




Design Document

CA-49633 CIV-101447 CF 387 CalFresh Request
for Information

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DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/16/2018	0.1	Initial draft for SCR 49633	Anand Kulkarni
04/02/2019	0.2	CF 387 Template updated.	Anand Kulkarni
10/3/2019	0.3	Updated based upon CF/CW Committee Comments	Tiffany Huckaby

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/24/2019	0.4	Updated "Eligibility Non-Compliance Detail" mockup Reason text	Paul Galloway

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1 OVERVIEW

This SCR will outline the system changes needed to accommodate the policy clarification stated in the All County Letter (ACL) 15-94 and 15-94E. These ACLs provide clarification on CalFresh (CF) policy regarding issues related to residency and its reporting requirements. The ACLs include examples in which a CF 387 – CalFresh Request for Information, for example to verify a participant's residency. Failure to comply with the request can result in the household's CF benefits being terminated.

1.1 Current Design

C-IV currently has the CF 387 (5/14) Form available in template repository. LRS currently does not have CF 387 in template repository.

1.2 Requests

1. Add a new EDBC non-compliance failure reason to Discontinue the CalFresh program if residency is not verified.
2. LRS: Add the CF 387 (5/14) to Template Repository.
3. Update the CF 387 Form in C-IV to allow for dynamically populating residency information verbiage.
4. Create a task for the worker when CF 387 Form is generated through template repository.
5. Create a new journal with the following verbiage "CF 387 – CalFresh request for information generated and mailed to the household".
6. Generate CalFresh Discontinuance NOA if CF 387 is discontinued with a failure reason 'Failed to Provide Residency'.

1.3 Overview of Recommendations

1. Add a new CF Non-Compliance reason of 'Residency' for the Non-Compliance Type 'Failure to Provide' that will set a new status reason 'Failed to Provide Residency' to close the CF program.
2. Add/Update the CF 387 (5/2014) Form to Template Repository with dynamic population for residency.
3. Generate a task with a due date of 10 calendar days when the Form CF 387 (with residency information populated) is generated through template repository.
4. Create a new journal entry when the Form CF 387 is generated through template repository.
5. Add a new Discontinuance NOA to trigger when the CalFresh program is discontinued with the failure reason 'Failed to Provide Residency'.

1.4 Assumptions

- 1) When the CF 387 form is generated with the Residency information it will not be editable. If the worker needs to add residency information that is not the

default, they will use a blank (non-checked Residency) CF 387 form and manually enter the appropriate verbiage.

2) If the CF 387 form is manually filled in with Residency information (Residency was not checked and it was not pre-populated), a Journal Entry and Task will not be created.

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2 RECOMMENDATIONS

2.1 Eligibility

2.1.1 Overview

A new CF Non-Compliance reason will be added to the Eligibility Non-Compliance Detail page for workers to add when a person does not provide residency information on time that was requested by a Form CF 387. A new status reason will be added for EDBC to apply when this Non-Compliance type is set (LRS and C-IV unless otherwise noted below).

2.1.2 Description of Changes

1. Add the Non-Compliance Type 'Failure to Provide' (Code Table 167) for CF in the Type dropdown on the Eligibility Non-Compliance Detail page. (LRS only, because this Type was removed for CF prior to LRS go-live).
2. Add a new Non-Compliance Reason Code (Code Table 365) for 'Residency'. This reason will be available for CF on the Eligibility Non-Compliance Detail page for the Non-Compliance Type 'Failure to Provide'. (It will be the only Reason available for the Failure to Provide Non-Compliance Type for CF in LRS at this time).

Eligibility Non-Compliance Detail

* - Indicates required fields

Save and Add Another Save and Return Cancel

Program:
CalFresh

Name: *
SMITH, ADULT 38M

Type: *
Failure To Provide

Reason: *
Residency

Begin Date: * 06/01/2019

End Date: *

Figure 2.1.2.1 – Eligibility Non-Compliance Detail Page

3. Add a status reason (Code Table 73) of 'Failed to Provide Residency' that will map to this new Non-Compliance reason.
 - a. This status reason will close the CF program.
 - b. This status can close CF mid-period with 10-day notice.

