

[CIV-541] Update WDTIP Outbound file writer to not allow LD02 transactions to be generated for WTW supportive services participation records

Team Responsible:	Batch/Interfaces	Assignee:	Sidhant Garg	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Sowmya Coppisetty	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	228
Reporter:	Srividhya Sivakumar	Regulation Reference:		Created:	12/29/2017 02:23 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Joel M. Acevedo	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Time Limits]	Approved by Committee:	09/16/2019	Other Agency Cross Reference:	CA-204814

Non-Committee

Review:
Expedite Approval:
Current Design: LD02 and LD06 Transactions are being generated and sent to WDTIP for WTW time clock month when only LD06 transaction is required to be generated .

Request:

1. Update the WDTIP Outbound file to allow only LD06 transactions to be generated and populated for WTW Time clock month.
2. Send one-time Clean up file to WDTIP to delete historical records for the LD02 transactions that were sent in the WDTIP Outbound file for the WTW Supportive Services.

Note: Provide a detailed list of the historical LD02 transaction records sent for WTW time clock month
The following columns will be included in the file-

- 1.County number
- 2.Office Number
- 3.Case Worker ID
- 4.Case Name
- 5.Case Number
- 6.Program Code
7. WTW Program – Last Worker ID
8. WTW Program – Participant Name
9. WTW Program – Applicant CIN Number
10. WTW Program- Transaction month
11. WTW Program- Last Date of Aid

Recommendation:

- 1.Update the WDTIP Outbound file to allow only LD06 transactions to be generated and populated for WTW Time clock month.
2. Send one-time Clean up file to WDTIP to delete historical records for the LD02 transactions that were sent in the WDTIP Outbound file for the WTW Supportive Services.

Outreach Description: A detailed case list of all the WTW program persons will be provided for which LD02 transactions were generated in the WDTIP outbound file prior to this SCR for Retention Services (WTW) time limit program participation records

Migration Impact Description: Joint design has been approved through the Time Limits Committee. CalSAWS will implement this change with SCR CA-204814 in the 20.01 release.

Migration Impact Analysis:
Alternative Procedure Description: N/A

Operational Impact:
Estimate: **228**

Automated Test :	0	Batch/Interfaces :	175	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0

DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	53	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CIV-100500] ACL 18-15 Last Date of Payment for Extended Foster Care, ARC and Kin-GAP

Team Responsible:	Eligibility	Assignee:	Cassandra Mestayer	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Srinivasa Meenavalli	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	529
Reporter:	Frederick Gains	Regulation Reference:	ACL 18-15, ACL 11-61 and ACL 18-89	Created:	02/16/2018 02:32 PM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	Yes
Consortium Contact:	Laura Ould	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:	[Foster Care/Kin GAP/AAP]	Approved by Committee:	10/22/2019	Other Agency Cross Reference:	CA-201036

Non-Committee

Review:
Expedite Approval: Received expedited start build approval from Karen J. Rapponotti on 10/25

Current Design: A Non-Minor Dependent (NMD) that meets the criteria of federal eligibility for Foster Care (FC), Approved Relative Caregiver (ARC), or Kin-GAP (KG) benefits is eligible for extended benefits until the NMD is 21 years old. The NMD is eligible for benefits until the end of the month in which the NMD turns 21 years old.

Request: Per ACL 18-15 effective the date of implementation, an NMD on FC, ARC and KG program is eligible to receive benefits until the day before an NMD turns 21 years old. C-IV will add a new daily task sweep batch jobs that will run when an NMD is approaching 21 years old. In addition, LRS will add two new daily batch EDBC sweep jobs that will run when an NMD turns 21 years old for Foster Care program and two new monthly Batch jobs for KG program.

Recommendation: An NMD is eligible to federal benefits in Foster Care and Kin-GAP until the day before their 21st birthday.

A batch sweep will be added to create automated tasks for FC/ARC/KG cases with an NMD that is approaching 21 years old in C-IV. In LRS for Foster Care program, there will be two new daily batch jobs to trigger Batch EDBC on the day prior to the NMD child's 21st birthday. For KG program there will be two new monthly batch jobs to prorate the benefit and to discontinue the program after NMD child turned 21.

New NOAs will be added for the prorated month the NMD turns 21 year of age and for the following month of Discontinuance. This will obsolete the existing NMD Age Rules Reason Fragment.

Outreach Description: A list will be provided to the counties.

Migration Impact Description: Per DDID #34, there will be a new Unified Task Management Solution that supports the multiple tasking models in both C-IV and LRS.

LRS will receive a new Batch EDBC Process with this SCR - the C-IV Counties will adopt this functionality as part of CalACES Migration.

Migration Impact Analysis:
Alternative Procedure Description: Manual / Override EDBC results.

