



Design Document

SCR CA-203787 | C-IV-104670

[Auto Discontinue of AAP When Youth Turn
18/21 and Update NA 791]



DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/18/2019	0.5	Added mockup, comparison and updated FDD	Bashir
10/01/2019	1.0	Final design submitted for approval	HancockS
10/30/2019	2.0	Made requested changes to Mockups	Bashir
11/5/2019	3.0	Updated logic for age extension.	HancockS
11/22/2019	3.1	Updated flow chart to add the new NOA and correct wording.	HancockS
12/03/2019	3.2	Updated mockups	Ng Jamie
12/19/2019	3.3	Added Clarification for NA 791 Headers	Tiffany Huckaby

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1 OVERVIEW

Adoptions Assistance Program (AAP) eligibility workers currently manually track adoptive child's birthdates and run EDBC to discontinue at age 18 and/or 21. CalSAWS will develop batch sweeps to discontinue AAP programs for Non-Minor Dependents (NMDs) effective the first of the month after the month the NMDs turns 18 and/or 21. CalSAWS will also generate a NA 791 NOA seventy calendar days before the end of the NMDs 18th and 21st birthday month.

An exception to AAP program discontinuance is when the NMDs are turning Age 18 but their AAP benefits are extended to Age 21. These individuals will not be included in the batch sweep and instead will be discontinued by the batch job at Age 21.

1.1 Current Design

AAP eligibility workers perform the following actions manually:

- Evaluate adoptive child's birthdates for when they turn 18 and 21.
- Run EDBC to discontinue the AAP program when the NMD turns age 18 and are not eligible for an extension of AAP benefits.
- Run EDBC to discontinue the AAP program when the NMD turns age 21 who had extended benefits.
- The NA 791 (version 11/16) was available to manually generate from Template Repository.

1.2 Requests

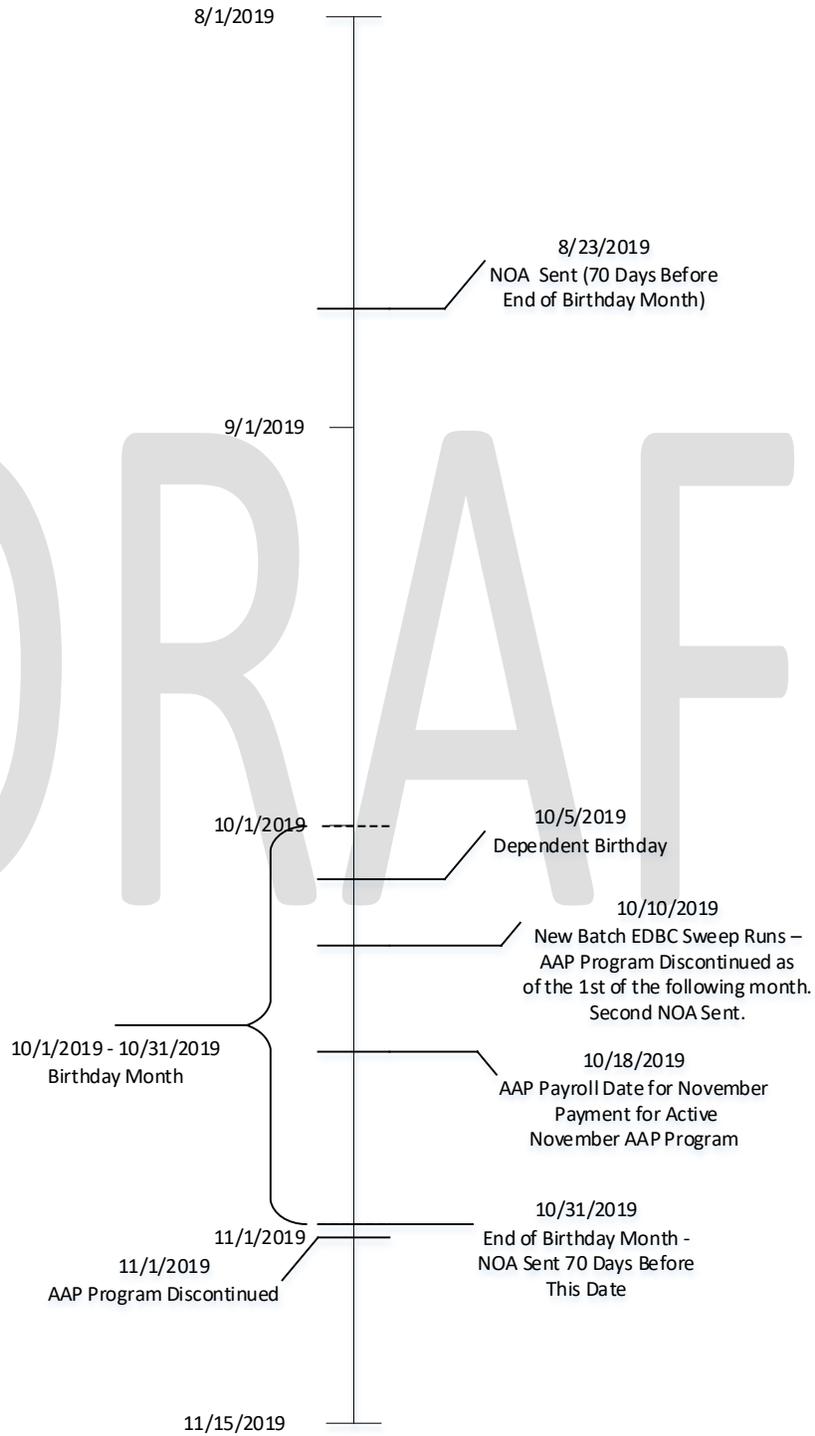
- Create new batch sweeps to evaluate NMD birthdates and run EDBC to re-evaluate the AAP program when a NMD turns age 18 and/or 21.
- Update the NA 791 to the newest State version (version 9/18).
- Automate sending NA 791 NOA seventy calendar days before the end of the month of the NMD 18th birthdate and 21st birthdate month and when the child is discontinued.

1.3 Overview of Recommendations

- Update the NA 791 to the newest 9/18 version.
- CalSAWS only: Automate sending the NA 791 seventy calendar days before the end of the month of the NMD 18th birthdate and 21st birthdate month and when the NMD is discontinued.
- Create new EDBC batch sweeps to evaluate NMD birthdates and run the batch sweeps on the 10th of the month of each month. When the NMDs turn 18 or 21 during the month the Batch EDBC is evaluating, Batch EDBC will discontinue the AAP program. If the NMD is turning 18, a check will also be done to confirm the NMD does not have an extension to stay on the program until age 21.
- Create a journal entry for each AAP program discontinued by the EDBC run.

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Example Timeline:



1.4 Assumptions

1. The NA 791 is only currently available in English in CalSAWS and available in English and Spanish in C-IV. This effort will only update/add English and Spanish. Threshold will be included in a separate SCR (SCR CA-210572/CIV-105082).
2. The NA 791 form has a Variable named <DATA006> that at the moment only populates the one LA County specific phone number. DDCR 1065 will address the phone numbers required for other counties.

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2 RECOMMENDATIONS

Automate sending NA 791 NOA seventy calendar days before the end of the month of the NMD 18th birthdate and 21st birthdate month and when the NMD is discontinued.

Create new batch jobs for the AAP program to evaluate NMD birthdates and run EDBC to re-evaluate the AAP program as of the 1st of the next month after the birthday month when a NMD turns of age 18 and 21.

2.1 Updates to the NA 791 NOA

2.1.1 Overview

Update the NA 791 to the newest State version (version 9/18). Update the NA 791 to generate the age 21 verbiage or age 18 verbiage based upon EDBC results. This notice will be generated 70 days before the last day of the month for the child's birthday month and when the child is discontinued via EDBC.

2.1.2 Description of Change

The AAP NOA (NA 791) will be updated in Template Repository. The NOA will be updated to generate the applicable age 18 or age 21 verbiage when EDBC (see Recommendations 2.1.2.2 and 2.1.2.3) runs and fails the person for these reasons.

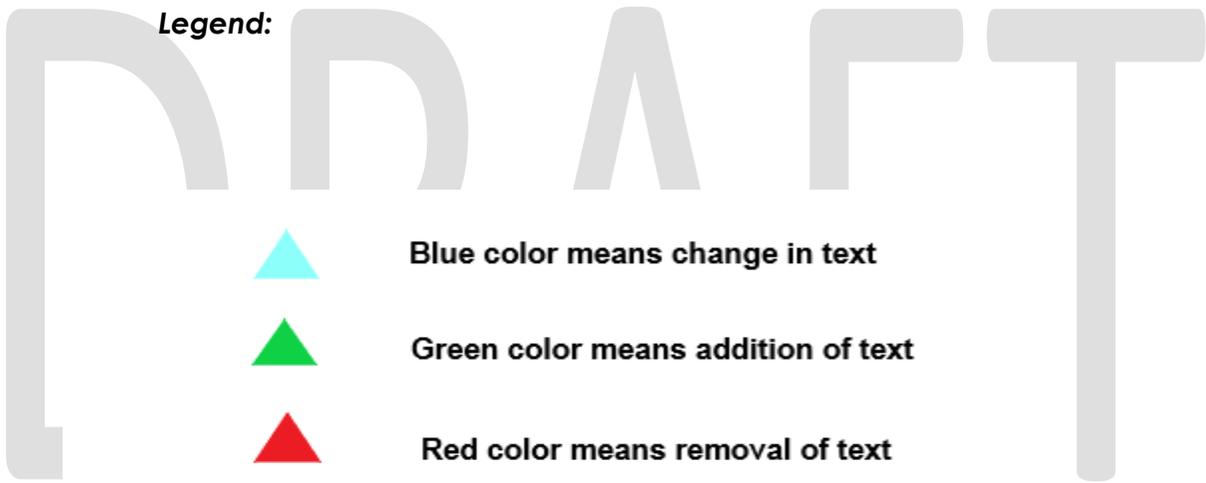
2.1.2.1 Update the NA 791 to the newest State Version (9/18)

Update the NA 791 to the newest version available from the State (version 9/18). This NOA will be updated in English in The Systems. It will also be added in Spanish for CalSAWS and the existing Spanish version will be updated for C-IV. This will update both the version generated in CalSAWS from EDBC and the one available in Template Repository in The Systems. The C-IV system will maintain it's existing Standard Header on the NA 791. Any updates to the Header does not apply for C-IV. The Header changes below will update both the Form (AA_FORM_TEMPLATE) and NOA (AA_NOA_TEMPLATE) templates in CalSAWS. The NOA Cover Sheet will also be updated with the new Header in CalSAWS.

Note: The NA 791 currently has a NA Back 9.

See Supporting Documents section for Mockup and FDD.

The following are the updates to the NA 791 (Note: Only the highlighted areas are being updated, the example below are the State Forms and due to this headers and footer may vary from the example below):



Notice of Action

If you have questions or want more information about this action, please contact your adoption worker.

Case Name :
CPS Case Number : 1
Case Number :
Adoption Worker : 2
Phone :
Date :

Notice of Action

If you have questions or want more information about this action, please contact your adoption worker.

Case Name :
Case Number : 2
Adoption/Post Adoption Worker :
Phone :
Email : 3
Date :

Description of the Action Effective Date _____, the following action will be taken regarding your child's Adoption Assistance Program (AAP) benefits:

- A. Monthly negotiated rate of \$ _____ is approved.
- B. Your child's Medi-Cal/Medicaid benefit is approved.
- C. Your child does not meet AAP eligibility criteria to receive AAP benefits. (refer to comments section)
- D. Your child is not eligible to receive the requested benefits. (refer to comments section)

Monthly negotiated rate is increased to \$ _____.

- A. You have signed an amended AAP Agreement

Your monthly negotiated AAP rate has increased from _____ to _____.

The California Necessities Index (CNI) has increased for Fiscal Year _____.

Rules: These rules apply: SENATE BILL (SB) 1013, CHAPTER 35, STATUTES OF 2012; ASSEMBLY BILL (AB) 403, CHAPTER 773, STATUTES OF 2015; AB 1997, CHAPTER 612, STATUTES OF 2016; WELFARE AND INSTITUTIONS CODE (WIC) SECTIONS 11364, 11387, 11453, 11460, 11461, 11461(d)(2)(A), 11462, 11463, 11464, 18254, 18358.30; ACL NO 19-58.

Monthly negotiated rate is decreased to \$ _____.

- A. You have signed an amended AAP agreement.
- B. You have requested Medi-Cal/Medicaid only benefits.
- C. The rate is greater than what your child would be eligible to receive had they not been placed for adoption.
- D. Your child's out of home placement has ended.
- E. Your child's Wraparound services have ended.

You have signed a deferred AAP agreement. If your child requires AAP benefits in the future, contact Post Adoptions Services at _____.

Your child's AAP benefits, including Medi-Cal coverage will be terminated:

- A. Your child will be age 18.

Your child may be eligible for the extension of AAP benefits to age 21. Contact Post Adoptions Services _____ to request: the extension of benefits prior to your child's 18th birthday if:

- They have a mental or physical disability.
- OR
- The initial AAP agreement was signed on or after your child's 16th birthday and one of the five participation criteria are met:
 1. Completing high school or an equivalency program.
 2. Enrolling in post-secondary or vocational school.
 3. Participating in a program or activity that promotes or removes barriers to employment.
 4. Employed at least 80 hours per month.
 5. Is incapable of participating in 1 through 4 above, due to a documented physical or mental condition.

- B. Your child will be age 21

C. You are no longer legally responsible for your child.

- 7. a. Your child has married.
- b. Your child has enlisted and is on active duty in the military.
- c. Your parental rights have been terminated.

D. You are no longer supporting your child.

Description of the Action Effective Date _____, the following action will be taken regarding your child's Adoption Assistance Program (AAP) benefits:

- A. Monthly negotiated rate of \$ _____ is approved.
- B. Your child's Medi-Cal/Medicaid benefit is approved.
- C. Your child does not meet AAP eligibility criteria to receive AAP benefits. (refer to comments section)
- D. Your child is not eligible to receive the requested benefits. (refer to comments section)

Monthly negotiated rate is increased to \$ _____.

- A. You have signed an amended AAP Agreement

B. Due to the California Necessities Index (CNI) Increase Fiscal Year _____.

Monthly negotiated rate is decreased to \$ _____.

- A. You have signed an amended AAP agreement.
- B. You have requested Medi-Cal/Medicaid only benefits.
- C. The rate is greater than what your child would be eligible to receive had they not been placed for adoption.
- D. Your child's out of home placement has ended.
- E. Your child's Wraparound services have ended.

You have signed a deferred AAP agreement. If your child requires AAP benefits in the future, contact Post Adoptions Services (PAS) at _____.

Your child's AAP benefits, including Medi-Cal coverage will be terminated:

- A. Your child will be age 18.

Your child may be eligible for the extension of AAP benefits to age 21. Contact PAS at _____ to request: the extension of benefits prior to your child's 18th birthday if:

- They have a mental or physical disability.
- OR
- The initial AAP agreement was signed on or after your child's 16th birthday and one of the five participation criteria are met:
 1. Completing high school or an equivalency program.
 2. Enrolling in post-secondary or vocational school.
 3. Participating in a program or activity that promotes or removes barriers to employment.
 4. Employed at least 80 hours per month.
 5. Is incapable of participating in 1 through 4 above, due to a documented physical or mental condition.

- B. Your child will be age 21

C. You are no longer legally responsible for your child.

- 7. 1. Your child has married.
- 2. Your child has enlisted and is on active duty in the military.
- 3. Your parental rights have been terminated.

D. You are no longer supporting your child.

An overpayment of \$ _____ has occurred for the period of _____ to _____ :

An overpayment of \$ _____ has occurred for the period of _____ to _____ :

MONTH/DATE OF PAYMENT	AMOUNT RECEIVED	AMOUNT SHOULD HAVE RECEIVED	MONTH/DATE OF PAYMENT	AMOUNT RECEIVED	AMOUNT SHOULD HAVE RECEIVED

MONTH/DATE OF PAYMENT	AMOUNT RECEIVED	AMOUNT SHOULD HAVE RECEIVED	MONTH/DATE OF PAYMENT	AMOUNT RECEIVED	AMOUNT SHOULD HAVE RECEIVED

You were overpaid because you failed to report:

- A. You were no longer supporting your child
- B. You were no longer legally responsible for your child
 - a. Your child has married
 - b. Your child has enlisted and is on active duty in the military
 - c. Your parental rights have been terminated

9

You may have committed fraud in your application for or reassessment of the AAP benefits, and as a result have received checks/deposits to which your child was not entitled to receive.

Description of the alleged fraud:

The county shall not demand overpayment collection when the overpayment was due to county error.

Comments:

Regulations: This action is required by the following state regulations which are available for review at the Adoption Agency: California Code of Regulations Title 22, Division 2, Chapter 3, Subchapter 7, Articles 1-10, Sections 35325-35352.2

State Hearing: If you are dissatisfied with this action, your aid may continue unchanged if you ask for a State Hearing before the effective date of the action. Read the back for important information about your right to appeal this action.

NA 701 (1/16)- REQUIRED FORM

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You were overpaid because you failed to report:

- A. You were no longer supporting your child
- B. You were no longer legally responsible for your child
 - 1. Your child has married
 - 2. Your child has enlisted and is on active duty in the military
 - 3. Your parental rights have been terminated

9

You may have committed fraud in your application for or reassessment of the AAP benefits, and as a result have received checks/deposits to which your child was not entitled to receive.

Description of the alleged fraud:

The county shall not demand overpayment collection when the overpayment was due to county error.

Comments:

Regulations: This action is required by the following state regulations which are available for review at the Adoption Agency: California Code of Regulations Title 22, Division 2, Chapter 3, Subchapter 7, Articles 1-10, Sections 35325-35352.2

State Hearing: If you are dissatisfied with this action, your aid may continue unchanged if you ask for a State Hearing before the effective date of the action. Read the back for important information about your right to appeal this action.

NA 701 (09/12)- REQUIRED FORM

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Number	Description	Existing Text	Updated Text	Formatting *
1	Removal of CPS Case Number	CPS Case Number	-	Arial Font Size 10
2	Change in Adoption Worker text	Adoption Worker	Adoption/Post Adoption Worker	Arial Font Size 10
3	Addition of Email	-	Email	Arial Font Size 10
4	CNI verbiage change	<p>Your monthly negotiated AAP rate has increased from <OLD_RATE> to <NEW_RATE>. The California Necessities Index (CNI) has increased for Fiscal Year <MONTY_YEAR>.</p> <p>Rules: These rules apply: SENATE BILL (SB) 1013, CHAPTER 35, STATUTES OF 2012; ASSEMBLY BILL (AB) 403, CHAPTER 773, STATUTES OF 2015; AB 1997, CHAPTER 612, STATUTES OF 2016; WELFARE AND INSTITUTIONS CODE (WIC)</p>	Due to the California Necessities Index (CNI) Increase Fiscal Year	Arial Font Size 10

		SECTIONS 11364, 11387, 11453, 11460, 11461, 11461(d)(2)(A), 11462, 11463, 11464, 18254, 18358.30; ACL NO 19-58.		
5	Addition of an abbreviation -You have signed deferred AAP agreement. If your child requires AAP benefits in the future, contact Post Adoption Services at <DATA006>	Post Adoption Services <DATA006>	Post Adoption Services (PAS) <DATA006>	Arial Font Size 10
6	Replacement by an Abbreviation - Your child may be eligible for the extension of AAP benefits to age 21. Contact Post Adoption Services at <DATA007>	Post Adoption Services <DATA007>	PAS <DATA007>	Arial Font Size 10
7	Usage of a numbered list for option C of -Your child AAP benefits, including Medi-Cal coverage will be terminated -Option C is 'you are no longer legally responsible for your child.'	Earlier there were three choices numbered as (a) (b)(c)	Now there are three choices numbered as (1) (2) (3)	Arial Font Size 10
8	Revision No/Form Footer	NA 791 (11/16)	NA 791 (9/18)	Arial Font Size 5.5
9	Usage of a numbered list for option B of -You were overpaid because you failed to report Option B is 'you are no longer legally responsible for your child.'	Earlier there were three choices numbered as (a) (b)(c)	Now there are three choices numbered as (1) (2) (3)	Arial Font Size 10
10	Revision No/Form Footer	NA 791 (11/16)	NA 791 (9/18)	Arial Font Size 5.5

2.1.2.2 CalSAWS Only: Add Section Generation logic for AAP NOA (NA 791) for age 18

For EDBC:

Add this new Fragment on a AAP NOA for the program when all of the following are true for a person on the case:

- The person is turning 18 years of age within the month.
 - The person is failing in the newly run EDBC.
 - The person did not receive an extension to age 21.
 - Note for an extension at least one of the following is true:
 - For a Participation Extension the following requirements must be met:
 - Was the Initial AAP Agreement signed on or after the youth's 16th birthday?" = Yes
 - "Is the AAP youth meeting participation requirements for extended benefits?" = Yes
 - At least one of the following check boxes are checked:
 - "Completing secondary education"
 - "Completing post-secondary or vocational education"
 - "Participating in a program or activity to remove barriers to employment"
 - "Employed for at least 80 hours per month"
 - "Incapable of doing any of the above activities due to a mental or medical condition?"
 - For a Medical Extension the following requirements must be met:
 - "Does the AAP youth have a mental or physical disability that meets the requirements for extended benefits?" = Yes
 - there is at least one existing AAP EDBC for the current Benefit month and in the most recent saved AAP EDBC of the existing AAP EDBCs for that month the program had an active status
- or
- there is not a previously existing AAP EDBC for the current Benefit month and there is at least one AAP EDBC for the previous month and in the most recent saved AAP EDBC for the previous month the program had an active status

For Batch:

Generate this Section on the AAP NOA (NA 791) when the NA 791 Form Sweep (See Recommendation 2.2) generates the NA 791 form 70 or less days before the last day of the month that the child will be turning 18.

