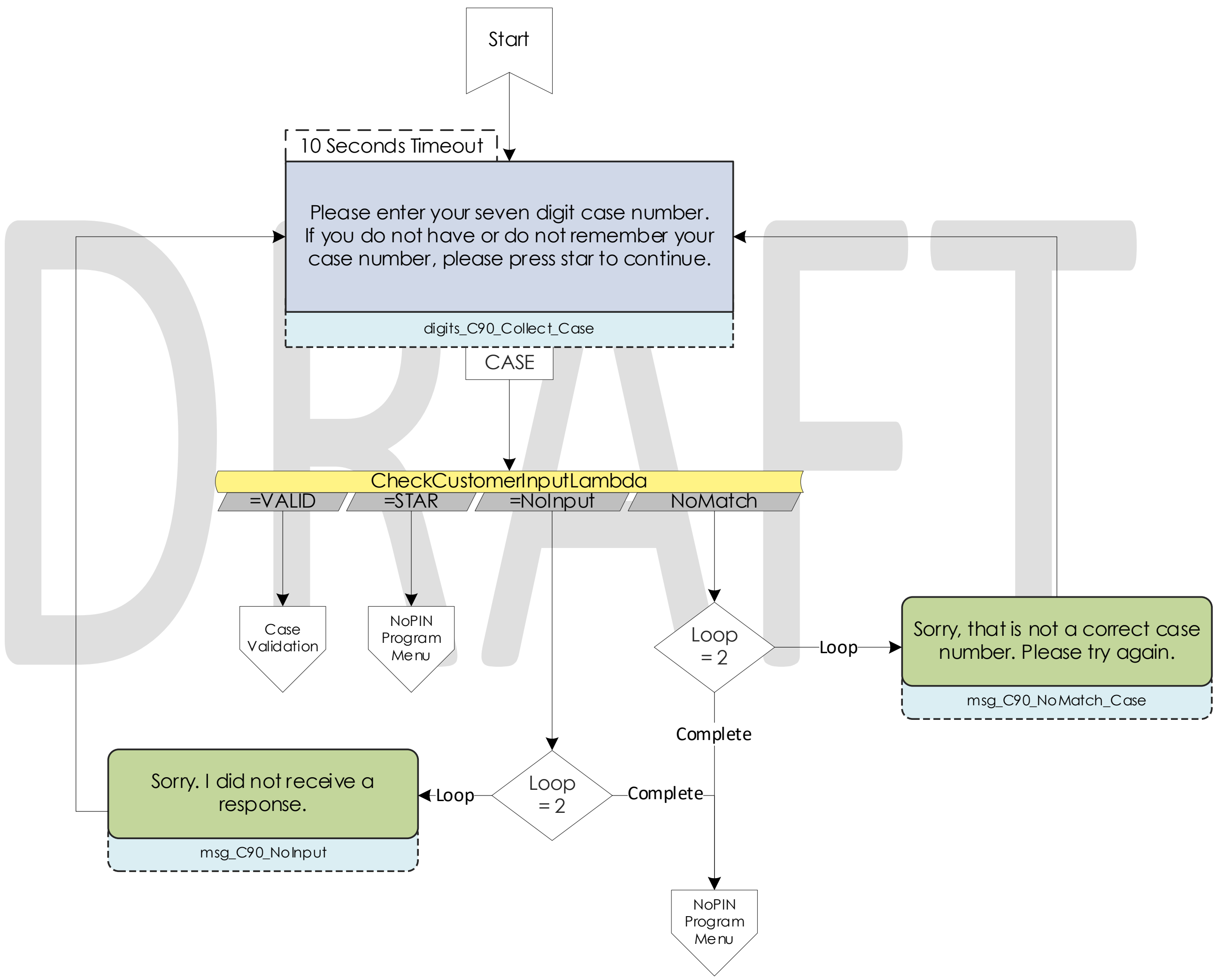
2.2.8 Collect Voice Case Lookup Contact Flow

If a caller successfully authenticates with their voice, we check if the Pers_ID that the voice print is associated with is associated with a Marin County Case. If the lambda doesn't return an active case, they are sent back to the general menu. If the lambda returns more than one case for that Pers_ID they are asked to enter the Case number they are calling about.



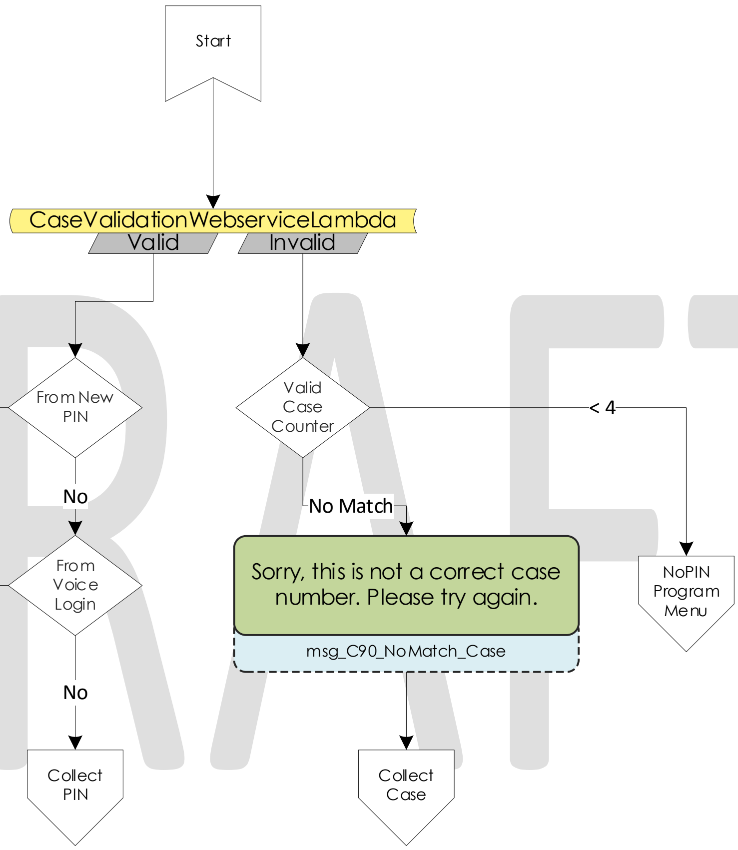
2.2.9 Collect Case Contact Flow

If a caller selects to login with their case number and PIN, we first need to gather their case number to start the login process. After the caller enters their case number they system verifies that they entered seven digits.



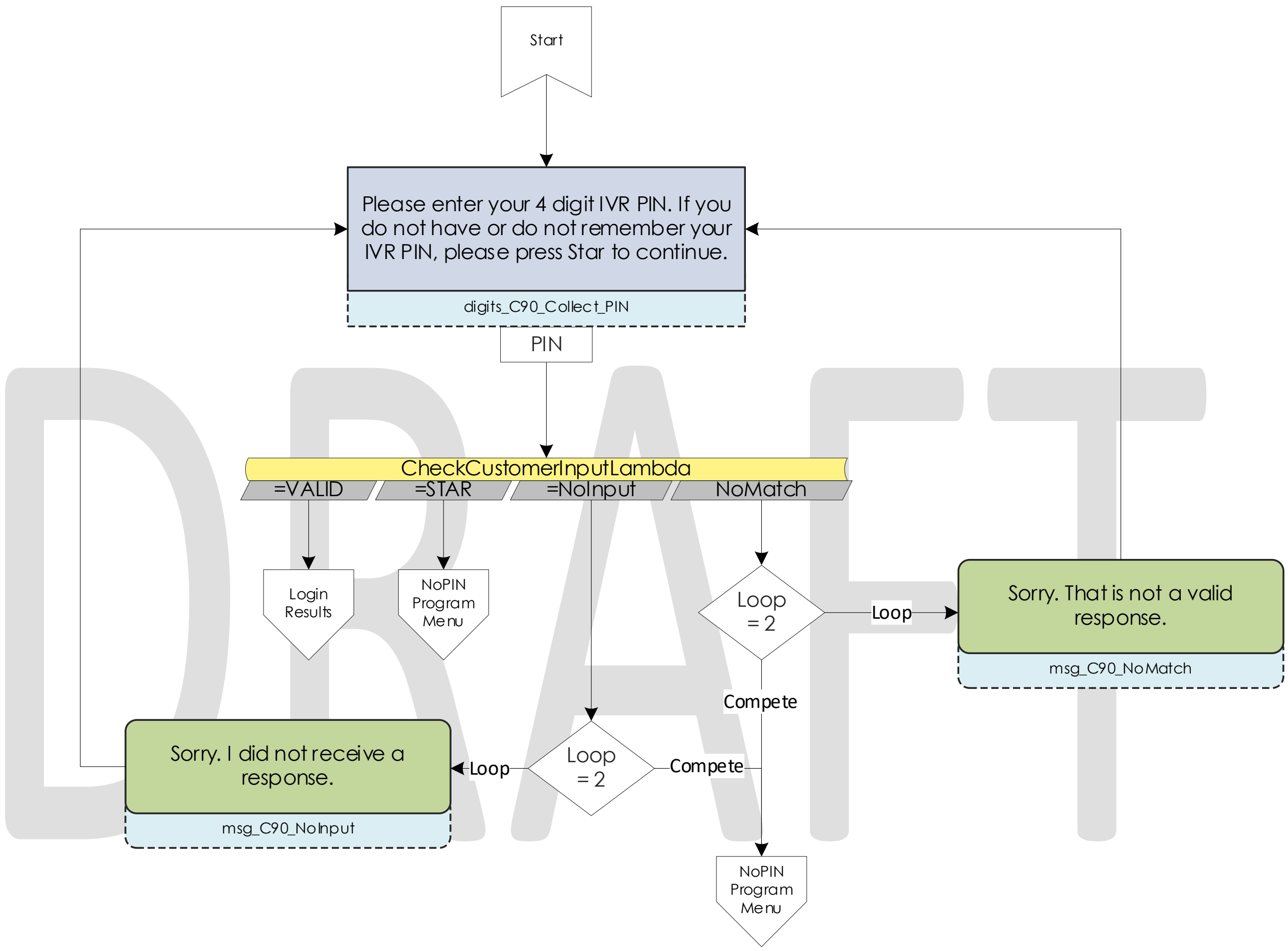
2.2.10 Case Validation Contract Flow

If a caller successfully entered seven digits, the system verifies if that is a valid case number. If it is valid, it then checks if the caller came from the New PIN or Voice Login Menu. If they didn't we send the caller to the collect PIN contact flow.



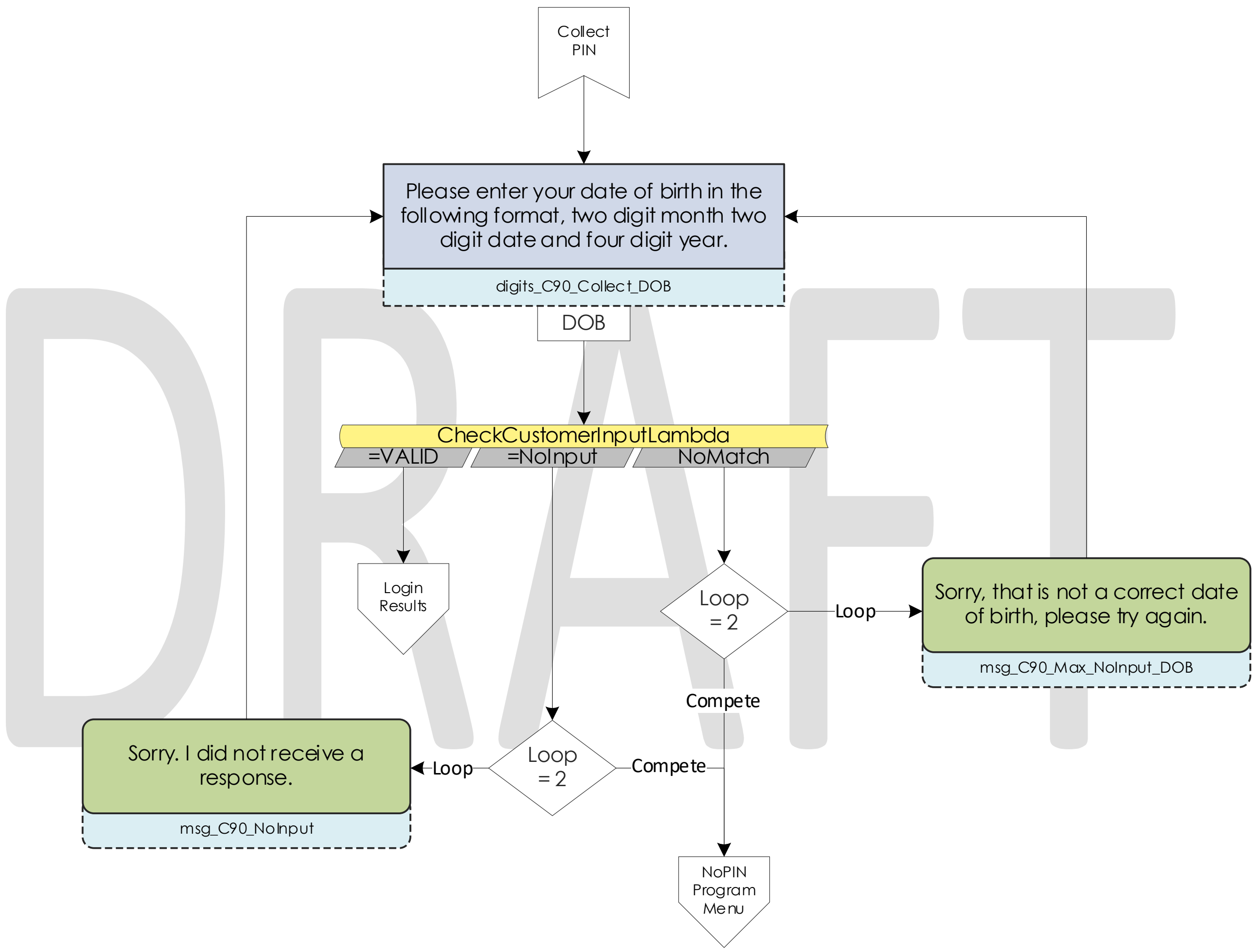
2.2.11 Collect PIN Contact Flow

Callers are asked to enter their IVR PIN to complete the login process. After they enter their four-digit PIN, the system validates that it's four digits in length.



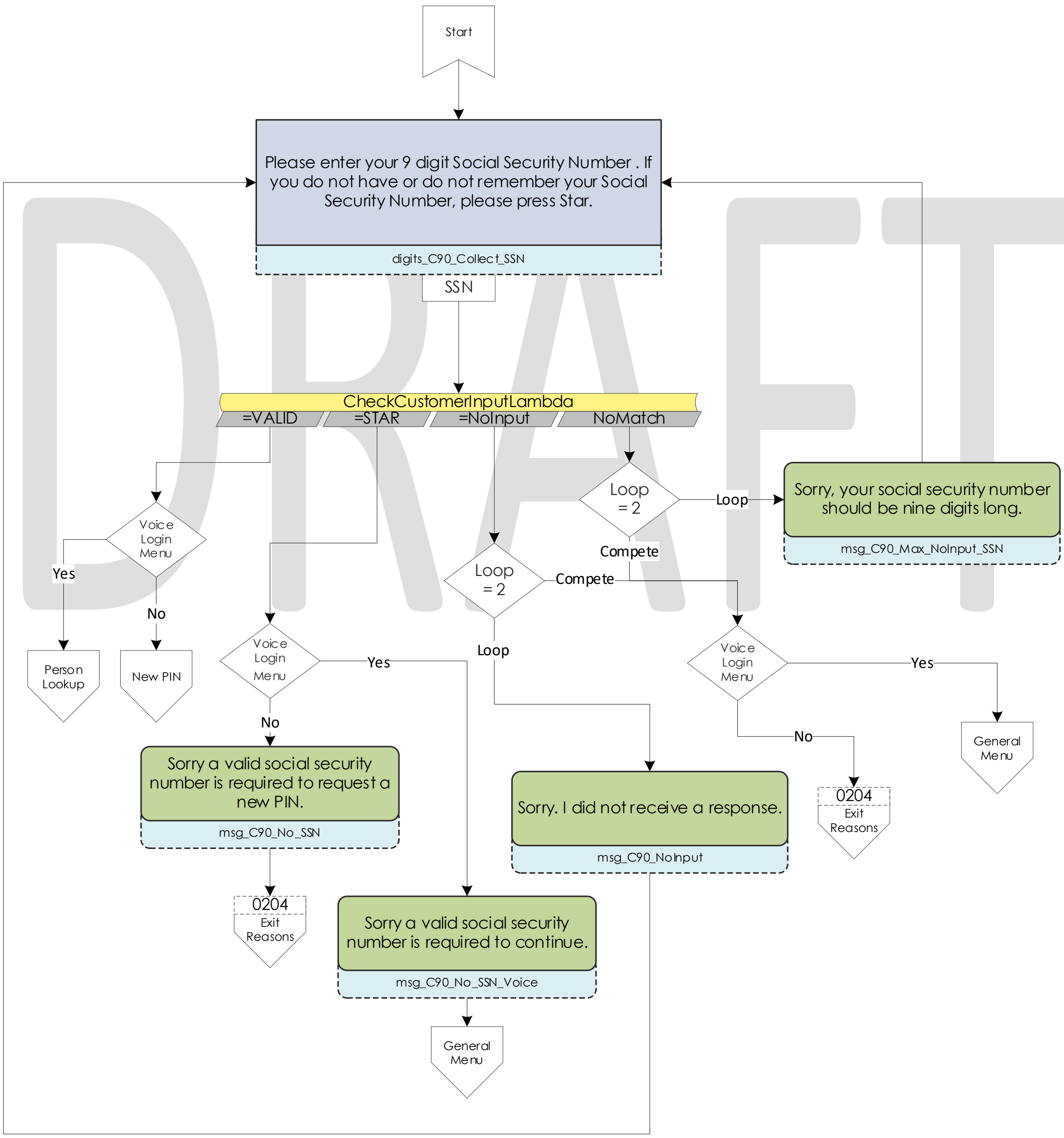
2.2.12 Collect DOB Contact Flow

In the event a caller has the same IVR PIN as another member on their case, we require their date of birth to determine which person is calling. Once they enter their date of birth, we validate that it is the correct format before sending it to Login results contact flow.



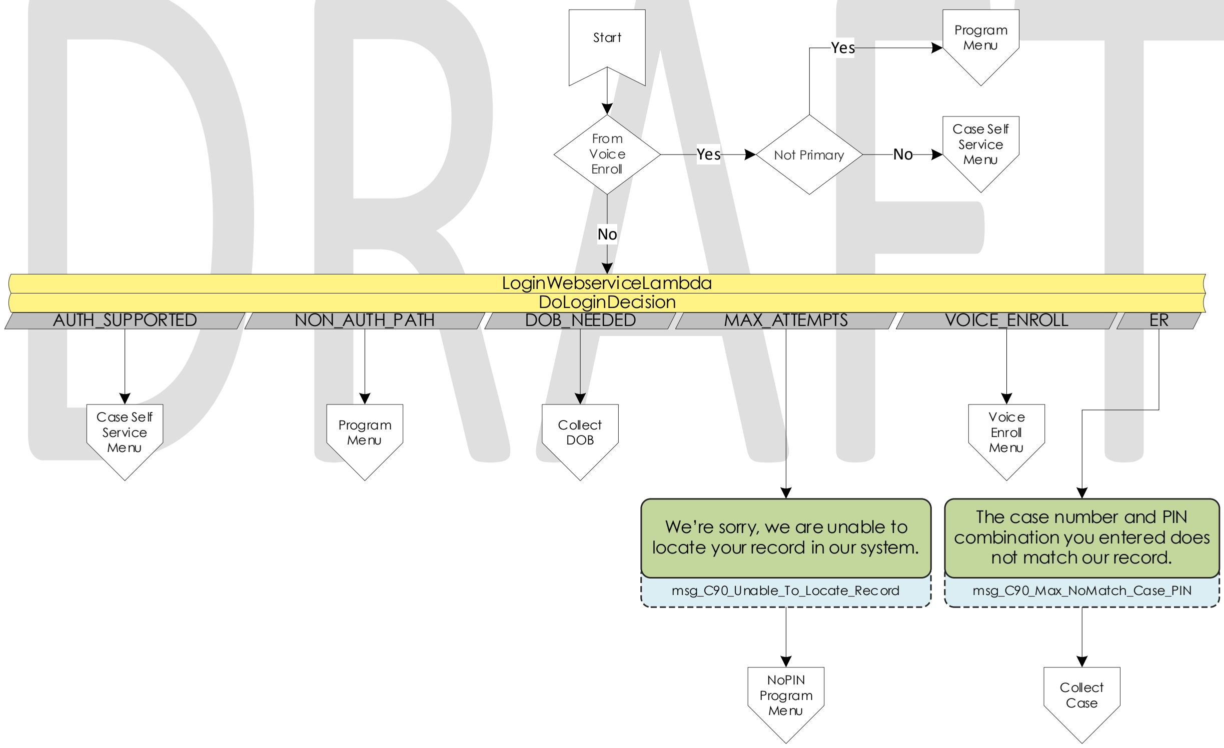
2.2.13 Collect SSN Contact Flow

If a caller is requesting a new IVR PIN or are attempting to login with their voice and we didn't identify them by their calling phone number, we require they enter their social security number. Once the caller enters their SSN we validate that it's nine digits in length. If the caller presses star indicating they do not have or do not know their SSN, we check if they were requesting a new PIN. If that is true, we send the caller to an agent.



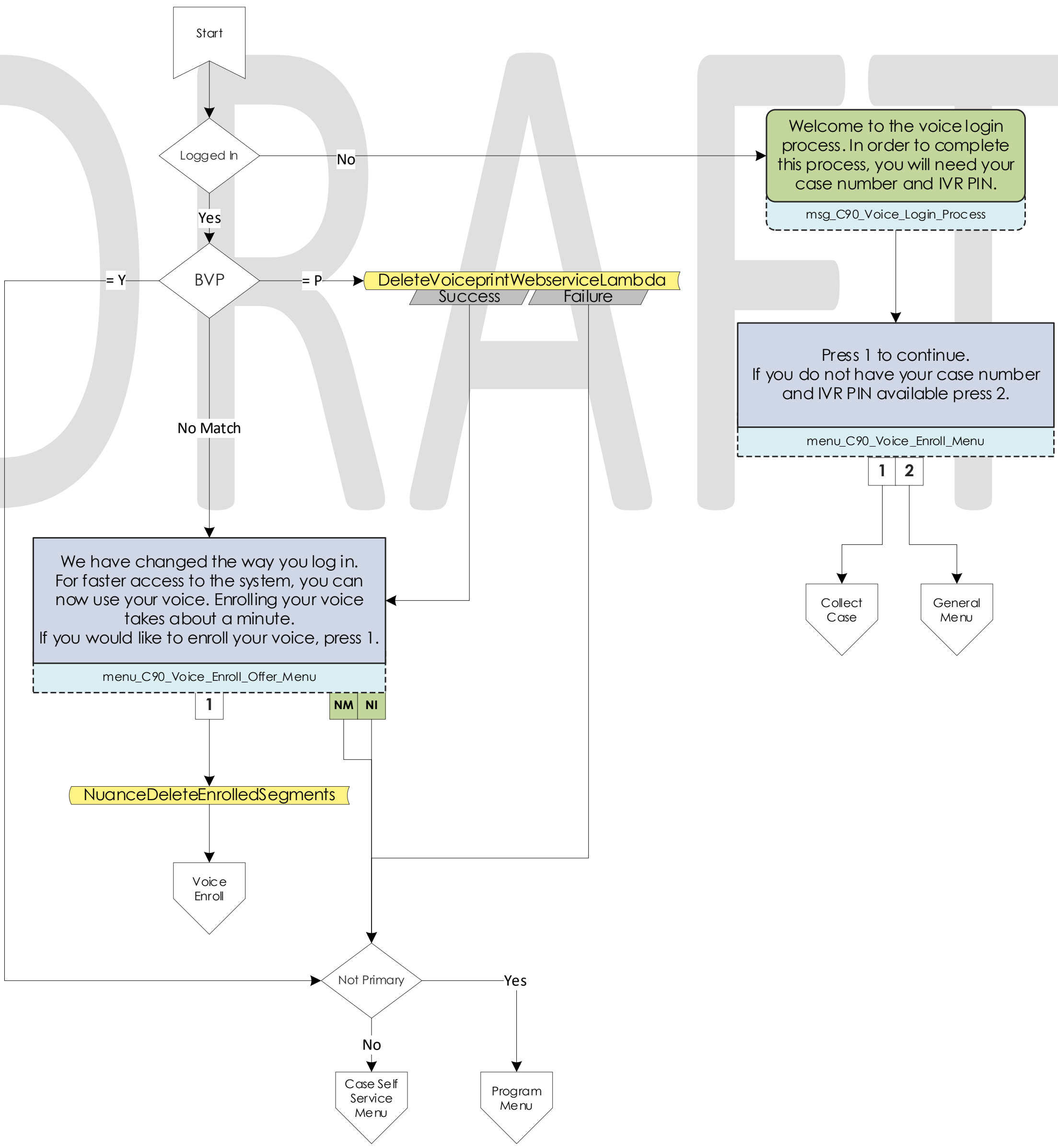
2.2.14 Login Results Contact Flow

Once a caller authenticates with either their voice or with their case number and IVR PIN, we check where to send the caller. If the caller is the primary applicant, or MediCal is active on the case and has a voice print, we send them to the case self-service menu. If a caller successfully authenticates, but are not primary and MediCal is not active, we send the caller to the Program Menu. If the caller authenticates with their case number and IVR PIN, and there is a duplicate PIN on that case, we send the caller to the Collect DOB contact flow. If the caller has failed to login three times, we send them to the No PIN Program Menu. If a caller successfully authenticates (primary or not), and they do not have a voice print enrolled, we send them to the Voice Enroll Menu.