Operational Impact:
Estimate: **529**

Automated Test :	0	Batch/Interfaces :	151	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	116	DBA :	0
DBA :	0	Eligibility :	140	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0

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

[CIV-100733] Enhance the Employment Summation Detail Report

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

Non-Committee

Review:

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

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

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

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

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

Outreach

Description: N/A

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

Migration Impact

Analysis: N/A

Alternative

Procedure

Description:

Operational Impact:

Estimate: **224**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	156	Security :	0
System Test Support :	68	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-101423] Update Office Location on system generated Benefit Reductions and Offset Transactions

Team Responsible:	Fiscal	Assignee:	Jyothirmayi Chavata	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Eric Wu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	72
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	06/01/2018 01:21 PM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Collections]	Approved by Committee:	08/29/2019	Other Agency Cross Reference:	CA-205512

Non-Committee

Review:

Expedite Approval:

Current Design:

When the system creates benefit reduction, payment reduction, and offset transactions, their office locations are set to be the county's main office. For example, for Los Angeles County, the system is defaulting the office location to 'Probation Madera Office' which is a CIV baseline default office location.

Request:

Update the system to use the office location of the latest worker who is assigned to the program when creating a recovery account transaction with type 'Benefit Reduction', 'Payment Reduction', or 'Offset'.

Recommendation:

This system change request will update Issuance Batch to do the following when creating benefit reduction transactions, payment reduction transactions, offset transactions, and their receipts:
Use the office of the latest worker who is the assigned to the program for the location field of the transactions and receipts.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Collections Committee. LRS will implement this change with SCR CA-205512 in the 20.01 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

72

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	55
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	17	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-101430] CF - FTP INS Document, Income of FRE should be prorated

Team Responsible:	Eligibility	Assignee:	Cassandra Mestayer	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	210
Reporter:	Tyler Vaisau	Regulation Reference:	63-503.442	Created:	06/04/2018 04:37 PM
Status:	System Test	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	09/11/2019	Other Agency Cross Reference:	CA-201575

Non-Committee

Review:
Expedite Approval:
Current Design:

Currently for FRE non-citizens with role reason of 'FTP - INS Document' all of their income is counted against the eligible household in the CF EDBC. Also, the entire SSI Only, SSP Only (CalSAWS Only) and SSI/SSP unearned income amounts received from Other Program Assistance (OPA) by a FRE non-citizen with a role reason eligible for income proration are counted against the eligible household members.

Request:

In a CalFresh household of eligible citizens and FRE non-citizen with role reason of 'FTP-INS Document', income of the excluded non-citizen should be prorated. Also, SSI Only, SSP Only (CalSAWS Only) and SSI/SSP unearned incomes from OPA need to be prorated in the same way it does for income for a FRE non-citizen with a role reason eligible for income proration.

Recommendation:

Update CF EDBC logic to prorate income of non-citizen in household with role FRE and role reason FTP - INS Document.

Update CF EDBC logic to prorate SSI Only, SSP Only (CalSAWS Only) and SSI/SSP unearned incomes received from OPA by a non-citizen in household with a role of FRE and a role reason eligible for income proration.

Generate list of CF cases based on the following criteria:

- Case has 'Active' program person with role of FRE and role reason of 'FTP-INS Document'.
- Case had an active income record for the program person with role of FRE and role reason of 'FTP-INS Document' any time since January 2019.
- Case had a CF program with a status of 'Active' any time since January 2019.

The lists will include the following list columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker ID
- Current CF Program Status

These lists will be posted at:

CalSAWS: CalSAWS System Web Portal > System Changes > SCR and SIR Lists > 2020 > SCR CA-201575

C-IV: CalSAWS System Web Portal > System Changes > SCR and SIR Lists > 2020 > SCR CIV-101430

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the CW/CF Committee. LRS will implement this Change with SCR CA-201575 in the 19.11 release.

Migration Impact

Analysis:

Alternative Procedure

Overwrite EDBC

Description:

Operational Impact:

Estimate:

210

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	162	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	48	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-101987] Update SAR7 Sent Text Message for Tutorial

Team Responsible:	Batch/Interfaces	Assignee:	Sivagami Nachiyappan	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Steve Hancock	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	24
Reporter:	Danielle Benoit	Regulation Reference:		Created:	08/14/2018 02:47 PM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[IVR & Contact Center]	Approved by Committee:	08/20/2018	Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval:

Current Design:

A "SAR 7 Sent" text message was created with SCR 100050. This SCR contains a link to a SAR 7 tutorial that is available on C4Yourself.com

The current 'SAR 7 Sent' text message states the following:

English:

Your SAR 7 has been sent. It's due by the 5th of this month. C4Yourself.com/S7

Spanish:

Su SAR 7 ha sido enviado. Esta previsto para el 5 de este mes. C4Yourself.com/S7

Request:

Update text message to inform customers what the link is for.