- c. This status reason will have the same priority for CF as the existing status 'FTP Verification.'
 - d. 'WDTIP Program Discontinuance Reason' (Col. 73): 059
 - e. 'CCSAS Discontinuance Code' (Col. 77): 07
4. The new status reason 'Failed to Provide Residency' can also be set by workers in program configuration on Manual EDBC and EDBC overrides.

2.1.3 Programs Impacted

CalFresh

2.2 Client Correspondence

2.2.1 Add/Update CF 387 Form

2.2.1.1 Description of Change

1. Add updated CF 387 (05/2014) Form to the Template Repository. Form details are provided in the attached functional design document (FDD).
2. Populate the residency information section dynamically on the CF 387 template, when the "Residency" checkbox is checked on the Template Repository Document Parameter page. Residency information related text that dynamically populates on the CF 387 template can be found in the attached CF 387 Form template.
3. Data population details

ELEMENT	COMMENTS	EDIT? (Y/N)	SPECIAL CONDITIONS
<DUE_DATE>	Date by which the Form needs to be returned by the participant	Y	Pre-populated with 10 calendar days from the next day the form is generated by checking the Residency checkbox on the template repository page in the context of a case.

4. Trigger conditions

TRIGGER CONDITION	NOTES
Worker will generate this form from the Template Repository. If the Form is required for residency verification purpose, worker will check the box 'Residency'. A task will be created along with the Form for the worker to act on the program if the form is not returned by the due date.	Worker may terminate the program if the Form is not received by the due date by adding a Non-Compliance of: Type: 'Failure to Provide' Reason: 'Residency'.

2.2.2 New Document Parameter Page for CF 387 Form.

2.2.2.1 Description of Change

Create a new template repository web page to generate Form CF 387 through template repository.

1. This new page will be accessed via hyperlink provided on the template repository search page for CF 387 Form.
2. This new web page will have the following parameters to select
 - a. Case Number (Required text field).
 - b. Customer Name (Required field. Dropdown to select the Participant Name).
 - c. Program (Required field. Dropdown to select Program).
 - d. Language (Required field. Desired language to generate Form).
 - e. Residency (Optional checkbox).
3. If the residency checkbox is checked, CF 387 Form will be generated with the residency information populated.
4. If the residency checkbox is not checked, CF 387 Form will be generated without the residency information populated.
5. CF 387 template is attached in supporting Documents section.
6. Worker will be able to generate CF 387 for residency verification purpose by selecting the required fields on the 'Document Parameters' page and checking the 'Residency' checkbox and clicking on the 'Generate Form' button.
7. On Click of 'Generate Blank Template', CF 387 will be generated without residency information populated. Please refer to the attachments for CF 387 template with or without residency information populated.

2.2.2.2 Document Parameters Page Mockup (For CF 387 Form)

Document Parameters page Mockup

2.2.3 Task and Journal Entry for CF 387 Form (New Batch job)

2.2.3.1 Overview

Workers can generate CF 387 Form through the Template Repository to verify residency for CalFresh program or, to seek any additional information to determine CalFresh eligibility. When CF 387 Form will be tracked. With this SCR, a new batch job will be added to the system. This new batch job will create a task for the worker when the CF 387 Form is sent. A journal entry will be created to indicate the form has been sent.

2.2.3.2 Description of Change

New batch job will sweep through the cases that have CF 387 Form in the Printed Centrally or Printed Locally status where the Form status date is between last successful batch date and the batch date.

For each case that is picked up for processing, a new task will be created with the below details.

