CalSAWS

California Statewide Automated Welfare System

DRAFT

Design Document

SCR CA-53789/CIV-101159 – Update Expedited Service Determination, Postponed Verification, and Batch Discontinuance Process

	DOCUMENT APPROVAL HISTORY	
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1 OVERVIEW

Eligible CalFresh households that meet certain criteria qualify for Expedited Service (ES) at initial application or recertification. Households that qualify will have benefits made available to them by the third calendar day after the date of application and can have some verification postponed during ES eligibility determination.

Households that qualify for SUAS receive additional CalFresh benefits ($20.01). These households receiving the SUAS payment are eligible for the SUA effective the month in which the SUAS payment is issued and for the remainder of their certification period. Per ACL 14-66, when entitlement ES is determined, SUAS based SUA shall not be used in calculating if rent/mortgage and utilities are more than income/resources

If a household qualifies for expedited service, certain verifications can be postponed. Postponed verifications must be received within 30-day regular CalFresh application timeframe. Once the postponed verifications are received, the postponed verification indicator on CalFresh detail page shall be updated. Postponed verifications must be provided within 30-days of the application; failure to provide verifications shall result in a household to be discontinued.

1.1 Current Design

When a household is eligible for SUAS, SUAS based SUA is used in calculating if rent/mortgage and utilities are more than income/resources when determining expedited service eligibility.

When verifications page is updated upon receiving pending ES verifications, ES information on CalFresh detail page does not get automatically updated.

CalSAWS Only: When verifications are not received by the due date, an automated batch process (Batch Job PB00E159) discontinues the CalFresh program with 10-day notice.

C-IV Only: An automated batch process to discontinue CalFresh when verifications are not received by the due date does not exist.

1.2 Requests

When a household is eligible for SUAS, SUAS based SUA shall not be used in calculating if rent/mortgage and utilities are more than income/resources when determining expedited service eligibility.

A new automated batch will be introduced that will update the 'postponed verifications received' indicator in the CalFresh detail page to 'Yes' when the verifications page is updated upon receiving pending ES verifications,

C-IV Only: Add an automated batch process to discontinue CalFresh program before the third month benefits are issued when verifications are not received by due date.

CalSAWS Only: Modify the 'Past Due Postponed Verifications for Expedited Service CalFresh' Sweep job to exclude some of the property verification types when the CF program is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE).

1.3 Overview of Recommendations

When determining expedited service eligibility by calculating if rent/mortgage and utilities are more than income/resources, SUAS and SUA shall not be used when determining the utility expense.

When verifications page is updated upon receiving pending ES verifications, A new automated batch will update the 'postponed verifications received' indicator in the CalFresh detail page to 'Yes'.

C-IV Only: Add an automated batch process to discontinue Expedited Service CalFresh program when verifications for Expedited Service are not received by due date.

CalSAWS Only: Modify the 'Past Due Postponed Verifications for Expedited Service CalFresh' Sweep job to exclude some of the property verification types when the CF program is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE).

1.4 Assumptions

1. This new logic will be applied to ongoing EDBCs only. There will be no retro batch processing to appropriately discontinue expedited service CalFresh cases at the end of expedited service period when pending verifications are not received within due date for historical benefit months.
2. User will be responsible for updating the 'Postponed for Expedited Service' indicator appropriately on the verification Detail page.
3. DDID 1110 (SCR CA-207374) will enable the existing CalSAWS Batch Job (PB00E159) to run for Counties that opt-in to this functionality during Migration.

2 RECOMMENDATIONS

2.1 Eligibility Rules Update

2.1.1 Overview

When determining income and resources are less than the total expenses for Expedited Service (ES) eligibility, SUAS based SUA shall not be used in calculating total shelter expense.

2.1.2 Description of Changes

Update CF EDBC logic to not include SUAS based SUA when calculating the total shelter expense to determine the household's eligibility for expedited service through total income and liquid resources being less than total shelter expenses.

2.1.3 Programs Impacted

CF

2.1.4 Performance Impacts

None

2.2 Eligibility List (C-IV Only)

2.2.1 Overview

Generate a list to provide all ES CF cases that are currently active, and postponed ES verification are not received and past due date.

2.2.2 Description of Changes

Generate a list of CF cases that meet the following criteria:

1. Program status is active for come-up month
2. 'Postponed Verifications Authorized' field for Expedited Service is 'Yes' on the batch date
3. 'Postponed Verifications Received' field for Expedited Service is 'No' on the batch date
4. 'Postponed Verifications Due Date' is before the benefit month begin date

The lists will include the Standard List Columns:

Case Name

Case Number

County

Unit

Unit Name

Office Name

Worker ID

The list will be posted at: CalSAWS System Web Portal > System Changes > SCR and SIR Lists > 2020 > SCR CIV-101159

2.2.3 Programs Impacted

CF

2.2.4 Performance Impacts

None

2.3 Batch

2.3.1 New Batch Sweep to discontinue Expedited CF cases with Past-Due Postponed Verifications (C-IV only)

2.3.1.1 Overview

CalFresh household will get expedited service (ES) CalFresh benefits for the month of application and possibly for the next month as well. If the household applies on or before the 15th of the month, and qualifies for expedited service, it will get CalFresh benefits for the application month. If the household applies after the 15th of the month, and qualifies for expedited service, it will get CalFresh benefits for the application month and the following month. The following month's benefits will be issued regardless of whether verification is provided or postponed. Postponed verification must be received within 30 days of application date.

The purpose of this new batch sweep job is to discontinue CalFresh (CF) program before the benefits are issued for the month following the postponed verification due date when pending Expedited Service CF program verifications are not received.