Recommendation:

1. Change the message text for the 'SAR 7 Sent' message text for the following:

a. Text Notification Messages Category (Category ID = 2806)

b. SAR 7 Sent (ID = 78546)

i. English (REFER_TABLE_1_DESCR):

1. Change text to: Your SAR7 has been sent. It's due by the 5th of this month. Visit C4Yourself.com/S7 for instructions.

ii. Spanish (REFER_TABLE_2_DESCR)

1. Change text to: Su SAR7 ha sido enviado. Esta previsto para el 5 de este mes. Visita C4Yourself.com/S7 para obtener instrucciones.

Outreach

Description:

Migration Impact

Description:

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

Migration Impact

Analysis:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **24**

Automated Test :	0	Batch/Interfaces :	14	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	10	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-102404] Transitional CalFresh Eligibility Updates

Team Responsible:	Eligibility	Assignee:	Jagadeesh Dasu	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	56
Reporter:	Nithya Chereddy	Regulation Reference:		Created:	10/04/2018 12:57 PM
Status:	System Test	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	08/13/2019	Other Agency Cross Reference:	CA-204326

Non-Committee

Review:

Expedite Approval:

Current Design:

Currently, for a case where the TCF program has been previously discontinued and a recertification CF EDBC is run in the month following the RE Due Month, a denial will force the program and program persons to have a 'MEM' Role code and no Role Reason. If a program person was previously given a different Role and Role Reason as part of the TCF discontinuance, that Role and Role Reason are not preserved in the CalFresh Detail page after the EDBC is saved/authorized.

Request:

The Role and Role Reason for the program person(s) from the prior TCF discontinuance EDBC should be preserved on the CalFresh Detail page after the denied recertification EDBC is saved/authorized to be consistent with the original discontinuance details.

Recommendation:

Update CF EDBC save/authorize logic to copy the Role and Role Reason of the previous TCF discontinuance EDBC when a current recertification EDBC denial result is saved/authorized.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the CW/CF Committee. LRS will implement this Change with SCR CA-204326 in the 20.01 release.

Migration Impact

Analysis:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate: 56

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	44	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	12	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CIV-102946] Update CW EDBC to Remove Stepsibling or Half-Sibling Excluded from CalWORKs in the CalFresh Budget

- Resolved: 12/11/2019 01:46 PM

Team Responsible:	Eligibility	Assignee:	Carol Dias	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	66
Reporter:	Jason M. Francis	Regulation Reference:	ACL 18-82	Created:	12/11/2018 03:53 PM
Status:	Test Complete	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	09/15/2019	Other Agency Cross Reference:	CA-205982

Non-Committee

Review:
Expedite Approval:
Current Design:

On a CW/CF case, a sanctioned penalty is applied in the CW grant amount counted as unearned income by the CF program when one of the members in the CW program is in non-compliance. When SCR CA-200785/ CIV-100390 updated CW and RCA EDBC to allow an option to exclude child support payments as income for a stepsibling or half-sibling with the role reason of 'Optional Child-Receives Child Support', it did not exclude that 'optional child' from being considered a sanctioned person assessed a penalty in the CW grant amount counted in the CF EDBC.

Request:

For a CW/CF case, non-members that are stepsiblings or half-siblings with the role reason of 'Optional Child - Receives Child Support' that are excluded in the CW program should also be excluded in the CW grant counted as unearned income in the CF budget.

Recommendation:

Update the CF EDBC rule that determines sanctioned persons assessed penalties in the CW grant amount considered as unearned income in the CF program to exclude CW persons with the role reason of 'Optional Child -Receives Child Support'.

Generate list of active CW/CF cases based on the following criteria:

- Case has an active CW non-member with role of 'MMO' and role reason of 'Optional Child -Receives Child Support' who is also a member on the CF program.

The lists will include the following Standard List Columns:

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

These lists will be posted at:

CalSAWS: CalSAWS System Web Portal > System Changes > SCR and SIR Lists > 2019 > SCR CA-205982

C-IV: CalSAWS System Web Portal > System Changes > SCR and SIR Lists > 2019 > SCR CIV-102946

NOTE: Counties will need to review the generated list and take corrective action as necessary.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the CW/CF Committee. LRS will implement this Change with SCR CA-205982 in the 19.11 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Overwrite EDBC

Operational Impact:

Estimate: 66

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	52	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	14	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-103670] Migrate Butte County IVR to Amazon Connect