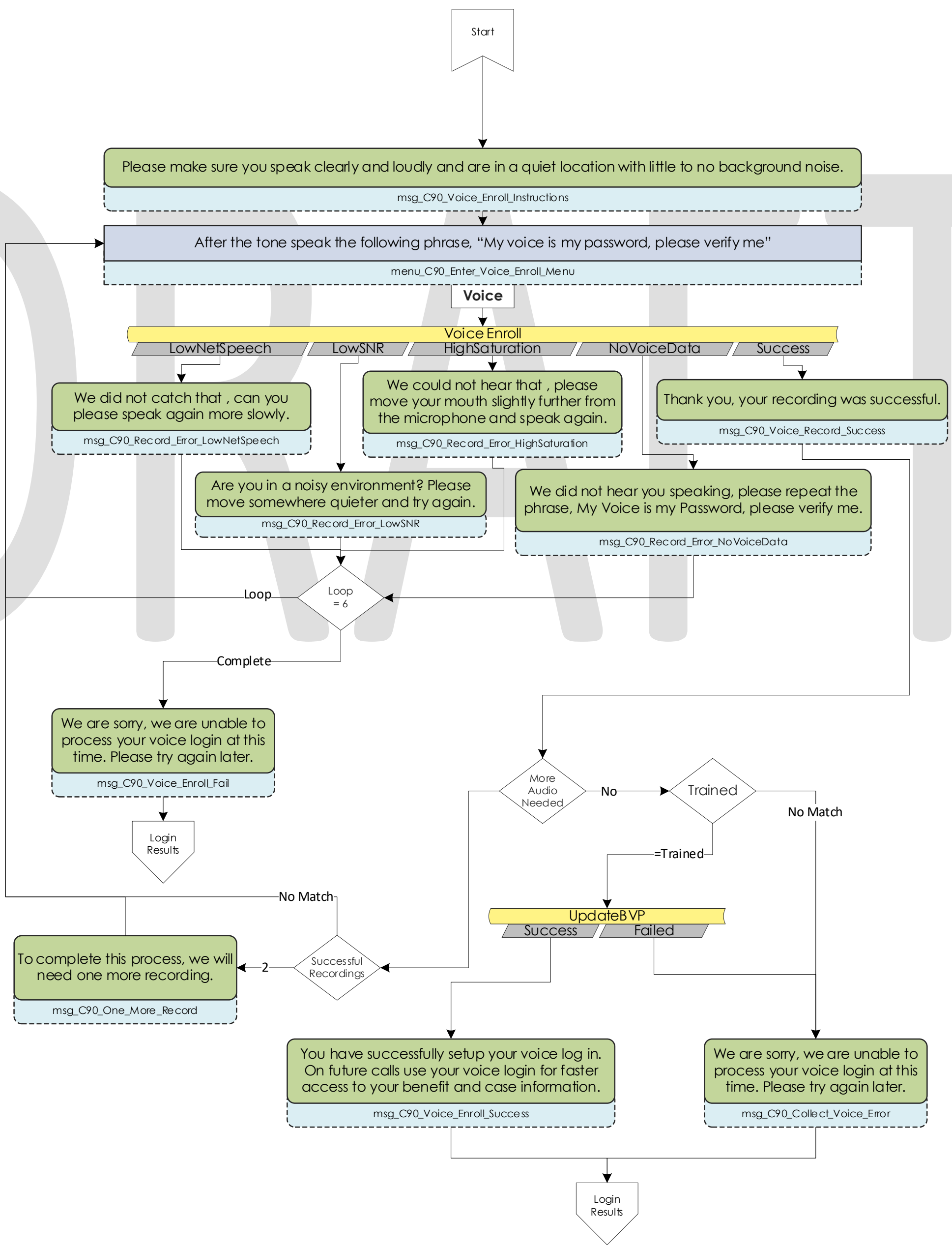
2.2.15 Voice Enroll Menu Contact Flow

If a caller opted into enrolling their voice from the login menu contact flow they are informed that they will need their case number and IVR PIN. If they successfully logged in, but did not have a voice print we check if their BVP_Code equals "P". If that is the case, we delete the voice print associated with the pers_id. If their BVP_Code does not match Y or P, the system attempts to delete any possible voice recording for the caller in case they successfully record one or two voice prints, but didn't complete the enrollment process with three recordings.



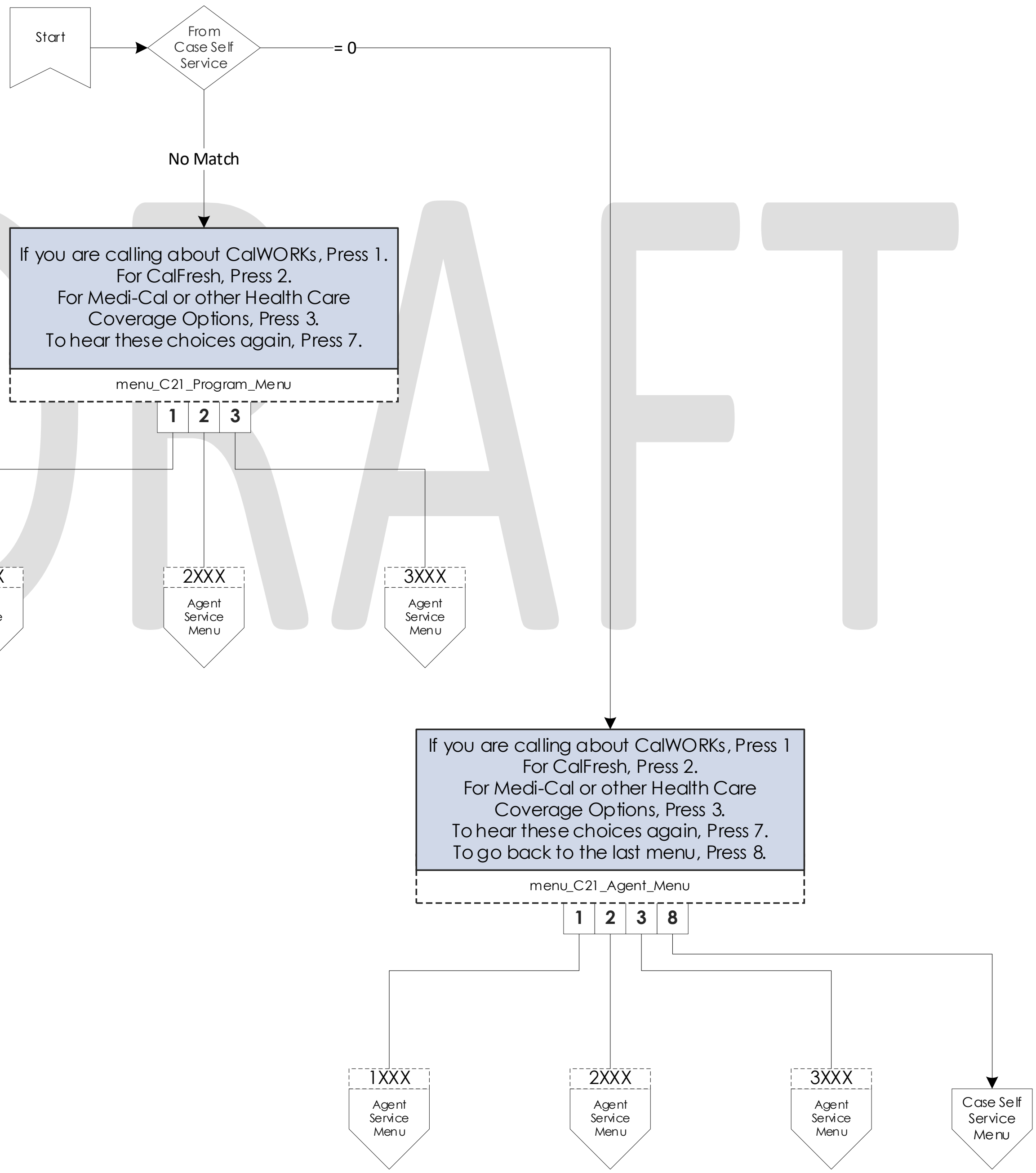
2.2.16 Voice Enroll Contact Flow

Once a caller opts into enrolling their voice print, we ask them to state the phrase "My voice is my password, please verify me" three times. Between each recording we check the quality of the recording and let the caller know if the recording isn't high enough quality. After a total of six failed attempts, across all recording attempts, the enrollment process is abandoned, and the caller is sent to the next menu.



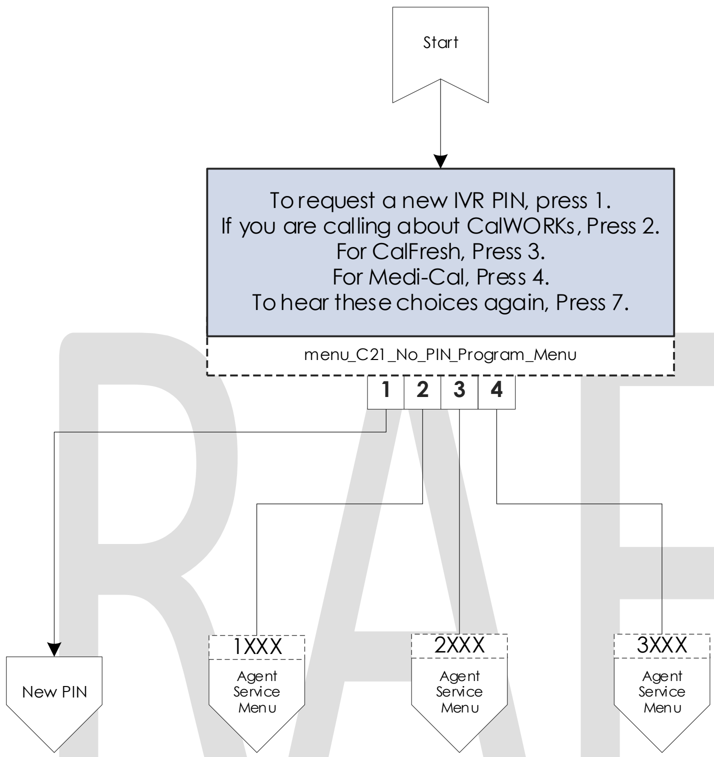
2.2.17 Program Menu Contact Flow

If a caller that is calling about an existing case but fails to successfully authenticate, or opts to skip the authentication process, they are asked about the program and purpose of their call today to assist the agent with that call. If the caller successfully authenticated and requested to speak to an agent the caller is given the same set of options, but also has the option to go back to the Case Self Service Menu.



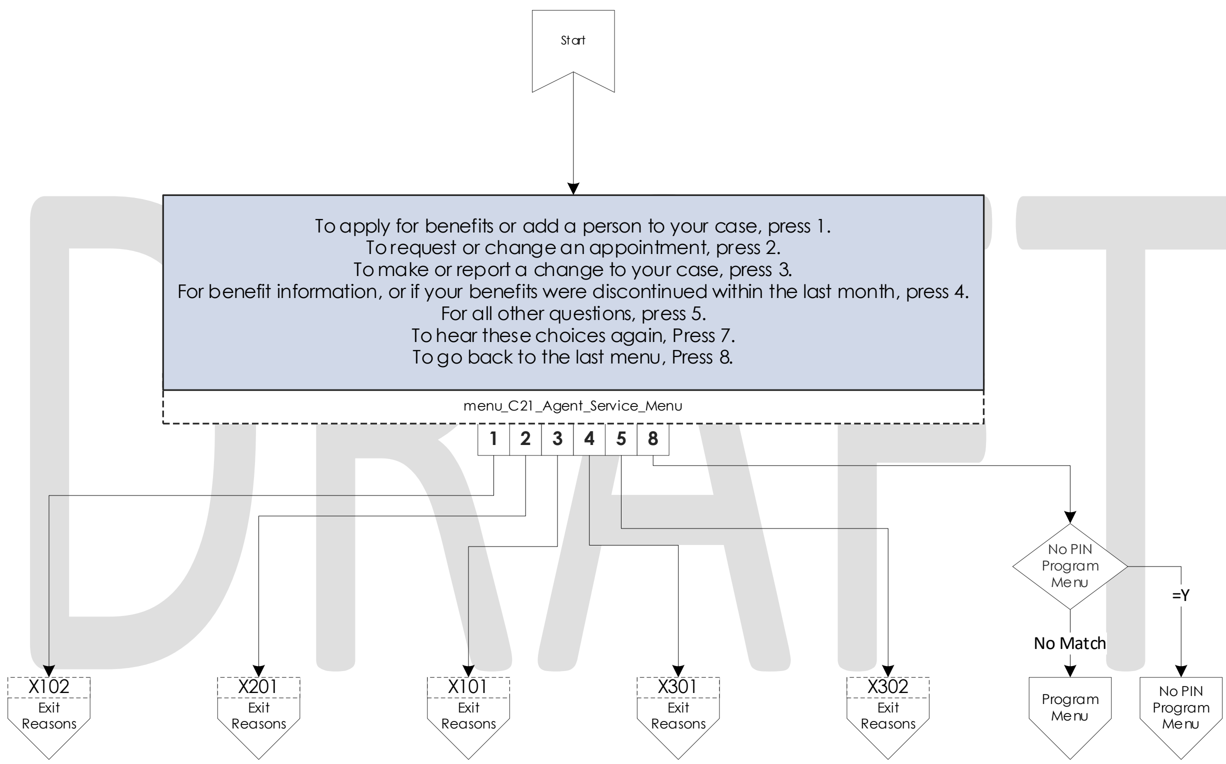
2.2.18 No PIN Program Menu Contact Flow

When a caller indicates that they are calling about an existing case but does not authenticate, they are given the option to request a new IVR PIN, or to indicate the program they are calling about.



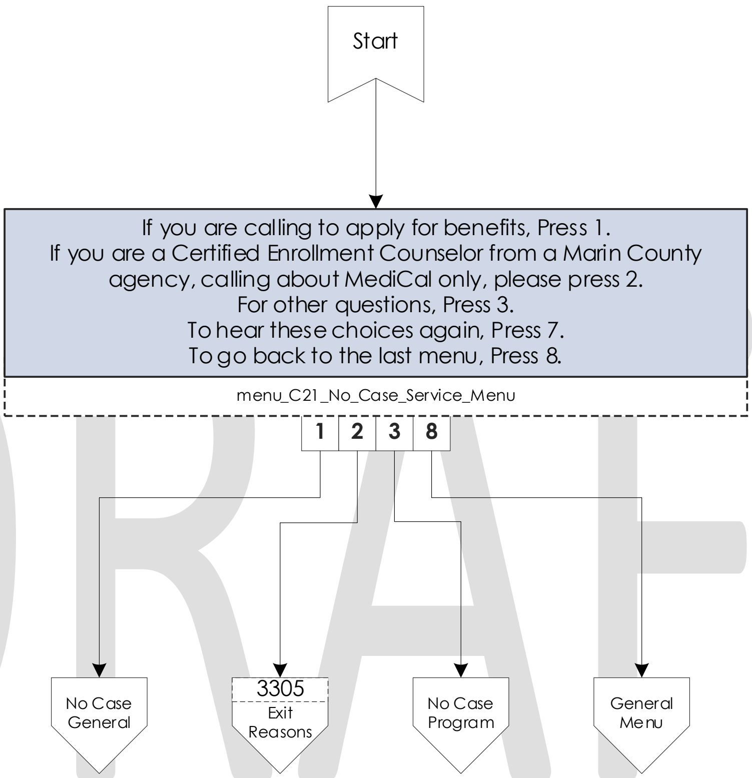
2.2.19 Agent Service Menu Contact Flow

After a caller selects what program they are calling about, they are given the same set of options to indicate what they need help with. This information is passed onto the worker in their CCP banner. If the caller indicates they wish to return to the previous menu, we check which path they took to get here.



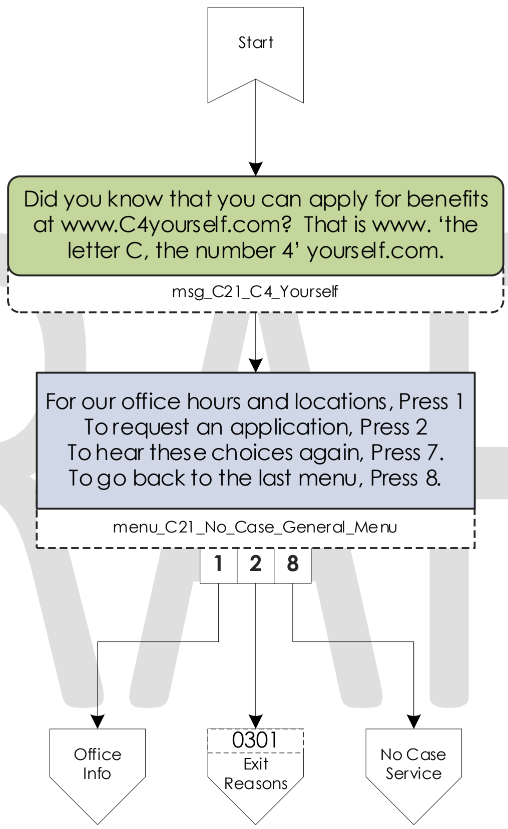
2.2.20 No Case Service Contact Flow

If a caller selects selected the "all other questions" option from the general menu, they are sent here. They are given three different options. Option 1 is for applying for benefits and is sent to the No Case General Menu. Option 2 is indicating that they are an outside agency and sent directly to a worker. Option 3 is for all other questions.



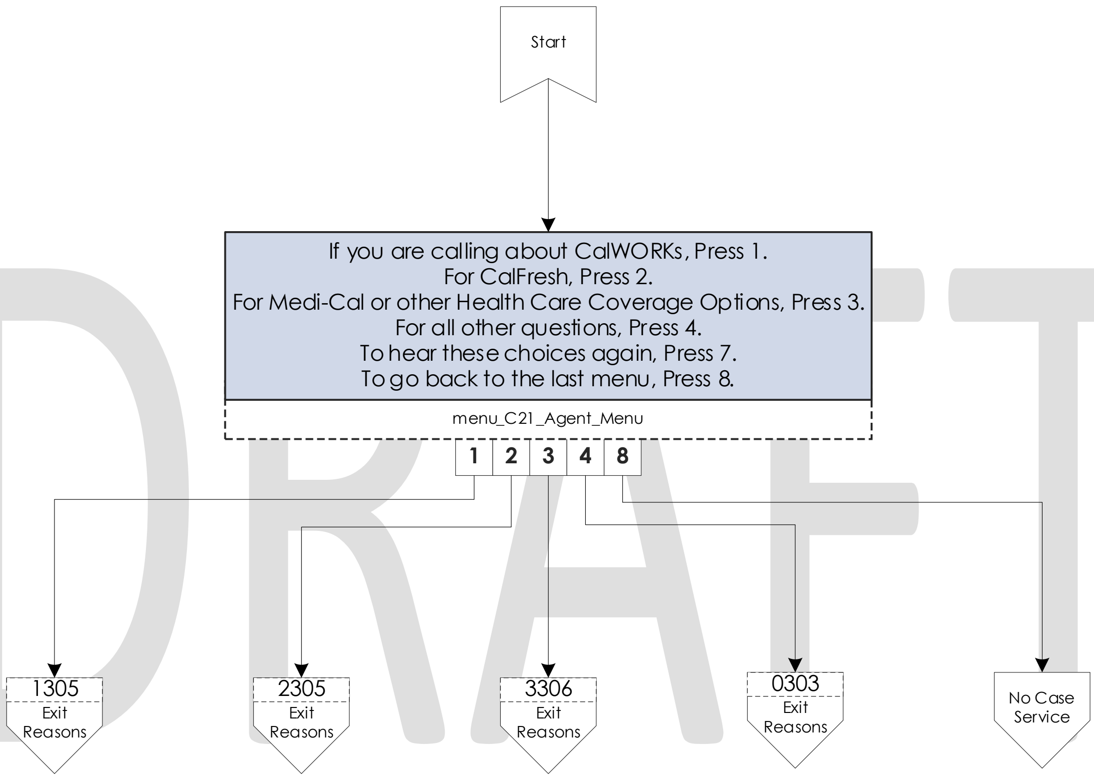
2.2.21 No Case General Contact Flow

Callers indicating that they would like to apply for benefits are given information on how they might apply online. Then they are given the option to get office hours and locations or to speak to a worker.



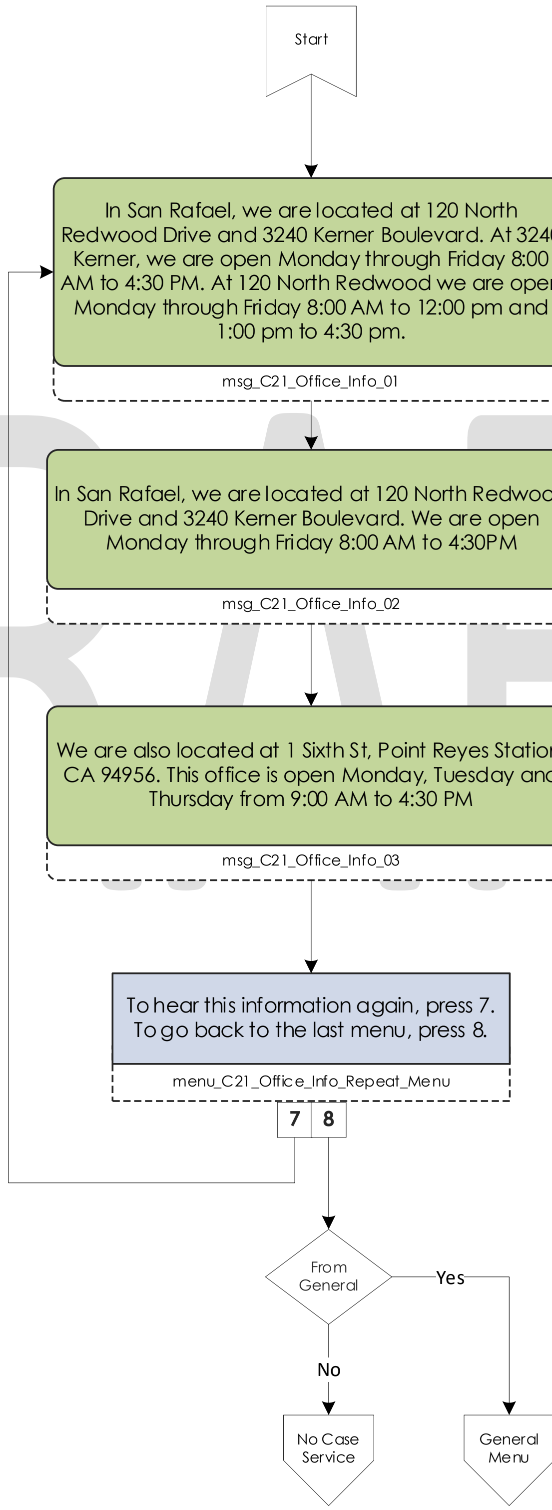
2.2.22 No Case Program Contact Flow

If a caller selects the all other questions option from the No Case menu, they are asked what program they are calling about.