2.1.2.3 CalSAWS Only: Add Section Generation logic for AAP NOA (NA 791) for age 21

For EDBC:

Add this new Fragment on a AAP NOA for the program when all of the following are true:

- The person is turning 21 years of age within the month.
- The person is failing in the newly run EDBC.
- there is at least one existing AAP EDBC for the current Benefit month and in the most recent saved AAP EDBC of the existing AAP EDBCs for that month the program had an active status
or
there is not a previously existing AAP EDBC for the current Benefit month and there is at least one AAP EDBC for the previous month and in the most recent saved AAP EDBC for the previous month the program had an active status

For Batch:

Generate this Section on the AAP NOA (NA 791) when the NA 791 Form Sweep (See Recommendation 2.2) generates the NA 791 form 70 or less days before the last day of the month that the child will be turning 21.

2.2 CalSAWS only: Create NA 791 Form Sweep

2.2.1 Overview

A nightly batch will be created to check for cases with active AAP that contain the following:

- The last day of the month the NMD on the case turns 18 years of age is in 70 or less calendar days
- NA 791 with the over 18 years of age reason has not been sent out in the 71 days prior to the last day of the month the NMD turns 18 years of age.
- NMD does not have an AAP program extension to Age 21.
- The NMD has an AAP program extension if the following exist on the AAP Summary Page > Extended Benefits section.
 - a. For a Participation Extension the following requirements must be met:
 1. Was the Initial AAP Agreement signed on or after the youth's 16th birthday?" = Yes
 2. "Is the AAP youth meeting participation requirements for extended benefits?" = Yes
 3. At least one of the following check boxes are checked:
 - "Completing secondary education"
 - "Completing post-secondary or vocational education"
 - "Participating in a program or activity to remove barriers to employment"
 - "Employed for at least 80 hours per month"
 - "Incapable of doing any of the above activities due to a mental or medical condition?"

- b. For a Medical Extension the following requirements must be met:
 1. "Does the AAP youth have a mental or physical disability that meets the requirements for extended benefits?" = Yes

OR

- The last day of the month the NMD on the case turns 21 years of age is in 70 or less calendar days
- NA 791 with the over 21 years of age reason has not been sent out in the 71 days prior to the end of the month that the NMD turned 21 years of age.

2.2.2 Description of Change

For each record returned in the driving query, a record will be inserted into the batch transaction table to generate a NA791 during forms processing.

Transaction values:

- Case ID: Case associated to the AAP program
- Program ID: Active AAP Program
- Person ID: Primary Applicant of Active AAP Program
- Type Code: FR
- Sub Type Code: TBD
- Eff Date: The Batch Run Date
- Created By: Batch
- Updated By: Batch

2.2.3 Execution Frequency

This Batch Job will run every business day (Monday – Saturday).

2.2.4 Key Scheduling Dependencies

This job will run before forms balancers.

2.2.5 Counties Impacted

19 - Los Angeles

2.2.6 Data Volume/Performance

N/A

2.2.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.3 CalSAWS Only: Re-evaluate AAP Program for NMDs Turning 18 and 21

2.3.1 Overview

Create new Batch EDBC Sweep jobs to trigger Batch EDBC to re-evaluate NMD's (any person active on AAP) turning 18 and/or 21. These new batch sweep jobs will run on the 10th calendar day of each month. The batches will evaluate if and when the NMDs turn 18 or 21 during the month the batch is running for. If the NMD is turning 18 or 21 the EDBC batch sweep will trigger EDBC to re-evaluate the AAP program. When the NMD is turning 18, a check will also be done to confirm the NMD does not have an extension to stay on the program until age 21.

2.3.2 Description of Change

1. Create a CTCR to add new Batch Eligibility Sweep codes for the journal entry Category 942 (Batch Eligibility Sweep Codes).

Batch EDBC Sweep Code	Description
New/Update	New
Category Id	942
Short Decode Name	NMD turned 18
Long Decode Name	NMD turned 18
Begin date	Default / System Min Date / 01-JAN-00 00:00:00
End date	Default / System High Date /31-DEC-99 00:00:00

Batch EDBC Sweep Code	Description
New/Update	New
Category Id	942
Short Decode Name	NMD turned 21
Long Decode Name	NMD turned 21
Begin date	Default / System Min Date / 01-JAN-00 00:00:00

End date	Default / System High Date /31-DEC-99 00:00:00
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2. Add new monthly batch sweep jobs to trigger Batch EDBC when the following conditions are met:
 - i. Program Type = Adoptions Assistance Program (AAP)
 - ii. Program Status is Active on the 1st of the month following the batch month.
 1. Example: Birthday is August 15th. Batch is ran on August 10th for the month of August birthdays. If a birthday is in August, batch will evaluate that the program is active effective September 1st.
 - iii. First Batch Sweep: If NMD (Any Person Active on AAP) is turning 18:
 1. Birthdate is during the batch month.
 2. NMD does not have an AAP program extension to Age 21.
 3. The NMD has an AAP program extension if the following exist on the AAP Summary Page > Extended Benefits section.
 - a. For a Participation Extension the following requirements much be met:
 - i. "Was the Initial AAP Agreement signed on or after the youth's 16th birthday?" = Yes
 - ii. "Is the AAP youth meeting participation requirements for extended benefits?" = Yes
 - iii. At least one of the following check boxes are checked:
 1. "Completing secondary education"
 2. "Completing post-secondary or vocational education"
 3. "Participating in a program or activity to remove barriers to employment"
 4. "Employed for at least 80 hours per month"
 5. "Incapable of doing any of the above activities due to a mental or medical condition"
 - b. For a Medical Extension the following requirements much be met:
 - i. "Does the AAP youth have a mental or physical disability that meets the requirements for extended benefits?" = Yes

Extended Benefits

Was the Initial AAP Agreement signed on or after the youth's 16th birthday? *

- Select - ▾

Does the AAP youth have a mental or physical disability that meets the requirements for extended benefits? ▾

Is the AAP youth meeting participation requirements for extended benefits? ▾

Which participation requirements is the AAP youth meeting?

- Completing secondary education.
- Completing post-secondary or vocational education.
- Participating in a program or activity to remove barriers to employment.
- Employed for at least 80 hours per month.
- Incapable of doing any of the above activities due to a mental or medical condition.

iv. Second Batch Sweep: If NMD is turning 21:

1. Birthdate is during the batch month.

3. The new monthly batch sweep jobs will perform the following actions:

i. Trigger Batch EDBC with the following parameters:

1. Run Type Code = Single Program Mode

2. Effective Date = The month following the batch month

3. Sub Type Code = If 18 Years Old (NMD turned 18); If 21 Years Old (NMD turned 21)

2.3.3 Execution Frequency

The jobs will be ran on the 10th calendar day monthly in order to trigger EDBC prior to the monthly AAP payroll process. If the 10th falls on a Sunday or holiday, the batches will run on the prior business day.

2.3.4 Key Scheduling Dependencies

The batches will run before the existing Batch EDBC processing job.

2.3.5 Counties Impacted

19 - Los Angeles

2.3.6 Data Volume/Performance

No measurable amount of data volume or performance change.

2.3.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the

directory and contacting the external partner if there is an account or password issue, etc...)

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.1.21	The CalSAWS shall automate eligibility determination and benefit calculation for certain individual and case changes.	AAP Eligibility Determination will be automatically re-evaluated based on a new EDBC sweep triggering the Batch EDBC.

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4 MIGRATION IMPACTS

This SCR is only for CalSAWS which creates a gap with C-IV. For migration, this automation will be evaluated to determine if this should be made available for C-IV counties or if this will stay a Los Angeles County only functionality.

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5 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOA/Form	NA 791 Mockup age 18	 Age 18 - Mockup.docx
2	NOA/Form	NA 791 Mockup age 21	 Age 21 - Mockup.docx
3	NOA/Form	NA 791 FDD Updates (Updates are highlighted)	 updated_NOA_P009 C_6032_SPD.DOCX

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CalSAWS

California Statewide Automated Welfare System

Design Document

CA-206520 CIV-103772 Automate SAWS 30 - IEVS
Employment and Income Verification Form.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Howard Suksanti, Anand Kulkarni
	Reviewed By	Himanshu Jain, Balakumar Murthy, Chris Larson, Priya Sridharan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/6/2019	0.1	Initial draft	Howard Suksanti
3/18/2019	0.2	Updated with Peer review comments	Howard Suksanti
3/25/2018	0.3	Correspondence changes added	Anand Kulkarni
4/9/2019	0.4	Updated with C-IV requirements	Howard Suksanti
4/12/2019	0.5	Updated with Peer review comments	Howard Suksanti
4/17/2019	0.6	Updated with Peer review comments	Howard Suksanti
6/14/2019	0.7	Updated with Peer review comments	Howard Suksanti
9/4/2019	0.8	Updated section 1.4 to 58 Counties	Howard Suksanti
10/10/2019	0.9	Updated on the threshold language title for the SAWS 30 form in C4Yourself	Nithya Chereddy
10/16/2019	0.10	Updated logo to CalSAWS and added Outreach section, added DDID 1492 for the PA 2418B, added scenario of the person match in IFDS recommendation.	Howard Suksanti
11/22/2019	0.11	Added C-IV disposition journal entry, added note on the DDID 1492.	Howard Suksanti
11/26/2019	0.12	Updated SAWS 30 FDD to populate worker information in all scenarios	Nithya Chereddy
12/30/2019	0.13	2.3.2 Update: Changed 'Batch Date' to 'System Date'	Steve Hancock
01/07/2019	0.14	2.4.2 Update: Add XXX to PA 2418B form	Nithya Chereddy

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1 OVERVIEW

Employment and earnings data are received by LRS and C-IV systems from IEVS (Income and Eligibility Verification System) over an inbound interface file. This data is stored in the database and compared with the participant reported data existing in the system. In LRS, if there are any discrepancies detected between these two sets of data, a task is created and assigned to IEVS supervisor/worker. As part of phase 1 SCR 48386/C-IV 101999, IEVS Face to Face appointment process is eliminated.

This SCR, which is phase 2, will modify some functionality of the IFDS and NHR Interface.

1.1 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 only 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.

1.2 Requests

- 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 distribute abstracts evenly to the IEVS workers in the same office as the program assigned worker (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 for the Medi-Cal only program (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).

1.3 Overview of Recommendations

- Modify the existing IFDS Interface job (PI19C407) on all the following.
LRS only:
 - Trigger PA 2418B Form for all IFDS abstracts except the abstract that will be dispositioned through the Interface.
 - Distribute abstracts and tasks evenly to the IEVS workers only instead of the worker and supervisor.
- Modify the existing NHR Interface job on all the following.
LRS only (job Number PI19C506):
 - Trigger SAWS 30 Form for all abstracts except for the MC participant that will receive PA 2418C Form.
 - Remove the logic that assigns task to the worker except for the MC program.
C-IV only (job Number PIXXC500):
 - 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).

1.4 Assumptions

- LRS and C-IV use two separate Forms for income and employment verification purpose. PA 2418B Form is used by Los Angeles county only and VER 201 Form is used by C-IV counties. After migration, single Form for IFDS abstracts will be developed and used by all 58 counties for Income and employment verifications. (Please refer to DDID 1492)
- C-IV will continue to use existing task assignment logic for NHR and IFDS abstracts.
- C-IV counties will continue to generate VER 201 Form manually for IFDS abstracts. The corresponding LRS Form PA 2418B is fully automated as part of this SCR with a county configurable feature that C-IV counties can opt-in at migration.
- SAWS 30 Form that is not successfully sent out to participant will be in the existing Form Skip report (LRS only).
- County Business Analysts will generate the ad hoc list by running the SQL and storing the list in the appropriate location for all the Counties.

2 RECOMMENDATIONS

2.1 Modify the IFDS Interface on the Form and Task creation.

2.1.1 Overview

LRS:

IFDS Interface auto assigns the abstract to the staff and generates the PA 2418B Form to participant If the income discrepancy is \$2500 or more.

If the income discrepancy is \$2500 or more, the abstract is auto assigned to an IEVS worker.

Current logic to find the worker is in the below order:

1. First IFDS Interface identifies the worker that has a pending abstract of the same case and assigns the new abstract to the same worker. If the Interface does not find a worker, IFDS Interface will continue search with the following logic.
2. IFDS Interface distributes the abstract evenly to the IEVS worker that the case is located.
3. If the case is discontinued, IFDS Interface assigns the abstract to the IEVS worker in the office that case is discontinued (latest worker on the Discontinued program status).

If the income discrepancy is below \$2500, abstract is assigned to IEVS supervisor where the case is located.

C-IV:

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

If the income discrepancy is below \$1000, IEVS-ECS abstract is automatically closed.

2.1.2 Description of Change

Modify the IFDS Interface on all the following.

LRS only (job Number PI19C407):

1. Trigger PA 2418B Form for each abstract received from the inbound file except the abstract that will be dispositioned through the Interface. In the event that the Interface does not find a person that matches the person in the inbound file, or there are more than one persons matched from the inbound file, the Interface will not auto trigger PA 2418B Form.

Note: This logic will be a County configurable feature that C-IV counties can opt-in at migration. The configurable feature will be added as part of DDID 1492.

2. Modify the abstract and task assignment logic to no longer assign an abstract or task to the IEVS Supervisor. The IFDS Interface will only assign the task to the worker that is able to receive 'IEVS Priority' task type (Task Category Code - 10350) (LRS only).

Note:

- There will be no change to the existing logic that determine the task type that will be assigned. The worker can be assigned to 'IFDS Income Match - Under \$2500 discrepancy' or 'IFDS Income Match - Over \$2500' discrepancy depending on the wage discrepancy.

For example:

- When the wage discrepancy is below 2500, the Interface creates 'IFDS Income Match - Under \$2500 discrepancy' task and assigns to a worker (No change).
 - When the wage discrepancy is above 2500, the Interface creates 'IFDS Income Match - Over \$2500' task and assigns to a worker (No change).
- The IEVS-IFDS Interface assigns the abstract and the task to the same worker.

2.1.3 Execution Frequency

No Change.

2.1.4 Key Scheduling Dependencies

No Change.

2.1.5 Counties Impacted

Los Angeles County only.

2.1.6 Data Volume/Performance

N/A.

2.1.7 Interface Partner

CDSS (California Department of Social Services).

2.1.8 Failure Procedure/Operational Instructions

No Change.

2.2 Modify NHR Interface job on the Form creation, Task creation, and abstract disposition.

2.2.1 Overview

LRS:

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.

When there is a discrepancy in the employment information, NHR Interface triggers a task to the IEVS supervisor/worker.

NHR Interface triggers PA 2418C Form to MC participants if the NHR abstract is for Medi-Cal only program.

If there is a match between the NHR information and system data, the system dispositions the abstract with the status as "No Impact".

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.

2.2.2 Description of Change

Update the NHR Interface on all the following.

LRS only (job Number PI19C506):

1. Trigger SAWS 30 Form for all NHR abstracts except for the below population.
 - 1.1 MC program since the Interface will trigger PA 2418C Form.
 - 1.2 Student, Non-Needy Caretaker, and No discrepancy in the Employer information populations.

(Technical Note: The Interface will pass employer ID to the Form Generation process).
2. Remove the logic that assign NHR abstract to worker/supervisor except for the Medi-Cal only program. NHR Interface will continue to assign abstract to a worker for the Medi-Cal only program.
3. Remove the logic that creates task to the worker except for Medi-Cal only program. NHR Interface will continue to create task for the Medi-Cal only program.

Note:

- There will be no change to the existing logic when the program code is Medi-Cal.
- There will be no change to the existing logic that NHR Interface automatically disposition when there is no discrepancy in the Employer information.

C-IV only (job Number PIXXC500):

- Trigger SAWS 30 Form for all NHR abstracts that are received through the inbound file except for Non-Needy Caretaker, Student and No Discrepancy

in the employer information population. (Technical Note: The Interface will pass employer ID to the Form Generation process).

2.2.3 Execution Frequency

No Change.

2.2.4 Key Scheduling Dependencies

No Change.

2.2.5 Counties Impacted

All Counties.

2.2.6 Data Volume/Performance

N/A.

2.2.7 Interface Partner

CDSS (California Department of Social Services).

2.2.8 Failure Procedure/Operational Instructions

No Change.

2.3 Add a new Batch job to disposition NHR abstract (LRS and C-IV).

2.3.1 Overview

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. NHR abstract is not auto dispositioned when there is a discrepancy.

2.3.2 Description of Change

Add a new batch job that will disposition all NHR abstracts and will create journal entry when all the following are true.

1. SAWS 30 Form is successfully sent out to the participant or SAWS 30 Form is in status of 'hold for pick up'.
2. The SAWS 30 Form generation date is after the last success batch run date.

3. The NHR abstract for the same case is not dispositioned in the last 30 days from batch run date.

When there are more than one abstracts associated to the SAWS 30 Form, the batch job will close all NHR abstracts that are associated to the SAWS 30 Form.

Note: If the SAWS 30 form is skipped, this batch will not disposition those records.

Disposition details:

Field Name	LRS	C-IV
Disposition Status(LRS)/Review Status (C-IV)	'No impact'.	'Closed - No Findings'.
Program	'One of each active program'. For example, a case that has CalWORKs (CW) and CF program status as 'Active', the Interface will create 2 disposition records for each active program(CW and CF).	'One of each active program'. For example, a case that has CalWORKs (CW) and CF program status as 'Active', the Interface will create 2 disposition records for each active program(CW and CF).
Closure Date	'System date'.	'System date'.
Closure Code(LRS)/Review Closure Code(C-IV)	'Income and/or change doesn't effect quarter'.	'Income and/or change doesn't effect quarter'.
Discrepancy	None.	None.
AU Impact Code	None.	None.

Journal Entry details: (LRS)

ID	TYPE	NAME	DESCRIPTION	TRIGGER CONDITION
1	Batch	NHR Abstract Dispositioned as No Impact.	NHR abstract with Run Date XX/XX/XXXX received for individual with SSN ending in XXXX. Notification of New Employment notice mailed and abstract auto-dispositioned as No Impact. Note: RUN Date will be in format MM/DD/YYYY.	All NHR abstracts that have SAWS 30 Form generated. For LRS only except the Medi-Cal abstract.

ID	TYPE	NAME	DESCRIPTION	TRIGGER CONDITION
			SSN: will be the last 4 digits.	

Journal Entry details: (C-IV)

ID	TYPE	NAME	DESCRIPTION	TRIGGER CONDITION
1	Batch	NHR Abstract is Closed - No Findings.	NHR abstract with Run Date XX/XX/XXXX received for individual with SSN ending in XXXX. Notification of New Employment notice mailed and abstract is Closed – No Findings. Note: RUN Date will be in format MM/DD/YYYY. SSN: will be the last 4 digits.	All NHR abstracts that have SAWS 30 Form generated. For LRS only except the Medi-Cal abstract.

2.3.3 Execution Frequency

Daily except Sunday and Holidays.

2.3.4 Key Scheduling Dependencies

The new batch job will run after the existing Form Bundling job.

2.3.5 Counties Impacted

All Counties.

2.3.6 Data Volume/Performance

N/A.

2.3.7 Failure Procedure/Operational Instructions

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

2.4 Form PA 2418B (LRS only)

2.4.1 Overview

This Form is a controlled Form with 30 calendar days as the due date to return along with the supporting documents. Forms received at the district office are scanned through Kofax using the barcode on the Form. With this SCR, barcode generation logic will be updated to populate the due date of the Form on the barcode.

2.4.2 Description of Changes

- Barcode on the Form PA 2418B will be generated with the following logic
 - 1st 7 Digits will be the case number.
 - Next 2 digits will be 00.
 - Next 2 digits are populated as the Form number/Form ID (35) from CT-329.
 - Next 2 digits are populated as month (MM) derived based on due date of PA 2418B Form. Note: currently these 2 digits are populated as the RD due month which will be replaced by the due month of the Form
Example: if the due date of the Form PA 2418B is 10/25/2019 then these two digits will be populated as '10'.
 - Next 4 digits are populated as year (YYYY) derived based on the due date of PA 2418B Form. Example: if the due date of the Form PA 2418B is 10/25/2019 then these four digits will be populated as '2019'
 - Next 10 digits are populated as the generate_doc_id from database which Will be an unique number

Note: As part of this SCR, barcode generation logic is changed to populate due month and year of the Form PA 2418B starting at 12th digit ending at 17th digit. Remaining logic to generate the barcode for PA 2418B will remain unchanged. With this change, EDMS system will be able to show the correct due month and year of the Form on the screen upon scanning the Form.

PA 2418 B - IEVS-IFDS (10/17)



B1WCF8700351220190768670947



B1WCF8700351220190768670947

Due month (MM) and Due Year (YYYY)
populated using the due date of the Form
PA 2418B

Page 1 of 1

- Add PA 2418B Form in Spanish language to the template repository. Update code detail value for CT-942 to auto generate PA 2418B – Spanish through IFDS interface job.

3. Add XXX at the top of the English and Spanish PA 2418B form.

2.5 Form SAWS 30

2.5.1 Overview

SAWS 30 Form informs the participants that the county has received information from state and/or federal agencies that recently they became employed and the employment data were not reported to the county. Participants are provided with an IRT limit. If the income exceeds the IRT limit, then the participants are requested to provide the employment and/or income information. SAWS 30 can be generated by IEVS workers through "IEVS New Hire Abstract" page. Also, this Form is available to print through template repository. With this SCR, SAWS 30 can be generated through NHR Interface job for each NHR abstract.

2.5.2 Description of Changes

1. Add new version of SAWS 30 (03/2019) Form to the template repository in English and Spanish. Latest template can be found in attachments #4
2. Create a new Code detail value (CTCR) for Category 942 to auto generate the Form SAWS 30 through Interface job.
3. C-IV: SAWS 30 Form will be triggered through NHR Interface job (PIXXC500).
LRS: Detailed trigger conditions for SAWS 30 can be found in the attached functional design document.
4. C-IV: Add threshold language titles for SAWS 30 Form in C4Yourself which is the Self-Service portal for C-IV.
5. In the context of a case, when generated through template repository, Employer Name and Employer Address fields will be populated on SAWS 30 Form using the latest NHR abstract.
6. Below are the data population logic for SAWS30 when triggered through NHR interface job.
 - a. Employer ID will be passed on to the Forms by NHR interface job.
 - b. Forms logic will use the employer ID to populate the Employer Name and Employer Address fields on the Form.
 - c. Address field (District office address) on the Form will be populated using the program worker's office address.