2.3.1.2 Description of Changes

Create a new monthly batch sweep to discontinue CalFresh and Supplemental Nutritional Benefit (SNB) program via batch EDBC with discontinuance reason "Failed to Complete ES Requirements" before the benefits are issued for the month following the postponed verification due date when all of the following

are true for pending Expedited Service(ES) CF program verifications are not received:

- CalFresh program status is 'Active' as of batch date
- CalFresh program persons are 'Active' as of batch date
- Postponed ES Indicator for at least one of the verifications on the verification list page is 'Yes'
  - Unless the latest Accepted and Saved CalFresh EDBC is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE) then the batch job will not consider all the following property verification types (Personal Property, Real Property, and Transferred Property) on any of the above conditions.
- Postponed Verifications received field for Expedited Service is set to 'No' on the batch date
- Postponed Verifications Due Date for Expedited Service is on or before the batch date

Note 1: This new monthly batch will run EDBC in Targeted Program mode for CF and SNB programs.

Note 2: If the verification due date is on or after 10 day cutoff based on current functionality, the system only looks at the information displayed in the Expedited Service(ES) section in the CalFresh detail page– The benefit month will be skipped if inside the ES section, "postponed Verification Authorized" field = Yes, "Postponed Verifications Received" = No, then the benefit month after the end date is skipped.

Note 3: The CalFresh program discontinuance date will be the beginning of the month following the batch date.

2.3.1.3 Programs Impacted

CalFresh

2.3.1.4 Execution Frequency

This will be a new Monthly job to run on the batch 10-Day cut-off.

2.3.1.5 Key Scheduling Dependencies

This job will run prior the Batch EDBC.

2.3.1.6 Counties Impacted

All CalSAWS Counties.

2.3.1.7 Data Volume/Performance

N/A.

2.3.1.8 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…)

2.3.2 Modify the existing Batch Sweep that discontinue Expedited CF cases with Past-Due Postponed Verifications (CalSAWS only)

2.3.2.1 Overview

The Past Due Postponed Verifications for Expedited CalFresh batch sweep discontinue the program when CalFresh is Categorically Eligible (CE) or Modified Categorically Eligible (MCE) and the only pending verification type is in one of the following (Personal Property, Real Property, and Transferred Property). Since these verification types are not required for the CalFresh CE or MCE case, the batch job will be modified to have an additional check on these verification types.

2.3.2.2 Description of Changes

Modify the Past Due Postponed Verifications for Expedited CalFresh batch sweep to exclude the following verification type of (Personal Property, Real Property, and Transferred Property) when the CalFresh program is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE).

The following trigger conditions will be added into the batch job:
- When the latest Accepted and Saved CalFresh EDBC is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE) then the batch job will not consider all the following Property verification types (Personal Property, Real Property, and Transferred Property) when discontinuing the ES CalFresh program for postponed verification not received by due date.

2.3.2.3 Programs Impacted

CalFresh

2.3.2.4 Execution Frequency

No Change. Monthly job to run on the batch 10-Day cut-off.

2.3.2.5 Key Scheduling Dependencies

No Change.

2.3.2.6 Counties Impacted

All CalSAWS Counties.

2.3.2.7 Data Volume/Performance

N/A.

2.3.2.8 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...)

2.3.3 New Daily Batch Job to update field 'Postponed Verification Received' (CalSAWS and C-IV)

2.3.3.1 Overview

In order to automate the process of updating the field 'Postponed Verification Received' to 'Yes' in the Expedited Service section of the CalFresh Detail page, a new batch sweep job is being introduced in this SCR.

2.3.3.2 Description of Changes

Create a new batch sweep job to update the 'Postponed Verification Received' value in the expedited service section of the CalFresh detail page to 'Yes' when all the mandatory verifications in Appendix 4.1, with a Postponed for ES indicator set to 'Yes', are set to 'Verified' or 'Not Applicable'.

All the below conditions need to be met for the batch to update the 'Postponed Verification Received' value to 'Yes':

- CalFresh program status should be 'Active'
- 'Postponed Verifications Authorized' field in the CalFresh detail page is set to 'Yes'
- 'Postponed Verification Received' field in the CalFresh Detail page is set to 'No'.
- The status of mandatory verifications (Listed in Appendix 4.1) in Verifications list page are either Verified or Not Applicable OR
- There are no mandatory verifications (Listed in Appendix 4.1) in the verifications list page.

- When the latest Accepted and Saved CalFresh EDBC is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE) then the batch job will not consider all the following Property verification types (Personal Property, Real Property, and Transferred Property) on any of the above conditions.

Note: The list of verifications for each Expedited Service CalFresh case can differ but it needs to be among the mandatory verifications listed in Appendix 4.1.

2.3.3.3 Programs Impacted

CalFresh

2.3.3.4 Execution Frequency

Daily (Mon-Sat) exclude the Holidays.

2.3.3 Key Scheduling Dependencies

This job will run prior to the Past Due Postponed Verifications for Expedited CalFresh batch sweep job.

2.3.4 Counties Impacted

All CalSAWS Counties.

2.3.5 Data Volume/Performance

N/A.

2.3.6 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   REQUIREMENTS

Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.6	The LRS shall identify and evaluate eligibility by person and by case/program	CalSAWS will not use SUAS based SUA when determining the CF households eligibility to ES.

4   APPENDIX

4.1   Postponed Verification Types

The following verification types will be utilized to determine if Postponed Verifications are complete when the Verified status is set to 'Verified' or 'Not Applicable'.

1. Country of Birth
2. Date of Birth
3. Income
4. Name/Identity
5. Personal Property
6. Real Property
7. Relationship
8. Residence
9. SSN
10. Sponsored Non Citizen
11. USCIS Document
12. Transferred Property