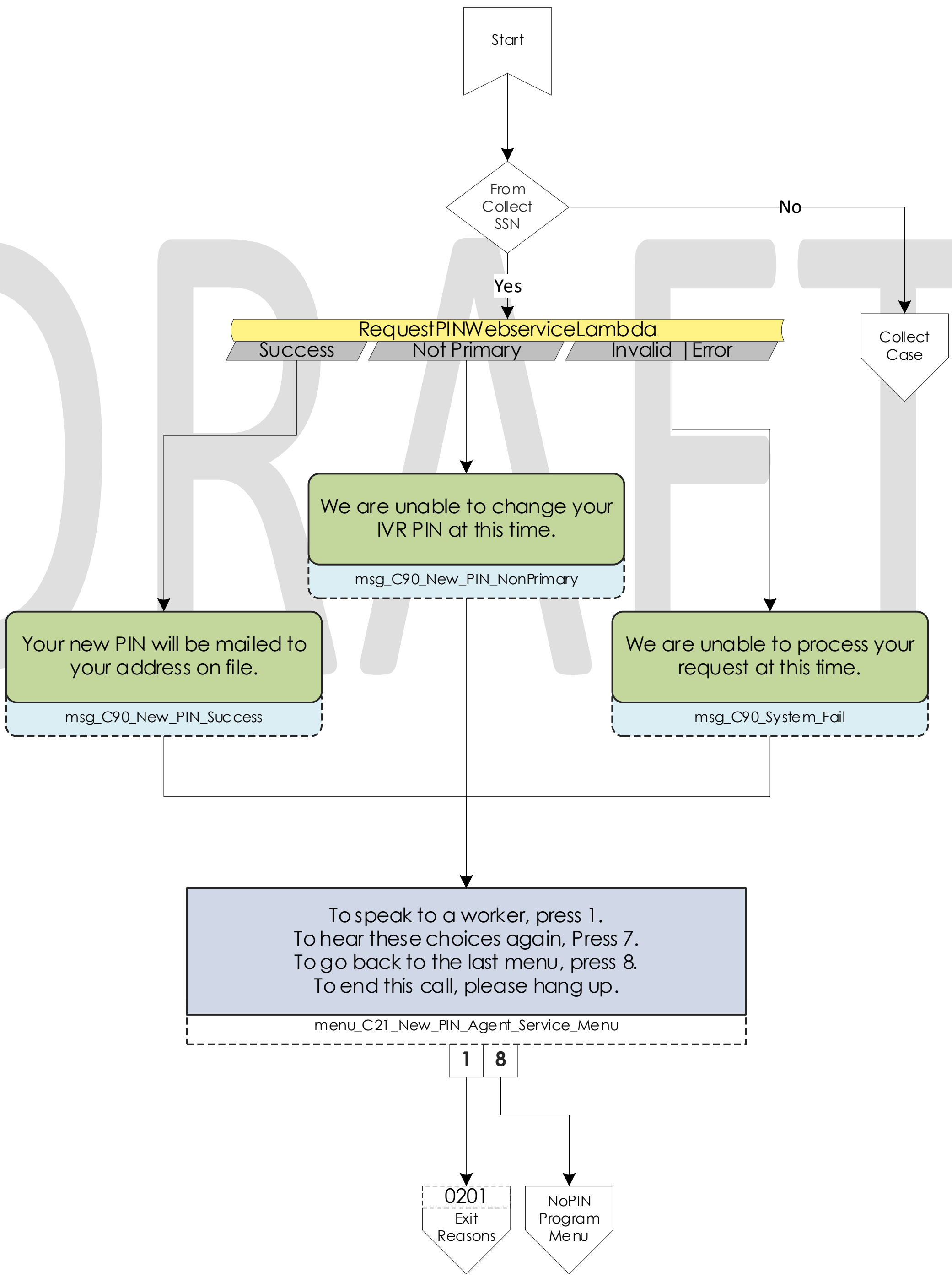
2.2.23 Office Hours and Locations Contact Flow

The IVR plays the information on the office hours and locations when then caller selects that menu option.



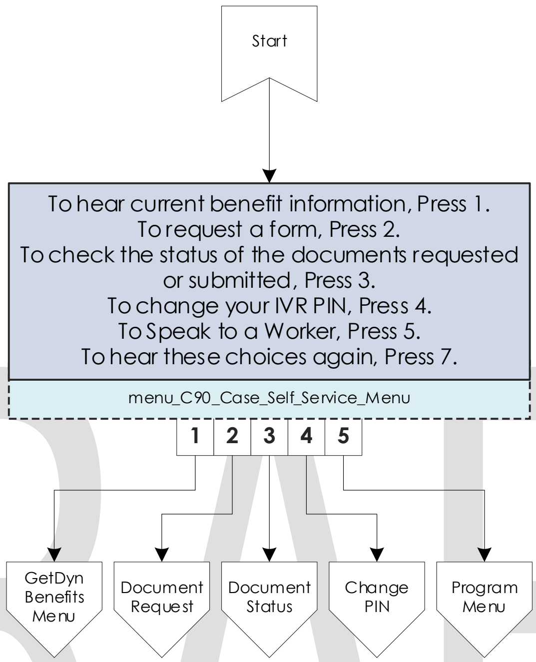
2.2.24 New PIN Program Menu Contact Flow

If a caller requests a New PIN the system first sends them to enter their case number and then their social security number. Once they have successfully entered both of those data points, they are both sent to the Lambda to request a new PIN. If a caller is not primary the system will not initiate a New PIN request, and they are forced to speak to a worker to get an IVR PIN.



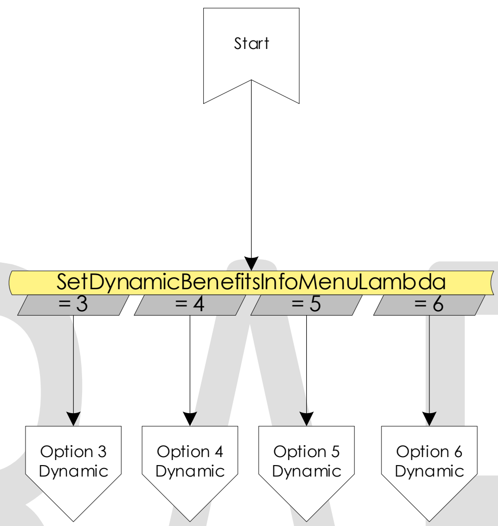
2.2.25 Case Self Service Menu Contact Flow

If a caller successfully authenticates, through their voice or case number and PIN, they are given options to access the self-service options.



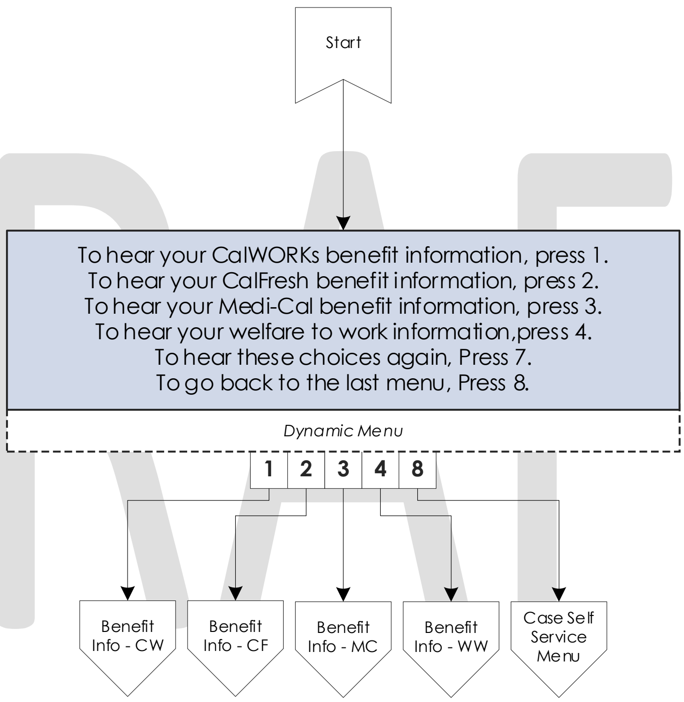
2.2.26 Get Dynamic Benefits Menu Contact Flow

This lambda call calculates how many programs are active on the case they logged in with. If only one program is active they are sent to the 3 options menu, to allow the caller to select that program plus option 7 to repeat and option 8 to return to the previous menu. The total number of programs that can be active on a single case that the IVR can play information on is four.



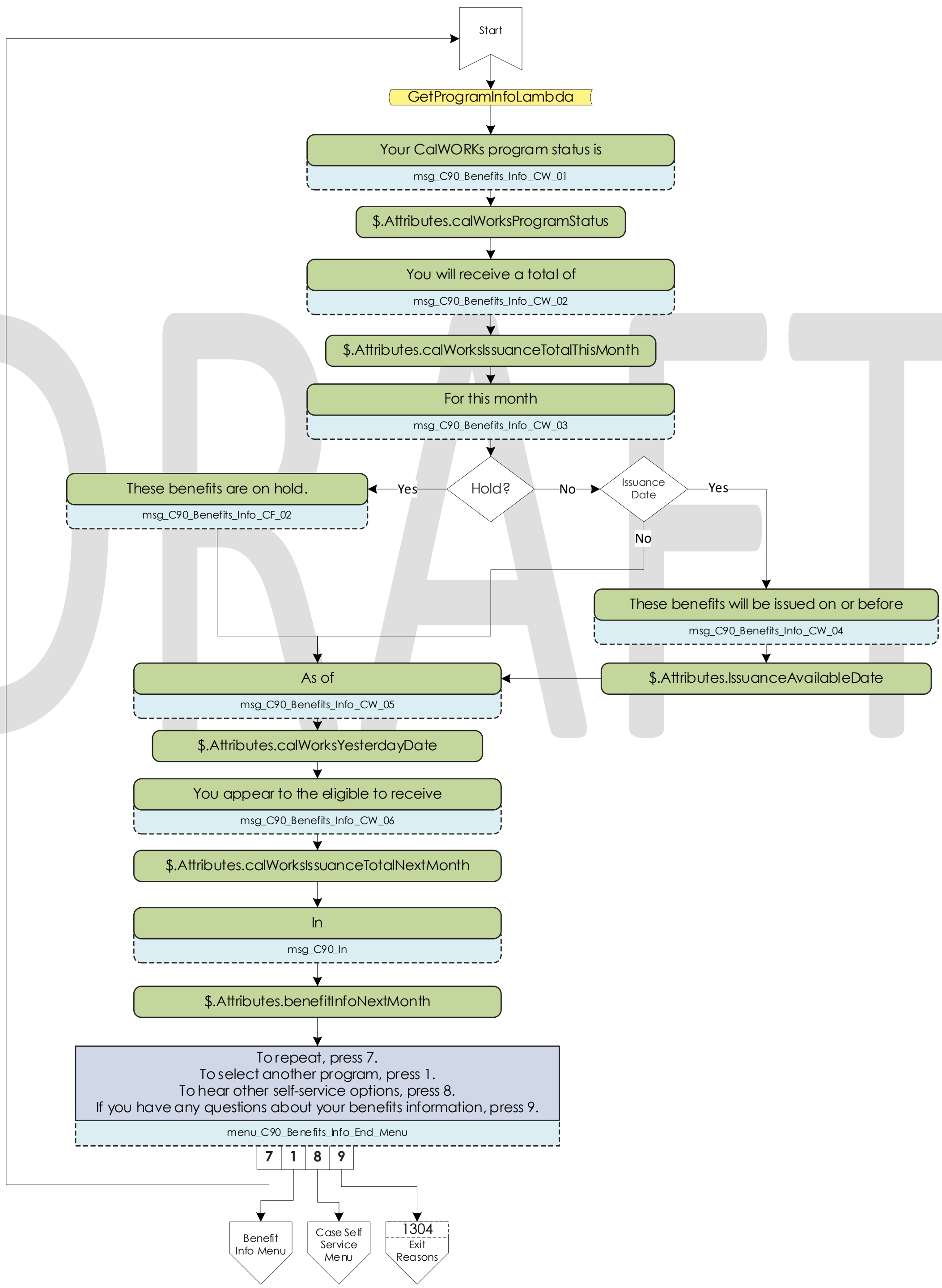
2.2.27 Dynamic Benefits Information Menu Contact Flow

If a caller selects to hear their benefit information, they are sent to a menu to select what program they would like to hear the information for. The menu is dynamic and only offers the caller to listen to programs that the IVR has information for. The dynamic menu will ignore selections that do not match any available selections until after all menu options have been played. There is a two second pause between each menu option where callers can select what they are calling about, but any other selection will just move them to the next menu option. Only on the final selection will it play the No Match prompt.



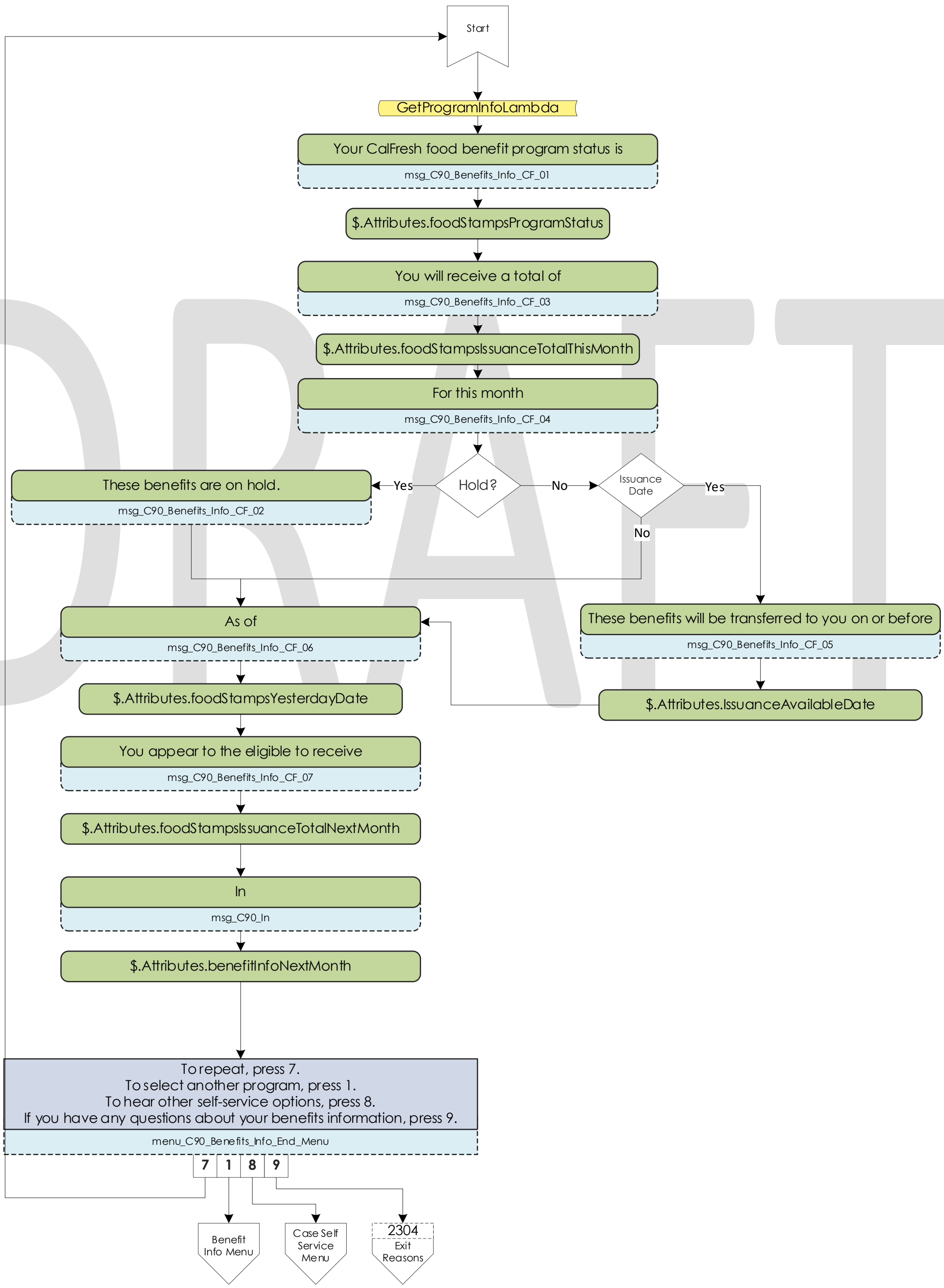
2.2.28 CalWORKs Benefits Information Contact Flow

If a caller selects to hear their CalWORKs program information, they hear all relevant information on their CalWORKs program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.



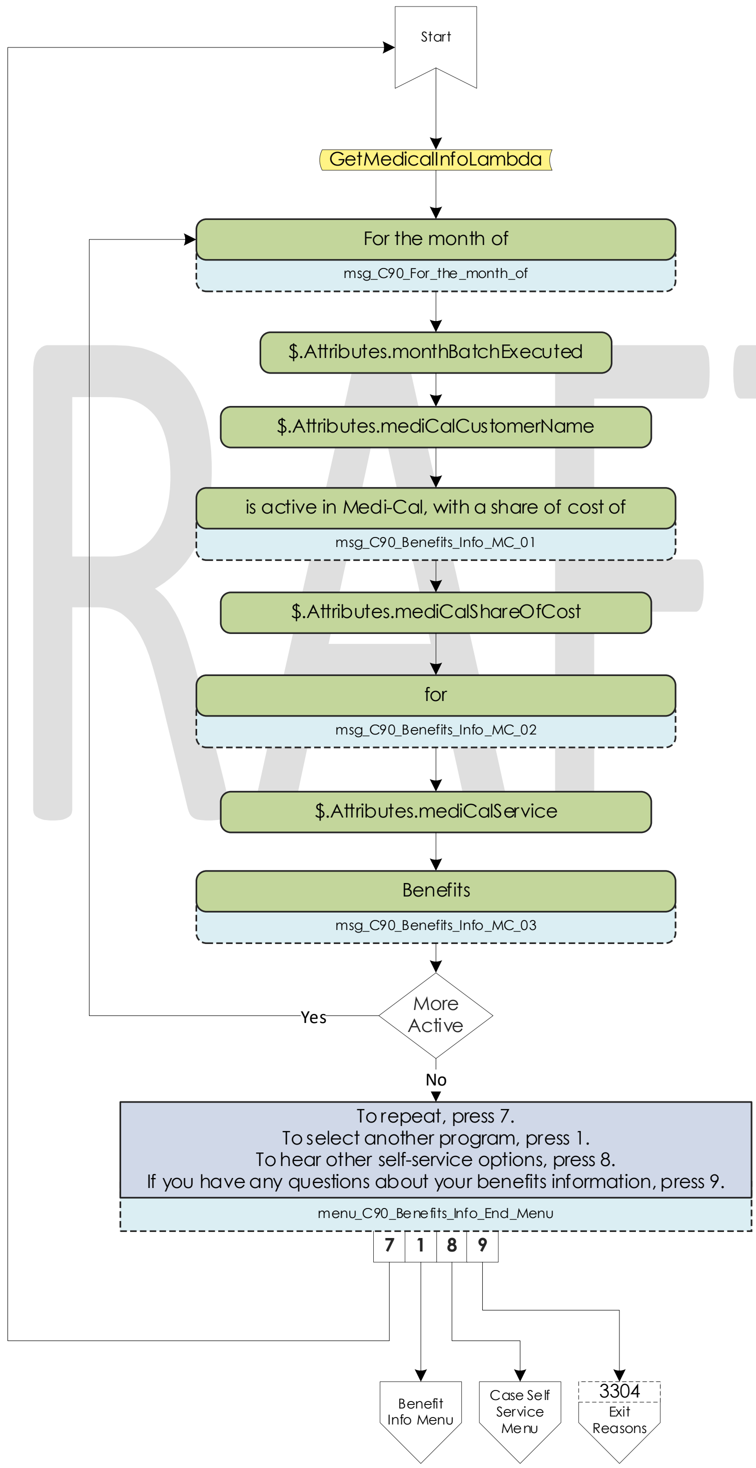
2.2.29 CalFresh Benefits Information Contact Flow

If a caller selects to hear their CalFresh program information, they hear all relevant information on their CalFresh program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.



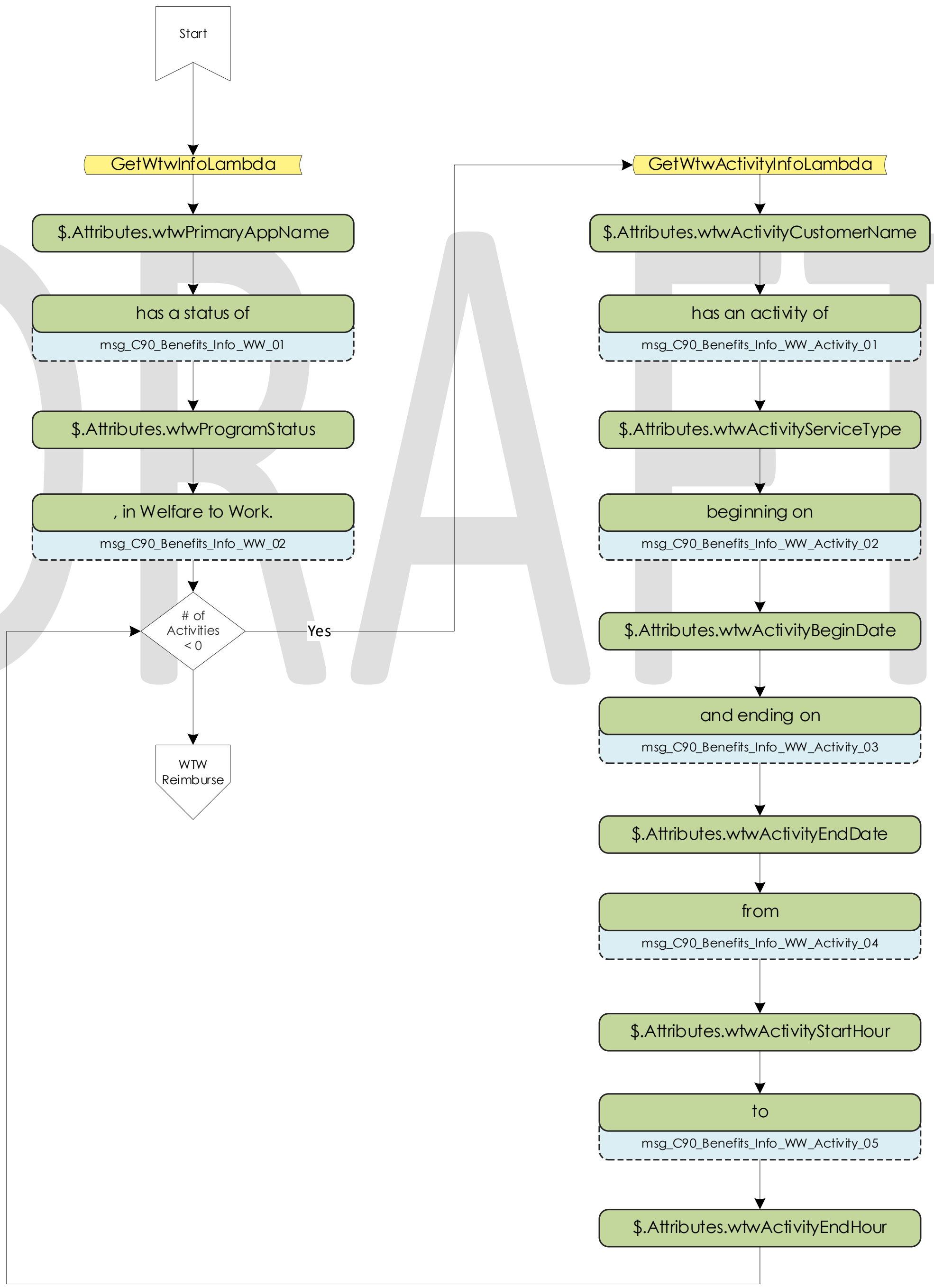
2.2.30 MediCal Benefits Information Contact Flow

If a caller selects to hear their MediCal program information, they hear all relevant information for all members on the case for their MediCal program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.