Note: SAWS 30 is triggered through NHR interface job, trigger details are captured under recommendation section 2.2.

2.6 Forms Thread Batch (PB00R201 – PB00R300) (LRS and C-IV change)

2.6.1 Overview

Form Thread jobs ranging from PB00R201 to PB00R300 process sys_transact and sys_transact_detl records (records inserted by various online pages or batch jobs

for Forms Batches to generate Forms) and generate appropriate Forms. Program ID, Case ID, Language, Sub Type Code (CT 664)) and few other parameters from Sys Transact table are used to determine which Form to generate. Additional parameters required for Form data population or any other extra computing process are used from sys_transact_detl table.

With this SCR, Forms processing will be updated to use the employer ID set by the NHR interface job to populate the employer information on SAWS 30 Form.

2.6.2 Description of Changes

Update the Forms thread job processing logic to use the employer ID set by the NHR interface job to populate Employer Name and Employer address fields on SAWS 30 Form.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms/NOA	SAWS 30 Functional design document	 FD_FRM_SAWS30.docx
2	Forms/NOA	PA 2418B Functional design document.	 FD_FRM_PA2418B.docx
3	ACL 19-52	ACL 19-52	 19-52_ES SAWS 30.pdf
4	Forms/NOA	SAWS 30 Form template in English	 SAWS 30_EN Template.pdf

4 REQUIREMENTS

The SCR will update the functionality of the IFDS and NHR Interface job.

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.4	The LRS shall match LRS Data from external interfaces to an applicant s or participant s case record and update the LRS database when appropriate.	The SCR will update the functionality of the IFDS and NHR Interface job.
2.18.3.11	The LRS shall generate notices and NOAs in accordance with COUNTY-specified case and individual trigger conditions.	State Form SAWS 30 will be generated with the updated/new trigger conditions.

5 OUTREACH

1. 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.

The lists will display the standard columns:

- o Case Name
- o Case Number
- o County
- o Unit
- o Unit Name
- o Office Name
- o Worker
- o Benefit Month

List Name: NHR CF MC Combo Case

List Criteria: A CalSAWS case on the NHR abstract has both an Active CalFresh and Medi-Cal Program

List Frequency: Monthly on the fifth of the the month

Additional Columns:

- Last Name on NHR
- First Name on NHR
- SSN
- Date of Birth
- CIN

County Action: Workers should review cases and take the appropriate action on the Medi-Cal program.

Note: A SQL code will be provided to County Business Analyst to generate this monthly list and post at the appropriate location.

6 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?
CA-206520	Forms	C-IV and CalSAWS use two separate Forms for Income verification. PA 2418B is used in CalSAWS and VER 201 is used in C-IV.	Two Separate Forms are used for the same purpose by C-IV counties and LA County.		No
CA-206520	Forms	Income verification Form in CalSAWS (PA 2418B) is automated and in C-IV (VER 201) it is generated manually.	In C-IV, for each IFDS abstract, workers will generate VER 201 Form through template repository if necessary.		No

CalSAWS

California Statewide Automated Welfare Systems

Design Document

CA-209076 | CIV-104268

Enhance Refused Verification Functionality to
Send Failed Admin Verif

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tisha Mutreja
	Reviewed By	Renee Gustafson, William Baretzky, Derek Goering, Prashant Goel, Maksim Volf, Priya Subramaniam

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/24/2019	1.0	Design Draft to be submitted to Committee	Tisha Mutreja
12/04/2019	1.1	Content Revision: clarified current functionality admin verification types sent with 'N' when Refused and updated recommendation to explain specific types to be updated.	Renee Gustafson
12/06/2019	1.2	Content Revision: clarified current 'Refused' functionality for Residence admin verification type. Automated Test updated.	Renee Gustafson
12/10/2019	1.3	Content Revision; Update future SCR reference in Assumption with CA-212311/CIV-105860	Tisha Mutreja

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1 OVERVIEW

The purpose of this document is to enhance Verification functionality with 'Refused' status to send failed Admin Verifications to CalHEERS during Eligibility Determination Request (EDR) and close out any gaps between CalSAWS and C-IV for 'Refused' verifications.

With this SCR, C-IV functionality will be updated to match to CalSAWS current functionality to send Admin Verification 'No' for a record with 'Refused' status in a benefit month.

Also, updating **The Systems** to send Admin Verification 'No' to CalHEERS if one of the Multiple Records in a benefit Month has status of 'Refused'.

1.1 Current Design

Currently, C-IV sends nothing to CalHEERS as Admin Verification for a record with 'Refused' status in a benefit month whereas CalSAWS sends 'No' as Admin Verification in same scenario for the following verification types in the EDR:

Verification Type	The Systems 'Refused' Verification Status	Value Sent in EDR Admin Verification for this verification type when verification status is 'Refused'
SSN	CalSAWS: 'Refused'	CalSAWS: No
	C-IV: SSN Status - 'Refused to provide/apply'	C-IV: nothing
Income	CalSAWS: 'Refused'	CalSAWS: No *** ***when all income records considered for EDR have 'Refused' status
	C-IV: 'Refused'	C-IV: nothing *** ***when all income records considered for EDR have 'Refused' status
Residence	CalSAWS: 'Refused'	CalSAWS: No
	C-IV: 'Refused'	C-IV: nothing
US Citizen	CalSAWS: 'Refused'	CalSAWS: No
	C-IV: 'Refused'	C-IV: nothing
	CalSAWS: 'Refused'	CalSAWS: No

Verification Type	The Systems 'Refused' Verification Status	Value Sent in EDR Admin Verification for this verification type when verification status is 'Refused'
Immigration Status	C-IV: 'Refused'	C-IV: nothing

Also, currently if we have multiple records effective in a benefit month with various verification status:

For instance,

Scenario 1:

Benefit Month: 07/2019

Income Record 1: \$100 for Week 1 Salary with 'Verified' Verification Status

Income Record 2: \$200 from Week 2 through Week 4 with 'Refused' Verification Status

Admin Verification for Income Record

to be sent to CalHEERS for the Month of 07/2019: Blank (Nothing is sent to CalHEERS)

Scenario 2:

Benefit Month: 07/2019

Income Record 1: \$400 Monthly with 'Refused' Verification Status

Admin Verification for Income Record

to be sent to CalHEERS for the Month of 07/2019: 'No' For CalSAWS / Nothing for C-IV

To summarize, if 'Refused' is the only selected verification in a benefit month, CalSAWS will send 'No' to CalHEERS whereas C-IV sends Nothing. Although, in CalSAWS, if 'Refused' is one of the verification records along with other Verification statuses in a benefit month, 'Refused' is not considered to be sent as failed Admin Verification to CalHEERS.

Also, on Citizenship Page, when the Verified status is either "Not Applicable", "Pending" or "Refused", the 'Medi-Cal Reasonable Opportunity Period' (ROP) section displays to be filled in by the Worker with 'Due Date' and 'Expired'. If 'Expired' is 'Yes', Admin Verif is sent as 'No' making them fail ROP. Although if the status is 'Verified', the ROP section is hidden and ignored for EDR.

CalSAWS does not communicate a failed Admin Verif to CalHEERS when the remaining below verification types are marked 'Refused'. Also, not all verification types have the ability for the worker to indicate 'Refused' in The Systems. The following table describes if the Verification Type has an option to set the Verification 'Refused' in The Systems and the value sent to CalHEERS in an EDR for that Admin Verification type when the worker sets the verification status 'Refused' if available.

Verification Type	The Systems 'Refused' Verification Status	Value Sent in EDR Admin Verification for this verification type when verification status is 'Refused'
Date of Death	CalSAWS: 'Refused'	CalSAWS: No * *The 'No' value sent is due to functionality to Default 'No' and <u>not</u> due to 'Refused' verification.
	C-IV: 'Refused'	C-IV: nothing
Incarceration	CalSAWS: 'Refused'	CalSAWS: No* *The 'No' value sent is due to functionality to Default 'No' and <u>not</u> due to 'Refused' verification.
	C-IV: 'Refused'	C-IV: nothing
SSN Waiver	CalSAWS – ATIN/ITIN: 'Refused'	CalSAWS – ATIN/ITIN: Yes** **The 'Yes' value sent is due to functionality to Default 'Yes' when Reason for No SSN is 'ITIN/ATIN' and <u>not</u> due to 'Refused' verification.
	CalSAWS – Religious Exemption: no way to indicate 'Refused'	CalSAWS – Religious Exemption: n/a
	C-IV: no way to indicate 'Refused'	C-IV: n/a
Applied for SSN	CalSAWS: 'Refused'	CalSAWS: Yes** **The 'Yes' value sent is due to functionality to Default 'Yes' when Reason for No SSN is 'I have applied for SSN' and <u>not</u> due to 'Refused' verification.

Verification Type	The Systems 'Refused' Verification Status	Value Sent in EDR Admin Verification for this verification type when verification status is 'Refused'
	C-IV: no way to indicate 'Refused'	C-IV: n/a
Projected Annual Income	CalSAWS: Is the Projected Annual Income Correct? 'No'	CalSAWS: No
	C-IV: Is the Projected Annual Income Correct? 'No'	C-IV: No
PRUCOL - INS Acknowledgement	CalSAWS: no way to indicate 'Refused'	CalSAWS: n/a
	C-IV: no way to indicate 'Refused'	C-IV: n/a
PRUCOL	n/a	This Admin Verification value is derived by CalHEERS based on the Immigration Status Admin Verification and the Immigration Status/Document type/Parole/etc.
Lawful Presence	n/a	This Admin Verification value is derived by CalHEERS based on the Immigration Status Admin Verification and the Immigration Status/Document type/Parole/etc.
Qualified Non-Citizen	n/a	This Admin Verification value is derived by CalHEERS based on the Immigration Status Admin Verification and the Immigration Status/Document type/Parole/etc.
Five Year Bar Exempt/Met	n/a	This Admin Verification value is derived by CalHEERS based on the Immigration Status Admin Verification and the Immigration Status/Document type/Parole/etc.

Verification Type	The Systems 'Refused' Verification Status	Value Sent in EDR Admin Verification for this verification type when verification status is 'Refused'
MEDS - Minimal Essential Coverage	CalSAWS: no way to indicate 'Refused'	CalSAWS: n/a
	C-IV: no way to indicate 'Refused'	C-IV: n/a
ESI - Minimal Essential Coverage	CalSAWS: 'Refused'	CalSAWS: nothing
	C-IV: 'Refused'	C-IV: No* *The 'No' value sent is due to functionality to Default 'No' and <u>not</u> due to 'Refused' verification.
Non-ESI - Minimal Essential Coverage	CalSAWS: 'Refused'	CalSAWS: nothing
	C-IV: 'Refused'	C-IV: No* *The 'No' value sent is due to functionality to Default 'No' and <u>not</u> due to 'Refused' verification.
Was in Foster Care	CalSAWS: no way to indicate 'Refused'	CalSAWS: n/a
	C-IV: no way to indicate 'Refused'	C-IV: n/a
Entitled to Medicare	CalSAWS: 'Refused'	CalSAWS: No* *The 'No' value sent is due to functionality to Default 'No' and <u>not</u> due to 'Refused' verification.
	C-IV: 'Refused'	C-IV: nothing

1.2 Requests

The Systems to send Admin-Verified 'No' for the SSN, Income, Residence, US Citizenship and Immigration Status verification types when at least one record of that type exists in a benefit month with one of the record as 'Refused' status.

The Systems to not display ROP section when the Citizenship Status on Citizenship Status Detail page is 'Not Applicable' or 'Refused'.

1.3 Overview of Recommendations

1. Update eHIT to send Admin-Verified 'No' for Refused records for the SSN, Income, Residence, US Citizenship and Immigration Status verification types in a benefit month even if multiple other status exists in the same month.
2. Update Citizenship Status Detail page to hide Medi-Cal ROP section when 'Not Applicable' or 'Refused' is selected in the Verified drop down.
3. Update eHIT to only send failed Admin-Verified when 'Pending' status is selected with Expired as 'Yes' in Medi-Cal ROP section or the Verified status is 'Refused'.

1.4 Assumptions

1. Fields not mentioned to be modified within the Online Description of Changes will retain their current functionality in the respective CalSAWS and C-IV Systems.
2. No data changes to existing ROP records with Citizenship Verified Status as 'Not Applicable' or 'Refused'.
3. No changes to existing NOAs.
4. This SCR is to align C-IV to CalSAWS in regards to sending Admin Verified = No based on a Refused Verification status. There will be no changes to existing Admin-Verified functionality in either system when CalSAWS does not send 'No' for 'Refused' unless specifically stated in the Recommendations. Any other differences in verification functionality will be handled with **CA-212311/CIV-105860**.

2 RECOMMENDATIONS

2.1 Citizenship Status Detail Page

2.1.1 Overview

If verification is 'Pending' on the page, ROP section should show up. Worker is responsible for editing Due Date. If the worker marks the ROP expired, then The Systems will send Admin-Verified as 'No' to CalHEERS. If worker updates the Verified status to 'Verified' the ROP section is hidden and ignored for EDR. With this SCR, we will update the page to hide ROP section when either 'Not Applicable' or 'Refused' status is selected.

2.1.2 Citizenship Status Detail Mockup

The screenshot displays the 'Citizenship Status Detail' form. At the top, there are three buttons: 'Save and Add Another', 'Save and Return', and 'Cancel'. Below these is a 'Change Reason' section with a dropdown menu set to 'Participant Provided - Written' and a 'New Reported Date' field set to '08/01/2019'. The main form area contains several sections: 'Name' (dropdown: 'Testingsmrita, Case 39F'), 'Name upon US Entry' (text field), 'Citizenship Type' (text field), 'Document' (dropdown: 'US Passport'), 'Document Number' (text field), 'Document First Name', 'Document Middle Name', 'Document Last Name', 'Document Date of Birth', 'Visa Number', 'SEVIS ID', 'Country of Passport Issuance' (dropdown), 'PRUCOL Reason' (dropdown), 'Country of Citizenship' (dropdown: 'United States'), 'A Number' (text field), 'Issue Date', 'Expiration Date', 'Adjustment Date', and 'Five Year Bar Admin Verification' (dropdown). At the bottom, there is a 'Verified' dropdown menu set to 'Refused' with a 'View' button, and a 'Sponsored?' dropdown menu set to 'No' with a 'View' button.

Figure 2.1.1 – Hiding 'Medi-Cal Reasonable Opportunity Period' Section on selection of Verified drop down as 'Refused' or 'Not Applicable'

Verified: *
 Pending View

Medi-Cal Reasonable Opportunity Period

Due Date: Expired: No

Sponsored? *
 No

Verified: *
 - Select - View

Figure 2.1.2 – ‘Medi-Cal Reasonable Opportunity Period’ Section displays with Verified drop down as ‘Pending’

2.1.3 Description of Changes

1. Update the page to display “Medi-Cal Reasonable Opportunity Period” section only when the Verified status selected in the drop down is ‘Pending’. In other words, hide the ROP section when ‘Not Applicable’, ‘Verified’ or ‘Refused’ is selected.

2.1.4 Page Location

- **Global:** Customer Information
- **Local:** Citizenship
- **Task:** Citizenship Status Detail

2.1.5 Security Updates

No change.

2.1.6 Page Mapping

No change.

2.1.7 Page Usage/Data Volume Impacts

No Impacts.

2.2 eHIT Updates

2.2.1 Overview

Update logic to send each of the following types of Admin Verification sent to CalHEERS as 'No' when at least one record is 'Refused' in a benefit month.

2.2.2 Description of Changes

1. Update eHIT to send Admin-Verified 'No' to CalHEERS when at least one record exists for a particular Verification Type in a benefit month with Verified status as 'Refused'. This change would apply to all the following eHIT Verification Types.

TYPE	The Systems 'Refused' Verification Status	Update Required
SSN	CalSAWS: 'Refused'	CalSAWS – No update required
	C-IV: SSN Status - 'Refused to provide/apply'	C-IV - Yes
Income	CalSAWS: 'Refused'	CalSAWS – Yes (update to handle multiple income records with various Verification statuses.)
	C-IV: 'Refused'	C-IV - Yes
US Citizen	CalSAWS: 'Refused'	CalSAWS – No update required
	C-IV: 'Refused'	C-IV - Yes
Immigration Status	CalSAWS: 'Refused'	CalSAWS – Yes (see Recommendation 2.2.2.2)
	C-IV: 'Refused'	C-IV – Yes (see Recommendation 2.2.2.2)
Residence	CalSAWS: 'Refused'	CalSAWS – No update required
	C-IV: 'Refused'	C-IV – Yes

2. Update eHIT to only send Admin-Verified 'No' to CalHEERS when the Citizenship Status Detail page has below values –
 - a. Verified = 'Pending' and Expired = 'Yes'

OR
b. Verified = 'Refused'

2.2.3 Programs Impacted

Medi-Cal

2.3 Automated Regression Test

2.3.1 Overview

Create new automated scripts to verify that an Admin-Verified value of 'No' is sent through eHIT for multiple data points when the Verified status for the associated record is 'Refused'.

2.3.2 Description of Change

1. Create automated scripts to submit Medi-Cal only applications where:
 - a. A subset combination of the following data collection records have a 'Refused' verification status for at least one applicant:
 - i. Residence
 - ii. Income
 - iii. US Citizenship
 - iv. SSN
 - v. Immigration Status
 - b. A Citizenship record with Verified = 'Pending', Expired = 'Yes' exists for at least one applicant.
2. In each script above, send a MAGI Eligibility Determination Request, and verify that the Admin-Verified value of 'No' displays on the MAGI Request page for each person-level data point where at least one 'Refused' (or 'Pending' and Expired, for Citizenship) record exists.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.5.5.5	The LRS shall maintain information on what LRS Data must be verified by external interfaces.	The Systems sends failed Admin Verifications to CalHEERS when 'Refused' record exists in a benefit month.
2.5.5.9	The LRS shall validate whether the type of verification entered is acceptable for each program individually or a combination thereof.	The Systems sends failed Admin Verifications to CalHEERS when combination of verification exists with one of the record as 'Refused' record exists in same benefit month.

4 APPENDIX

1. **The Systems:** "The Systems" refers to both CalSAWS and C-IV Systems.

For instance, if the document mentions the below:

- The Systems must add

That implies:

- Both CalSAWS and C-IV must add



Design Document

SCR CIV-103667 – Migrate Kern County IVR to
Amazon Connect

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/15/2019	1.0	Initial Draft	Jared Kuester
01/08	1.1	<ul style="list-style-type: none"> Updated Requirements to include removing Live Chat and Call Me links from C4Yourself.com 	Jared Kuester

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1 OVERVIEW

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

1.1 Current Design

Currently all phone calls to 1-877-410-8812 are routed to the Cisco UCCE contact center software. All the software and hardware required to operate the contact center are installed in the C-IV Datacenters, and the Kern county contact center site. Phone calls are routed through T1 PRI lines that are located at the Kern County contact center.

1.2 Requests

1. Recreate the existing Call Flow (see attached) in the Amazon Connect environment.
2. Recreate all IVR Web Service interactions using AWS Lambda.
3. Update Useful links in CCP for Kern County specific links.

1.3 Overview of Recommendations

1. Migrate the Toll-Free Number 1-877-410-8812 to route through Amazon Connect
2. Record the listed prompts as wav files, instead of using text to speech.
3. Migrate the CVP IVR from Cisco to Amazon Connect.
4. Recreate existing Cisco Skill Groups as Amazon Connect queues.
5. Update the Amazon Connect Hours of Operations to match the existing Contact Center Open Hours.
6. Recreate all Finesse Phone Book Entries as Quick Connects
7. Import existing agents from Cisco environments as Agents in Amazon Connect.
8. Create Routing Profiles for both English and Spanish queues.
9. Modify the CCP Useful links to only include eGain Reports and Calabrio One URLs for Kern county agents and supervisors.
10. Remove the Live Chat, and the Call me Links in C4Yourself.com

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 Phone Numbers

2.1.1 Overview

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

2.1.2 Description of Changes

The existing phone number 1-877-410-8812 will be migrated from the vendor TPX to Amazon Connect. This is accomplished through a support ticket opened with Amazon.