Team Responsible:	Contact Center	Assignee:	Dheeraj Muralidara	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	20.01.31	Expedite Changes:	Start Build	Estimate:	370
Reporter:	Jared Kuester	Regulation Reference:		Created:	03/20/2019 10:18 AM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	CA-207026

Non-Committee Review:	Butte County Only, Approved by Chrissy Roles 9/17/2019				
Expedite Approval:	Approved by Karen J Rapponotti on 09/06/2019				
Current Design:	Currently the Butte County IVR is on the Cisco UCCE Platform				
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.				
Recommendation:	<ol style="list-style-type: none"> 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment. 2) Recreate all IVR Web Service interactions using AWS Lambda. 3) Update Useful Links in CCP for Butte County Specific links. 				
Outreach Description:	Train Contact Center staff on differences between Amazon Connect and Cisco UCCE.				
Migration Impact Description:	Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.				
Migration Impact Analysis:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	370				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	260	Online :	10
Performance :	0	Reports :	0	Security :	0
System Test Support :	100	Tech Arch :	0	Tech Ops :	0
Training :	0				

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

Team Responsible:	Contact Center	Assignee:	Michael T. Wright	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	20.01.31	Expedite Changes:	Start Build	Estimate:	370
Reporter:	Jared Kuester	Regulation Reference:		Created:	03/20/2019 10:22 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	CA-207026

Non-Committee Review:	Shasta County Only, Approved by Kathryn Cooper 10/8/2019				
Expedite Approval:	Approved by Karen J Rapponotti on 09/06/2019				
Current Design:	Currently the Shasta County IVR is on the Cisco UCCE Platform				
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.				
Recommendation:	<ol style="list-style-type: none"> 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment. 2) Recreate all IVR Web Service interactions using AWS Lambda. 3) Update Useful Links in CCP for Shasta county specific links. 				
Outreach Description:	Train Contact Center staff on differences between Amazon Connect and Cisco UCCE.				
Migration Impact Description:	Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.				
Migration Impact Analysis:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	370				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	260	Online :	10
Performance :	0	Reports :	0	Security :	0
System Test Support :	100	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-103686] ACL 18-15 Update Job Aids for SCR CIV-100500

Team Responsible:	Training	Assignee:	Melita Dennis	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	12
Reporter:	Lisa Nesci [X]	Regulation Reference:	ACL 18-15, ACL 11-61 and ACL	Created:	03/20/2019 02:46 PM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	Yes
Consortium Contact:	Joyce Oshiro	Training Impacted:	[Job Aid]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Joyce Oshiro 10/31/2019 - Approve

Expedite Approval: Current Design: The following job aids exist in Online Help:
 1. Foster Care – Extended Benefits for Non Minor Dependents
 2. Kin-GAP Extended Benefits

Request: SCR CIV-100500 updates the Non Minor Dependent last day of payment.

Recommendation: Update the following job aids for SCR CIV-100500:
 1. Foster Care – Extended Benefits for Non Minor Dependents
 2. Kin-GAP Extended Benefits

Outreach Description: Updated job aids.

Migration Impact Description: Per DDID #1070 in the SOW, C-IV will use the LRS online help pages and job aids as a starting point and modify them as necessary to account for the changes made as part of Migration.

Migration Impact Analysis: Alternative Procedure Description: None

Operational Impact: Estimate: 12

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	2	Tech Arch :	0	Tech Ops :	0
Training :	10				

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

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

Non-Committee

Review:

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

Current Design:

IFDS Abstracts

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

LRS:

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

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

C-IV:

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

NHR Abstracts

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

LRS:

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

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

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

C-IV:

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

Request:

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

Recommendation:

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

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

Please refer to more details in the design document.

**Outreach
Description:**

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

**Migration Impact
Description:**

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

**Migration Impact
Analysis:**

**Alternative
Procedure**

N/A

Description:

Operational Impact:

Estimate:

346

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



[CIV-104036] ACL 18-107, ACL 18-108 - SNB/TNB Forms and Notices - Threshold Languages Phase 2

Team Responsible:	Client Correspondence	Assignee:	Sahithi Pabba	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	577
Reporter:	Tiffany Huckaby	Regulation Reference:	ACL 18-107, ACL 18-108	Created:	04/30/2019 03:32 PM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Virginia C. Bernal	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CO-109
Committee:	[Correspondence]	Approved by Committee:	06/03/2019	Other Agency Cross Reference:	CA-208258

Non-Committee

Review:

Expedite Approval:

Current Design:

Supplemental Nutrition Benefit (SNB)/Transitional Nutrition Benefit forms and notices were added in English and Spanish in release 19.05 with SCRs CA-203103 and CIV-101471.

Request:

Add the threshold language SNB/TNB forms and notices.