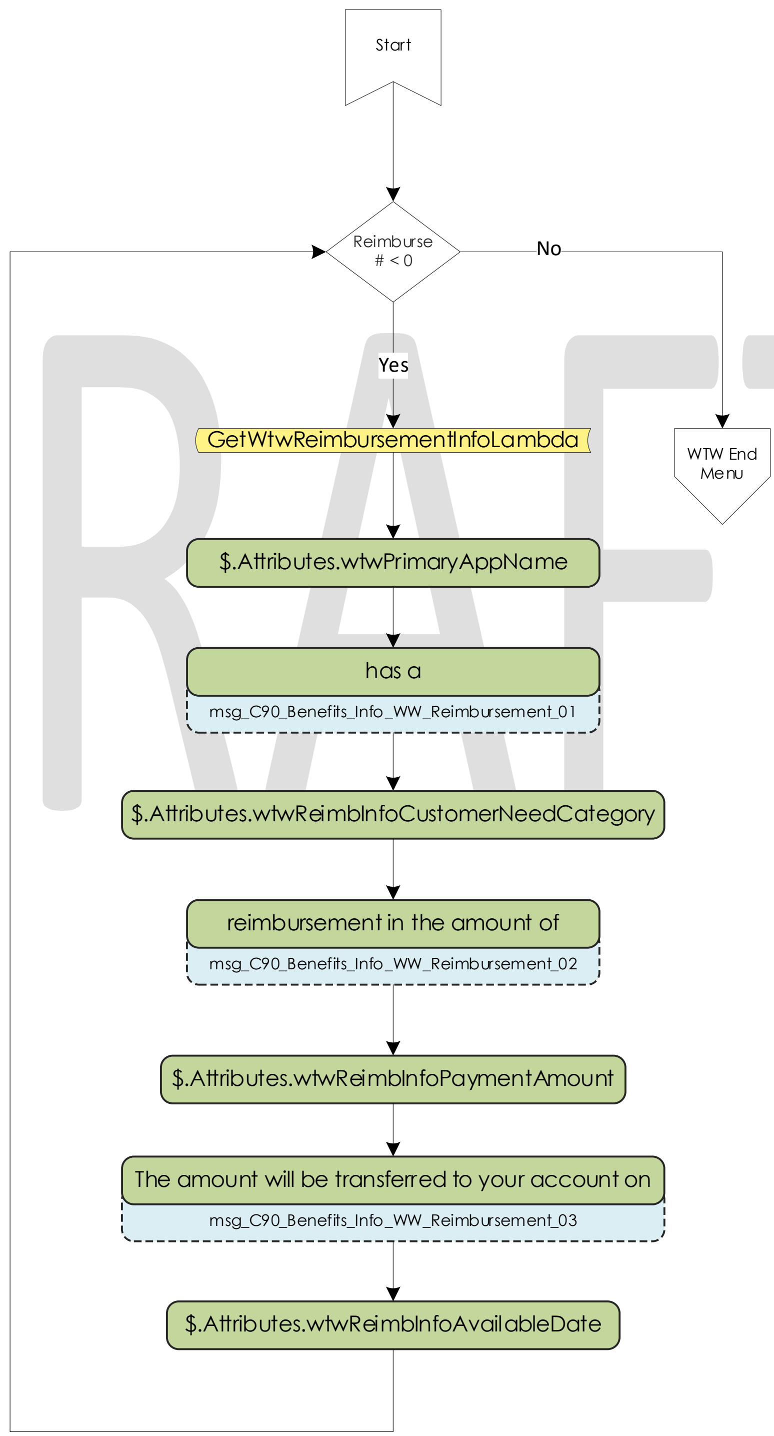
2.2.31 Welfare to Work Benefits Information Contact Flow

If a caller selects to hear their Welfare to Work program information, they are played the status of the program. The system then checks if there are any pending activities. If there are, they are played, if not the caller is sent to the WTW Reimbursements contact flow.



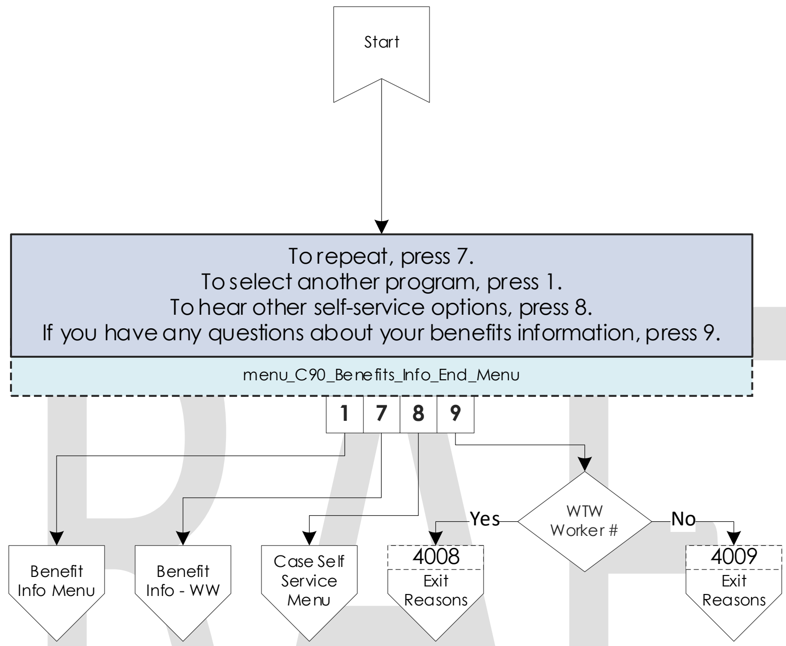
2.2.32 Welfare to Work Reimbursement Contact Flow

After listening to their program status, the system then checks if callers have any reimbursements to report to the caller. If the they do not have any reimbursements on their case, the caller is sent to the WTW End Menu.



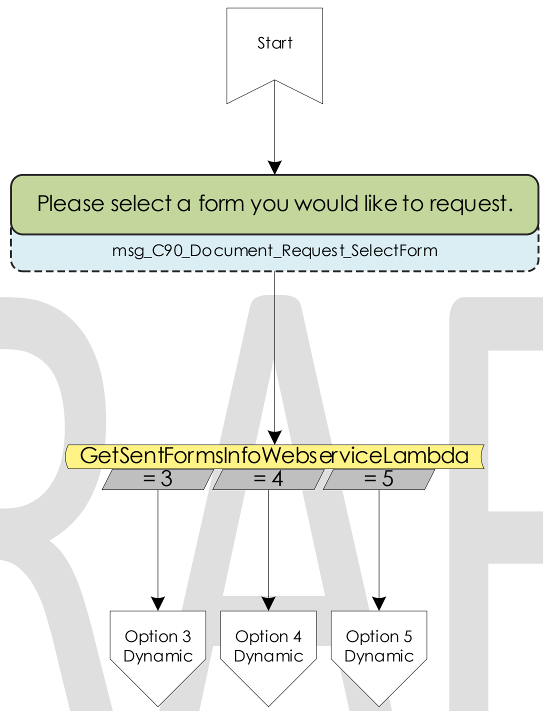
2.2.33 Welfare to Work End Menu Contact Flow

After listening to their welfare to work benefit information, callers are given an option to speak to a worker. If they choose this option the system will determine if the case worker's phone number is available. If it is available the system will transfer the caller to their desk phone. If it is not available it will transfer to a static phone number.



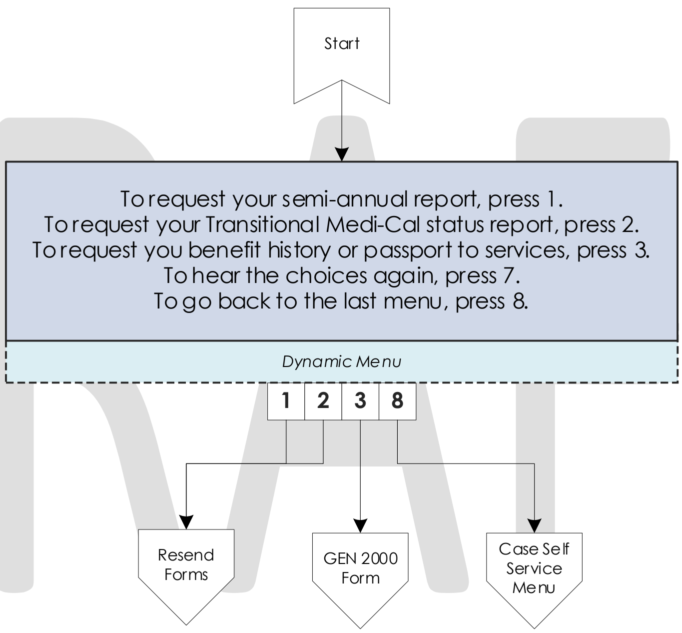
2.2.34 Document Request Contact Flow

If the caller selects the option to request a form, the system will determine how many forms are on file that will be offered. If there are no forms on file they will be sent to the three options menu, as the GEN 2000 form is always able to be requested.



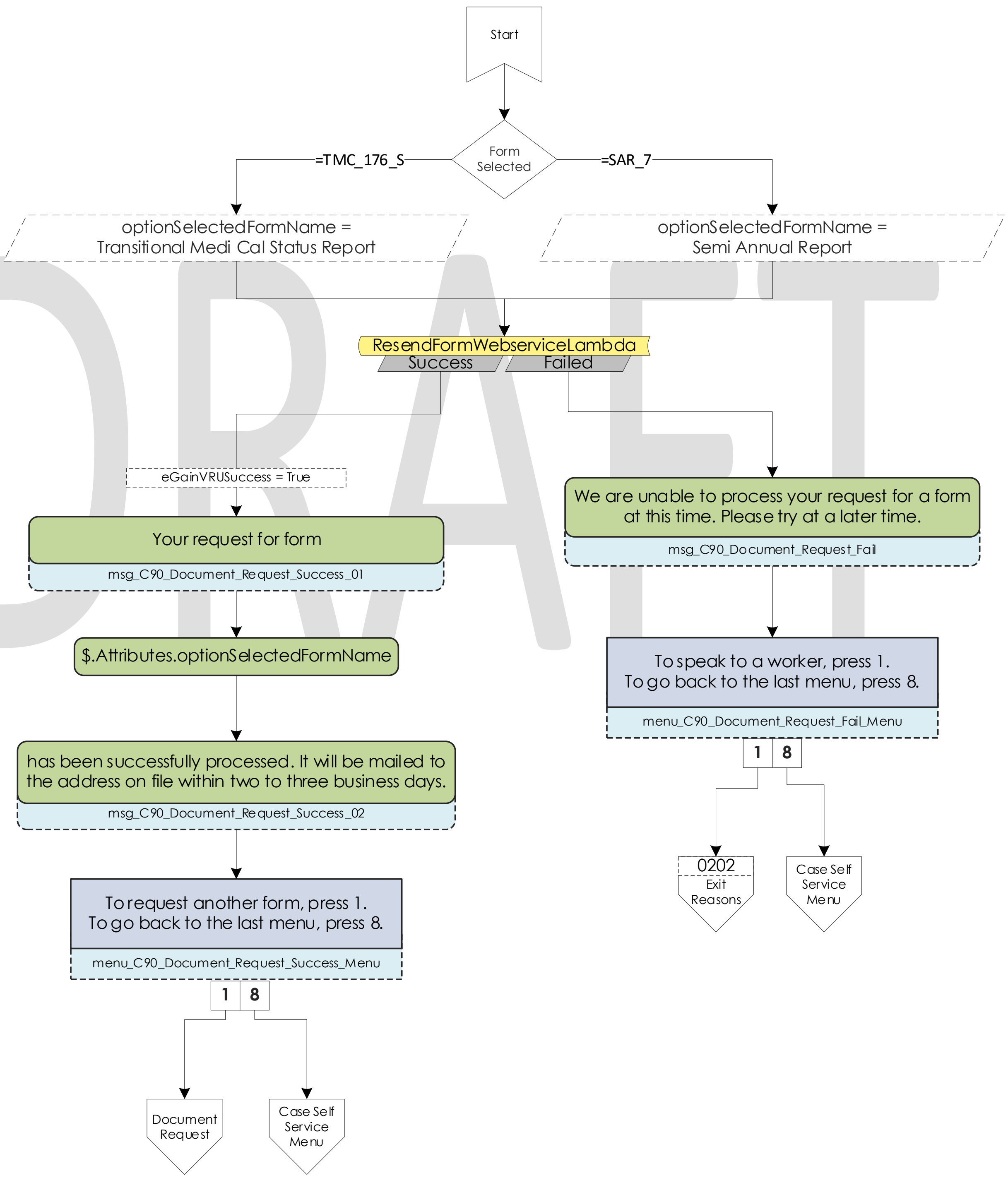
2.2.35 Dynamic Document Request Contact Flow

After determining how many forms are available to be requested, the caller is given an option to request up to three forms, the GEN 2000, the SAR 7, and the TMC status report, depending on how many forms are available. This menu is dynamic and will only play the options available on the case. The dynamic menu will ignore selections that do not match any available selections until after all menu options have been played. There is a two second pause between each menu option where callers can select what they are calling about, but any other selection will just move them to the next menu option. Only on the final selection will it play the No Match prompt.



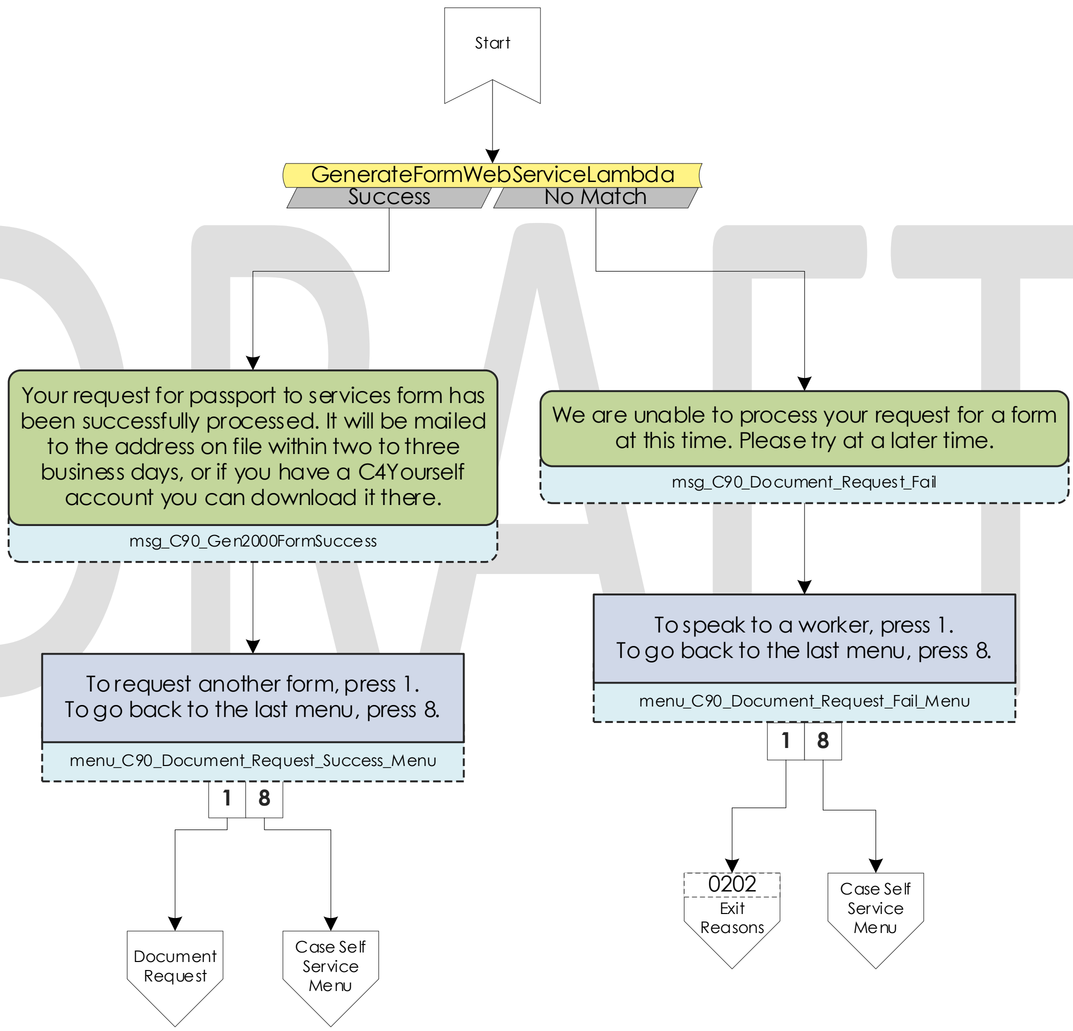
2.2.36 Document Request Resend Forms Contact Flow

If a caller requests either the SAR 7 or the TMC Status report, the system attempts to resend the selected form to the caller's address on file. If it is successful, the caller is given the option to request another form or return to the case self-service menu. If it fails, the caller is given the options to speak to a worker, or return the case self-service menu.



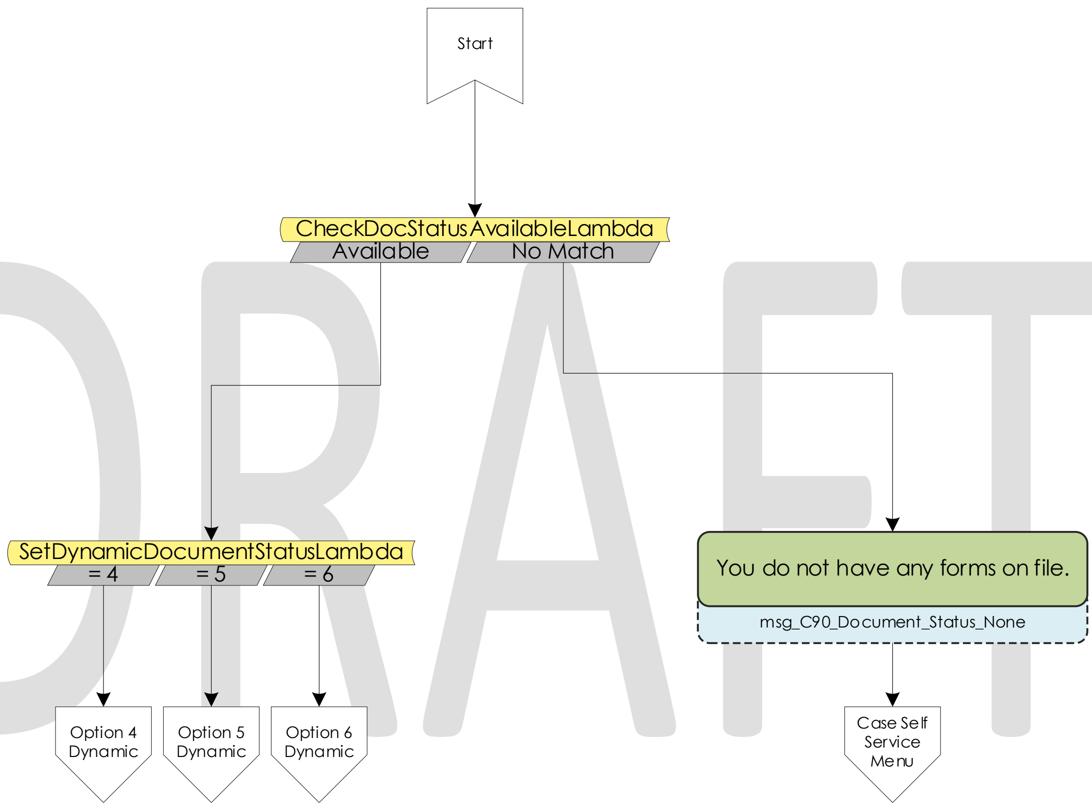
2.2.37 Document Request GEN 2000 Form Contact Flow

If the caller requests the GEN 2000 to be sent, the system attempts to generate the GEN 2000. If it is successful they inform the user that it will be mailed to their address on file or accessible through C4Yourself.com if their case is associate to their account. They are then given the option to request another form, or return to the case self-service menu. If the request is a failure the caller is given the option to speak to a work, or return to the case self-service menu.



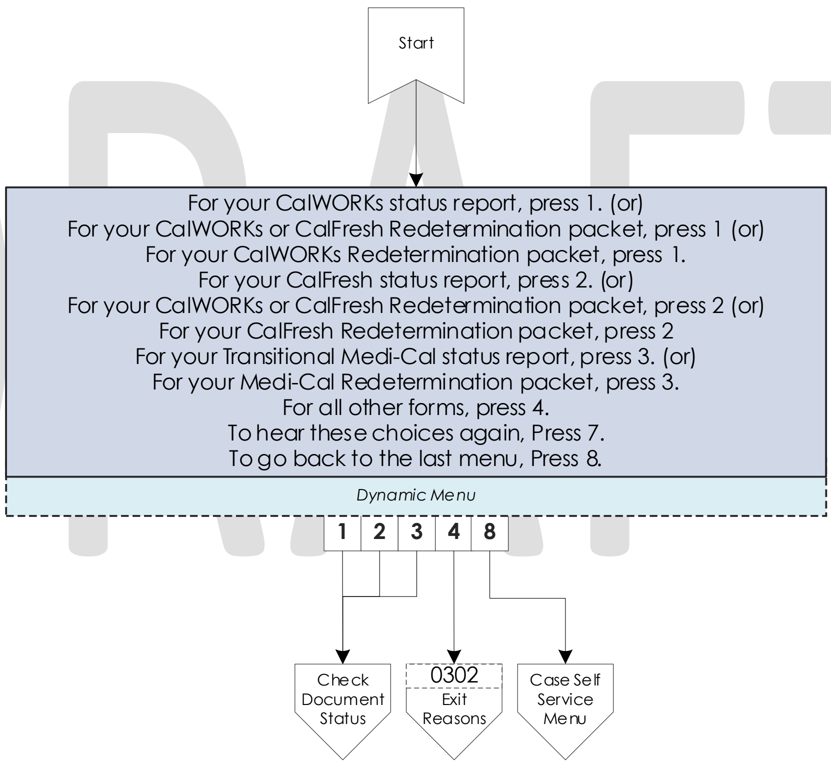
2.2.38 Document Status Contact Flow

If the caller requested to listen to their document status, the system first checks to see if they have any forms on file. If they don't, they are returned to the case self-service menu. If they have greater than zero forms on file, the system checks to see how many they have, then sends it to the correct dynamic menu based on the amount of forms they have.