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

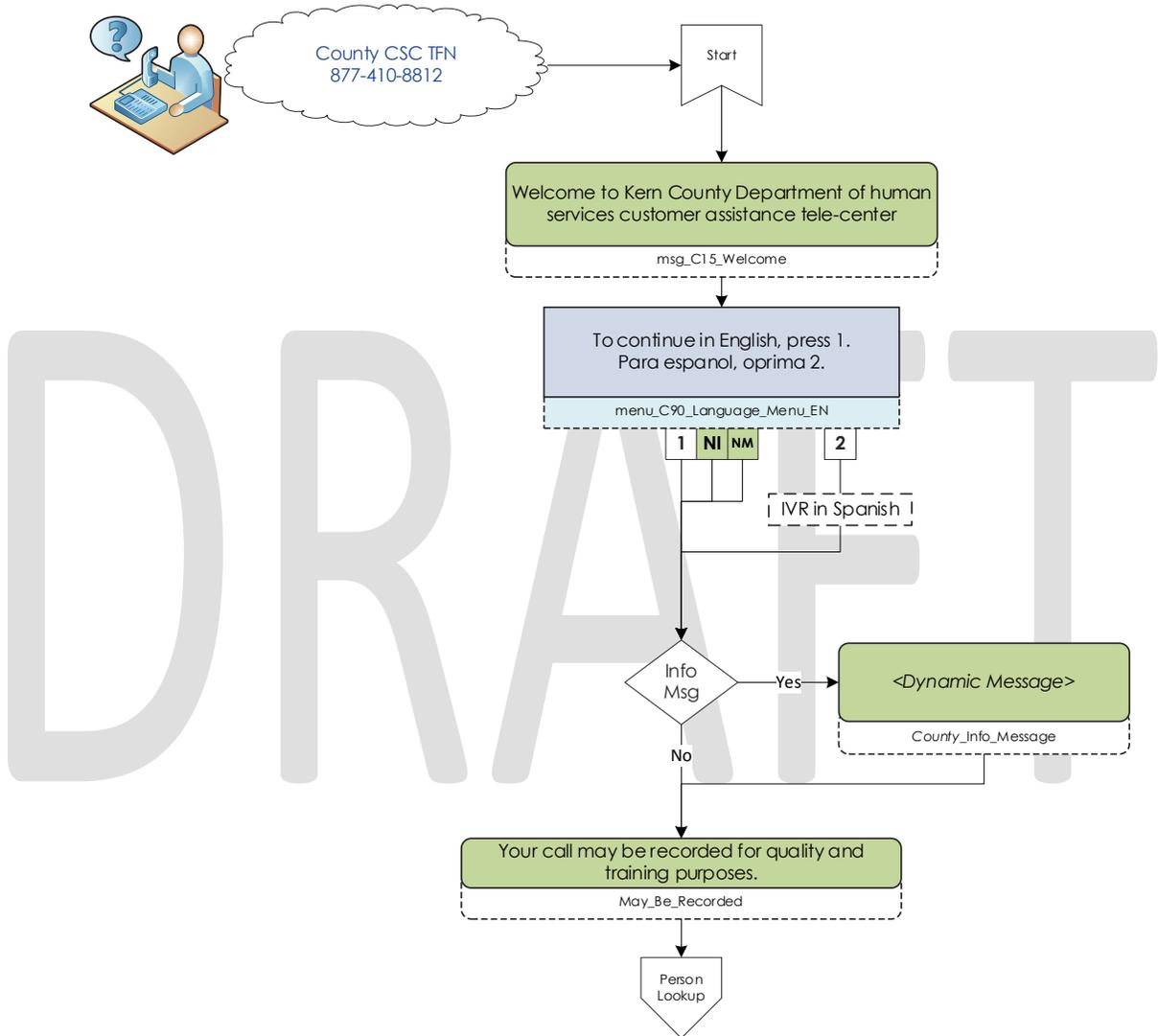
2.2 Contact Flows

2.2.1 Overview

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

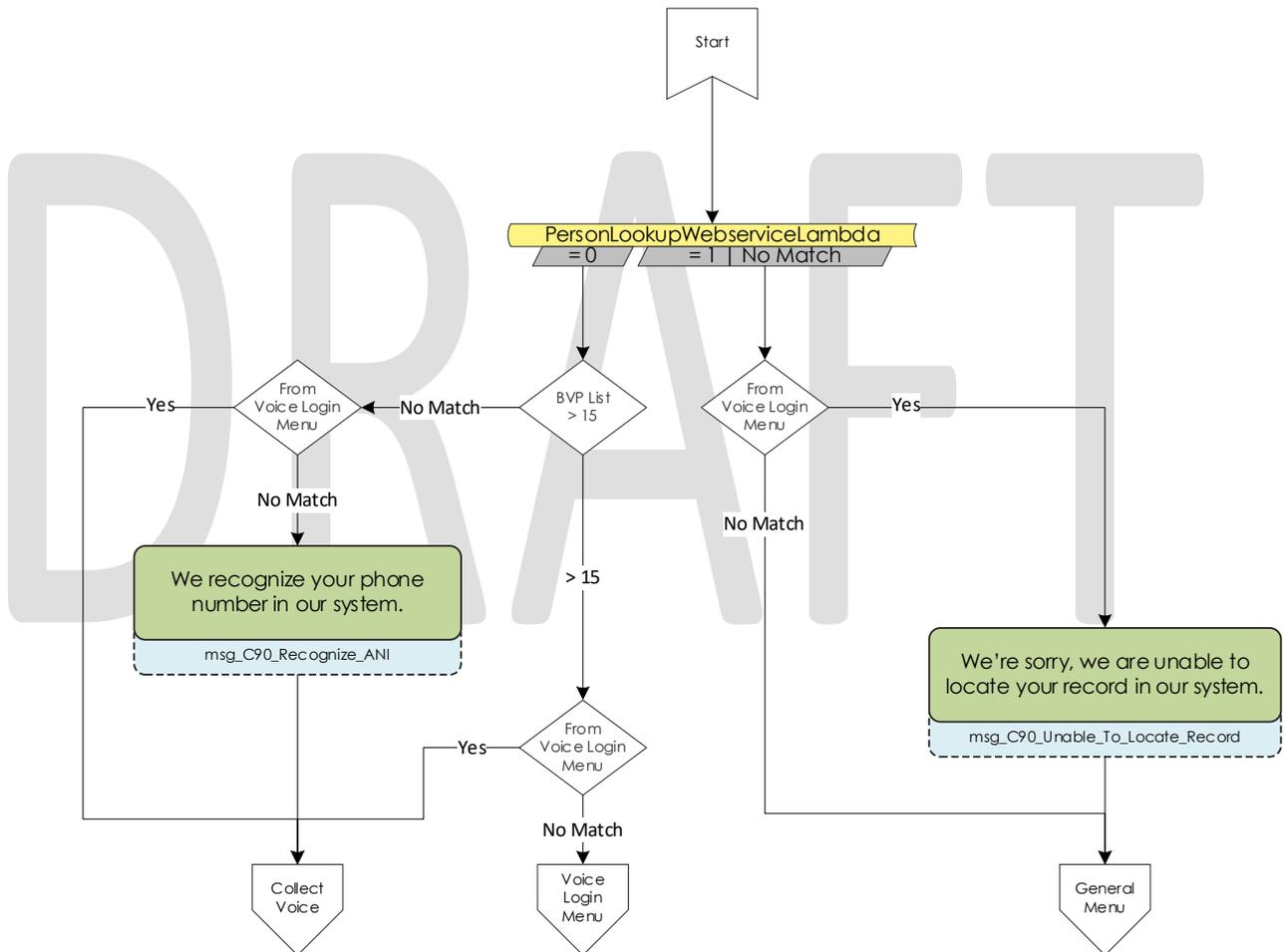
2.2.2 Welcome Contact Flow

When a caller dials 1-877-410-8812 they are directed to the Welcome Contact Flow. If an informational message has been enable through the remote management application, it will be played following the language selection.



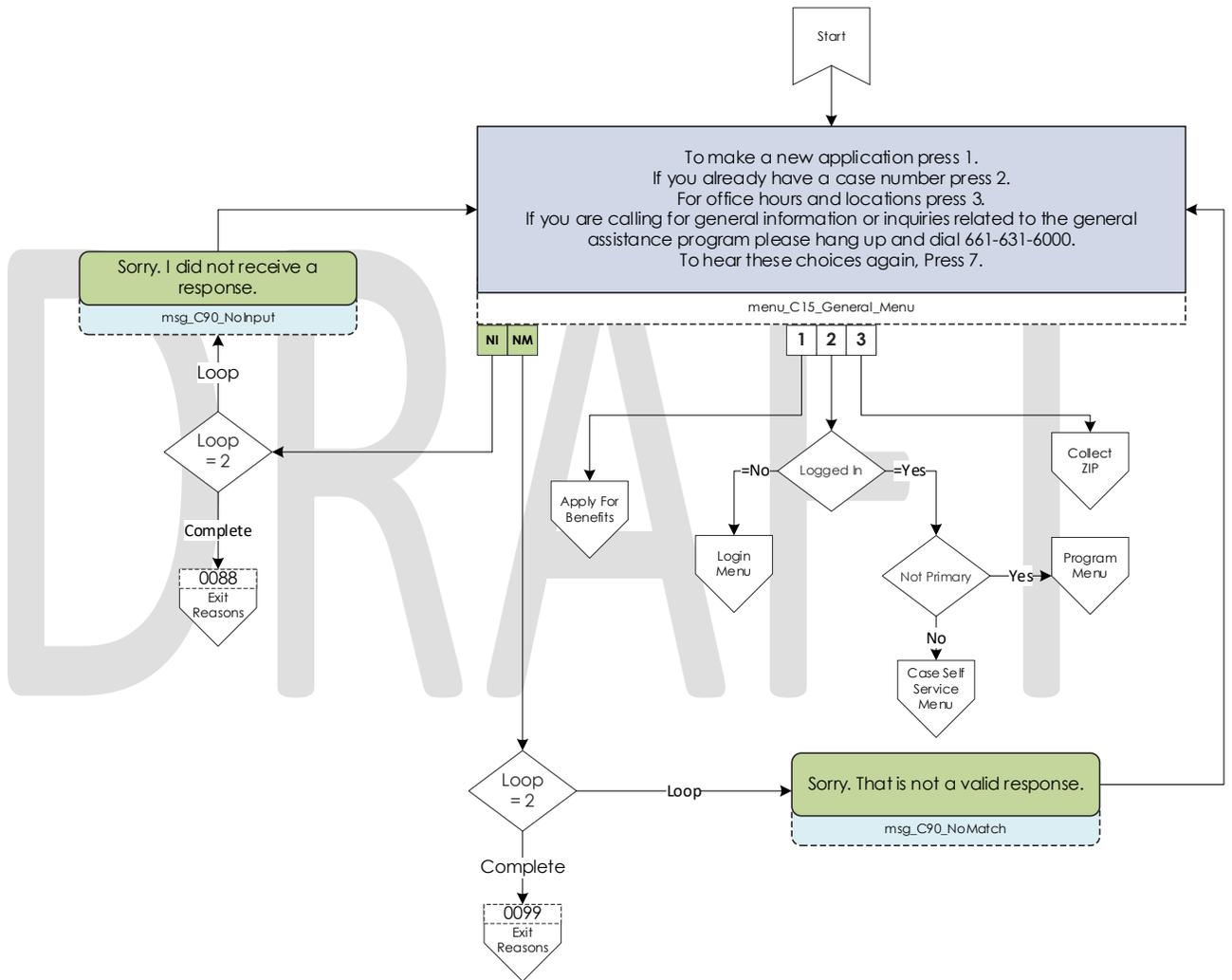
2.2.3 Person Lookup Contact Flow

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



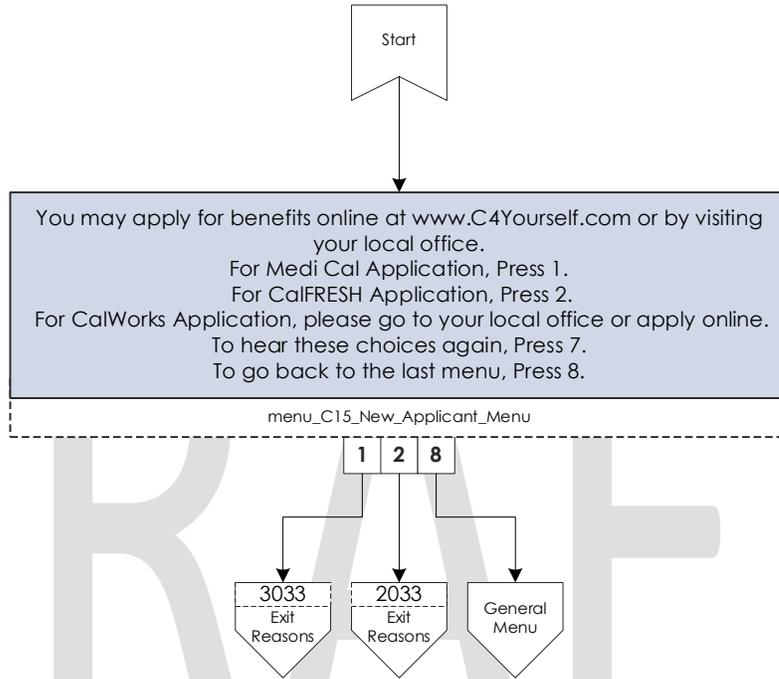
2.2.4 General Menu Contact Flow

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



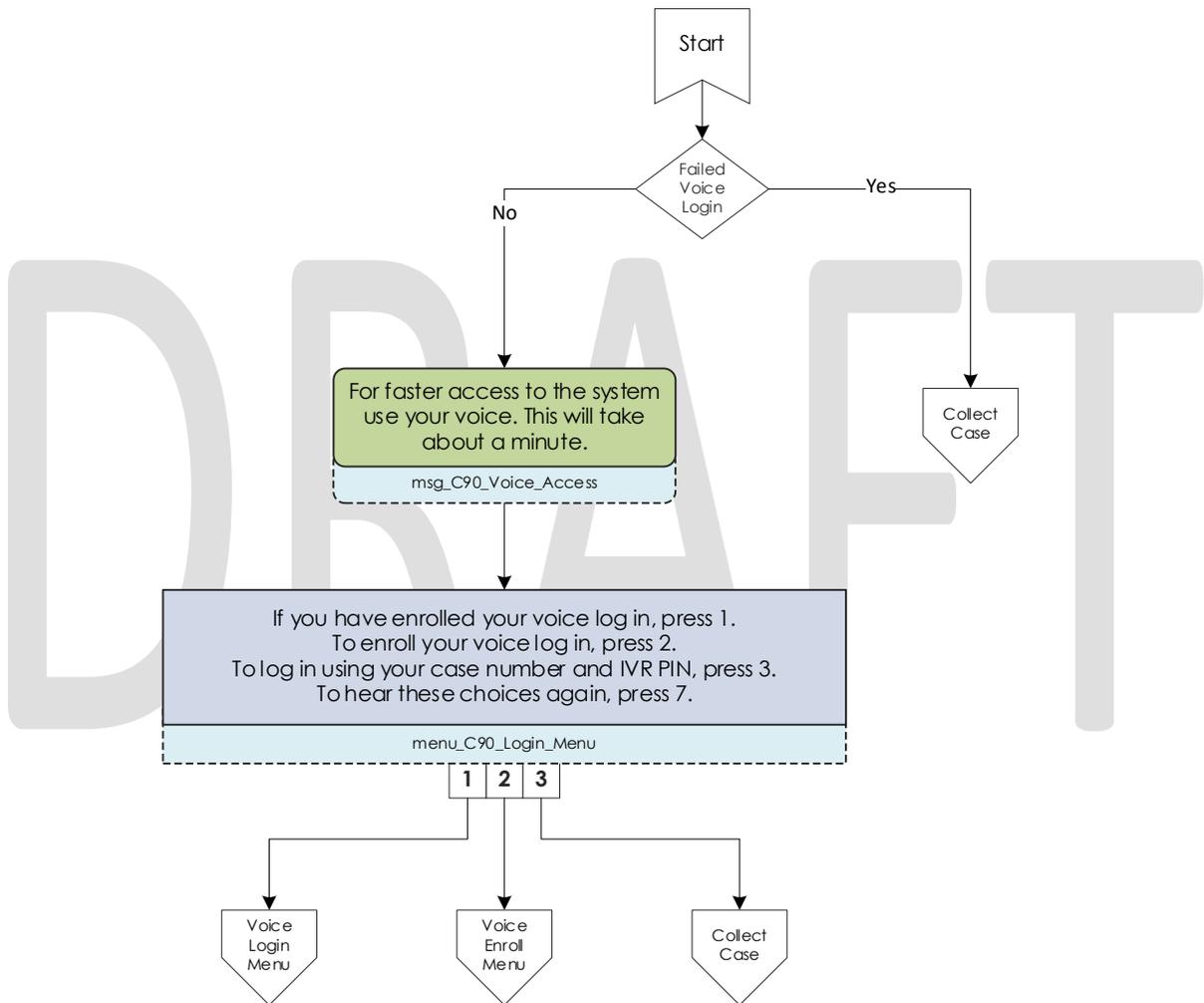
2.2.5 Apply for Benefits Contact Flow

If a caller selects the apply for benefits option from the general menu, they are given options to select what program they would like to apply to. If they select either MediCal or CalFresh, they will be transferred to external phone numbers where the caller can apply for benefits.



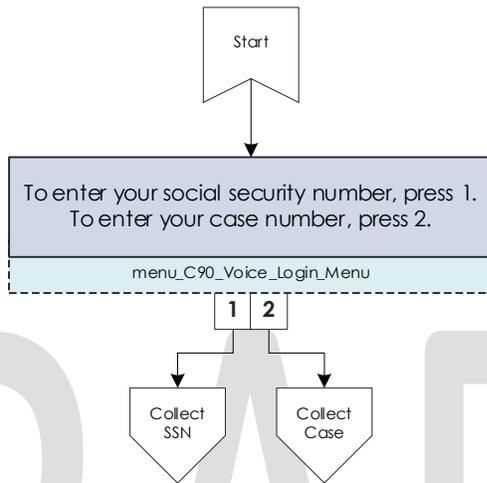
2.2.6 Login Menu Contact Flow

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



2.2.7 Voice Login Contact Flow

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

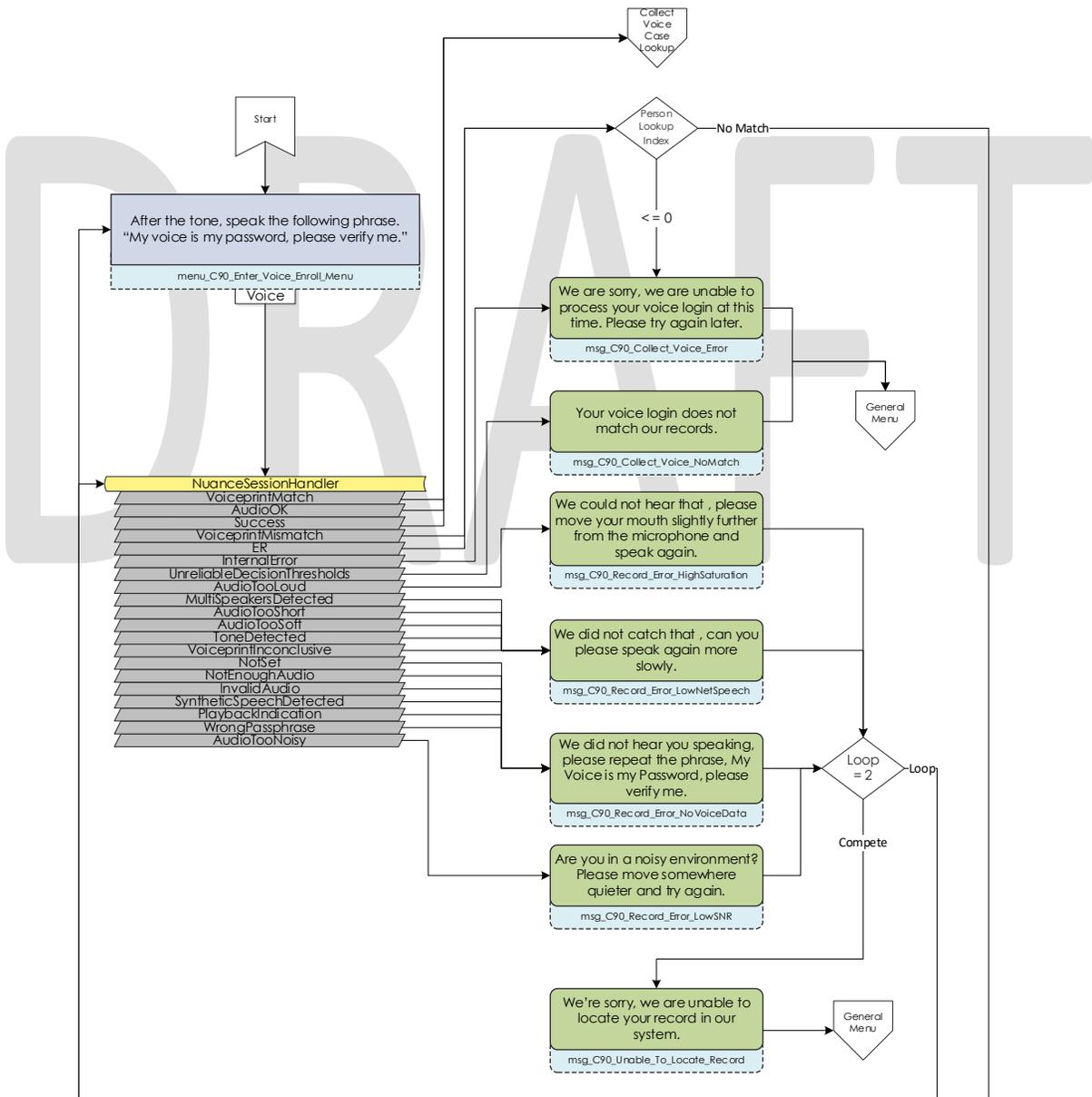


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2.2.8 Collect Voice Contact Flow