This will be done in four phases:

CA-205319/CIV-102560 Phase 1 - SNB1 Form and TNB1 Form

CA-208258/CIV-104036 Phase 2 - SNB2 NOA and SNB3 NOA

CA-208261/CIV-104040 Phase 3 - TNB2 NOA, TNB3 NOA, SNB4 Form, TNB4 Form, SNB5 Form, and TNB5 Form

CA-208268/CIV-104043 Phase 4 - SNB5 NOA and TNB6 NOA

Recommendation:

- 1.) Add the SNB/TNB NOA template (C-IV: TEMPLATE_NO_BUDGET_NB, LRS: NB_NOA_TEMPLATE) in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)
- 2.) Add the SNB2 NOA Fragments in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)
 - List of SNB2 NOA Fragments:
 - SNB2 Header
 - C-IV: ACTN_SNB2_APPROVAL
 - CalSAWS: SNB_AP_ACTION1
 - SNB2 NOA Title (LRS only)
 - SNB_AP_NOA_TYPE
 - SNB2 Approval Reason
 - C-IV: RSN_SNB2
 - CalSAWS: SNB_AP_APPROVAL_N001
 - SNB23 Footer
 - C-IV: MSG_SNB23
 - CalSAWS: SNB_AP_CH_MESSAGE1
- 3.) Add the SNB3 NOA Fragments in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)
 - List of SNB3 NOA Fragments:
 - SNB3 Header
 - C-IV: ACTN_SNB3_CHANGE
 - CalSAWS: SNB_CH_ACTION1
 - SNB3 NOA Title (LRS only)
 - SNB_CH_NOA_TYPE
 - SNB 3A Change Reason

C-IV: RSN_SNB3A
 CalSAWS: SNB_CH_FUNDING_CHANGE_N002
 - SNB 3B Change Reason
 C-IV: SNB3B
 CalSAWS: SNB_CH_CHANGE_IN_HOUSEHOLD_SIZE_N003

Note: CalSAWS currently does not have NOA Header Fragments or the NA Back 9 Fragment in Hmong and Lao. Since all NOA Fragments need to be in a threshold language for the NOA to generate in that language the SNB/TNB NOAs in Hmong and Lao will not be included for CalSAWS as they would not generate due to the missing threshold fragments.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Correspondence Committee. LRS will implement this change with SCR CA-208258 in the 20.01 release.

Migration Impact

Analysis:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

577

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	312	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	110	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-104153] ACWDL 18-25 - Create Job Aid for SCR CIV-102852 Automate MC 355

Team Responsible:	Training	Assignee:	Melita Dennis	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	12
Reporter:	Elisa Miller	Regulation Reference:	ACWDL 18-25	Created:	05/15/2019 05:10 PM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	Yes
Consortium Contact:	Joyce Oshiro	Training Impacted:	[Job Aid]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Joyce Oshiro 11/05/2019 - Approve

Expedite Approval:

Current Design: SCR CIV-102852 changed the C-IV System to auto-generate the MC 355 via the MC 355 Detail page.

Request: A job aid for this functionality is needed.

Recommendation: Create the new job aid, Medi-Cal - MC 355 Medi-Cal Request for Information.

Outreach Description: New job aid

Migration Impact Description: Per DDID #1070 in the SOW, C-IV will use the LRS online help pages and job aids as a starting point and modify them as necessary to account for the changes made as part of Migration.

Migration Impact Analysis:

Alternative Procedure Description: None

Operational Impact Estimate: **12**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	2	Tech Arch :	0	Tech Ops :	0
Training :	10				

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

Team Responsible:	Training	Assignee:	Kelly Worthington	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	5
Reporter:	Joyce Oshiro	Regulation Reference:		Created:	06/10/2019 03:56 PM
Status:	System Test	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Joyce Oshiro	Training Impacted:	[CFP/WBT]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Joyce Oshiro 11/04/2019 - Approve

Expedite Approval: Approved by Karen Rapponotti on 12/10/2019

Current Design: The CFP, Automate MC 355 - SCR CIV-1028552, released with the 19.07 release was available in Online Help.

Request: C-IV Functional Presentations (CFPs) created to demonstrate changes are available in Online Help for three releases after the SCR is implemented.