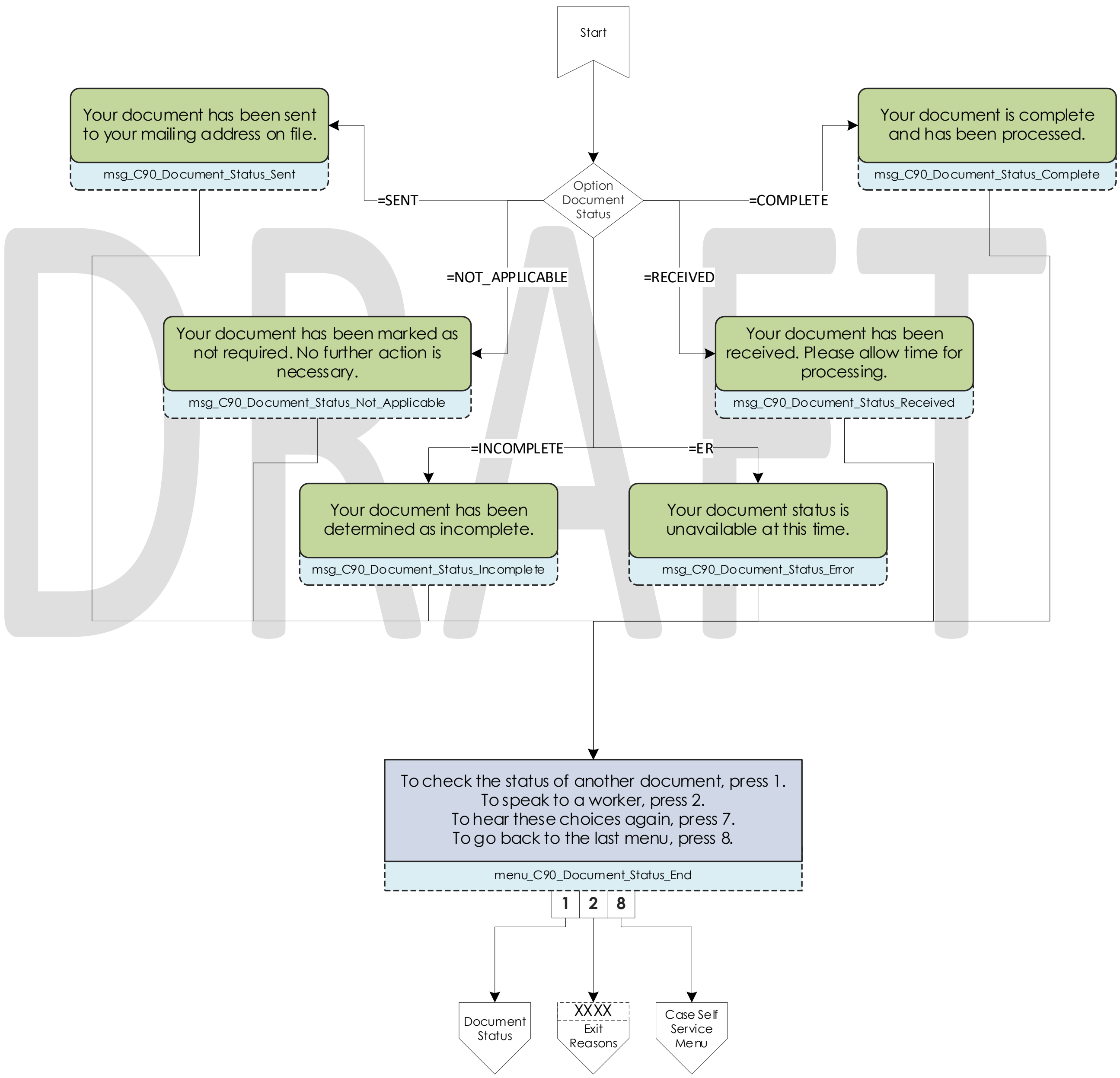
2.2.39 Dynamic Document Status Contact Flow

If the caller has one or more forms on file, they are given a list of forms to listen to choose from. For the CalFresh, CalWORKs, or CalWORKs CalFresh redetermination packets, only one will ever be given as an option. In the unlikely event that more than one of those three are on the case, the CalWORKs CalFresh redetermination packet takes president. The dynamic menu will ignore selections that do not match any available selections until after all menu options have been played. There is a two second pause between each menu option where callers can select what they are calling about, but any other selection will just move them to the next menu option. Only on the final selection will it play the No Match prompt.



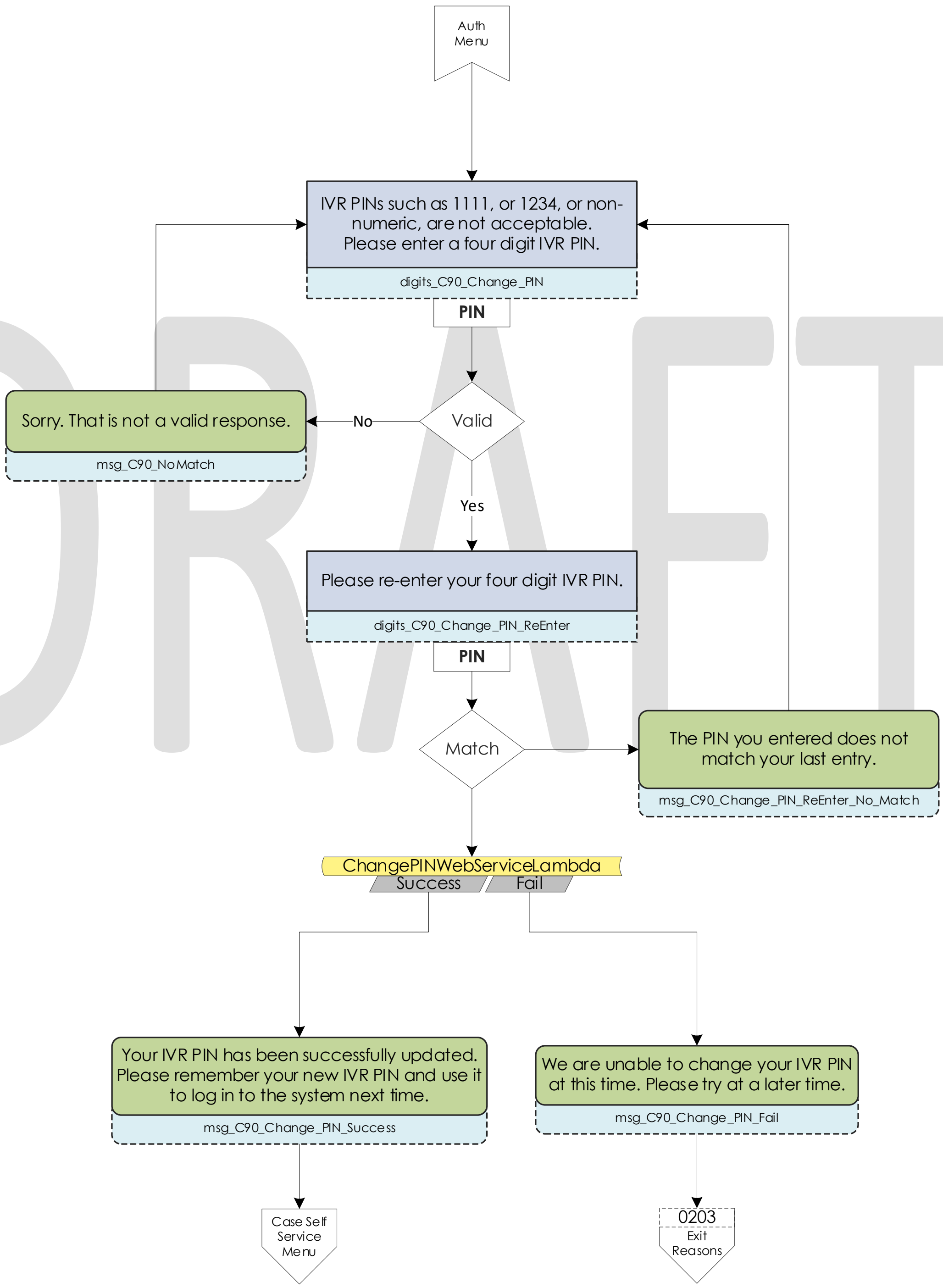
2.2.40 Check Document Status Contact Flow

After the caller selects what documents they want to hear the status of, they are given the information based on what the status of their document is. After the information is played, the caller is given the option to check the status of another document, or speak to a worker. If they wish to speak to a worker, they will be given the exit reason that aligns with the document status they just listened to.



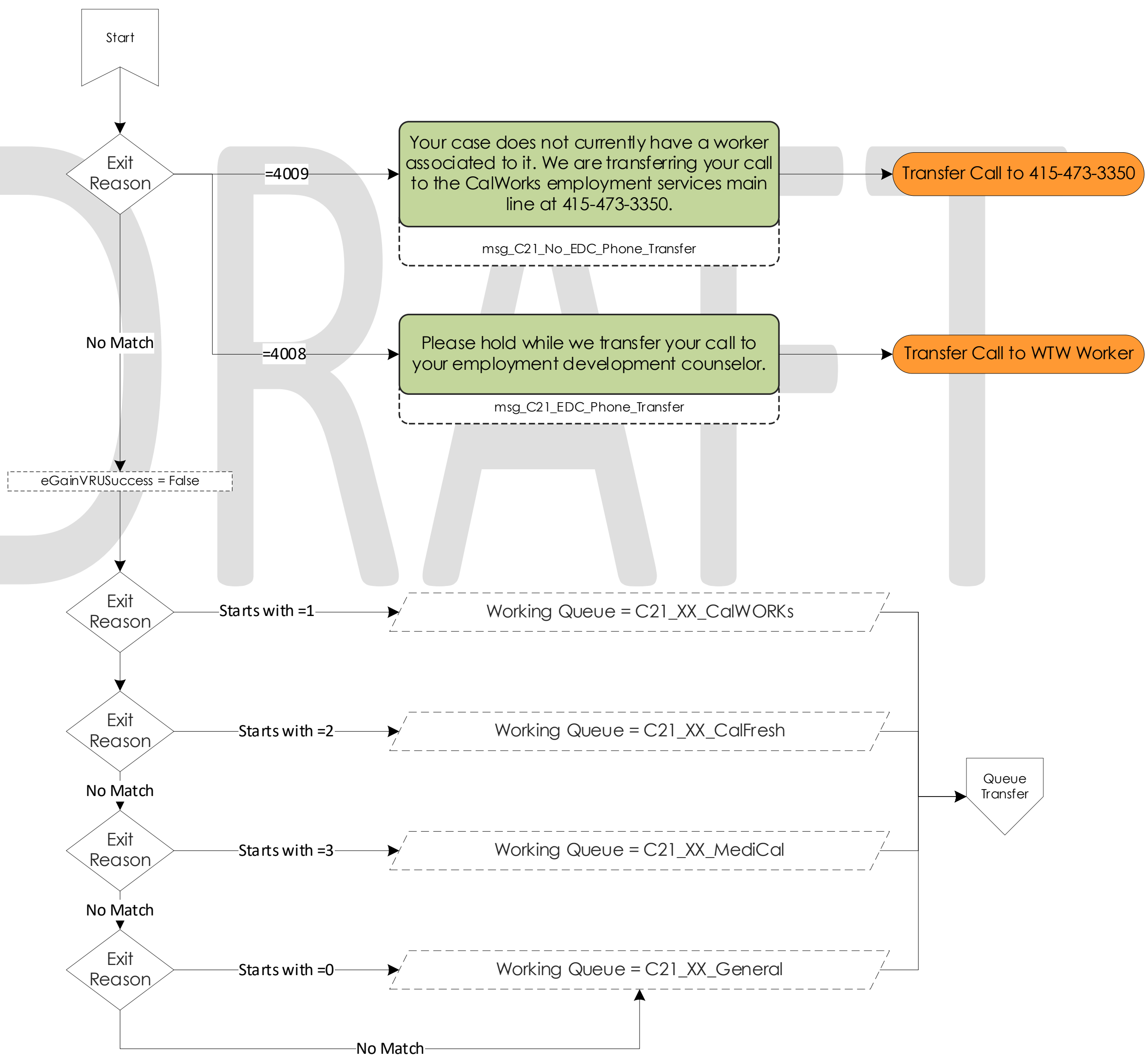
2.2.41 Change PIN Contact Flow

If a user requests to change their IVR PIN from the case self-service menu they are asked to enter a new PIN that meets the security requirements. If the change is successful they are returned to the case self-service menu. If it fails the caller is sent to a worker.



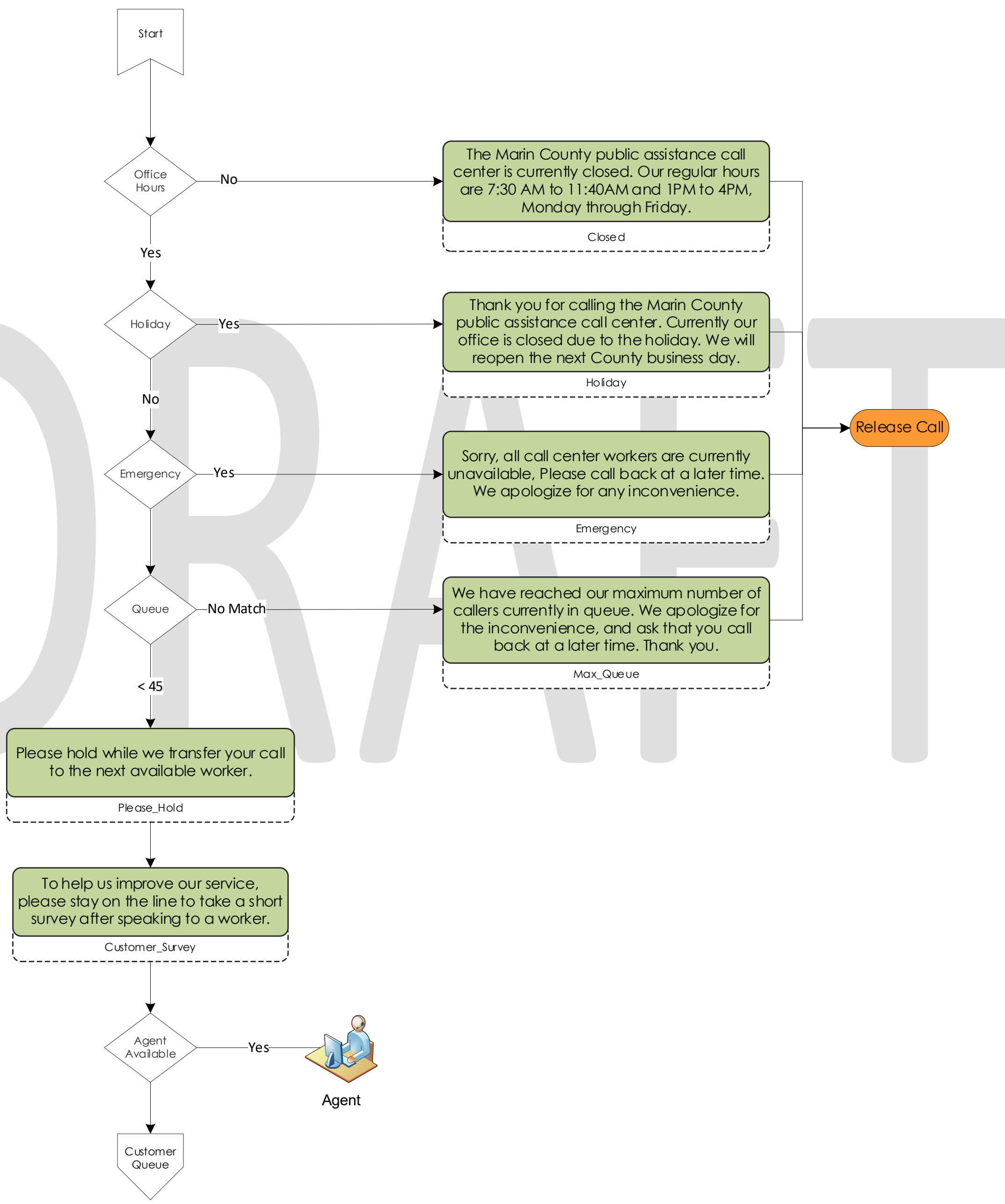
2.2.42 Exit Reasons Contact Flow

If the caller requests to speak to a worker, or are directed to a worker for another reason such as an error, it is determined what queue to route the call to based on the exit code. The exit codes are applied throughout all the contact flows right before it sends the caller to the exit reasons contact flow. The exit codes that begin with a 1, 2, or 3 are all routed to the CalWORKs, CalFresh, and MediCal queues respectively that corresponds with the language selected at the top of the contact flows. Exit Codes that begin with 0 or failed to have an exit code applied to the call are routed to the General queue.



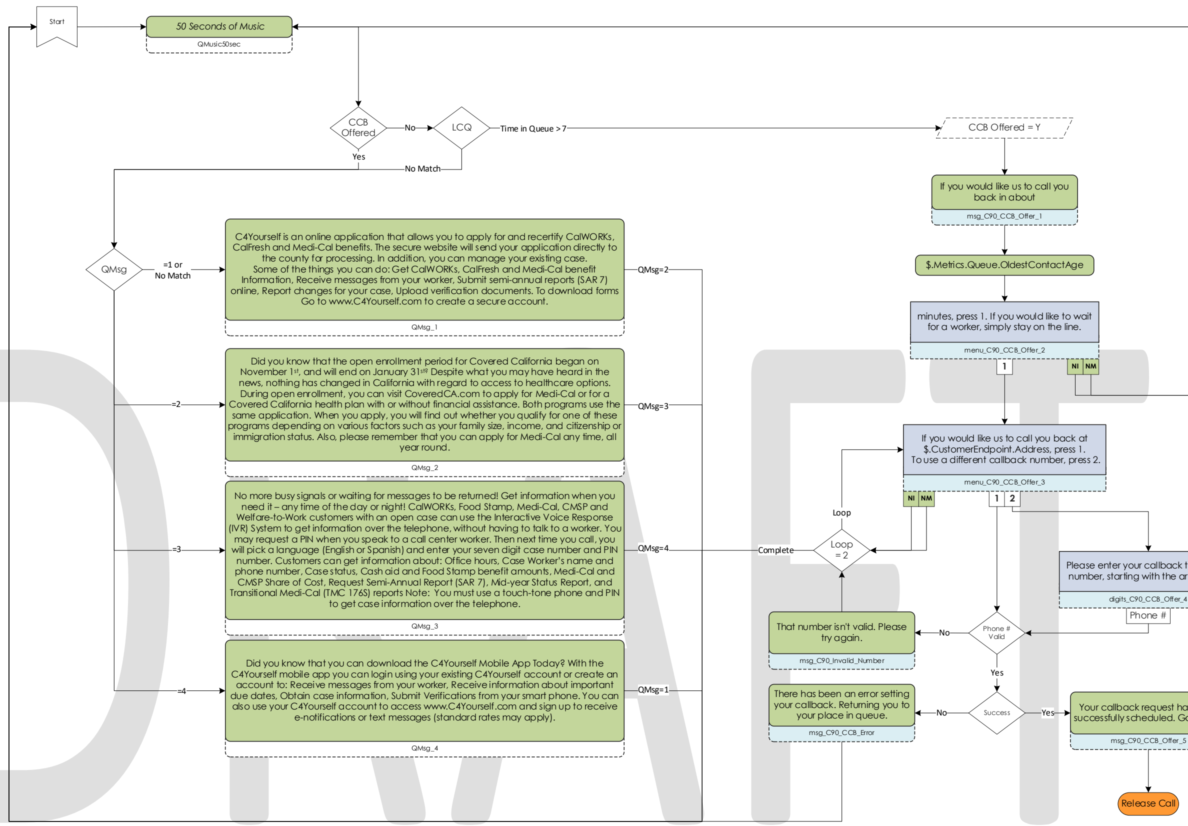
2.2.43 Queue Transfer Contact Flow

Once callers are set to the correct working queue, we then proceed to check if the contact center is currently open. If the contact center is open a message is played informing the user to wait for the next available worker.



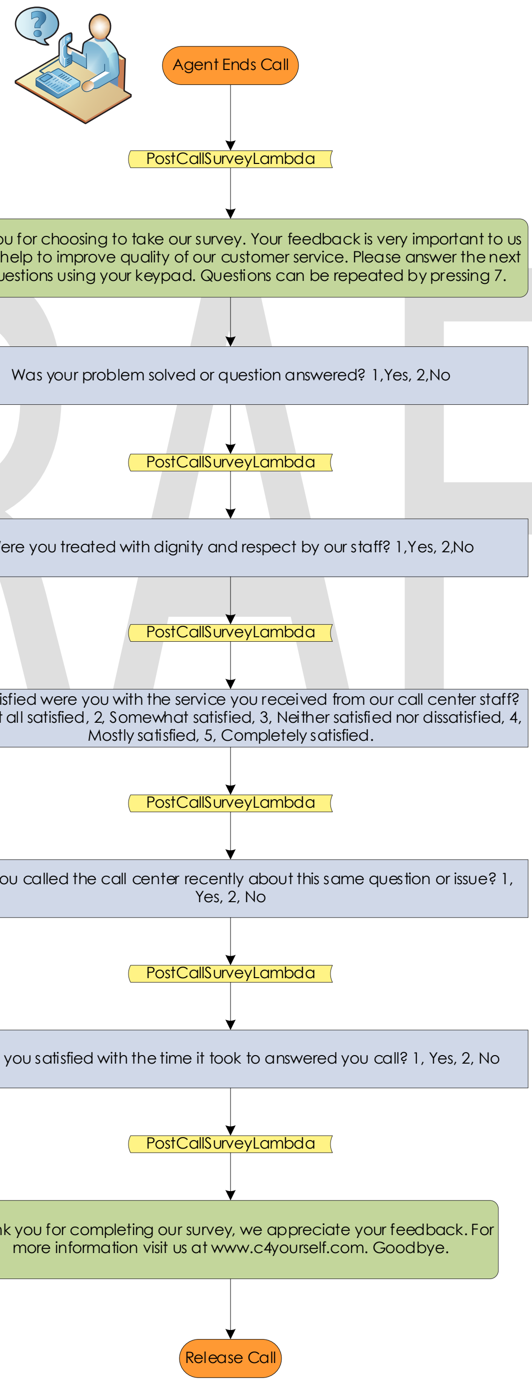
2.2.44 Customer Queue Contact Flow

If an agent is not currently in the Ready status and not able to accept a call, the caller is placed into a queue. All calls are answered in the order that they were received, and they hear music and informational messages while they wait for the next available agent.



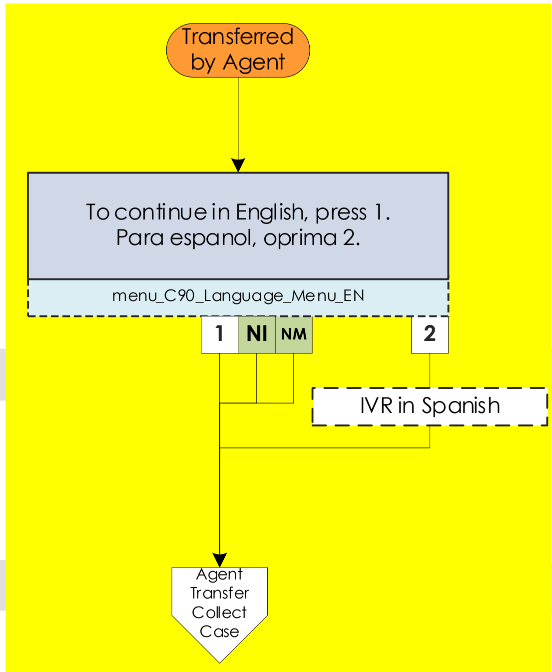
2.2.45 Post Call Survey Contact Flow

When agents presses the end button on their CCP, they are sent to the Post Call Survey. Callers can indicate their level of satisfaction of the call rating the call on a scale of 1to 5, or answering yes or no questions with 1 and 2 respectively. Answers are recorded before moving onto the next question in case the caller decides to disconnect in the middle of the survey.