CF 387 Task Details	
Trigger Condition	<i>CF 387 Form is generated and sent in the context of a case through Template Repository.</i>
Task Type	<i>CF 387 Form Sent</i>
Task Category	
Task Priority	<i>High</i>
Task Due Date	<i>10 Calendar Days</i>
Task Expiration Date	<i>30 Calendar Days</i>
Task Long Description	<i>CF 387 has been generated and sent</i>

CF 387 Task Details	
Task Initial Assignment	<i>Program worker</i>
Task Navigation Template	<i>Document List Page</i>

Also, a new journal entry will be created as described below.

Journal entry details:

ID	TYPE	NAME	DESCRIPTION	TRIGGER CONDITION
1	Online	CF 387 generated and mailed to the participant.	CF 387 - CalFresh Request for Information generated and mailed to the household.	Form CF 387 is generated through the Template Repository.

2.2.3.3 Execution Frequency

Daily (except Sunday and County holidays)

2.2.3.4 Key Scheduling Dependencies

This batch job will run Before the Task creation jobs.

This batch job will run after the central print jobs.

2.2.3.5 Counties Impacted

All 40 counties are impacted by this batch job.

2.2.4 Add a New CF Discontinuance NOA for Residency

2.2.4.1 Overview

Workers can generate CF 387 Form through the Template Repository to verify residency for CalFresh program or, to seek any additional information to determine CalFresh eligibility. When CF 387 Form is generated and sent to verify the residency for an Active CalFresh application, worker may discontinue CalFresh with a reason 'Failed to Provide Residency' by setting a non-compliance reason 'Residency' if

the Form is not received by the due date. A new NOA will be generated when the CF program is Discontinued for 'Failed to Provide Residency' reason.

See Supporting Documents #4 and 7 for Template and FDD.

2.2.4.2 Description of Change

Add the new Residency NOA reason in the following languages:
English and Spanish

2.2.4.2.1 Add new Discontinuance for Residency Reason Text

We asked you to:

Complete and return the CF 387 "CalFresh Request for Information" or contact us to verify your residency with ten (10) days; however, you failed to do so.

2.2.4.2.2 Add Generation for Discontinuance for Residency

Generate a CF Discontinuance NOA with the new Discontinuance for Residency Reason fragment when the CalFresh program is discontinued with a reason 'Failed to Provide Residency'.

Note: The existing CalFresh Discontinuance Action fragment in C-IV and LRS will generate with this new Reason.

C-IV: ACTN_DISCONTINUANCE

LRS: CF_TN_ACTION1

2.2.4.2.3 Add Regulations for Discontinuance for Residency






Add the following regulations for the new CalFresh Discontinuance for Residency Reason:

LRS: MPP 63-300.5, 63-401

C-IV: MPP 63-300.5; MPP 63-401

Note: C-IV uses logic to pull regulations and group them by regulation type. The above is how the regulations should be added to the database for the reason. The result that will appear on the NOA will be what is listed for LRS and will include any additional regulations required for any additional fragments generated on the NOA.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Form	CF 387 – Form without residency information populated.	 CF 387 Template without Residency I
2	Form	CF 387 – Form with residency information populated.	 CF 387 - with Residency Mockup.ç
4	NOA	CalFresh Discontinuance NOA template for CF 387 Form	 CalFresh Disc NOA - CF387.pdf
5	Form	CF 387 Functional Design Document	 FD_FRM_CF387.docx
7	NOA	CF Discontinuance NOA for CF 387	 FD_NOA_CF387_Termination.docx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.11	The LRS shall generate notices and NOAs in accordance with COUNTY-specified case and individual trigger conditions.	CF 387 Form is added to the template repository for the worker to generate the form. New CalFresh Discontinuance NOA will be added to the system.

5 MIGRATION IMPACTS

No impacts to migration. This SCR will eliminate the gap between LRS and C-IV by adding CF 387 to the CalSAWS Template Repository.

6 OUTREACH

NA

7 APPENDIX

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