Recommendation: Remove the CFP, Automate MC 355 - SCR CIV-1028552 from Online Help

Outreach

Description:

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

Migration Impact

Description:

Migration Impact

Analysis:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate:

5

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

[CIV-104855] Add a GA Blank NOA to Template Repository

Team Responsible:	Client Correspondence	Assignee:	Daniel J Rosales	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	111
Reporter:	Tiffany Huckaby	Regulation Reference:		Created:	08/14/2019 05:24 PM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Virginia C. Bernal	Training Impacted:	[N/A]	Funding Source:	County Purchase
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CSC Support
Committee:	[Correspondence]	Approved by Committee:	11/13/2019	Other Agency Cross Reference:	CA-201377

Non-Committee

Review:

Expedite Approval: Michele Peterson - 11/20/2019

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

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

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

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

Outreach

Description:

Migration Impact

Description:

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

Migration Impact

Analysis:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate: 111

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



[CIV-104902] Update CalHEERS Inbound/Outbound Mappings for 'Educational, Student' Income Category

- Resolved: 12/09/2019 10:12 AM

Team Responsible:	CalHEERS	Assignee:	Dylan Patel	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Renee Gustafson	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	41
Reporter:	Renee Gustafson	Regulation Reference:		Created:	08/21/2019 04:26 PM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Elisa Miller	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Medi-Cal/CMSP]	Approved by Committee:	10/14/2019	Other Agency Cross Reference:	CA-210148

Non-Committee

Review:

Expedite Approval:

Current Design:

CA-201027 | CIV-12389 implemented in Release 19.06 mapped income sent to CalHEERS as follows:

The System Income type --> CalHEERS Income source code

* Grants, Loans - Needs based --> Education scholarships, awards, and fellowship grants used for living expenses

* Grants, Loans - Non Needs based --> Education scholarships, awards, and fellowship grants not used for living expenses

* Awards/Scholarships --> Education scholarships, awards, and fellowship grants used for living expenses

* Title IV, Other Federal --> Miscellaneous

CalHEERS counts 'Education scholarships, awards, and fellowship grants used for living expenses' and 'Miscellaneous' in the MAGI budget.

CalHEERS counts 'Education scholarships, awards, and fellowship grants used for living expenses', 'Education scholarships, awards, and fellowship grants not used for living expenses' and 'Miscellaneous' in the APTC budget.

Request:

The only System Income type that should be counted in the MAGI budget is the 'Grants, Loans - Non Needs based'.

Recommendation:

1) Update the following CalHEERS Outbound/Inbound Mappings as follows:

Category: Educational, Student

Type: Grants, Loans - Non Needs Based

CalHEERS Mapping: Education scholarships, awards, and fellowship grants used for living expenses (EU)

Category: Educational, Student

Type: Grants, Loans - Needs Based

CalHEERS Mapping: Education scholarships, awards, and fellowship grants not used for living expenses (EN)

2) Remove the CalHEERS Outbound Mapping for the following income types:

Category: Educational, Student

Type: Awards/Scholarships

Category: Educational, Student

Type: Title IV, Other Federal

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Medi-Cal/CMSP Committee. LRS will implement this change with CA-210148 in the 20.01 release.

Migration Impact

Analysis:

Alternative

Manual budget and override, if appropriate.

Procedure

Description:

Operational Impact:

Estimate:

41

Automated Test :	8	Batch/Interfaces :	0	CalHEERS :	17
CalHEERS Test :	6	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	10	Tech Arch :	0	Tech Ops :	0
Training :	0				

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

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

Non-Committee

Review:

Expedite Approval: Karen - 10/28/2019

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

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

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

Recommendation:

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

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

Outreach

Description:

Migration Impact Description:

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

Migration Impact Analysis:

No Impact

Alternative Procedure Generate a new number for the Visit Type

Description:

Operational Impact:

Estimate:

203

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	122
Performance :	0	Reports :	34	Security :	0
System Test Support :	47	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-105048] Update Lake County Warrant Print template

- Resolved: 12/12/2019 04:05 PM

Team Responsible:	Client Correspondence	Assignee:	Maria Jensen	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Stephanie Hugo	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	40
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	09/10/2019 10:32 AM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:	[Correspondence]	Approved by Committee:		Other Agency Cross Reference:	
Non-Committee Review:	Kellie Grimes (Lake County) - Approved - 09/11/2019				
Expedite Approval:	Karen Rapponotti - Approved - 09/24/2019				
Current Design:	Lake County is a 'Local Warrant Print' County. Lake County Warrant Print Template was updated on 07/22/2019 with SCR # CIV-103566.				
Request:	The Warrant Number and Case Number are not lining up on the Warrant when printed. The County would like to modify where the Client Name and Payee Names print on their Warrants.				
Recommendation:	<p>Update Lake County Warrant Print Template:</p> <p>(1) Adjust the Payee line: We need the payee to be the first line in the address (bottom half of the check) and the second line in the address - For: Client First Name, Client Last name removed and added to the check part middle section.</p> <p>(2) Add the Client information: We also need the - For: Client First Name, Client Last name added under the payee name on the check.</p>				
Outreach Description:					
Migration Impact Description:	DDID #348 in the SOW accounts for migrating in the existing C-IV Warrant Print functionality in the new system.				
Migration Impact Analysis:					
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	40				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	30	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	10	Tech Arch :	0	Tech Ops :	0
Training :	0				