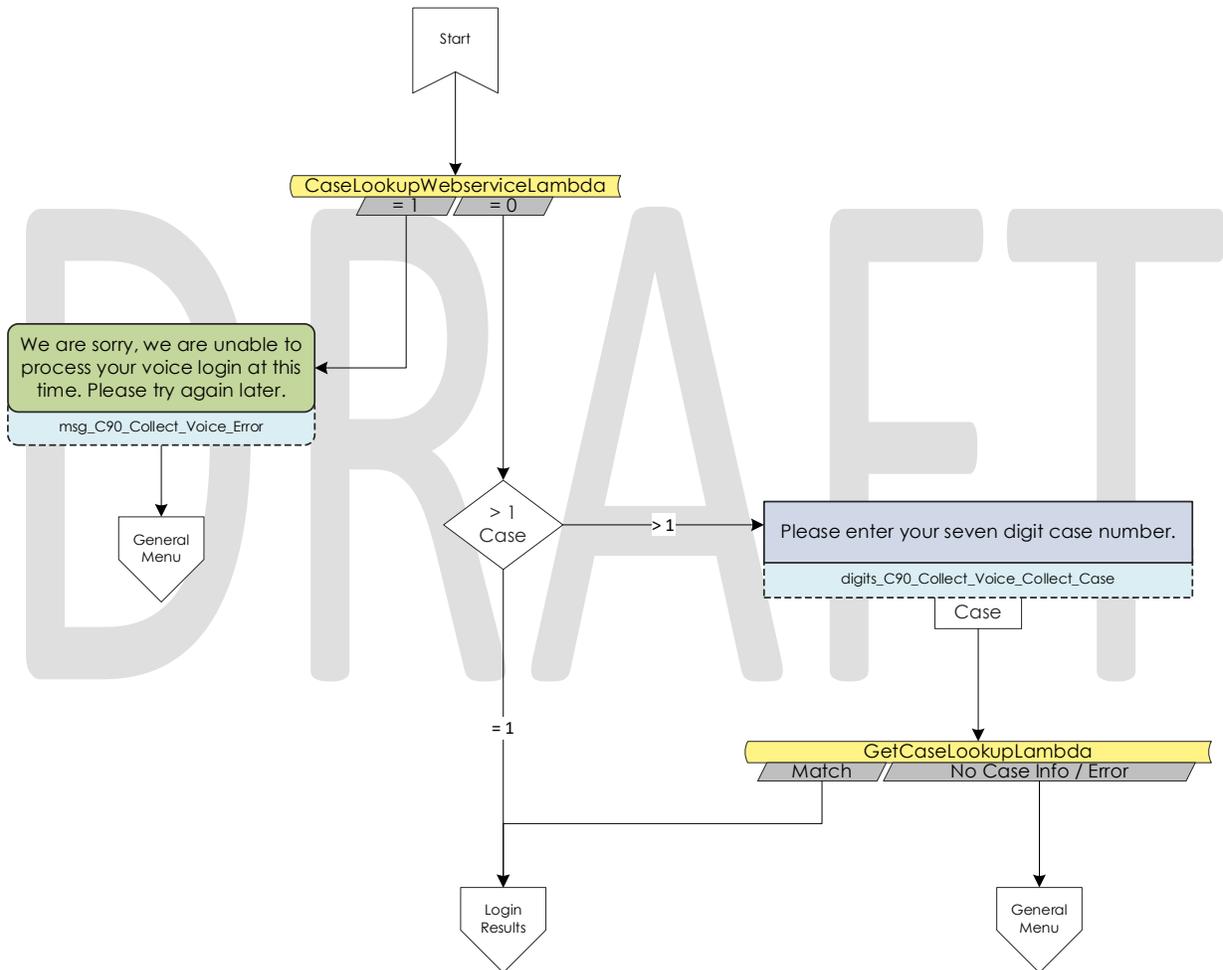
If a caller is identified with their phone number by the Person Lookup Lambda, or opted to login with their voice and successfully identified themselves with their case number or social security number we ask them to speak their passphrase, "my voice is my password, please verify me." The passphrase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

The error messages are



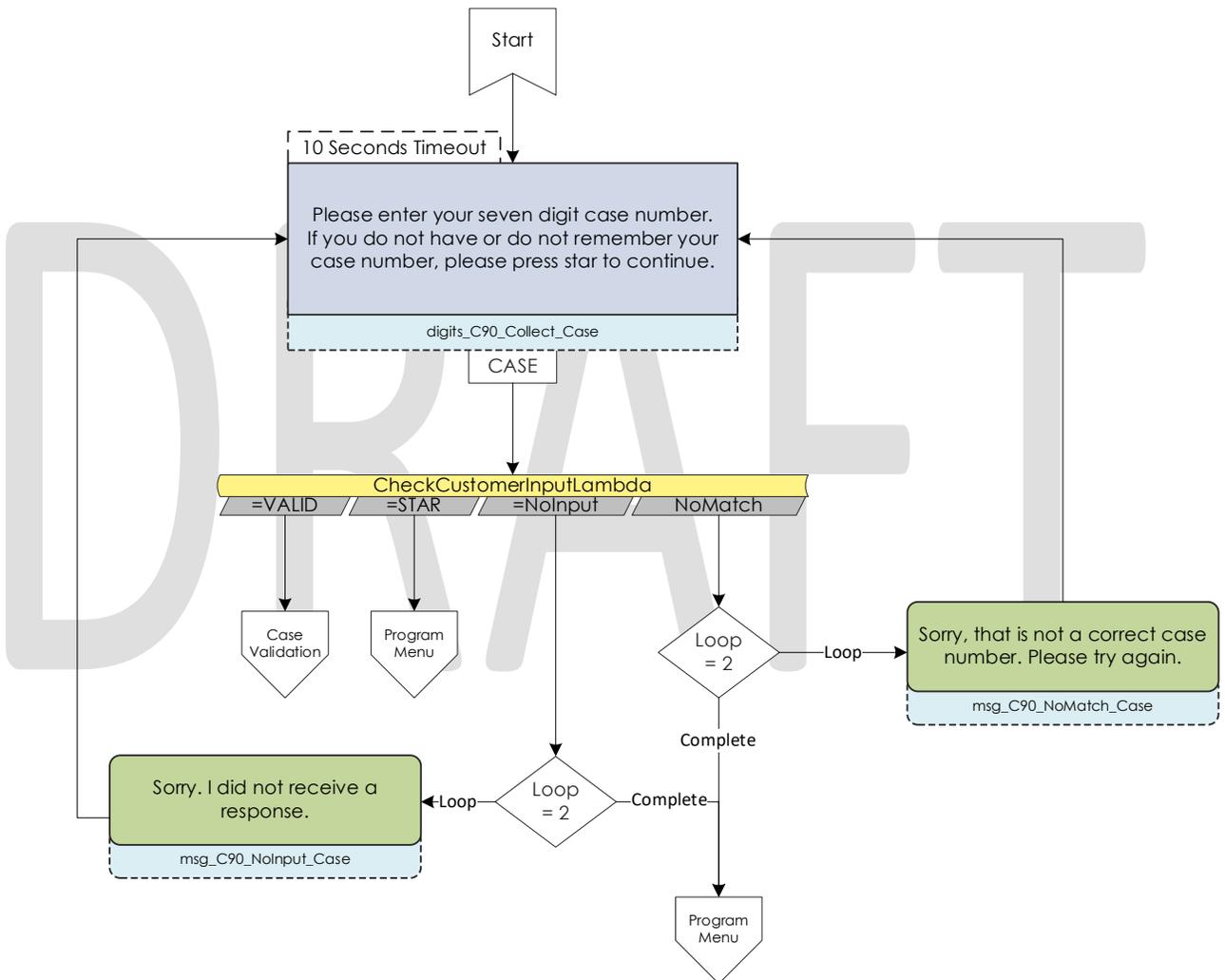
2.2.9 Collect Voice Case Lookup Contact Flow

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



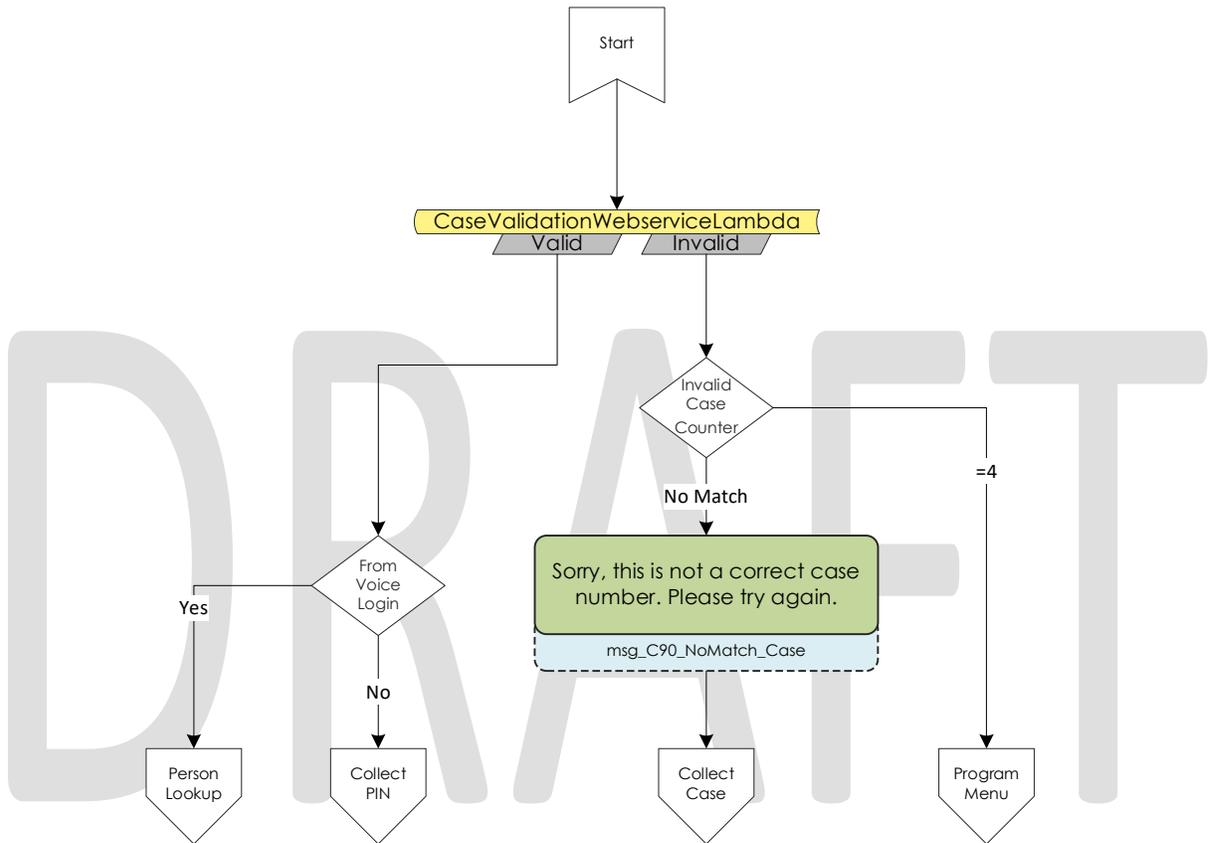
2.2.10 Collect Case Contact Flow

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



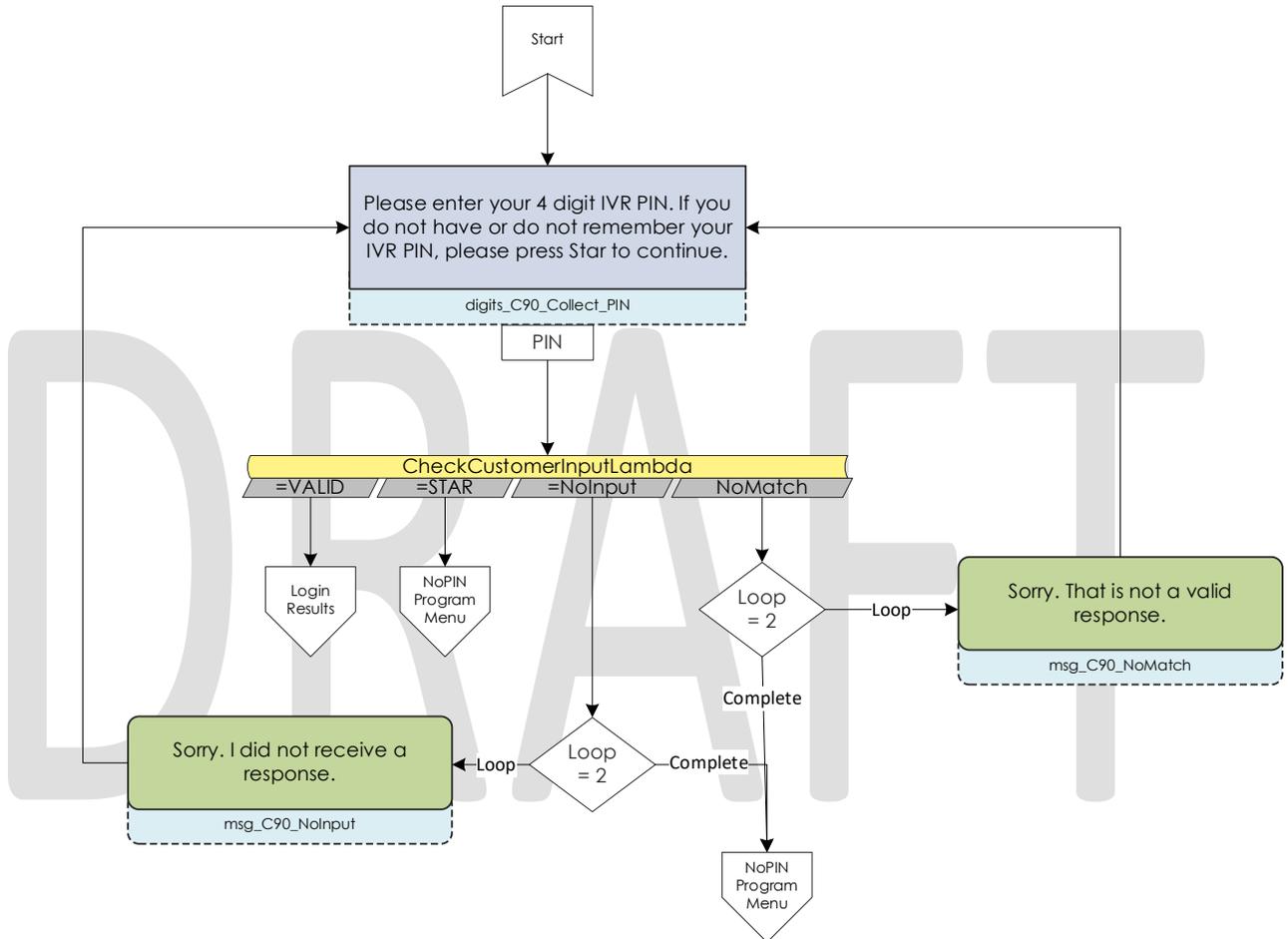
2.2.11 Case Validation Contract Flow

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



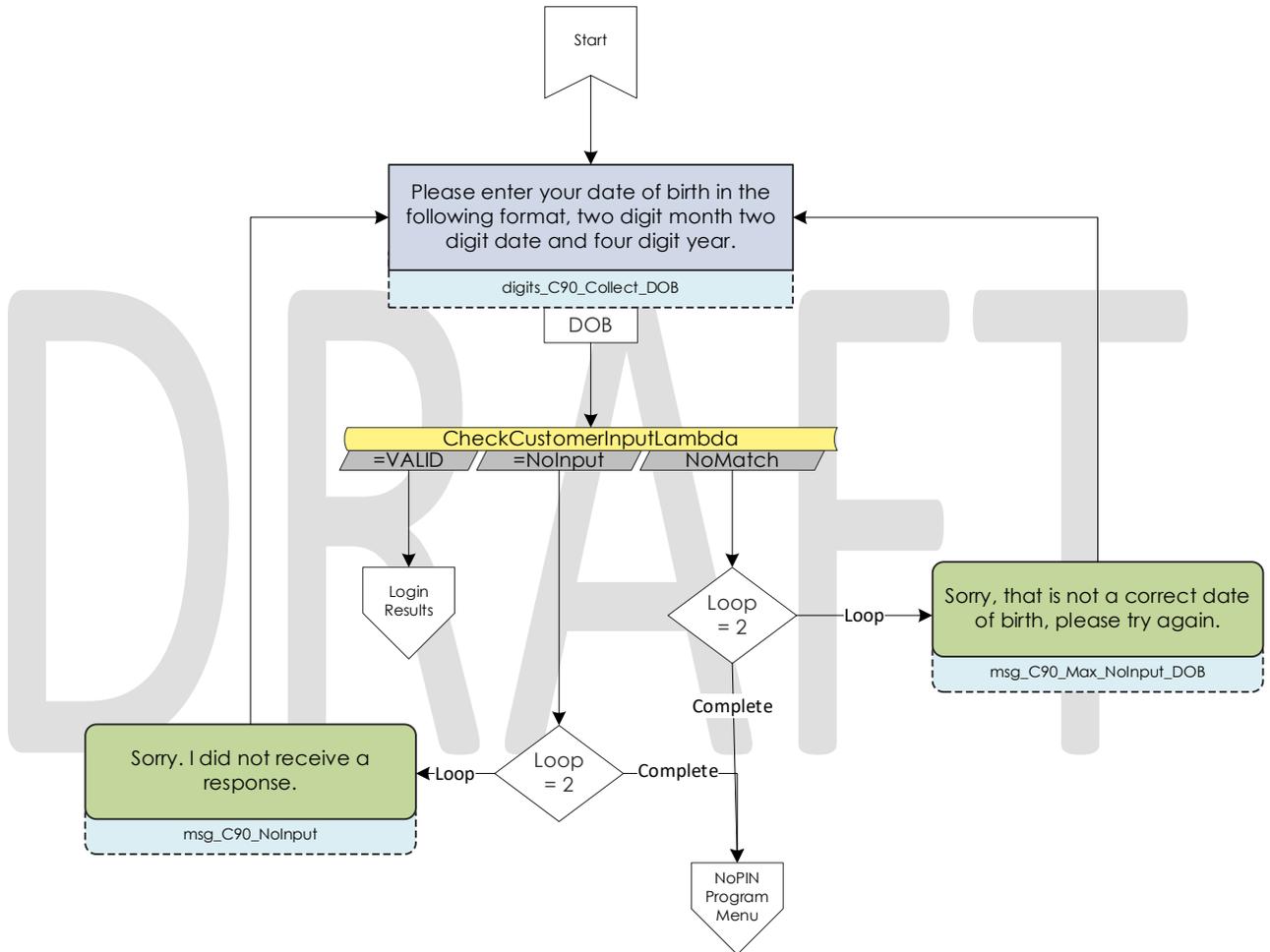
2.2.12 Collect PIN Contact Flow

Callers are asked to enter their IVR PIN to complete the login process. After they enter their four-digit PIN, the system validates that it's four digits in length, or if they entered a star (*).