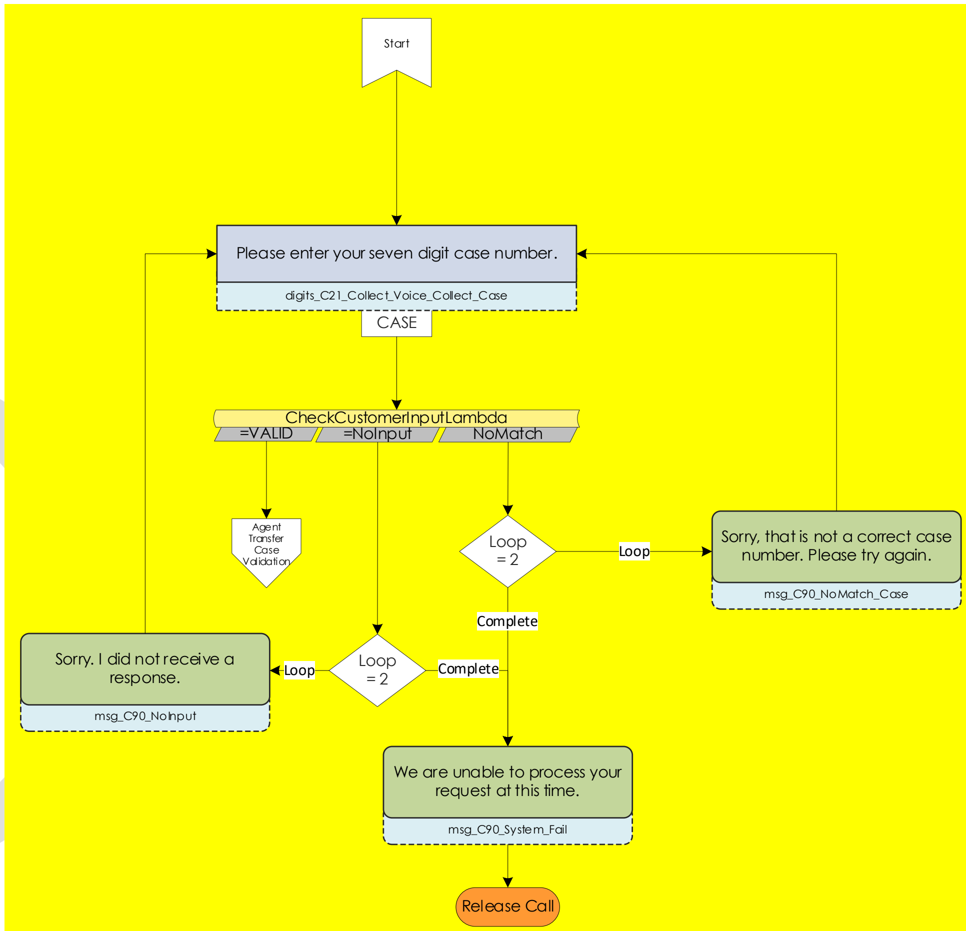
2.2.46 Agent Transfer Welcome

When an agent direct transfers the caller to the Voice Enrollment application, the first message the caller hears is a language selection. If they do not many any choice, or make an invalid choice, they are defaulted to English.



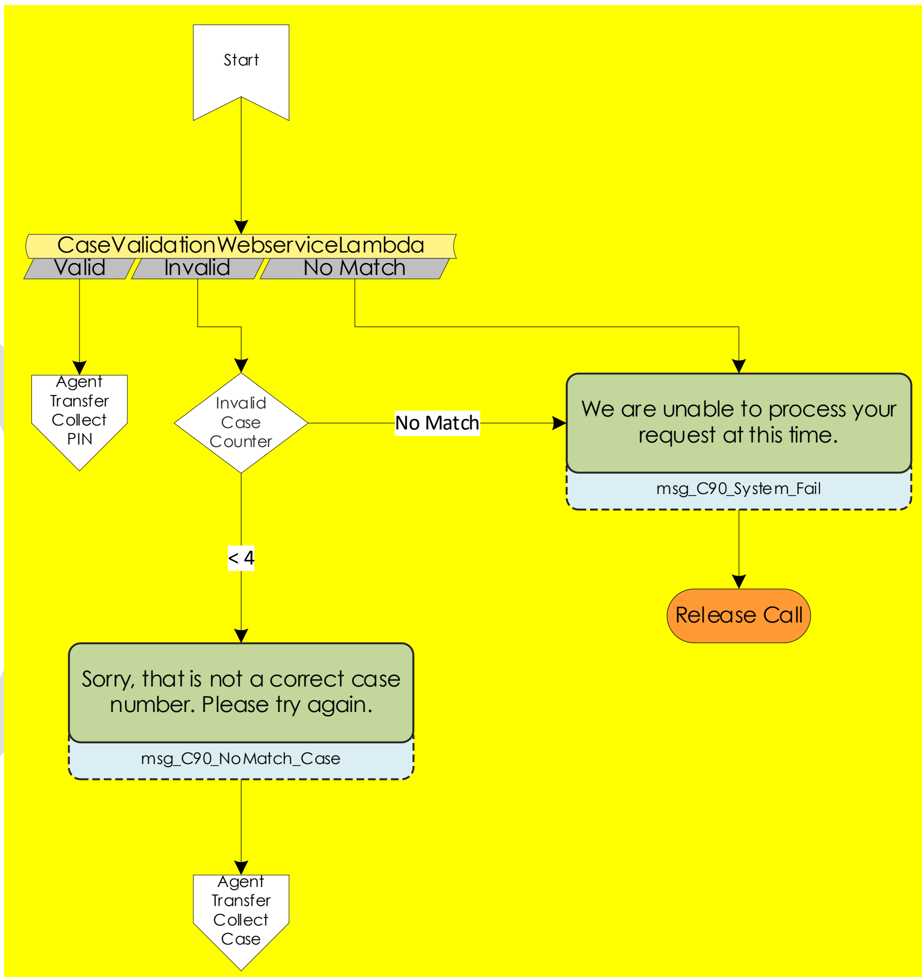
2.2.47 Agent Transfer Collect Case

Callers are required to authenticate with their Case number and IVR PIN to enroll their voice print. If they fail to enter their case, the system will end the call.



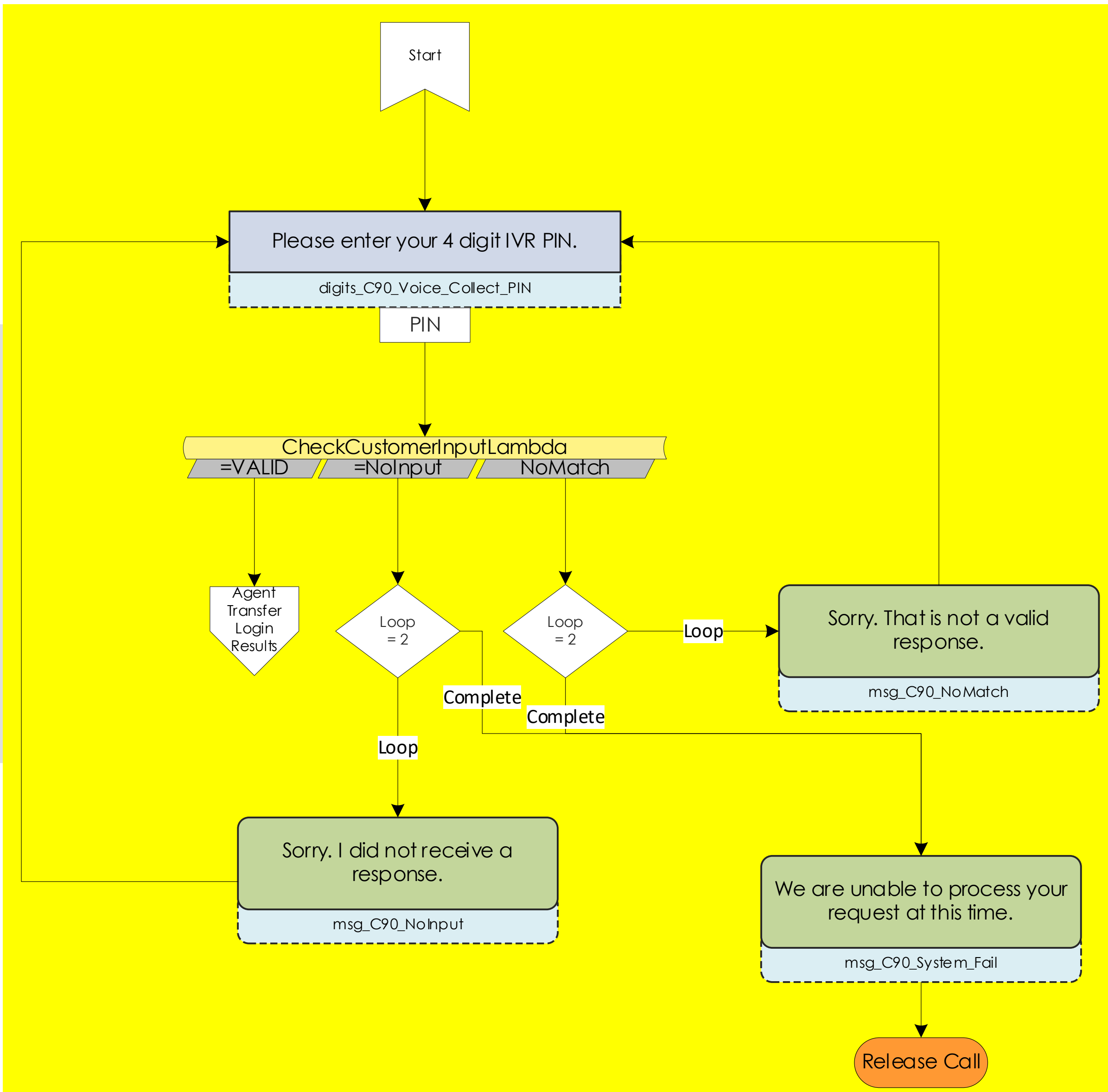
2.2.48 Agent Transfer Case Validation

When a caller enters a string of seven digits, the system will validate if the case number they entered is a valid Marin County case number. If it is not the caller will be given additional chances to enter a valid case number before the call is ended.



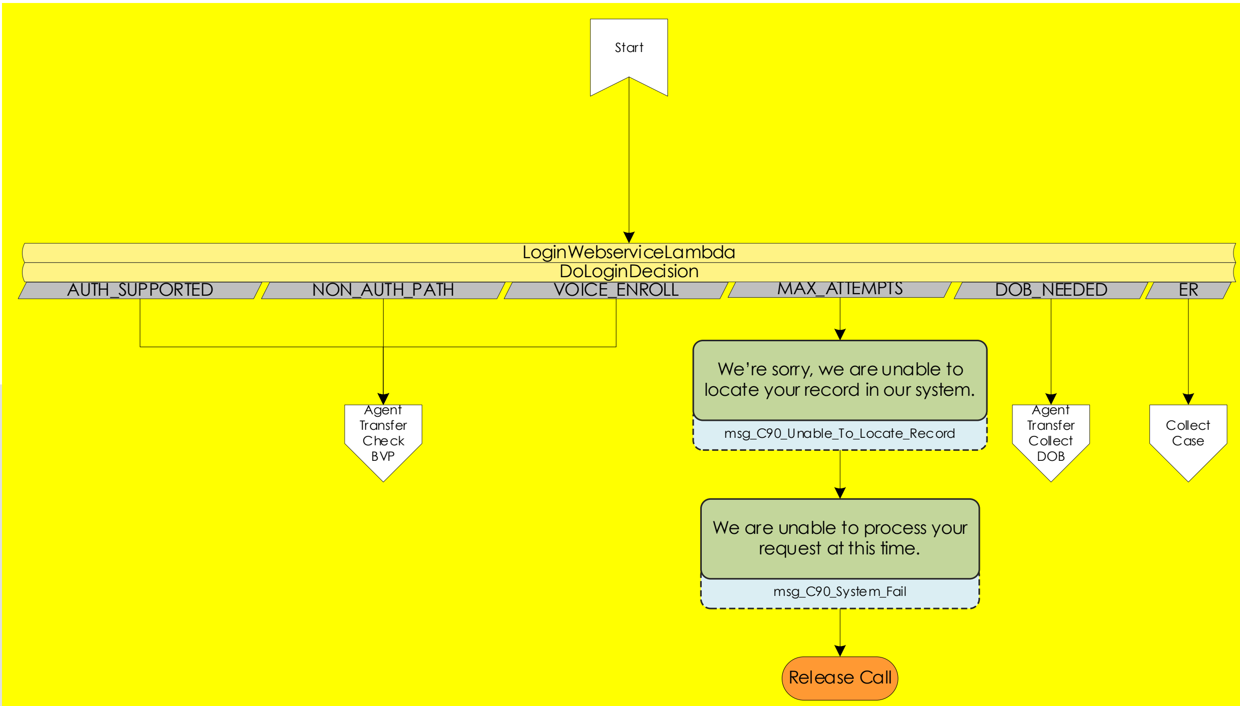
2.2.49 Agent Transfer Collect PIN

After successfully validating the case number, callers are required to enter their IVR PIN to continue. If they fail to enter an IVR PIN after a three attempts, the call will be ended.



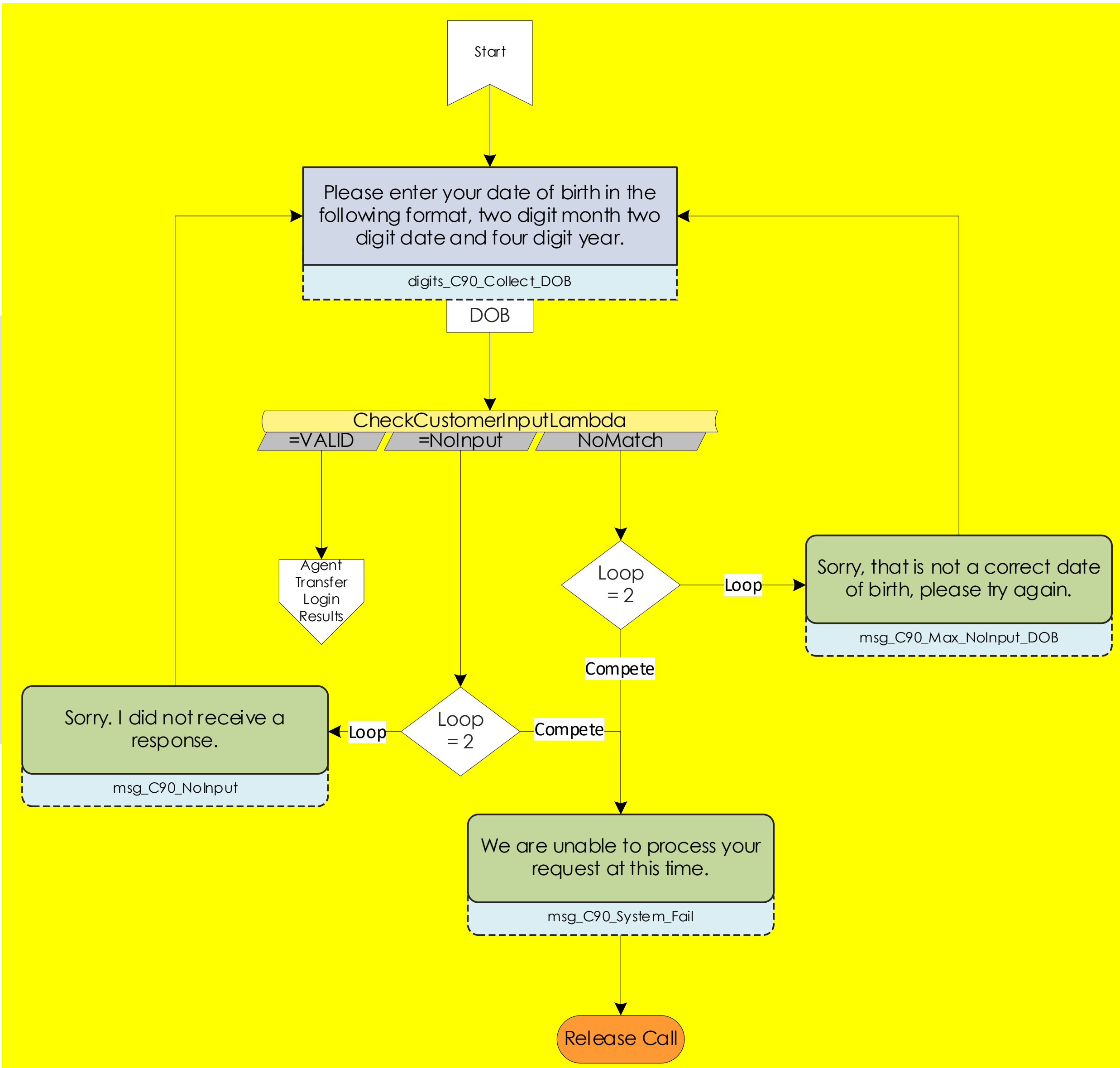
2.2.50 Agent Transfer Login Results

After entering a four-digit IVR PIN, the system will validate if the caller successfully authenticated or not. After four total failures, the system will end the call.



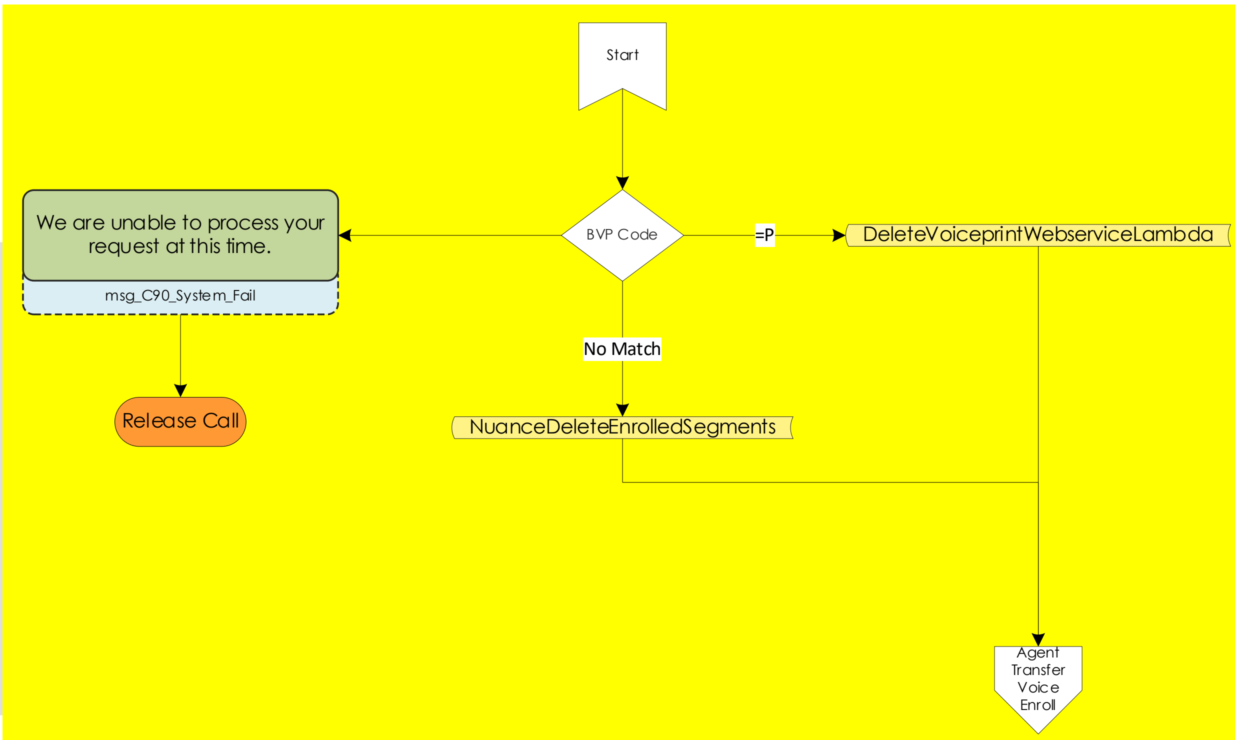
2.2.51 Agent Transfer Collect DOB

If a caller enters a valid case number and IVR PIN combination, but if there are more than one person associated to the case that has the same IVR PIN, the caller must enter their date of birth. If they fail to do so, the system will end the call.



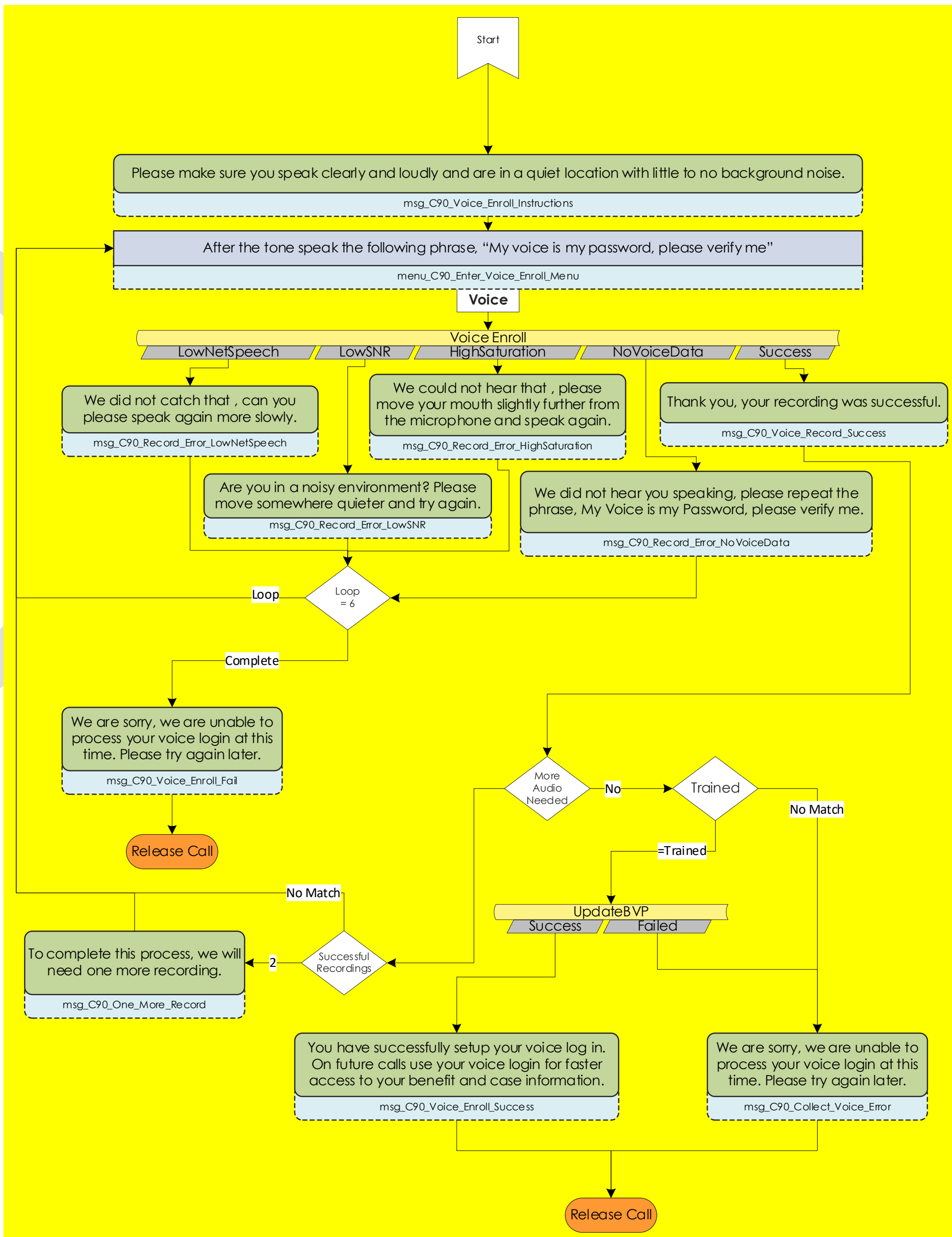
2.2.52 Agent Transfer Check BVP

After the caller has successfully authenticate, the system will verify what the current BVP status is for the caller. If they already have a voice print, the system will play an error message then end the call. If the caller's voice print is pending deletion, the system will attempt to delete the voice print before allowing them to reenroll. If they don't match either of the above scenarios, the system will attempt to remove any old voice recordings for the person calling.



2.2.53 Agent Transfer Voice Enroll

After the caller successfully authenticated, and the system validated the status of the caller's voice print, they're able to enroll their voice. The caller is asked to state the phrase "My voice is my password, please verify me" three times. Between each recording the system checks the quality of the recording and lets the caller know if the recording isn't high enough quality. After a total of six failed attempts, or three successful recordings, the call is ended.