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

Team Responsible:	Training	Assignee:	Kelly Worthington	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	7
Reporter:	Lisa Nesci [X]	Regulation Reference:		Created:	10/02/2019 02:49 PM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Joyce Oshiro	Training Impacted:	[Online Help]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Joyce Oshiro 11/04/2019 - Approve

Expedite Approval: Approved by Karen Rapponotti on 12/5/2019

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

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

Recommendation:

1. Update the Reports Overview description of the C4Yourself Executive Summary Report to indicate it is no longer generated:
2. Update the Reports Overview to remove the following reports:
 - C4Yourself e-Application Activity Report
 - C4Yourself e-Applications Summary Report

Outreach Description:

Migration Impact Description: Per DDID #1070 in the SOW, C-IV will use the LRS online help pages and job aids as a starting point and modify them as necessary to account for the changes made as part of Migration.

Migration Impact Analysis:

Alternative Procedure Description: None

Operational Impact Estimate: 7

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	2	Tech Arch :	0	Tech Ops :	0
Training :	5				

[CIV-105256] Add the 2020 Reports Calendar to Online Help

Team Responsible:	Training	Assignee:	Kelly Worthington	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	12
Reporter:	Lisa Nesci [X]	Regulation Reference:		Created:	10/04/2019 11:10 AM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Joyce Oshiro	Training Impacted:	[Online Help]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Joyce Oshiro 10/15/2019 - Approve

Expedite Approval: Current Design: The C-IV System Online Help contains a Reports Calendar for 2019..

Request: The C-IV System Online Help requires a 2020 Reports Calendar that reflects the availability dates for reports in 2020

- Recommendation:**
1. Reports
 - a. Create the 2020 Calendar Schedule for Reports based on the 2020 Batch run schedule.
 2. Training
 - a. Publish the 2020 Reports Calendar in the C-IV System Online Help.
 - b. Remove the 2019 Reports Calendar.

Outreach Description: Per DDID #1070 in the SOW, C-IV will use the LRS online help pages and job aids as a starting point and modify them as necessary to account for the changes made as part of Migration.

Migration Impact Description: None

Migration Impact Analysis: 12

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	2	Tech Arch :	0	Tech Ops :	0
Training :	10				

[CIV-105307] Imaging: Update Imaging script to include Mobile, Kiosk, and Clerical Default Document Types

Team Responsible:	Imaging	Assignee:	Christopher Vasquez	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Christopher Vasquez	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	16
Reporter:	Christopher Vasquez	Regulation Reference:		Created:	10/10/2019 11:05 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Erick Arreola	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Imaging]	Approved by Committee:		Other Agency Cross Reference:	
Non-Committee Review:	Danielle Benoit 11/6/19				
Expedite Approval:					
Current Design:	Currently the CSAWS_RouteDefaultDocBack.js only routes documents with the type of "Default" back to workers, the intention of this was to route documents that had not been assigned a document type back for proper indexing.				
Request:	Requesting that the script be updated to include the more recently added "Default" document types ("Kiosk Default", "Mobile Default", and "Default Clerical"). Additionally, add logic to retroactively route documents indexed as one of the new "Default" document types back into workflow. This change will assist the counties in preparing their data for migration into the new Imaging System.				
Recommendation:	<p>Modify Line 174 of the CSAWS_RouteDefaultDocBack.js script as follows:</p> <pre>var VIEW_FILTER = Clib.rsprintf("[wfQueue] = '%s' AND [drawer] = '%s' AND ([docType] = 'Default' OR [docType] = 'Default Clerical' OR [docType] = 'Kiosk Default' OR [docType] = 'Mobile Default') AND [wfStatus] = '1') OR ([isInWf] = '0' AND [drawer] = '%s' AND ([docType] = 'Default' OR [docType] = 'Default Clerical' OR [docType] = 'Kiosk Default' OR [docType] = 'Mobile Default')) AND [docid] > '%s'", TempCompleteQueue, TempDrawer, TempDrawer, lastDocId);</pre>				
Outreach Description:	CIT to the C-IV counties				
Migration Impact Description:	No impact as script will be invalid with the 58 county imaging solution.				
Migration Impact Analysis:					
Alternative Procedure Description:	Manually update default documents to the correct document type.				
Operational Impact:					
Estimate:	16				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	11	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	5	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-105344] Lobby Management: Job Aid update for CIV-104929

Team Responsible:	Training	Assignee:	Joyce Oshiro	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Jamala Rule	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	7
Reporter:	Erick Arreola	Regulation Reference:		Created:	10/16/2019 04:30 PM
Status:	Test Complete	Impact Analysis:	[Business Process, Training]	Outreach Required:	Yes
Consortium Contact:	Erick Arreola	Training Impacted:	[Job Aid]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Joyce Oshiro 10/31/2019 - Approve

Expedite Approval:

Current Design: The Lobby Management - Reception Log and Message Center job aid exists in the C-IV System.