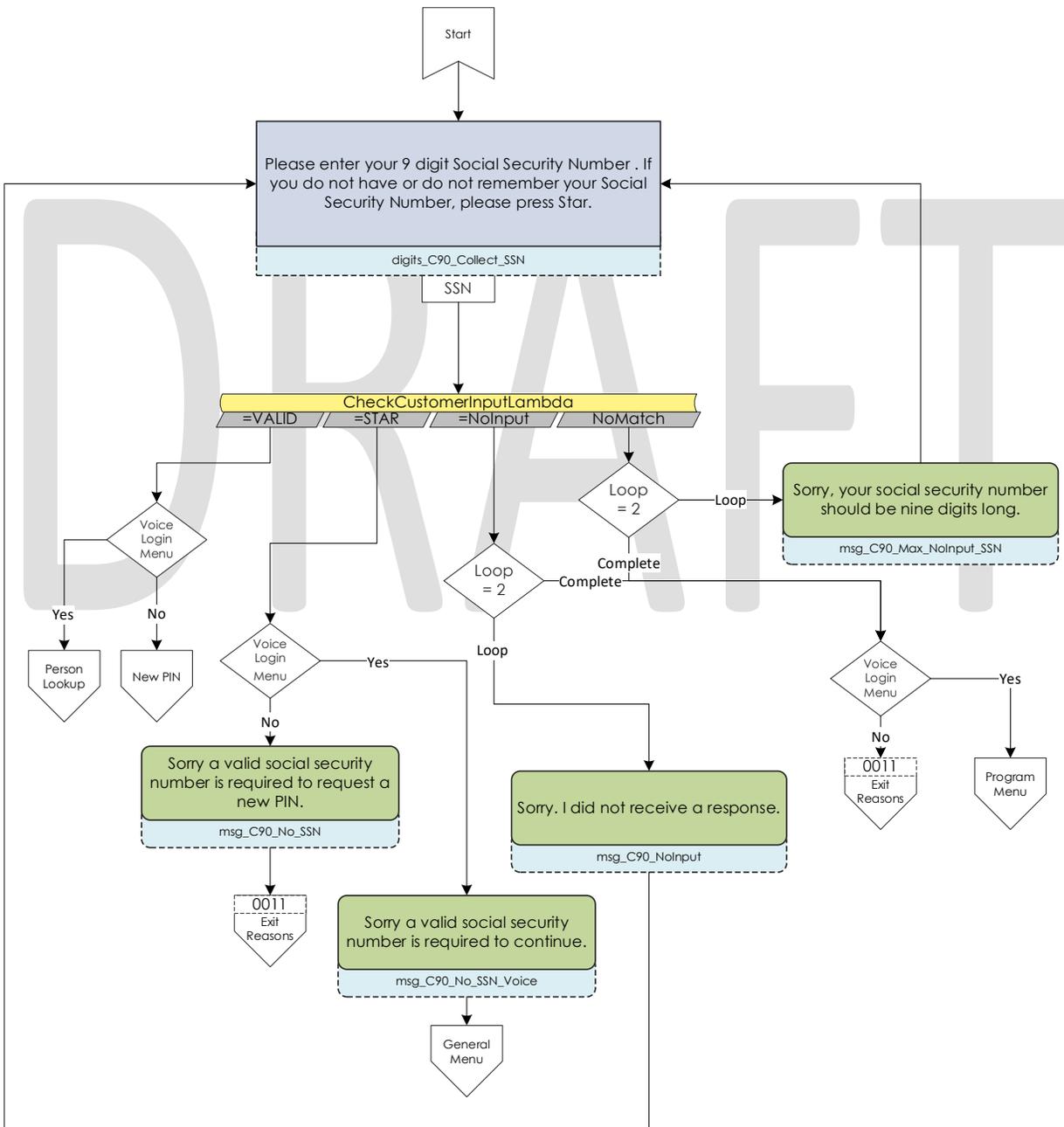
2.2.13 Collect DOB Contact Flow

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



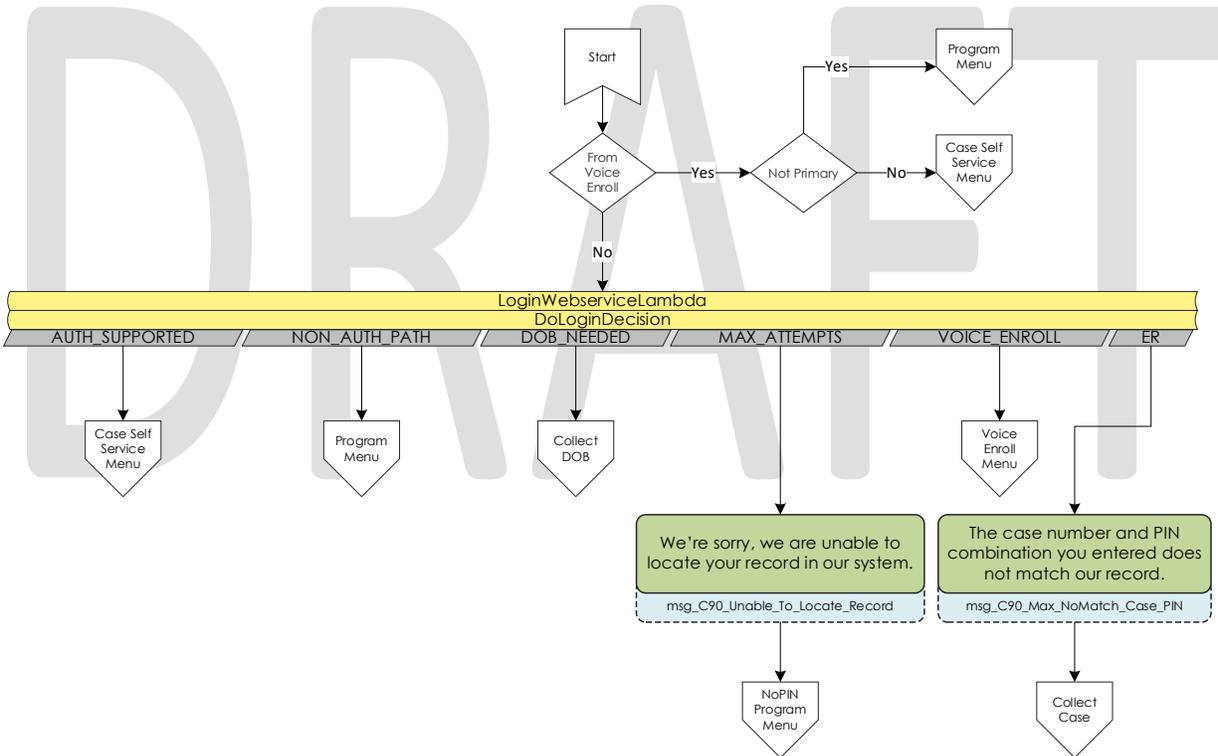
2.2.14 Collect SSN Contact Flow

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



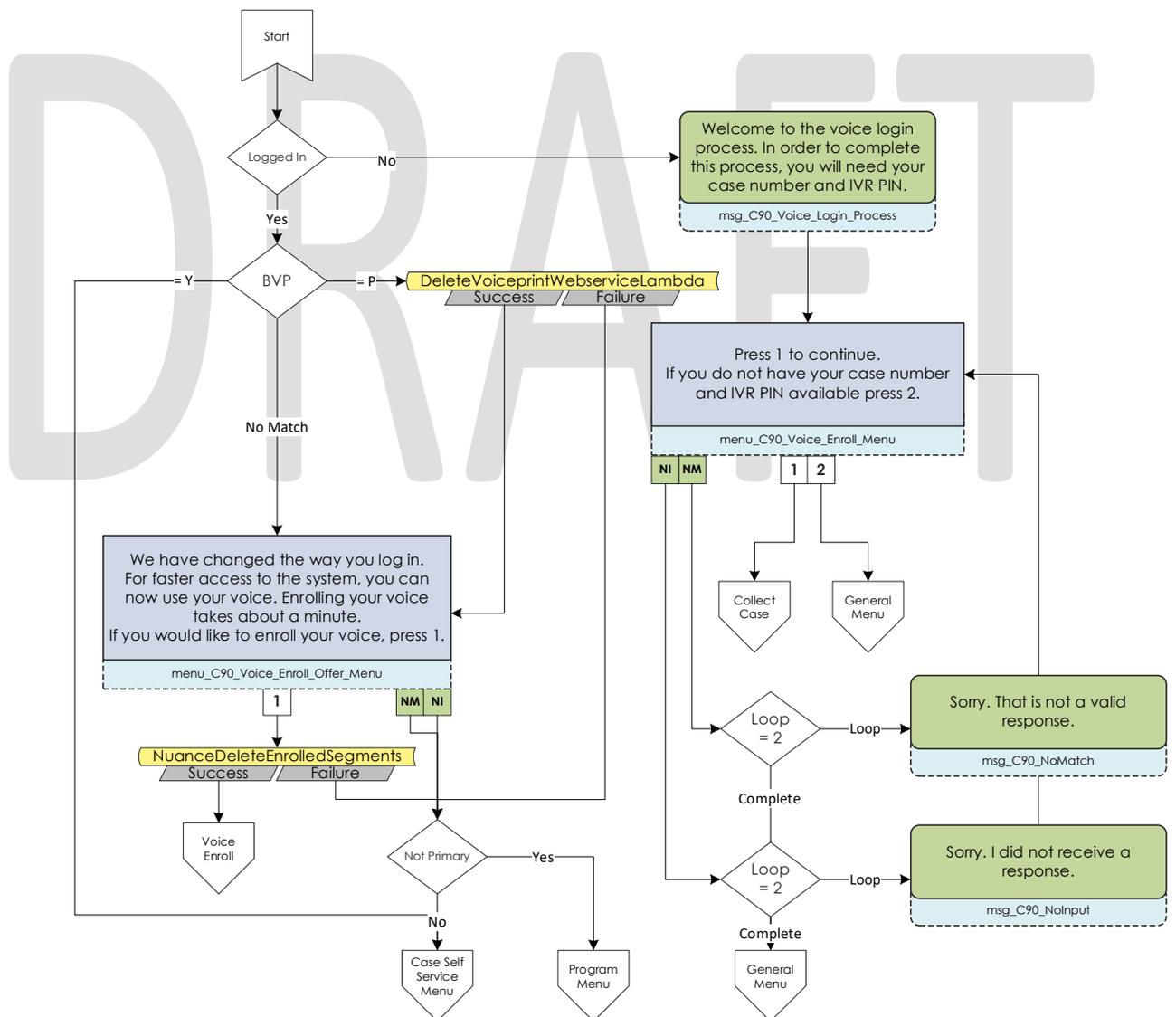
2.2.15 Login Results Contact Flow

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



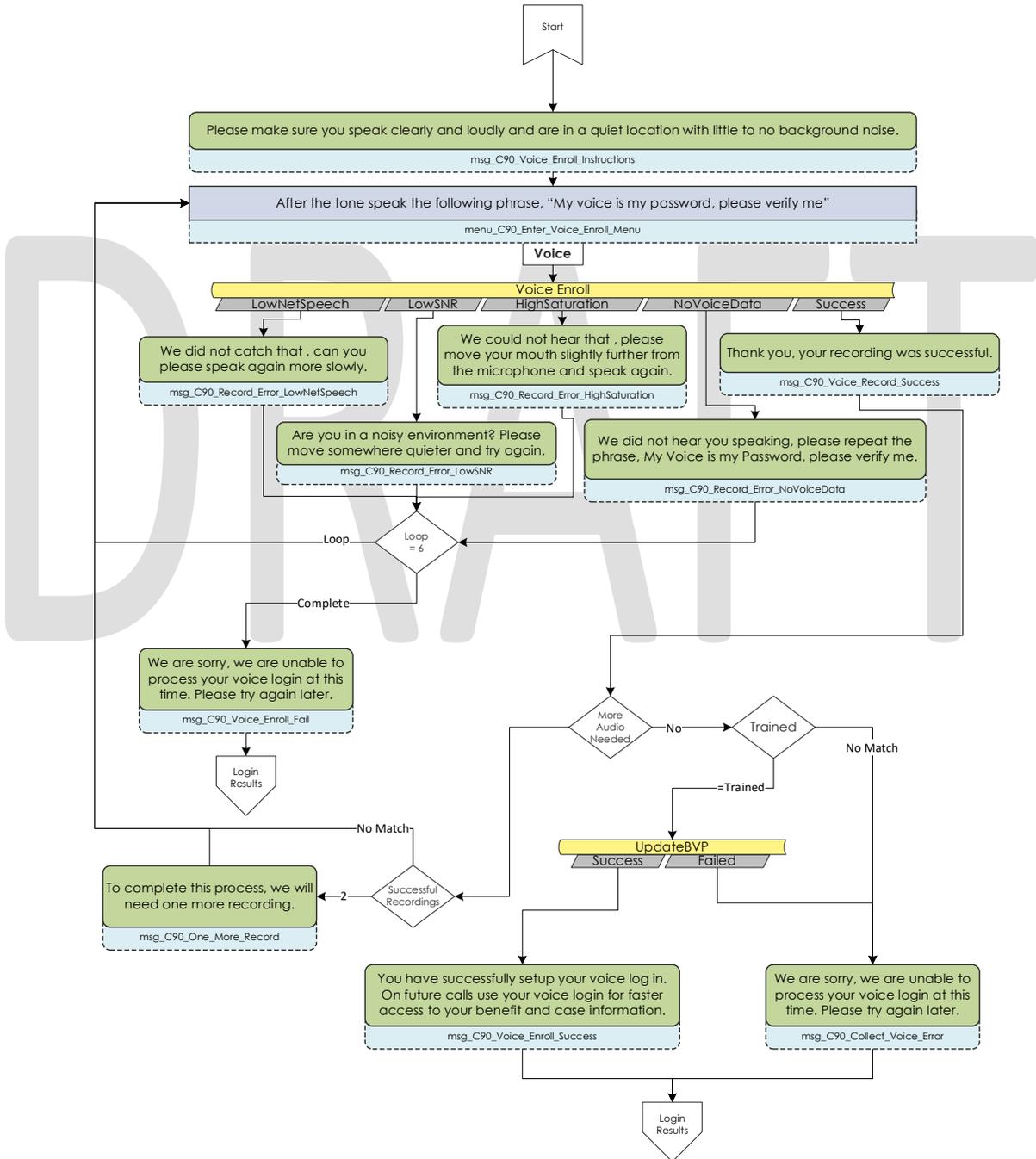
2.2.16 Voice Enroll Menu Contact Flow

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



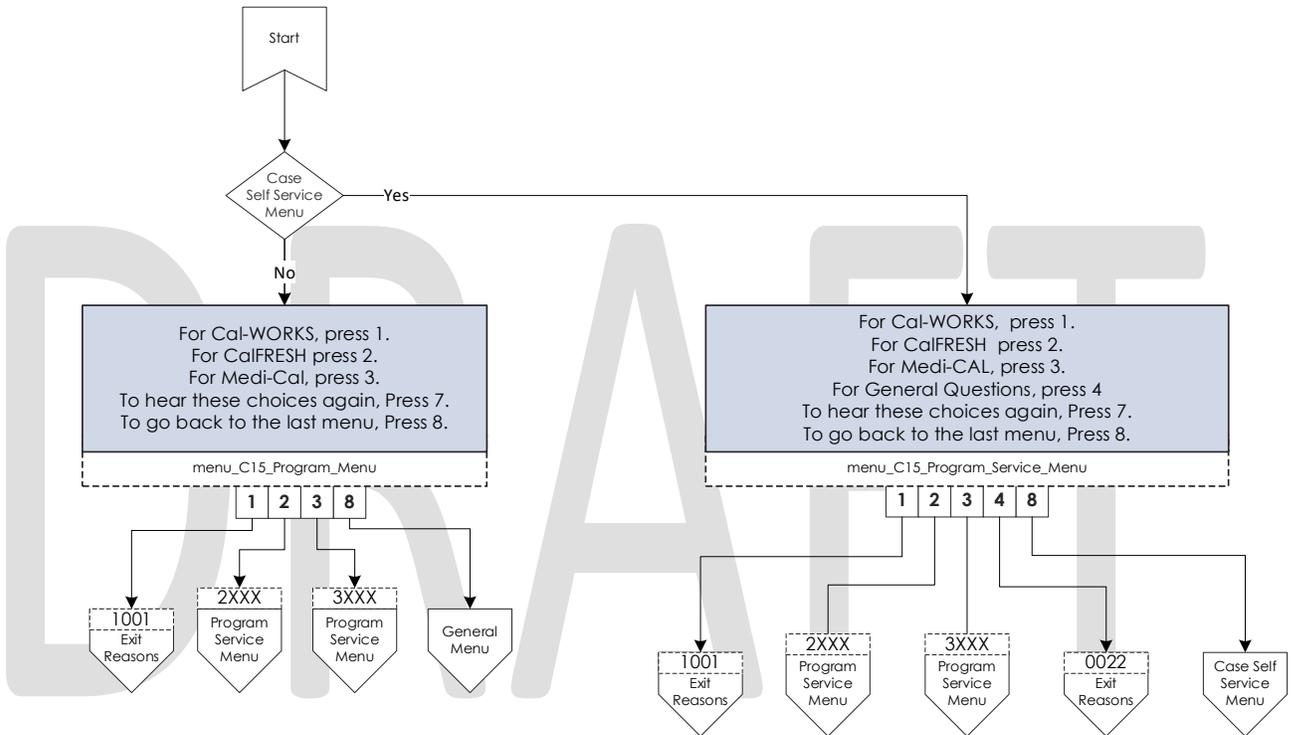
2.2.17 Voice Enroll Contact Flow

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



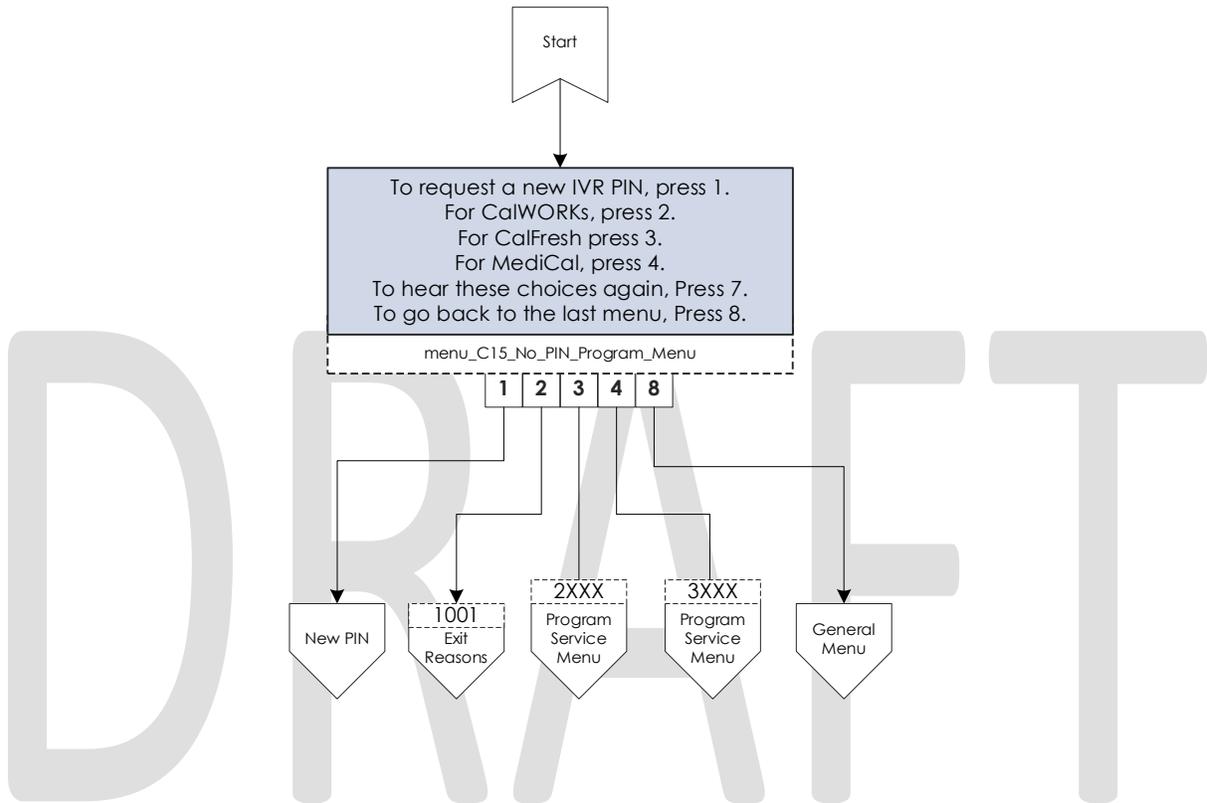
2.2.18 Program Menu Contact Flow

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



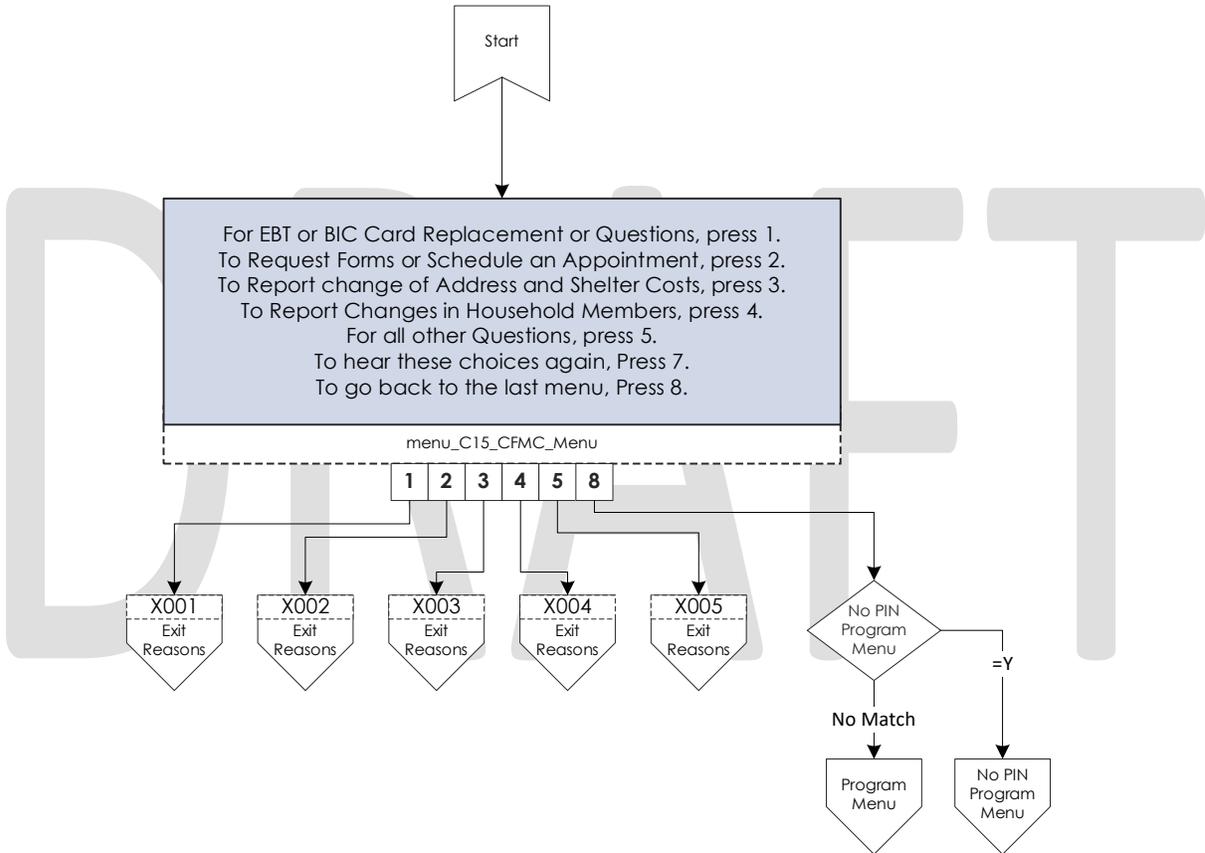
2.2.19 No PIN Program Menu Contact Flow

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



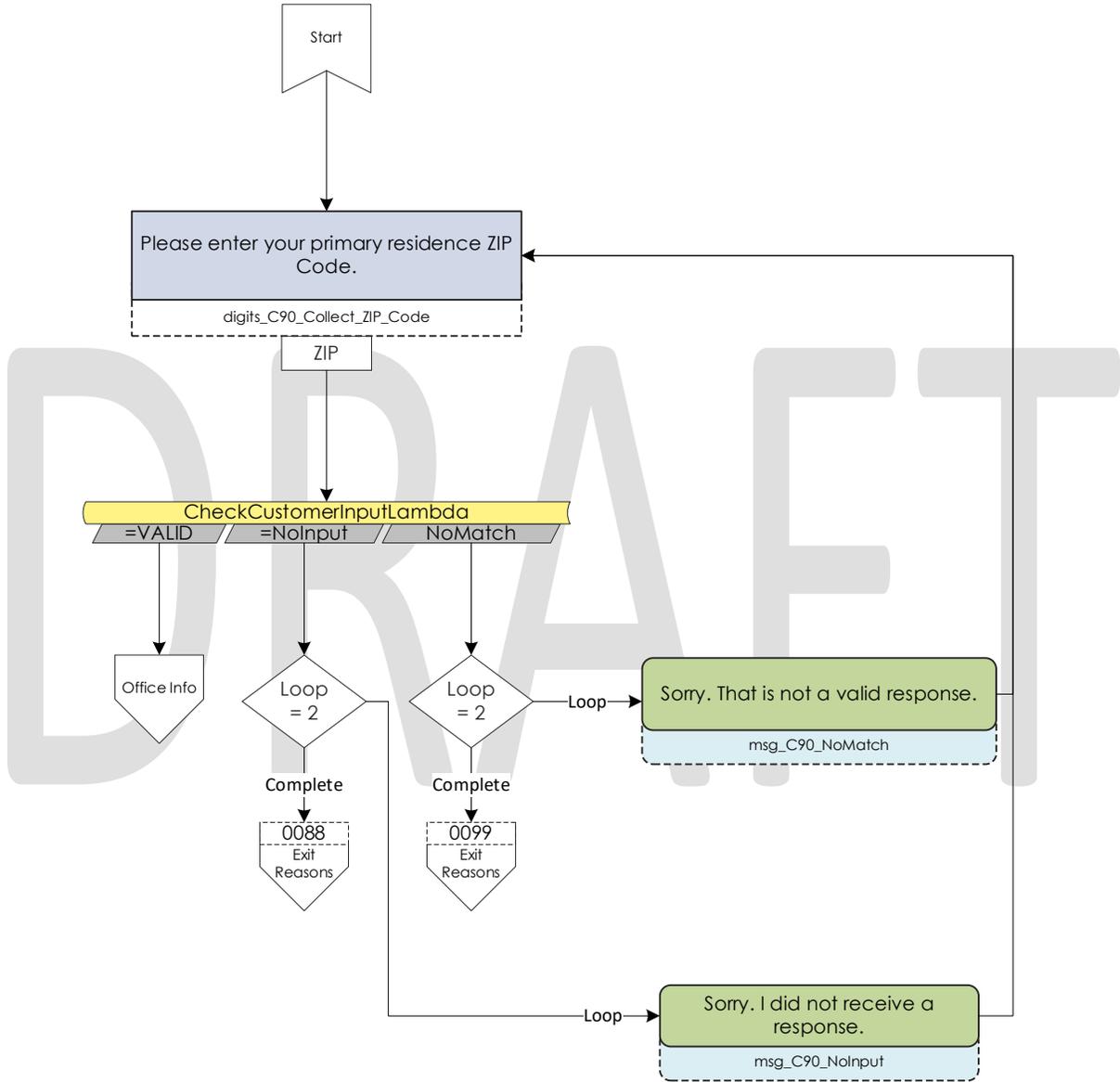
2.2.20 Program Service Menu Contact Flow