2.3 Prompts

2.3.1 Overview

Amazon Connect has the option to upload WAV files to play messages to the caller, or use the built in Text-To Speech service. To present a better experience, the Amazon Connect IVR will use pre-recorded wav files for all the prompts, unless the prompt doesn't include a wav file name.

2.3.2 Description of Change

Upload all the WAV files currently used in the Cisco CVP call flow into the Amazon Connect instance, so customers have the same experience whether calling into Cisco or Amazon Connect.

2.3.3 Wav Files

Below is a list of all wav files used in Amazon Connect. All prompts below are indicated where in the contact flow they are used based the file name below the text of the prompt.

Filename	English Verbiage	Spanish Verbiage
msg_C21_Welcome	Welcome to Marin County Public Assistance Call Center.	NA
menu_C90_Language_Menu	To continue in English, press 1. Para espanol, oprima 2.	
msg_C21_Information	Our office provides benefits such as, CalWORKs, CalFresh, General Assistance, MediCal, and other Health Care Coverage options.	Nuestra oficina proporciona beneficios como CalWORKs, CalFresh, asistencia general, MediCal y otras opciones de cobertura para la atención médica.
May_Be_Recorded	Your call may be recorded for quality and training purposes.	Su llamada puede ser grabada o monitoreada con el propósito de control de calidad y entrenamiento.
msg_C90_Recognize_ANI	We recognize your phone number in our system.	Reconocemos su número de teléfono en nuestro sistema.
msg_C90_Unable_To_Locate_Record	We're sorry, we are unable to locate your record in our system.	Lo sentimos, no podemos encontrar su registro en nuestro sistema.

menu_C21_General_Menu	If you are calling about your case, Press 1 For office hours and locations, Press 2 For all other questions, Press 3 To hear these choices again, Press 7.	Si está llamando sobre su caso, oprima 1. Para las horas de oficina y nuestras localidades oprima 2. Para cualquier otra preguntas, oprima 3. Para escuchar estas opciones de nuevo, oprima 7.
msg_C90_NoInput	Sorry.I did not receive a response	Lo siento, no recibí una respuesta.
msg_C90_Max_NoInput	Sorry. A response is required to continue.	Lo sentimos. Se requiere una respuesta para continuar.
msg_C90_NoMatch	Sorry. That is not a valid response.	Lo siento, esa no es una respuesta válida.
msg_C90_Voice_Access	For faster access to the system use your voice. This will take about a minute.	Para acceder más rápido al sistema, ahora puede usar su voz. Esto tomará aproximadamente un minuto.
menu_C90_Login_Menu	If you have enrolled your voice log in, press 1. To enroll your voice log in, press 2. To log in using your case number and IVR PIN, press 3. To hear these choices again, press 7.	Si ha registrado su inicio de sesión de voz, oprima 1. Para registrar su inicio de sesión de voz, oprima 2. Para iniciar sesión con su número de caso y su PIN del sistema telefónico, oprima 3.Para escuchar estas opciones de nuevo, oprima 7.
menu_C90_Voice_Login_Menu	To enter your social security number, press 1. To enter your case number, press 2.	para ingrese su número de seguro social, oprima 1. Para iniciar sesión con su número de caso oprima 2.
menu_C90_Enter_Voice_Enroll_Menu	After the tone speak the following phrase. My voice is my password, please verify me.	Después del tono diga la siguiente frase. Mi voz es mi contraseña, por favor verifíqueme.
msg_C90_Collect_Voice_Error	We are sorry, we are unable to process your voice login at this time. Please try again later.	Lo sentimos, no podemos procesar su registro de voz en este momento. Por favor, inténtelo de nuevo más tarde.
msg_C90_Collect_Voice_NoMatch	Your voice login does not match our records.	Su inicio de sesión de voz no coincide con nuestros registros.
msg_C90_Record_Error_HighSaturation	We could not hear that , please move your mouth slightly further from the	No pudimos oír eso, por favor mueva su boca un poco más

	microphone and speak again.	lejos del micrófono y hable de nuevo.
msg_C90_Record_Error_LowNetSpeech	We did not catch that , can you please speak again more slowly.	No entendimos eso. ¿puede hablar de nuevo más despacio?
msg_C90_Collect_Voice_No_Voice_Data	We did not hear you speaking, please repeat the phrase, My Voice is my Password, please verify me.	No lo oímos hablar. Por favor, repita la frase: "Mi voz es mi contraseña. Favor de verificarme".
msg_C90_Collect_Voice_Low_SNR	Are you in a noisy environment? Please move somewhere quieter and try again	¿Está en un lugar ruidoso? Por favor, muévase a otro lugar más silencioso e inténtelo de nuevo.
digits_C90_Collect_Voice_Collect_Case	Please enter your seven digit case number.	Por favor oprima los siete dígitos de su número de caso,
digits_C90_Collect_Case	Please enter your 7 digit case number. If you do not have Or do not remember a case number, please press Star to continue.	Por favor oprima los siete dígitos de su número de caso, Si no tiene o no recuerda un número de caso oprima la tecla de estrella, para continuar.
msg_C90_NoMatch_Case	Sorry, that is not a correct case number. Please try again.	Lo siento, ese no es un número de caso correcto. Por favor inténtelo de nuevo.
digits_C90_Collect_PIN	Please enter your 4 digit I V R PIN. If you do not have or do not remember your I V R PIN, please press Star to continue.	Por favor, ingrese los 4 dígitos de su PIN de IVR. Si usted no tiene o no recuerda su PIN de IVR, oprima el signo de la estrella para continuar.
digits_C90_Collect_DOB	Please enter your date of birth in the following format, two digit month two digit date and four digit year.	Por favor, ingrese su fecha de nacimiento, en la manera siguiente, dos para el mes, dos dígitos para el día y cuatro dígitos para el año.
msg_C90_Max_NoInput_DOB	Sorry, that is not a correct date of birth, please try again.	Lo siento, esa no es una fecha de nacimiento correcta. Por favor inténtelo de nuevo.
digits_C90_Collect_SSN	Please enter your 9 digit Social Security Number . If you do not have Or do not remember your Social Security Number, please press Star.	Por favor, ingrese su número de seguro social de 9 dígitos. Si no tiene o no recuerda su número de Seguro Social oprima la tecla de estrella

msg_C90_Max_NoInput_SSN	Sorry. Your social security number should be 9 digits long.	Lo siento. Su número de seguro social debe constar de 9 dígitos.
msg_C90_No_SSN_Voice	Sorry, a valid social security number is required to continue	Lo sentimos, se requiere un número de seguro social válido para continuar
msg_C90_No_SSN	Sorry. A valid social security number is required to request a new PIN.	Lo siento. Es necesario un número de seguro social válido para solicitar un nuevo PIN.
msg_C90_Max_NoMatch_Case_PIN	The case number and PIN combination you entered does not match our records.	La combinación del número de caso y el PIN que proporcionó no coincide con nuestros registros.
msg_C90_Voice_Login_Process	Welcome to the voice login process. In order to complete this process you will need your case number and IVR PIN.	Bienvenido al proceso de inicio de sesión de voz. Para completar este proceso, necesitará su número de caso y su PIN del sistema telefónico.
menu_C90_Voice_Enroll_Menu	Press 1 to continue. If you do not have your case number and IVR PIN available, press 2.	Oprima 1 para continuar.Si no tiene su número de caso y su PIN del sistema telefónico disponible, oprima 2.
menu_C90_Voice_Enroll_Offer_Menu	We have changed the way you log in. For faster access to the system, you can now use your voice. Enrolling your voice will take about a minute.If you would like to enroll your voice, press 1.	Hemos cambiado la manera en como iniciar la sesión. Para un acceso más rápido al sistema, ahora puede usar su voz. Inscribir su voz demorara aproximadamente un minuto.Si desea inscribir a su voz, presione 1.
msg_C90_Voice_Enroll_Instructions	Please make sure you speak clearly and loudly and are in a quite location with little to no background noise.	Por favor asegúrese de hablar claramente y fuerte y de estar en una zona tranquila con poco o ningún ruido de fondo.
menu_C90_Enter_Voice_Enroll_Menu	After the tone speak the following phrase, My voice is my password, please verify me.	Después del tono, diga la siguiente frase "Mi voz es mi contraseña. Favor de verificarme".
msg_C90_Voice_Enroll_Success	You have successfully set up your voice log in. On future calls use your voice log in for faster access to your benefit and case information.	Ha establecido exitosamente su registro de voz. En futuras llamadas utilice su registro de voz para acceso más rápido a sus beneficios y información de su caso.

menu_C21_Program_Menu	If you are calling about CalWORKs, Press 1. For CalFresh, Press 2. For Medi-Cal or other Health Care Coverage Options, Press 3. To hear these choices again, Press 7.	Si esta llamando sobre asistencia monetaria CalWORKs , Oprima 1. Para CalFRESH, Oprima 2. Para Medi-Cal o otros programas de salud, Oprima 3. Para escuchar estas opciones de nuevo, oprima 7.
menu_C21_Agent_Menu	If you are calling about CalWORKs, Press 1. For CalFresh, Press 2. For Medi-Cal or other Health Care Coverage Options, Press 3. To hear these choices again, Press 7. To go back to the last menu,press 8.	Si esta llamando sobre asistencia monetaria CalWORKs , Oprima 1. Para CalFRESH, Oprima 2. Para Medi-Cal o otras opciones de cobertura de atención médica, Oprima 3. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
menu_C21_No_PIN_Program_Menu	To request a new IVR PIN, press 1. If you are calling about CalWORKs, Press 2. For CalFresh, Press 3. For MediCal, Press 4. To hear these choices again, Press 7.	Para solicitar un nuevo PIN del sistema de IVR, oprima 1. Si llama acerca de CalWORKs, oprima 2. Para CalFresh, oprima 3. Para MediCal, oprima 4. Para escuchar las opciones de nuevo, oprima 7.
menu_C21_Agent_Service_Menu	To apply for benefits or add a person to your case, press 1. To request or change an appointment, press 2. To make or report a change to your case, press 3. For benefit information, or if your benefits were discontinued within the last month, press 4. For all other questions, press 5. To hear these choices again, Press 7. To go back to the last menu, Press 8.	Para solicitar beneficios o añadir a una persona a su caso, oprima 1. Para solicitar o cambiar una cita, oprima 2. Para hacer o informar sobre un cambio en su caso, oprima 3. Para obtener información sobre beneficios o si se suspendieron sus beneficios durante el mes pasado, oprima 4. Para cualquier otra pregunta, oprima 5. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
menu_C21_No_Case_Service_Menu	If you are calling to apply for benefits, Press 1. If you are a Certified Enrollment Counselor from a Marin County agency, calling about MediCal only, please press 2. For other questions, Press 3. To hear these choices again, Press	Si llama para solicitar beneficios, oprima 1.Si es un asesor de inscripciones certificado de una dependencia del condado de Marin, que llama solamente acerca de MediCal, oprima 2. Para cualquier otra pregunta, oprima 3. Para escuchar estas opciones de nuevo, oprima 7.

	7. To go back to last menu, Press 8.	Para regresar al menú anterior, oprima 8.
msg_C21_C4_Yourself	Did you know that you can apply for benefits at www.C4yourself.com? That is www. 'the letter C, the number 4' yourself.com.	¿Sabía que puede solicitar beneficios en www punto C4yourself punto com? Esto es www punto la letra "C", el número "4", y-o-u-r-s-e-l-f punto com.
menu_C21_No_Case_General_Menu	For our office hours and locations, Press 1. To request an application, Press 2. To hear these choices again, Press 7. To go back to last menu, Press 8.	Para escuchar los horarios y las ubicaciones de nuestras oficinas, oprima 1. Para pedir una solicitud, oprima 2. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
menu_C21_Agent_Menu	If you are calling about CalWORKs, Press 1. For CalFresh, Press 2. For MediCal or other Health Care Coverage Options, Press 3. For all other questions, Press 4. To hear these choices again, Press 7. To go back to last menu, Press 8.	Si llama acerca de CalWORKs, oprima 1. Para CalFresh, oprima 2. Para MediCal u otras opciones de cobertura para la atención médica, oprima 3. Para cualquier otra pregunta, oprima 4. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
msg_C21_Office_Info_01_EN.wav	In San Rafael, we are located at 120 North Redwood Drive and 3240 Kerner Boulevard. At 3240 Kerner, we are open Monday through Friday 8:00 AM to 4:30 PM. At 120 North Redwood we are open Monday through Friday 8:00 AM to 12:00 pm and 1:00 pm to 4:30 pm.	En San Rafael estamos ubicados en 120 North Redwood Drive y 3240 Kerner Boulevard. En 3240 Kerner, estamos abiertos de lunes a viernes de 8:00 a.m. a 4:30 p.m. En 120 North Redwood, estamos abiertos de lunes a viernes de 8:00 a.m. a 12:00 p.m. y de 1:00 p.m. a 4:30 p.m
msg_C21_Office_Info_02_EN.wav	In San Rafael, we are located at 120 North Redwood Drive and 3240 Kerner Boulevard. We are open Monday through Friday 8:00 AM to 4:30PM	En San Rafael estamos ubicados en 120 North Redwood Drive y 3240 Kerner Boulevard, estamos abiertos de lunes a viernes de 8:00 a.m. a 4:30 p.m.

msg_C21_Office_Info_03_EN.wav	We are also located at 1 Sixth St, Point Reyes Station, CA 94956. This office is open Monday, Tuesday and Thursday from 9:00 AM to 4:30 PM	También nos encontramos en 1 Sixth Street, Point Reyes Station. Esta oficina está abierta los lunes, martes y jueves, de 9 de la mañana a 4:30 de la tarde
menu_C21_Office_Info_Repeat_Menu	To hear this information again, press 7. To go back to the last menu, press 8.	. Para escuchar ésta información de nuevo, oprime 7.Para regresar al menú anterior, oprima 8.
msg_C90_New_PIN_Success	Your new PIN will be mailed to your address on file.	Se le enviará su nuevo PIN por correo a la dirección que tiene registrada.
msg_C90_System_Fail	We are unable to process your request at this time	No podemos procesar su solicitud en este momento.
msg_C90_New_PIN_NonPrimary	We are unable to change your IVR PIN at this time.	No podemos cambiar su PIN del sistema de IVR en este momento.
menu_C21_New_PIN_Agent_Service_Menu	To speak to a worker, press 1. To hear these choices again, Press 7. To go back to the last menu, press 8. To end this call, please hang up.	Para hablar con un trabajador, oprime 1. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.Para terminar esta llamada, por favor cuelgue.
menu_C90_Case_Self_Service_Menu.wav	To hear current benefit information, Press 1. To request a form, Press 2. To check the status of the documents requested or submitted, Press 3. To change your IVR PIN, Press 4. To Speak to a worker, Press 5. To hear these choices again, Press 7.	Para escuchar información actualizada de beneficios, oprima 1. Para solicitar un formulario, oprima 2. Para revisar el estado de los documentos solicitados o presentados, oprima 3. Para cambiar su PIN del sistema de IVR, oprima 4. Para hablar con un asistente, oprima 5. Para escuchar las opciones de nuevo, oprima 7.
menu_C90_Benefits_Info_CW	To hear your CalWORKs benefit information	Para escuchar la información sobre los beneficios de CalWORKs
menu_C90_Benefits_Info_CF	To hear your CalFresh benefit information	Para escuchar la información sobre los beneficios de CalFresh
menu_C90_Benefits_Info_MC	To hear your MediCal benefit information	Para escuchar la información sobre los beneficios de MediCal
menu_C90_Benefits_Info_WW	To hear your Welfare to Work benefit information	Para escuchar la información sobre los beneficios de Transición de la Asistencia Pública al Trabajo

msg_C90_Benefits_Info_CW_01	Your CalWorks program Status is	El estado de su programa CalWORKs es
msg_C90_Benefits_Info_CW_02	You will receive a total of	Recibirá un total de
msg_C90_Benefits_Info_CW_03	For this month.	Para este mes.
msg_C90_Benefits_Info_CW_04	These benefits will be issued on or before	Estos beneficios se transferirán a más tardar el día
msg_C90_Benefits_Info_CW_05	As of	A fecha de
msg_C90_Benefits_Info_CW_06	you appear to be eligible to receive	parece que es elegible para recibir
msg_C90_In	In	In
menu_C90_Benefits_Info_End_Menu	To repeat, press 7. To select another program, press 1. To hear other self-service options, press 8. If you have any questions about your benefits information, press 9.	Para escuchar de nuevo, oprima 7. Para escuchar otras opciones de autoservicio, presione 8. Si tiene preguntas acerca de la información de sus beneficios, oprima 9. Para continuar con el siguiente programa, oprima 1.
msg_C90_Benefits_Info_CF_01	Your CalFresh food benefit program status is	El estado de su programa CalFresh de beneficios para alimentos es...
msg_C90_Benefits_Info_CF_02	These benefits are on hold.	Estos beneficios están retenidos.
msg_C90_Benefits_Info_CF_03	You will receive a total of	Recibirá un total de
msg_C90_Benefits_Info_CF_04	For this month.	Para este mes.
msg_C90_Benefits_Info_CF_05	These benefits will be transferred to you on or before	Estos beneficios se le transferirán a más tardar el día
msg_C90_Benefits_Info_CF_06	As of	A fecha de
msg_C90_Benefits_Info_CF_07	you appear to be eligible to receive	parece que es elegible para recibir
msg_C90_For_the_month_of	For the month of	Para el mes de
msg_C90_Benefits_Info_MC_01	is active in MediCal, with a share of cost of	está activo en MediCal, con una participación en el costo de

msg_C90_Benefits_Info_MC_02	For	Por
msg_C90_Benefits_Info_WW_01	has a status of	tiene un estado de
msg_C90_Benefits_Info_WW_02	in Welfare to Work.	en Welfare to Work.
msg_C90_Benefits_Info_WW_Activity_01	has an activity of	tiene una actividad de
msg_C90_Benefits_Info_WW_Activity_02	beginning on	a partir del día
msg_C90_Benefits_Info_WW_Activity_03	and ending on	y hasta el día
msg_C90_Benefits_Info_WW_Activity_04	from	de las
msg_C90_Benefits_Info_WW_Activity_05	To	a las
msg_C90_Benefits_Info_WW_Reimbursement_01	has a	tiene un reembolso de
msg_C90_Benefits_Info_WW_Reimbursement_02	reimbursement in the amount of	por la cantidad de
msg_C90_Benefits_Info_WW_Reimbursement_03	The amount will be transferred to your account on	Se le transferirá la cantidad a su cuenta el día
msg_C90_Document_Request_SelectForm	Please select a form you would like to request	Elija el formulario que quiere solicitar.
menu_C90_Document_Request_SAR7	To request your semi-annual report.	Para solicitar su informe semestral,
menu_C90_Document_Request_TMC	To request your Transitional MediCal status report.	Para solicitar el informe de su estado de Transitional MediCal,
msg_C90_Document_Request_Success_01	Your request for form	Su solicitud del formulario
msg_C90_Document_Request_Success_02	has been successfully processed. It will be mailed to the address on file within two to three business days.	... se ha procesado de forma correcta. Se le enviará a la dirección que tiene registrada dentro de un plazo de dos a tres días hábiles.
msg_C90_Document_Request_Fail	We are unable to process your request for a form at this time. Please try at a later time.	No podemos procesar su solicitud para un formulario en este momento. Por favor intente de nuevo más tarde.

menu_C90_Document_Request_Success_Menu	To request another form, press 1. To go back to the last menu, press 8.	Para solicitar otro formulario, oprima 1. Para regresar al menú anterior, oprima 8.
menu_C90_Document_Request_Fail_Menu	To speak to a worker, press 1. To go back to the last menu, press 8.	Para hablar con un asistente, oprima 1. Para regresar al menú anterior, oprima 8.
msg_C90_Gen2000FormSuccess	Your request for Passport to Services form has been successfully processed. It will be mailed two the address on file within 2 two 3 business days, or if you have a C 4 yourself account, you can down. load. it. there.	Su solicitud para Pasaporte para servicios ha sido procesado con éxito. Será enviado por correo a la dirección registrada en 2 a 3 días hábiles o si tienes una C 4 yourself cuenta, puedes descargarla allí.
msg_C90_Document_Status_None	You do not have any forms on file.	Usted no tiene ninguna formulario en los archivos para enviar.
menu_C90_Document_Status_CW	For your CalWORKs status report	Para el informe de su estado de CalWORKs
menu_C90_Document_Status_CF	For your CalFresh status report	Para el informe de su estado de CalFresh
menu_C90_Document_Status_TMC	For your Transitional MediCal status report,	Para el informe de su estado de Transitional MediCal,
menu_C90_Document_Status_MCRE	For your MediCal redetermination packet,	Para el paquete de redeterminación de MediCal,
menu_C90_Document_Status_CWRE	For your CalWORKs redetermination packet,	Para el paquete de redeterminación de CalWORKs,
menu_C90_Document_Status_CFRE	For your CalFresh redetermination packet,	Para el paquete de redeterminación de CalFresh,
menu_C90_Document_Status_CWFRE	For your CalWORKs or CalFresh redetermination packet,	Para el paquete de redeterminación de CalWORKs o CalFresh,
menu_C90_Document_Status_Other	For all other forms,	Para cualquier otro documento,
menu_C90_To_FormRepeat	To hear these choices again	Para escuchar estas opciones de nuevo
menu_C90_To_FormReturn	To go back to the last menu	Para regresar al menú anterior
msg_C90_Document_Status_Sent	Your document has been sent to your mailing address on file.	Se envió su documento por correo a la dirección que tiene registrada.

msg_C90_Document_Status_Complete	Your document is complete and has been processed.	Su documento está completo y se ha procesado.
msg_C90_Document_Status_Received	Your document has been received. Please allow time for processing.	Se recibió su documento. Por favor espere un tiempo mientras se procesa.
msg_C90_Document_Status_Error	Your document status is unavailable at this time.	El estado de su documento no está disponible en este momento.
msg_C90_Document_Status_Incomplete	Your document has been determined as incomplete.	Se determinó que su documento está incompleto.
msg_C90_Document_Status_Not_Applicable	Your document has been marked as not required. No further action is necessary.	Se señaló que no es necesario su documento. No es necesario tomar medidas adicionales.
menu_C90_Document_Status_End	To check the status of another document, press 1. To speak to a worker, press 2. To hear these choices again, press 7. To go back to the last menu, press 8.	Para revisar el estado de otro documento, oprima 1. Para hablar con un asistente, oprima 2. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
digits_C90_Change_PIN	IVR PINs such as 1111, or 1234, or non-numeric, are not acceptable. Please enter a four-digit IVR PIN.	Claves como uno, uno, uno, uno o uno, dos, tres, cuatro no numéricos no son aceptables. Por favor, entre una clave de cuatro digitos.
digits_C90_Change_PIN_ReEnter	Please re-enter your four-digit IVR PIN.	Por favor, vuelva a ingresar su clave de cuatro digitos.
msg_C90_Change_PIN_Success	Your IVR PIN has been successfully updated. Please remember your new IVR PIN and use it to log in to the system next time.	Su PIN del sistema de IVR se ha actualizado de forma correcta. Recuerde su nuevo PIN y úselo la próxima vez que inicie sesión en el sistema de IVR.
msg_C90_Change_PIN_Fail	We are unable to change your IVR PIN at this time. Please try at a later time.	No podemos cambiar su PIN del sistema de IVR en este momento. Por favor intente de nuevo más tarde.
msg_C90_Change_PIN_ReEnter_No_Match	The PIN you entered does not match your last entry.	La clave que usted ingreso no coincide con su última entrada.
msg_C21_EDC_Phone_Transfer	Please hold while we transfer your call to your employment development counselor.	Por favor espere mientras transferimos su llamada a su asesor de fomento al empleo.