Request: SCR CIV-104929 updates the C-IV System functionality. The Lobby Management - Reception Log and Message Center job aid needs to be updated for the change.

Recommendation: Update Lobby Management – Reception Log and Message Center job aid for SCR CIV-104929.

Outreach Description: Job Aid update

Migration Impact Description: Per DDID #1070 in the SOW, C-IV will use the LRS online help pages and job aids as a starting point and modify them as necessary to account for the changes made as part of Migration.

Migration Impact Analysis:

Alternative Procedure Description: None

Operational Impact Estimate: 7

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	2	Tech Arch :	0	Tech Ops :	0
Training :	5				

[CIV-105458] Automated Regression Test - Execution and Maintenance - 20.01 Release Cycle

Team Responsible:	Automated Test	Assignee:	William Baretzky	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	William Baretzky	Change Type (SCR):	Operational Enhancement
Minor Version:	20.03.XX	Expedite Changes:	Start Build	Estimate:	340
Reporter:	William Baretzky	Regulation Reference:		Created:	10/28/2019 01:44 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Sharon Teramura	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Assembly Test	Migration Impact:	No	Funding Source ID:	
Committee:	[Other]	Approved by Committee:		Other Agency Cross Reference:	CA-211451

Non-Committee Review: Approved by Karen Rapponotti on 10/29/2019

Expedite Approval: Karen Rapponotti 10/29/2019

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

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

- Recommendation:**
1. Execute the major release automated regression suite against the 20.01 major version build on a regular basis.
 2. Execute the major release automated regression suite against the final build for the 20.01 major version, prior to the build being deployed to production.
 3. Execute the minor release automated regression suite against the final build of each applicable 20.01 minor version, prior to the build being deployed to production.
 4. Update the test scripts within the major and minor release automated regression suites as needed to account for intentional design changes that would otherwise generate false negative results.

Outreach

Description:

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

Migration Impact Analysis: Accounted for in SOR

Alternative Procedure Description: Execute all regression testing manually for major and minor version releases.

Operational Impact:
Estimate: **340**

Automated Test :	340	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-105495] Imaging: Update Imaging script to include person name trimming

Team Responsible:	Imaging	Assignee:	Christopher Vasquez	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Christopher Vasquez	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	16
Reporter:	Christopher Vasquez	Regulation Reference:		Created:	10/31/2019 09:05 AM
Status:	System Test	Impact Analysis:	[Other]	Outreach Required:	No
Consortium Contact:	Erick Arreola	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Imaging]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: No impact to end users. Approved 11/5/19 Danielle Benoit

**Expedite Approval:
Current Design:**

Currently the CIV_GetCaseMembers.js pulls back a list of all case persons, regardless of name length, if a document is indexed to a person with a name more than 40 characters long, the Imaging system will route the document into the county WS_Index_Error queue.

Request:

Requesting that the script be updated to include an "if" statement for person names over 40 characters. Those names will be trimmed, to only display the first and last name, allowing the imaging system to index the documents assigned to those persons.

Recommendation:

Modify line 133 of the CIV_GetCaseMembers.js script to include trimming logic within a nested if statement to shorten names too long for the imaging system to index. Attached CIV_GetCaseMembers.js with modifications needed, additionally attached CIV_GetCaseMembers-org.js as reference to original script.

Outreach

Description:

Migration Impact

No impact as script will be invalid with the 58 county imaging solution.

Description:

Migration Impact

Analysis:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate: 16

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	11	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	5	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-105693] Update Stanislaus Issuance Thresholds

- Resolved: 12/05/2019 04:29 PM

Team Responsible:	Fiscal	Assignee:	Deron Schab	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Jyothirmayi Chavata	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	15
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	11/20/2019 11:39 AM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:	[Fiscal]	Approved by Committee:		Other Agency Cross Reference:	

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

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

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

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

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

Outreach

Description: These values will need to persist post-migration but are not expected to exist in LRS as they are county-specific. This SCR has been associated with the existing DDCR for updating Issuance Thresholds. CA-201453

Migration Impact Description: Not Accounted for in SOR

Migration Impact Analysis: Supervisor override of EDBC's and Payment Requests.

Alternative Procedure Description:

Operational Impact: Estimate: **15**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	10
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	5	Tech Arch :	0	Tech Ops :	0
Training :	0				