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



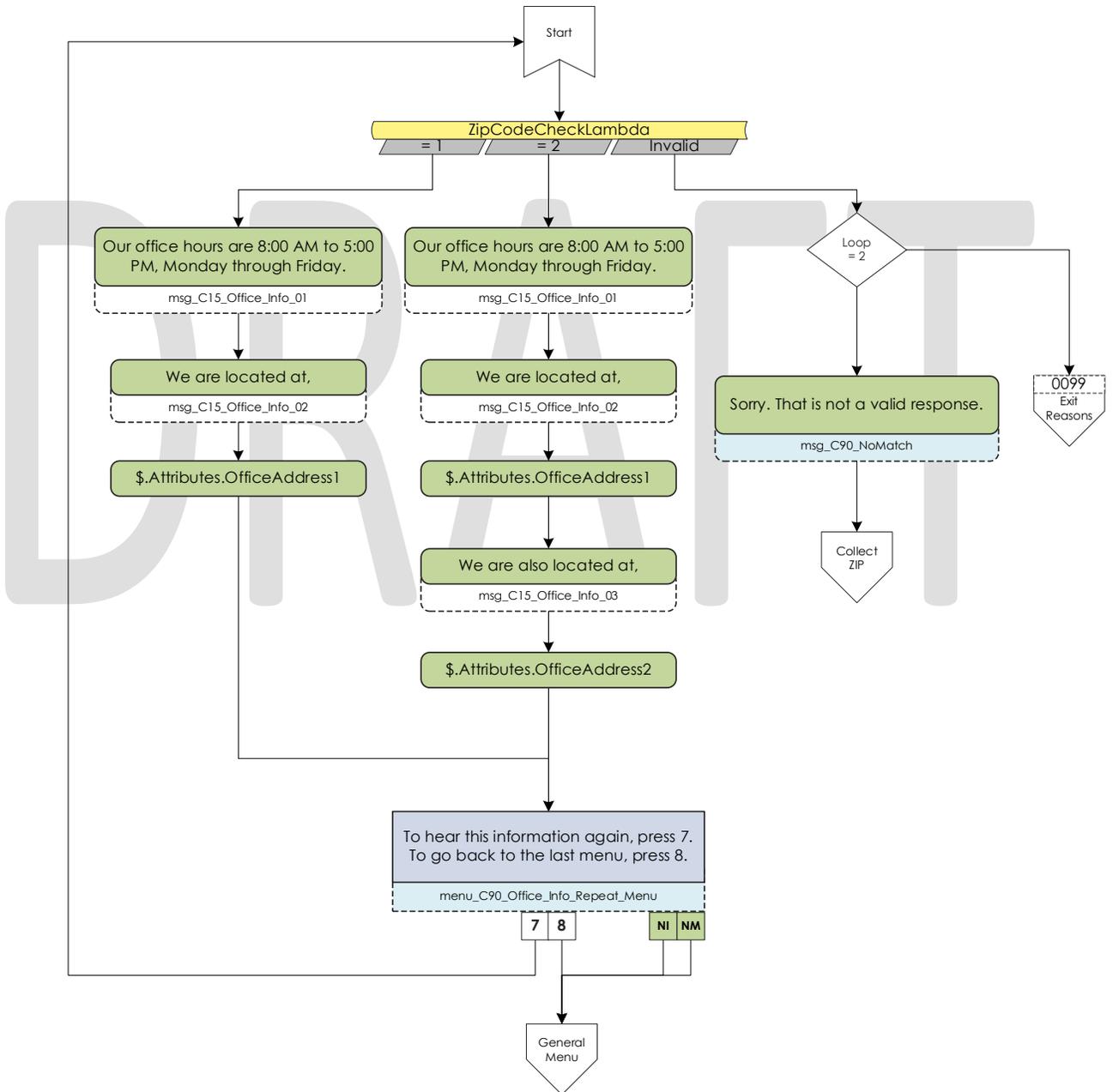
2.2.21 Collect ZIP Contact Flow

If a caller selects the option to hear office hours and locations from the general menu, callers are required to enter their ZIP Code. Once they enter their five digit ZIP Code, we're send them to the office info contact flow.



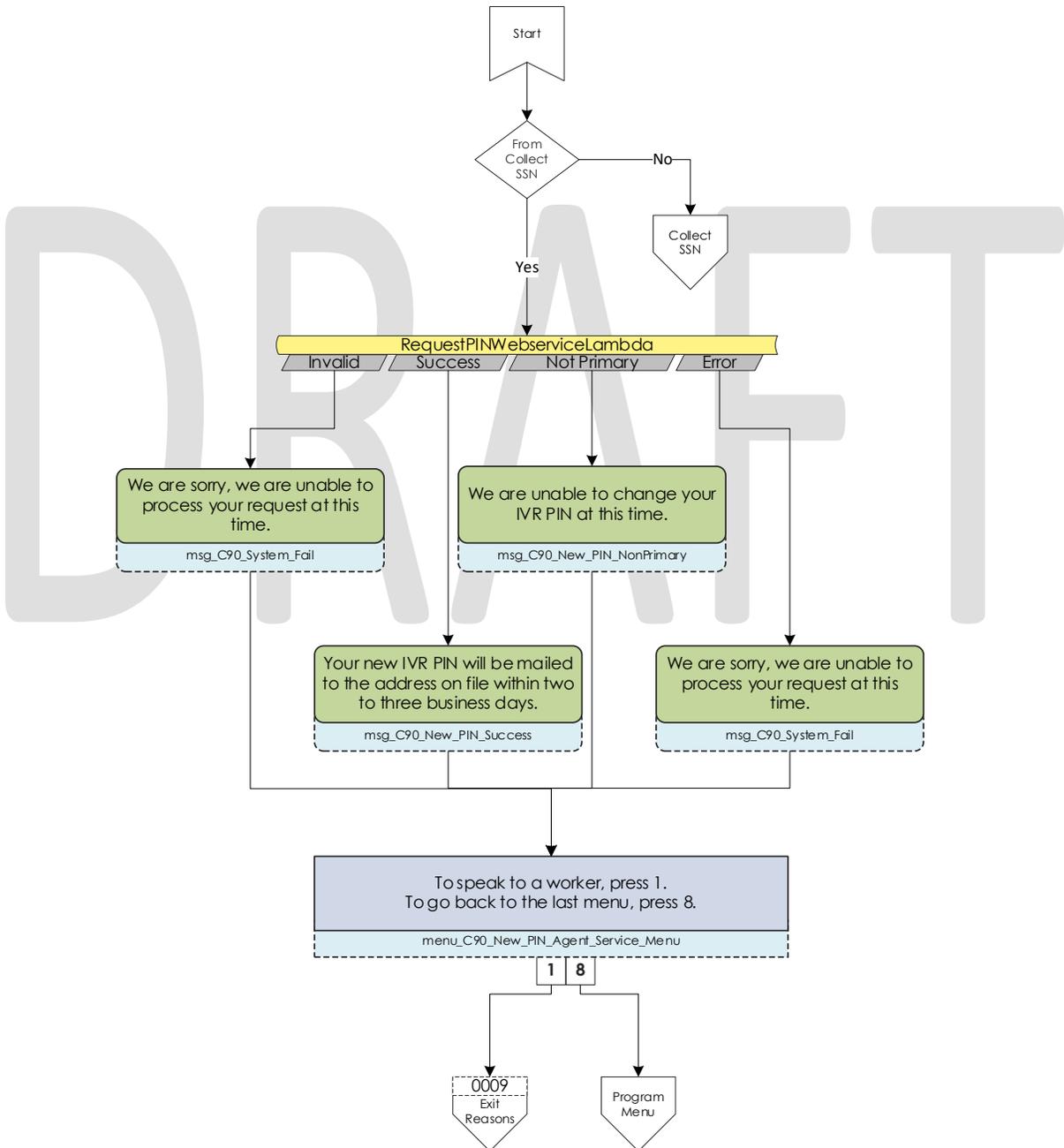
2.2.22 Office Info Contact Flow

After a customer enters their ZIP code, we validate that the ZIP code entered is a valid Kern County ZIP Code. If it is, the customer hears the office hours and address of the closest office location.



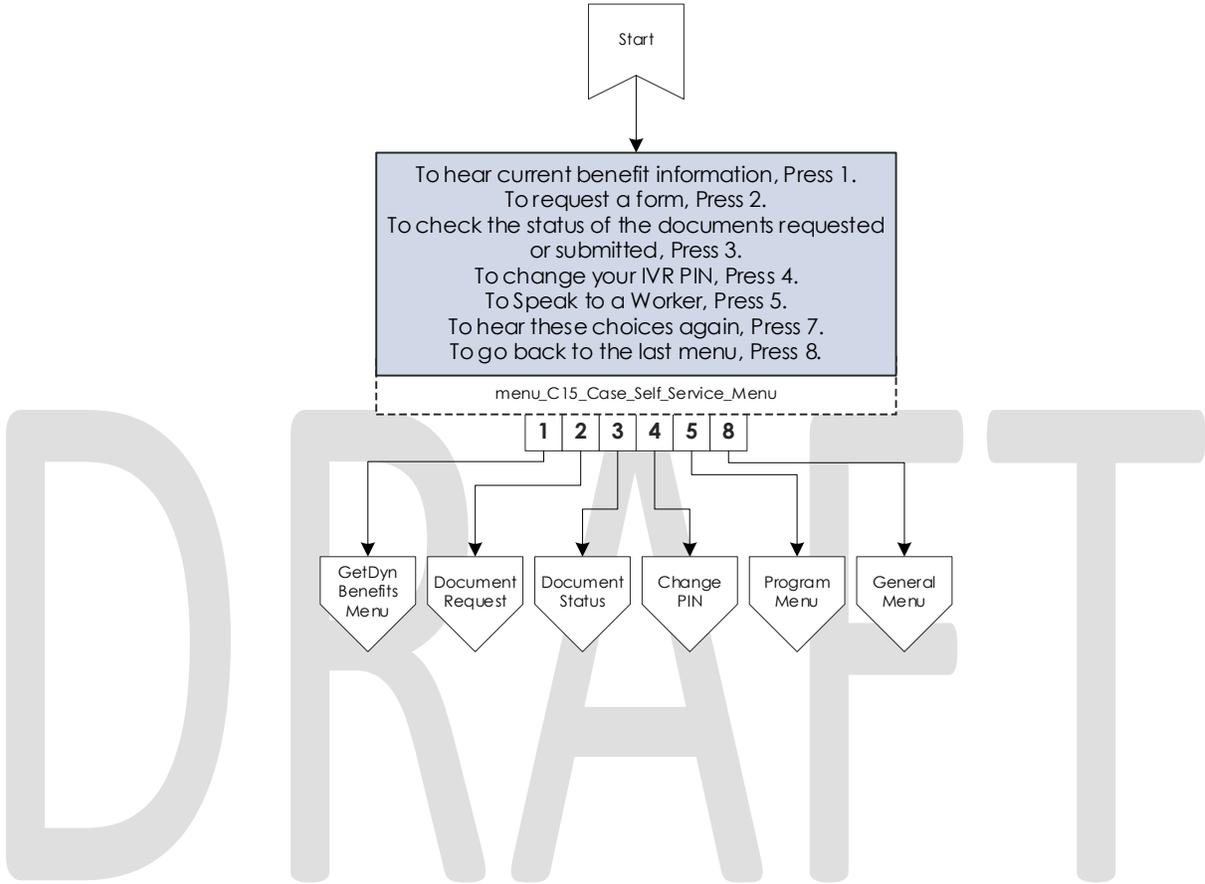
2.2.23 New PIN Contact Flow

If a caller selects the option to request a new PIN they are first sent to the Collect SSN contact flow. Once they return from the collect SSN, the system attempts to request a new PIN.



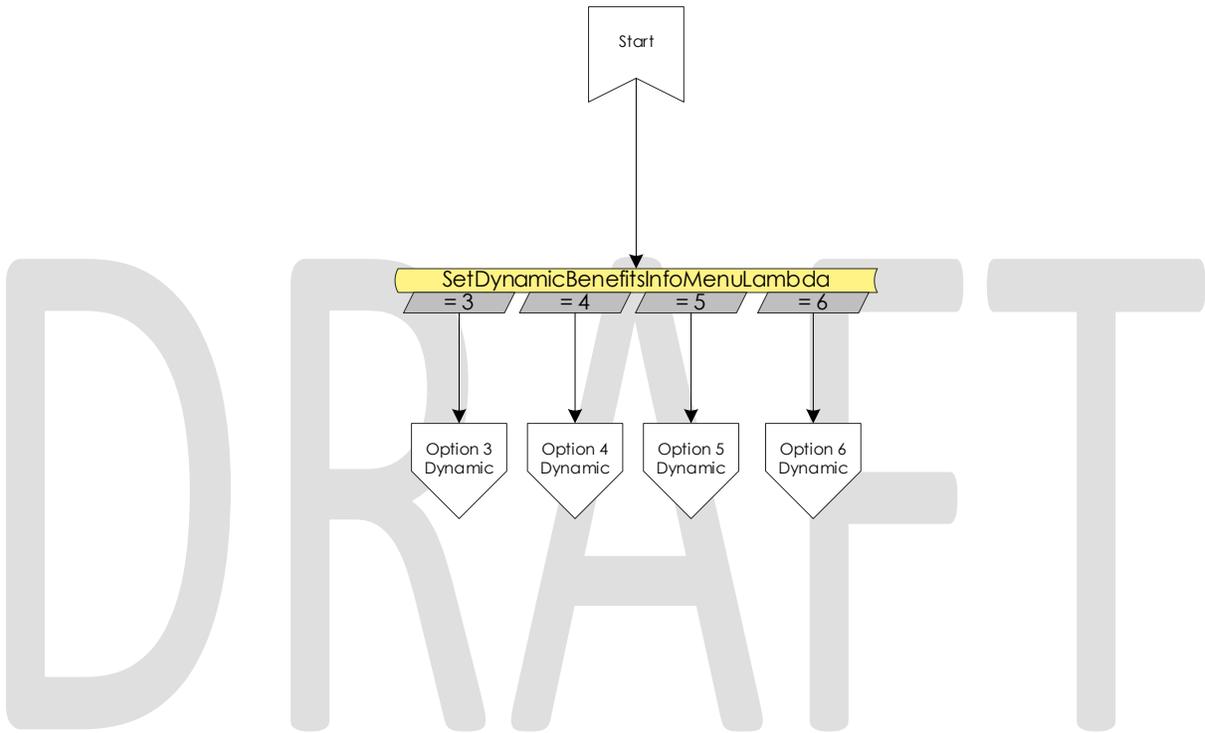
2.2.24 Case Self Service Menu Contact Flow

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



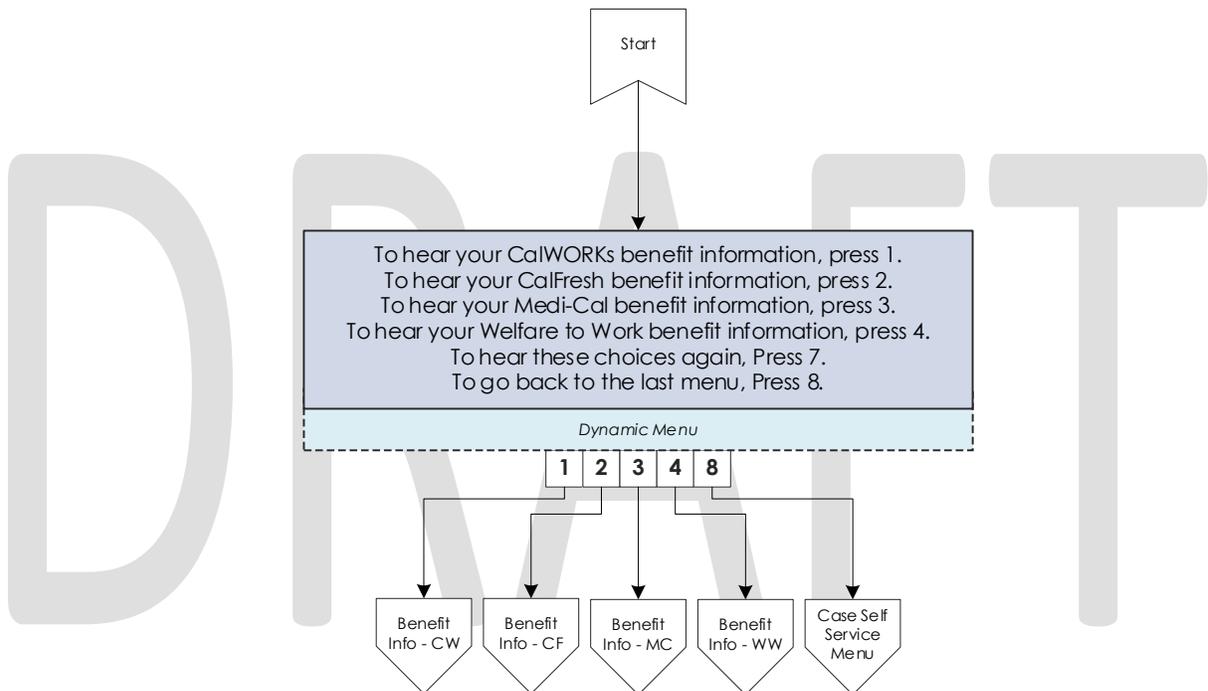
2.2.25 Get Dynamic Benefits Menu Contact Flow

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



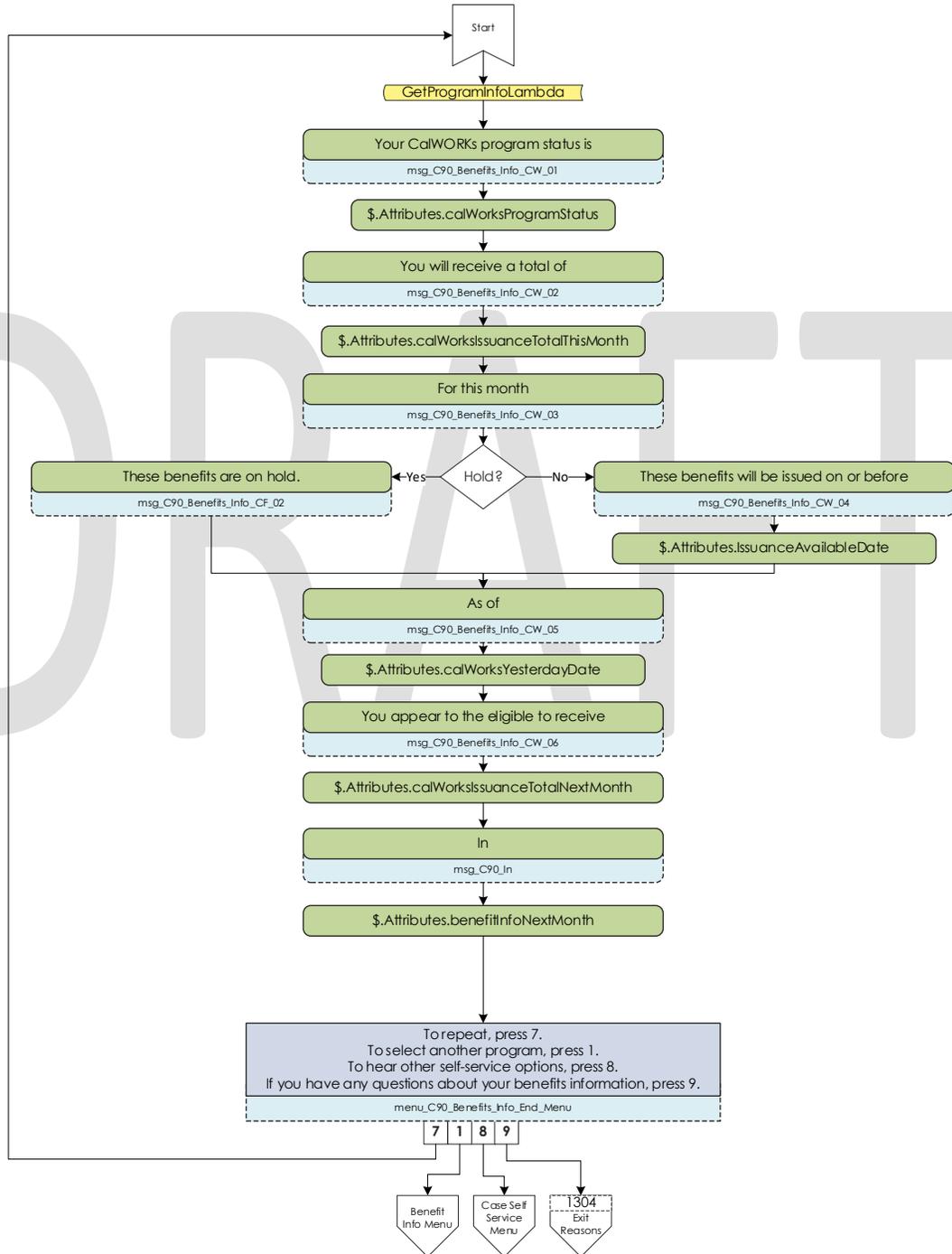
2.2.26 Dynamic Benefits Information Menu Contact Flow