msg_C21_No_EDC_Phone_ Transfer	Your case does not currently have a worker associated to it. We are transferring your call to the CalWORKs employment services main line at 415-473-3350.	Su caso no está asociado a ningún asistente en este momento. Estamos transfiriendo su llamada a la línea principal de los servicios de empleo de CalWorks al 415-473-3350.
Closed	The Marin County public assistance call center is currently closed. Our regular hours are 7:30 AM to 11:40AM and 1PM to 4PM, Monday through Friday.	El centro de atención telefónica para la asistencia pública del condado de Marin está cerrado en este momento. Nuestro horario de atención normal es de lunes a viernes, de 7:30 a 11:40 de la mañana y de 1 a 4 de la tarde.
Holiday	Thank you for calling the Marin County public assistance call center. Currently our office is closed due to the holiday. We will reopen the next County business day.	Gracias por llamar al centro de atención telefónica para la asistencia pública del condado de Marin. Nuestra oficina está cerrada en este momento con motivo del día festivo. Reanudaremos actividades al siguiente día hábil del condado.
Emergency	Sorry, all call center workers are currently unavailable. Please call back at a later time. We apologize for any inconvenience.	Lo siento, todos los asistentes del centro de atención telefónica están ocupados. Por favor llame de nuevo más tarde. Lamentamos los inconvenientes ocasionados.
Max_Queue	We have reached our maximum number of callers currently in queue. We apologize for the inconvenience, and ask that you call back at a later time. Thank you.	Hemos alcanzado nuestro número máximo de llamadas actualmente en la cola. Lamentamos las molestias y le pedimos que vuelva a llamar más tarde. Gracias.
Please_Hold	Please hold, while we transfer your call to the next available worker.	Lo sentimos. Una respuesta válida es requerida para continuar.
Customer_Survey	To help us improve our service, please stay on the line to take a short survey after speaking to a worker.	Para ayudarnos a mejorar nuestro servicio, por favor espere en la línea para responder una breve encuesta después de hablar con un asistente.
msg_C90_Agent_Busy	All workers are currently assisting other customers. Please hold for the next available worker.	En este momento, todos los asistentes están atendiendo a otros clientes. Por favor espere al

		próximo asistente que esté disponible.
QMsg_1	C4Yourself is an online application that allows you to apply for and recertify CalWORKs, CalFresh and MediCal benefits. The secure website will send your application directly to the county for processing. In addition, you can manage your existing case. Some of the things you can do, Get CalWORKs, CalFresh and MediCal benefit information, receive messages from your worker, submit semi-annual reports (SAR 7) online, report changes for your case, upload verification documents, download forms. Go to www.C4Yourself.com to create a secure account.	C4Yourself es una página de internet que le permite solicitar beneficios y completar su recertificación de beneficios y administrar la información de su caso. C4Yourself.com permite: Completar su Recertificación/ redeterminación para Asistencia Monetaria CalFresh (Estampillas para Comida), y MediCal, Administrar su información, Reportar cambios necesarios electrónicamente, Ver mensajes enviados por su trabajador(a), Subir sus comprobantes y/u otros documentos electrónicamente, Someter su SAR 7 lectrónicamente, Ver el estado de beneficios de todos los programas Visite C4Yourself.com hoy para crear una cuenta.
QMsg_2	Did you know that the open enrollment period for Covered California began on November 1, 2017, and will end on January 31, 2018? Despite what you may have heard in the news, nothing has changed in California with regard to access to healthcare options. During open enrollment, you can visit CoveredCA.com to apply for MediCal or for a Covered California health plan with or without financial assistance. Both programs use the same application. When you apply, you will find out whether you qualify for one of these programs depending on various	Sabía usted que el periodo para inscribirse en Covered California comenzó el 1 de noviembre y concluirá el 31 de enero de 2018? A pesar de lo que usted ha escuchado en las noticias, nada ha cambiado en California con respecto al acceso de sus opciones de cuidado médico. Durante el periodo de inscripción usted puede visitar la página de web Coveredca.com para aplicar tanto para medical como para comprar algún plan de salud de Covered California con o sin ayuda financiera. Ambos programas utilizan la misma aplicación. Cuando usted aplica, usted podrá ver si califica para uno de estos programas dependiendo de varios factores tales como el tamaño de familia, los ingresos, y su estatus migratorio

	factors such as your family size, income, and citizenship or immigration status. Also, please remember that you can apply for MediCal any time, all year round.	o su ciudadanía. También por favor recuerde que usted puede aplicar para medical en cualquier momento a lo largo de todo el ano.
QMsg_3	No more busy signals or waiting for messages to be returned! Get information when you need it – any time of the day or night!CalWORKs, Food Stamp, MediCal, CMSP and Welfare-to-Work customers with an open case can use the Interactive Voice Response (IVR) System to get information over the telephone, without having to talk to a worker.You may request a PIN when you speak to a call center worker. Then next time you call, you will pick a language (English or Spanish) and enter your seven digit case number and PIN number.Customers can get information about: Office hours, Case Worker's name and phone number, Case status, Cash aid and Food Stamp benefit amounts, MediCal and CMSP Share of Cost, Request Semi-Annual Report (SAR 7), Mid-year	Ya no encontrará teléfonos ocupados ni tendrá que esperar a que le devuelvan sus mensajes!, Obtenga información cuando lo necesite – en cualquier hora del día o noche!CalWORKs ayuda monetaria, CalFresh estampillas para comida, beneficios médicos y clientes del Programa de Trabajo con casos abiertos pueden usar el sistema de Respuesta Interactiva Vocal (IVR) para obtener información a través del teléfono sin tener que hablar con un trabajador.Puede solicitar un PIN cuando hable con un trabajador del centro de llamadas. La próxima vez que llame, seleccione un idioma (inglés o español) e ingrese su número de caso de siete dígitos y su número código secreto o PIN.Clientes pueden obtener información sobre: Horas de oficina, El nombre y número de teléfono de su trabajador, Estado del caso, Cantidades de asistencia monetaria y de Estampillas de Comida para el mes corriente y para los meses que vienen, Información sobre el Reporte Semestral (SAR 7) y Reporte de Medio-Año, La

	Status Report, and Transitional MediCal (TMC 176S) reports Note: You must use a touch-tone phone and PIN to get case information over the telephone.	cantidad de su Parte de Costo para servicios médicosNota: Tiene que usar un teléfono de teclas y tener su código secreto o PIN para obtener información a través del teléfono.
QMsg_4	Did you know that you can download the C4Yourself Mobile App Today? With the C4Yourself mobile app you can login using your existing C4Yourself account or create an account to:Receive messages from your workerReceive information about important due datesObtain case informationSubmit Verifications from your smart phoneYou can also use your C4Yourself account to access www.C4Yourself.com and sign up to receive e-notifications or text messages (standard rates may apply).	Con la aplicación móvil de C4Yourself usted puede entrar al Sistema usando su cuenta existente de C4Yourself o crear una cuenta para: Recibir mensajes de su trabajador, Recibir información importante acerca de las fechas de vencimiento, Obtener información sobre el caso, Someter verificaciones desde su teléfono inteligenteTambién puede usare su cuenta de C4Yourself para acceder www.C4Yourself.com y registrarse para recibir notificaciones electrónicas o mensajes de texto (tarifas de datos estándar pueden aplicar).
msg_C90_CCB_Offer_1	If you would like us to call you back in about	Si desea que le devolvamos la llamada acerca de
menu_C90_CCB_Offer_2	minutes, press 1. If you would like to wait for an	minutos, presione 1. Si desea esperar a un asociado,

	associate, simply stay on the line.	simplemente permanezca en la línea.
menu_C90_CCB_Offer_3	If you would like us to call you back at $.CustomerEndpoint.Address, press 1.	Si desea que le devolvamos la llamada al $.CustomerEndpoint.Address presione 1.
	To use a different callback number, press 2.	Para usar un número de devolución de llamada diferente, presione 2.
digits_C90_CCB_Offer_4	Please enter your callback telephone number, starting with the area code.	Ingrese su número de teléfono de devolución de llamada, comenzando con el código de área.
msg_C90_Invalid_Number	That number isn't valid. Please try again.	Ese número no es válido. Inténtalo de nuevo.
msg_C90_CCB_Error	There has been an error setting your callback. Returning you to your place in queue.	Ha habido un error al configurar su devolución de llamada. Volviendo a su lugar en la cola.
msg_C90_CCB_Offer_5	Your callback request has been successfully scheduled. Goodbye.	Su solicitud de devolución de llamada se ha programado correctamente. Adiós.
	Was your problem solved or question answered? 1,Yes, 2,No	¿Se resolvió su problema o se respondió a su pregunta?,, 1,, Si,,, 2,, No
	Were you treated with dignity and respect by our staff? 1,Yes, 2,No	¿Fue tratado con dignidad y respeto por nuestro personal?,, 1,, Si,,, 2,, No
	How satisfied were you with the service you received from our call center staff? 1, Not at all satisfied, 2, Somewhat satisfied, 3, Neither satisfied nor dissatisfied, 4, Mostly satisfied, 5, Completely satisfied.	¿Qué tan satisfecho estaba con los servicios que recibió de nuestros trabajadores del Centro de Llamadas?,, 1,, No satisfecho,,, 2,, Algo satisfecho,,, 3,,Ni satisfecho, ni insatisfecho,,, 4,, Mayormente satisfecho,,, 5,, Completamente satisfecho
	Have you called the call center recently about this same question or issue? 1, Yes, 2, No	¿Ha llamado recientemente al Centro de Llamadas sobre esta misma pregunta o problema?,, 1,, Si,,, 2,, No
	Were you satisfied with the time it took to answered you call? 1, Yes, 2, No	¿Estaba satisfecho con el tiempo que tardó en contestar su llamada?,, 1, Si,,, 2,, No

	Thank you for choosing to take our survey. Your feedback is very important to us and will help to improve quality of our customer service. Please answer the next five questions using your keypad. Questions can be repeated by pressing 7.	Gracias por participar en nuestra encuesta. Su opinión es muy importante para nosotros, nos ayuda a ofrecerte un mejor servicio al cliente. Porfavor responda las siguiente 5 preguntas usando su teclado. Para repetir una pregunta oprima 7.
	Thank you for completing our survey, we appreciate your feedback. For more information visit us at www.c4yourself.com. Goodbye.	Gracias por completar nuestra encuesta, apreciamos su opinion. Para más información, visitanos en la página www punto, la letra C, cuatro, Y,o,u,r,s,e,l,f, punto com. Adiós.
	Hello, this is your callback for the Marin County Public Assistance Call Center. We are now connecting you to a worker.	Hola, esta es la llamada que solicitó del centro de atención de Asistencia Pública del condado de Marin. Vamos a comunicarlo con un asistente social.
menu_C90_Document_Request_GEN2000	To request you benefit history or passport to services,	Para solicitar su historial de beneficios o Pasaporte para servicios
msg_C90_One_More_Record	To complete this process we will need one more recording.	Para finalizar este proceso, necesitaremos una grabación más.
msg_C21_Max_NoMatch	Sorry. A valid response is required to continue.	Lo sentimos. Una respuesta válida es requerida para continuar.

2.4 Queues

2.4.1 Overview

When a caller requests to speak to a worker, Amazon Connect will place the caller into a queue based on the selection they've made in the IVR. A queue is 'waiting area' that holds contacts to be answered by workers.

2.4.2 Description of Change

Create queues in Amazon Connect that match the Skill Groups in the Cisco Environment. The queues to be created in Amazon Connect are listed below.

Language	Queue
English	C21_EN_CalFresh
English	C21_EN_CalWORKs
English	C21_EN_MediCal
English	C21_EN_General
English	C21_EN_Supervisor
Spanish	C21_SP_CalFresh
Spanish	C21_SP_CalWORKs
Spanish	C21_SP_MediCal
Spanish	C21_SP_General
Spanish	C21_SP_Supervisor
English	C21_EN_Chat
Spanish	C21_SP_Chat

2.5 Hours of Operation

2.5.1 Overview

Hours of operation define when a queue is available and may be referenced in contact flows. Hours of operation are a required component when setting up queues. Callers can reach the IVR and self-service options 24 hours a day, but workers are only available during working business hours.

2.5.2 Description of Change

Create the Hours of Operations that match the existing Open Times for the queues in Amazon Connect. Those times are Monday through Friday 7:30 AM to 11:40AM and 1PM to 4PM. They're closed during the lunch hour.

2.6 Quick Connects

2.6.1 Overview

Quick connects are "speed-dials" for transferring calls between queues. If a caller connected with a worker and needs to be sent to a different queue the worker will select the queue to transfer to through their list of Quick Connects in their Call Control Panel (CCP).

2.6.2 Description of Change

Create a quick connect to match the current Phone Book entries in Cisco Finesse. This will allow workers to transfer calls between queues. The list of quick connects are listed below.

Name	Type	Destination
EN_CalFresh	Queue	C21_EN_CalFresh
EN_CalWORKs	Queue	C21_EN_CalWORKs
EN_General	Queue	C21_EN_General
EN_MediCal	Queue	C21_EN_MediCal
EN_Supervisor	Queue	C21_EN_Supervisor
SP_CalFresh	Queue	C21_SP_CalFresh

Name	Type	Destination
SP_CalWorks	Queue	C21_SP_CalWORKs
SP_General	Queue	C21_SP_General
SP_MediCal	Queue	C21_SP_MediCal
SP_Supervisor	Queue	C21_SP_Supervisor
Voice_Enrollment	External	+1 855-299-4811

2.7 Agents

2.7.1 Overview

All workers in the contact center that handle calls will need an account to login to the Call Control Panel (CCP). The credentials for the agent account will match the worker's C-IV application credentials.

2.7.2 Description of Change

Build an agent for all existing workers that handle calls in the Cisco Contact Center within the Amazon Connect environment. These agents should be able to login to the CCP using their C-IV application credentials. For more information please see SCR 103540 on security rights.

2.8 Routing Profiles

2.8.1 Overview

A routing profile is a collection of queues that determines how contacts are routed to agents. Routing profiles are used to prioritize contacts across specific queues and manage the priority in which contacts are handled based on the queues they are routed to. An agent can only be assigned a single routing profile at a time; however, they may serve multiple queues, based on rules defined in the routing profile.

2.8.2 Description of Change

Create two routing profiles, one for English queues and one for Spanish queues. All agents created will be defaulted to the English routing profile. County work force management will have the rights to create their own routing profiles to better serve their customers.

2.9 Agent Hierarchy

2.9.1 Overview

Agents and teams can be organized into groupings based on their location and their skill sets. Hierarchies can be configured with up to five levels and allow you to segment agents or teams. You can create large groups, such as all agents who work on a specific continent, or smaller groups such as all agents working in a specific department. The hierarchies are reflected in reports and historical metrics to allow for granulated reporting. Removing agents from a level affects historical reporting until a new reporting cycle for that level has been completed.

Hierarchies do not determine agent permissions or security settings. They define the organizational structure of agent groups for effective reporting.

2.9.2 Description of Change

Create an agent hierarchy that recreates the existing agent teams from the Cisco Contact Center system. This will give supervisors the same level of reporting functionality. These do not setup any kind of security or roles. This is for reporting purposes only. The agent hierarchy will also be used when filtering agents in the supervisor view in the Call Control Panel. For more information see SCR 103540.

2.10 Web Chat

2.10.1 Overview

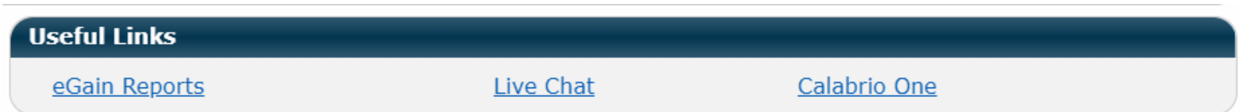
Agents handle Web Chat sessions through a link on the C4Youself.com website. When customers click the link, a popup window opens presenting them with a few fields to fill out.

2.10.2 Description of Change

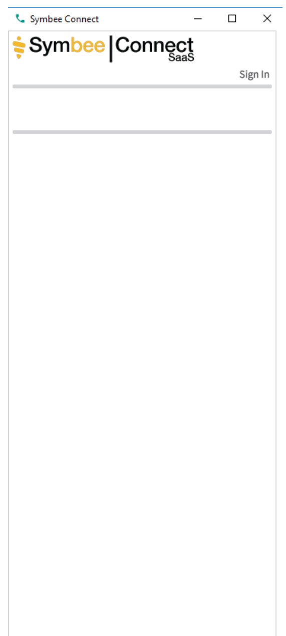
The current version of Web Chat is integrated with the Cisco UCCE Software and needs to be replaced. Web Chats will be handled through the Symbee software. The link in C4Yourself will need to be updated, and the Web Chat link in the CCP will open the Symbee Web Chat console.

2.10.3 Agent Experience

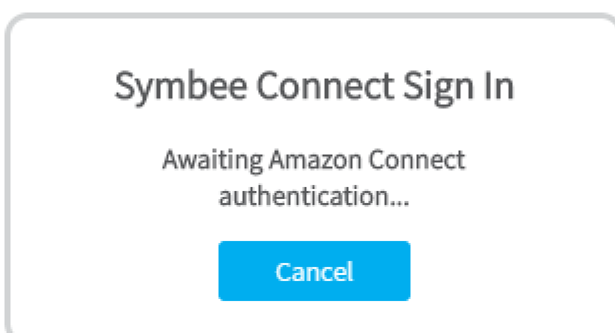
Agents will access the Symbee Web Chat solution via the Live Chat link in the Useful Links gadget.



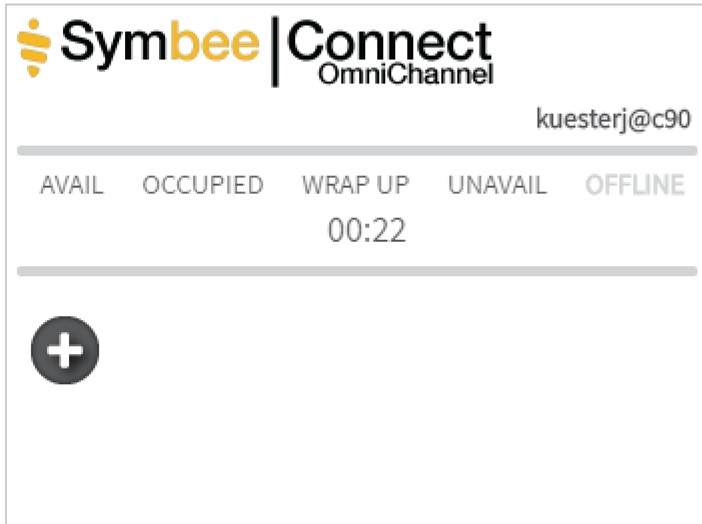
When it's opened, they will be taken to the Symbee Connect login page.



Agents will need to click Sign In, in the right-hand corner. When they do, they will be automatically signed is, as long as they have an account created in Symbee.



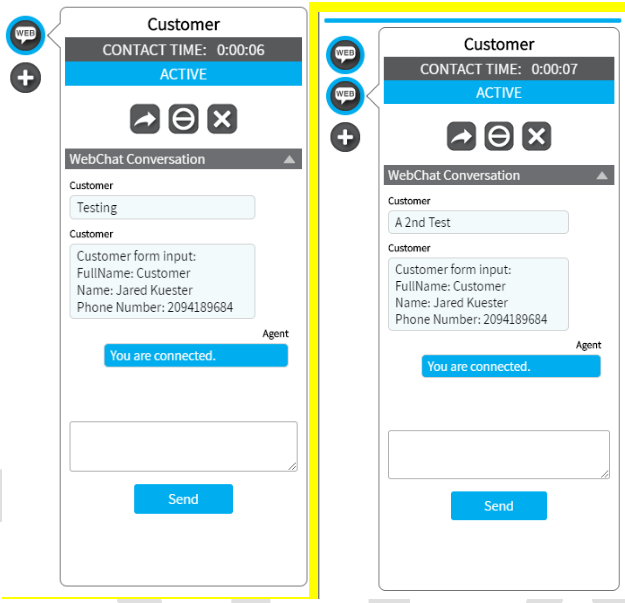
After they are logged in, they will be presented with web chat console.



Agents will be instructed to not change their states from Symbee, but they should always change their states via the CCP. When an Agent is signed into the Web Chat and they are in the Ready status, they will be able to receive Web Chats or Calls at the same time. Once a Web Chat is delivered to the agent they will be placed in the Symbee Web Chat status on the CCP.

This will prevent the agent from receiving a voice call while the web chat is active.

Agents can receive 2 web chat sessions at one time.

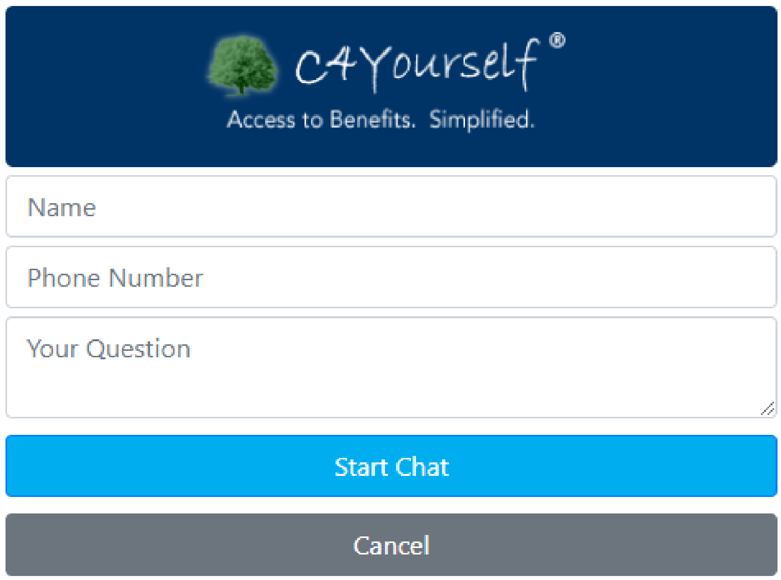


Once a web chat is completed, agents will need to click the "End Web Chat Conversation" button.

After all Web Chat session have been completed, the Agent will be returned to the Ready status in the CCP and will be eligible to receive a Web Chat or a voice call based on the Agent's routing profile.

2.10.4 Customer Experience

When a customer clicks the Live Chat link from the C4Youself.com website, they are presented a popup with the Name Phone Number and "Your Question" box. The customer is required enter their contact information in these fields. The Name, and the Phone number fields are both required to contain something, but there is no validation of either field. The "Your Question" field is not required.



Once a chat session is connected, the customer will be able to interact with the agent. If they wish to end the web chat, they can close the window.

3 OUTREACH

Onsite training will be conducted to go over the changes to the Contact Center and how end users will interact with it. The training will be broken out based on level of access to the system.

3.1 Agents

All agents in the Contact Center will be trained onsite on the differences between Cisco Finesse, and the Amazon Connect Customized Call Control Panel (CCP) [SCR 103540].

3.2 Supervisors

Supervisors will be trained onsite on the differences between Cisco Finesse, and the Amazon Connect customized CCP. They will also be trained on how to live monitor their staff and switch the state of their agents when needed.

3.3 Work Force Management

Work Force Management (WFM) will be trained onsite on the differences between Cisco Finesse and Amazon Connect customized CCP.

Training will also go over how routing profiles are created and how to create the most effective routing profiles to better serve their customers.

For training in the cloud version of Calabrio One and eGain 17.2 please see SCRs 104516 and 104517 respectively.

4 APPENDIX

1. Web Chat will be provided to agents using the Symbee third party tool for Amazon Connect.
    a. This will allow agents to take calls and web chats but not both at once.
    b. The link in C4Yourself will be updated to point to the new Symbee chat solution.
2. Courtesy Call Back (CCB) will be available for callers when queue times are greater than seven minutes. This will provide a better customer service experience for customers so they do not have to wait on the phone the entire duration of their time in queue.
    a. Callers will be prompted with an option to have CCB call them back, but are not required to opt in.
    b. CCB will call the customer back and connect them with an agent.
3. Post Call Survey will be implemented in Amazon Connect, using the same questions that are currently used in Cisco.
    a. Agents will need to transfer the caller to the Survey
4. Voice Biometrics will remain in place in the same capacity as it does in Cisco.
    a. Existing Voice Prints will be usable in Amazon Connect without needing to reenroll their voice.