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



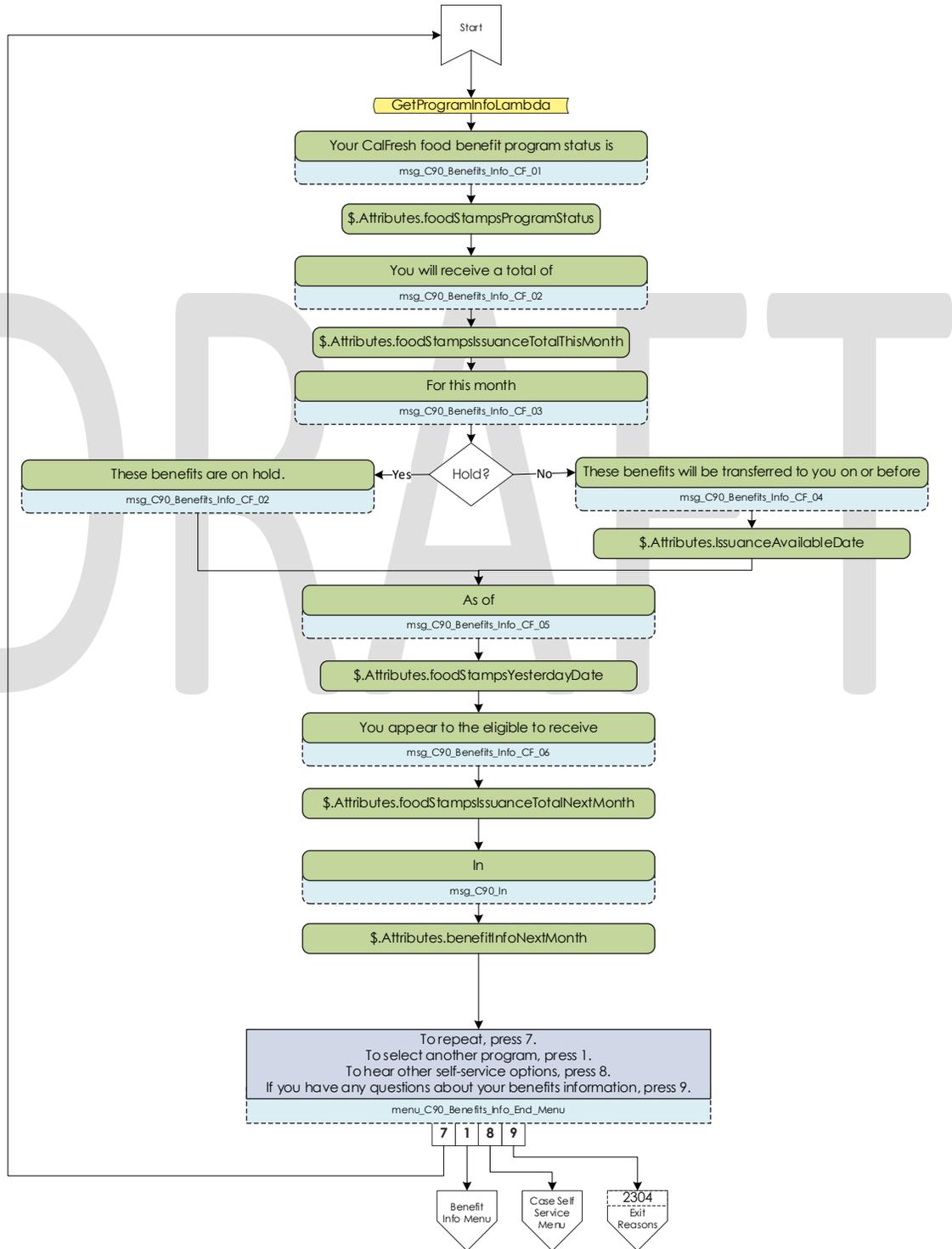
2.2.27 CalWORKs Benefits Information Contact Flow

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



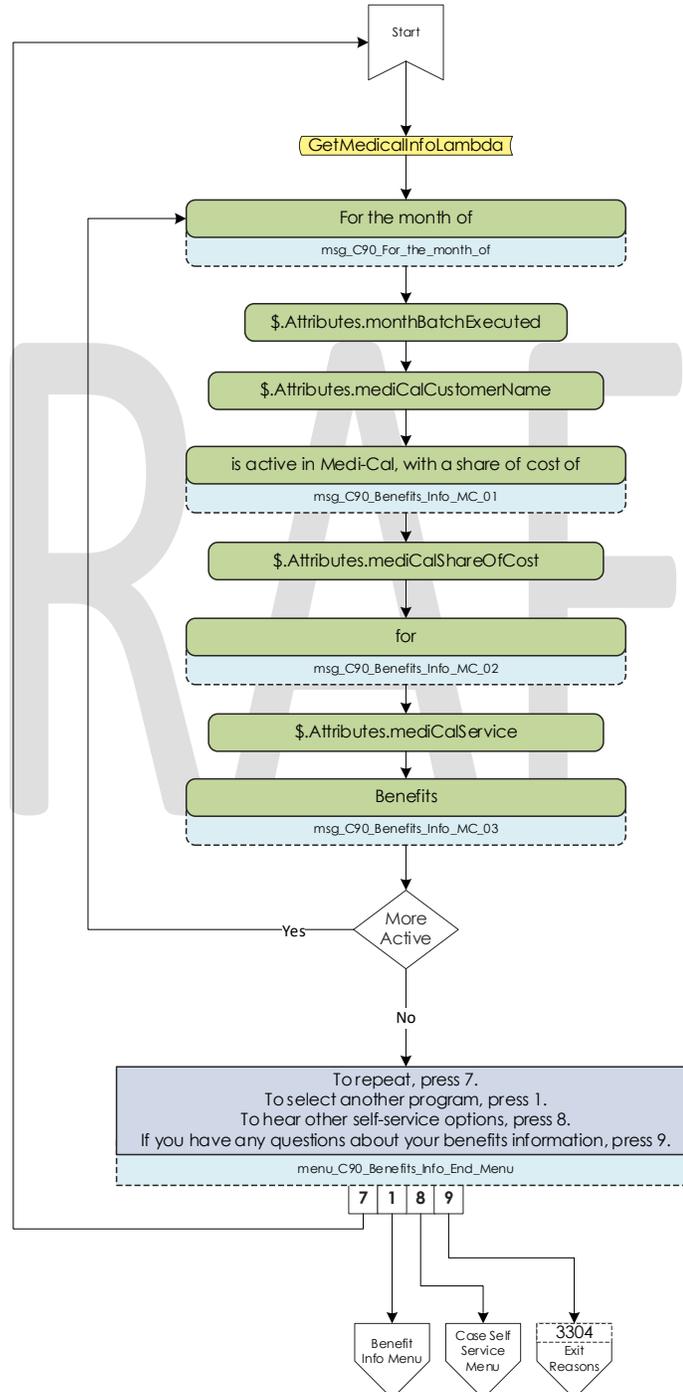
2.2.28 CalFresh Benefits Information Contact Flow

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



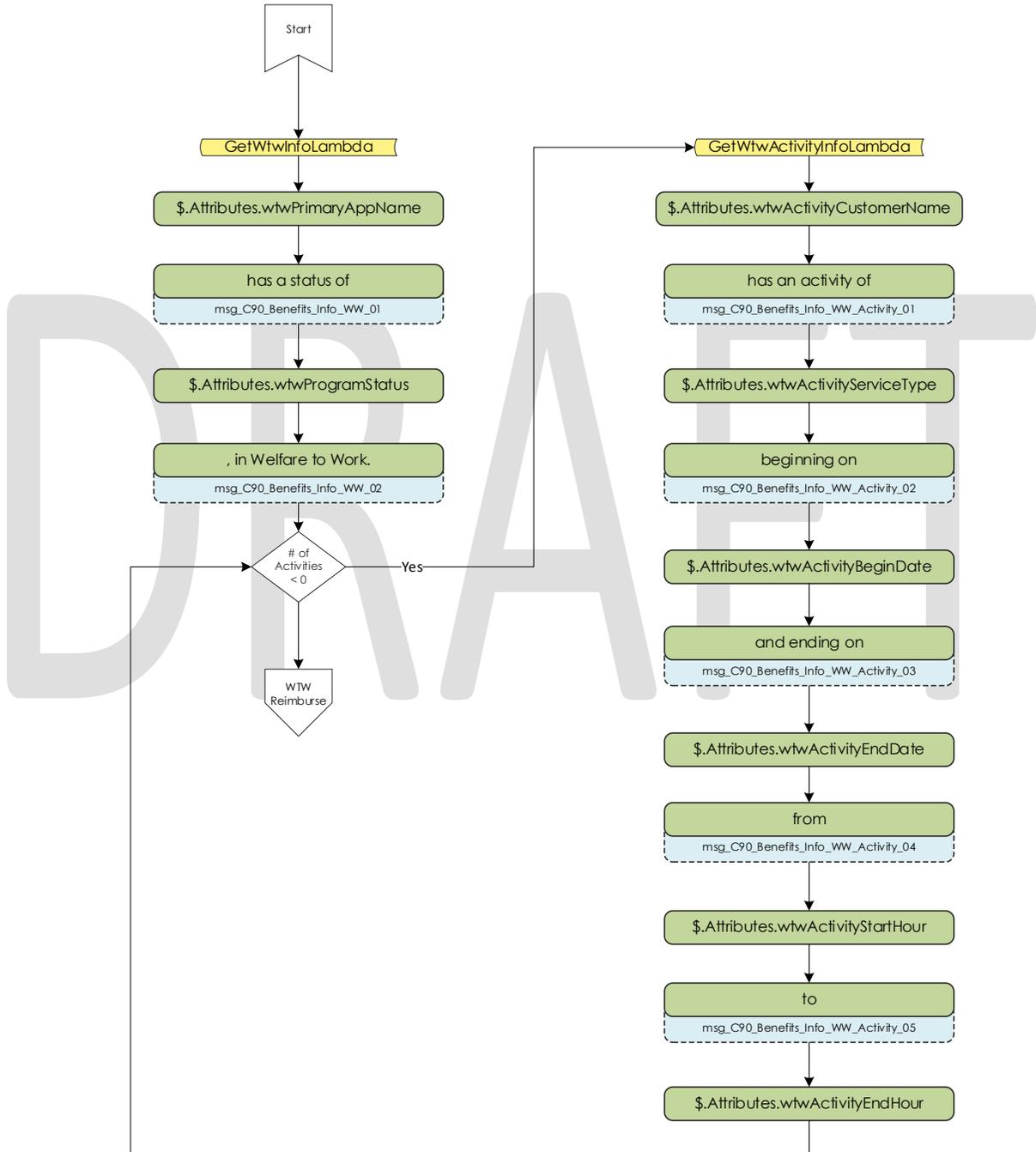
2.2.29 MediCal Benefits Information Contact Flow

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



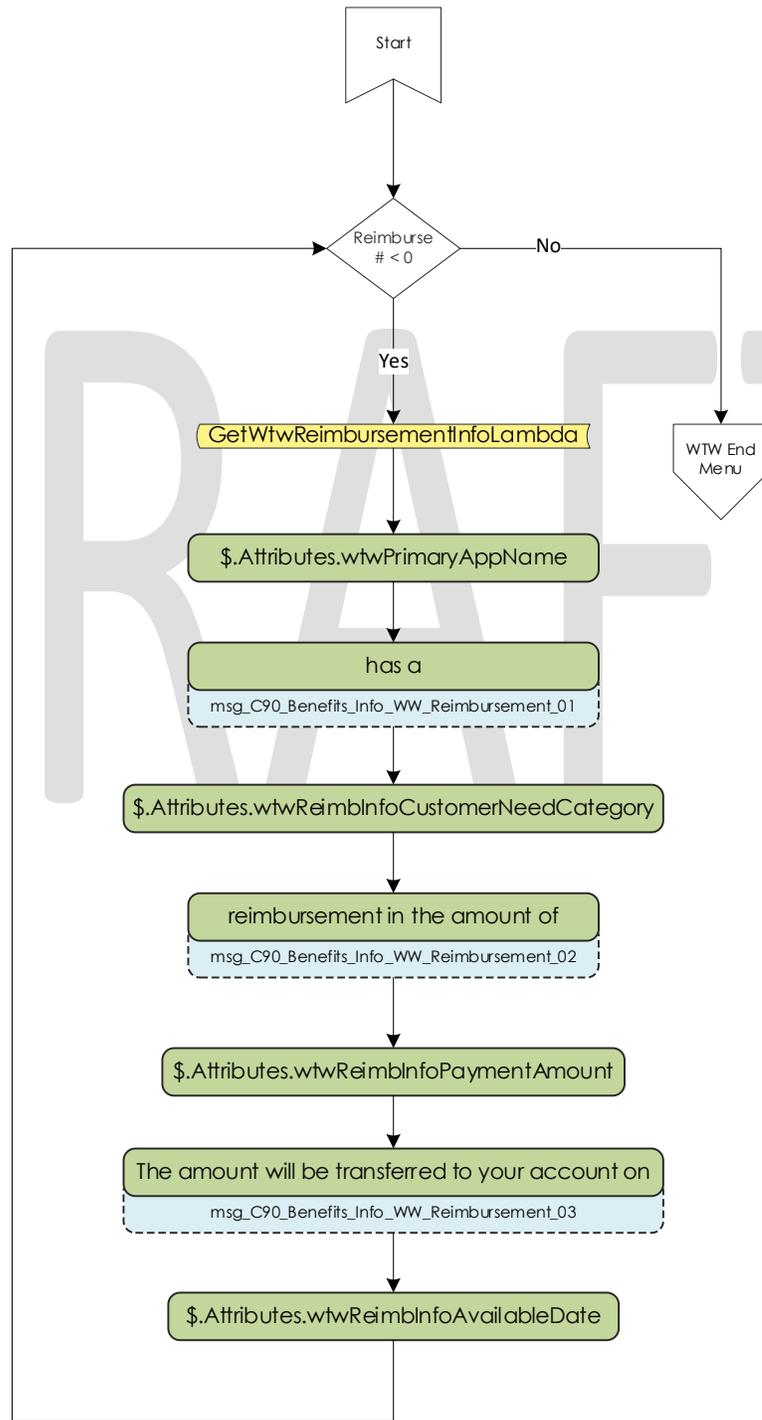
2.2.30 Welfare to Work Benefits Information Contact Flow

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



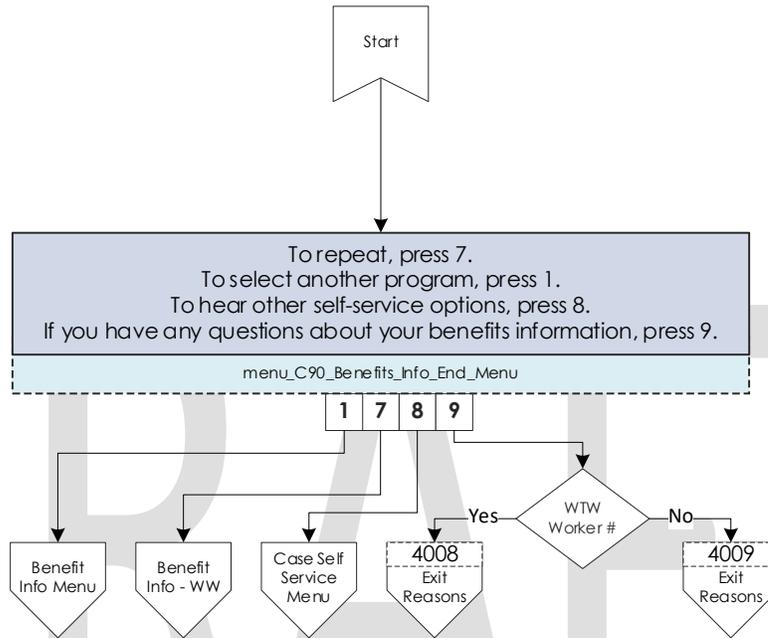
2.2.31 Welfare to Work Reimbursement Contact Flow

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



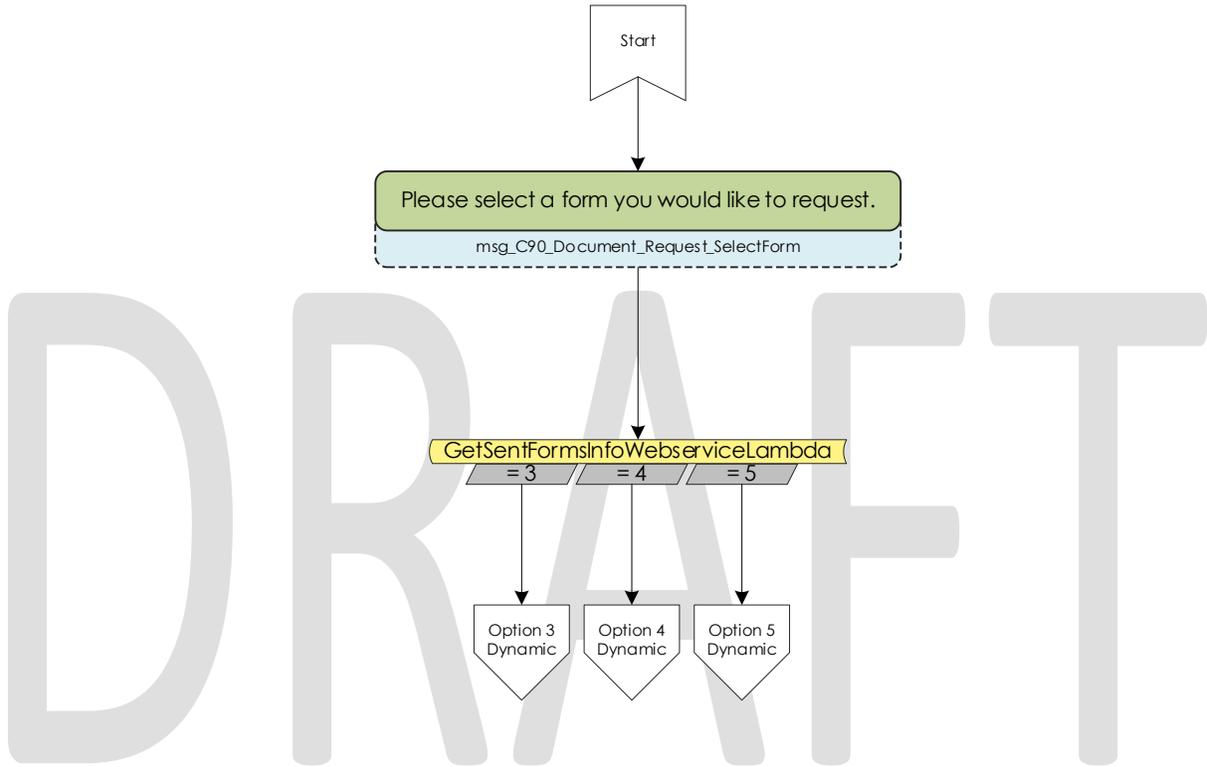
2.2.32 Welfare to Work End Menu Contact Flow

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



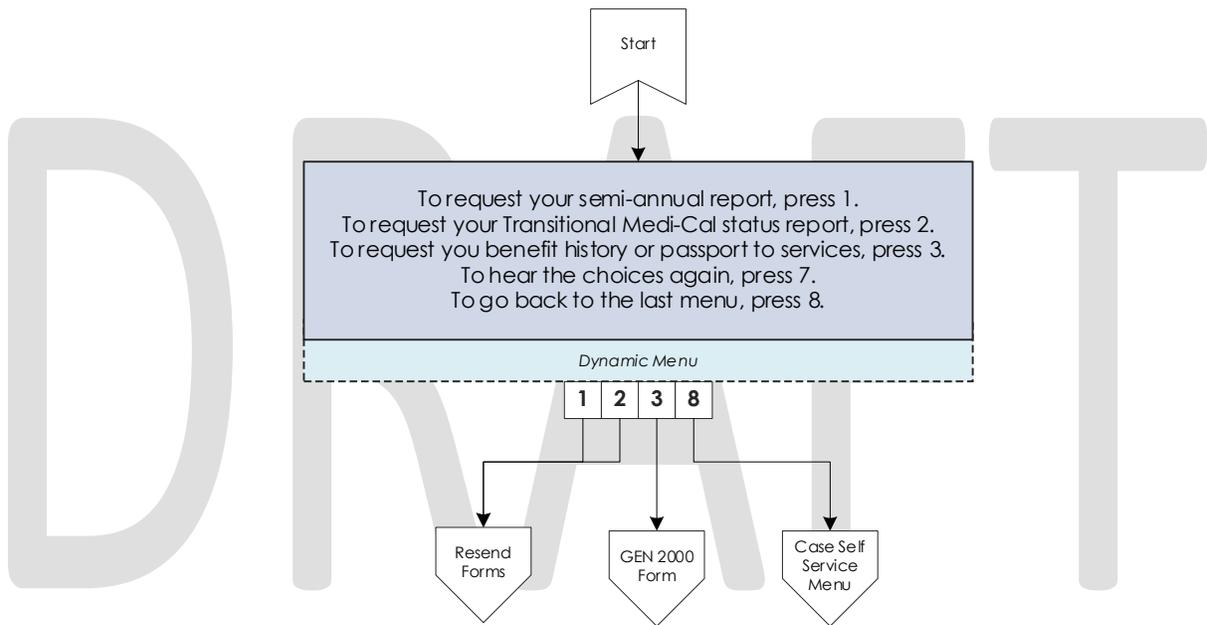
2.2.33 Document Request Contact Flow

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



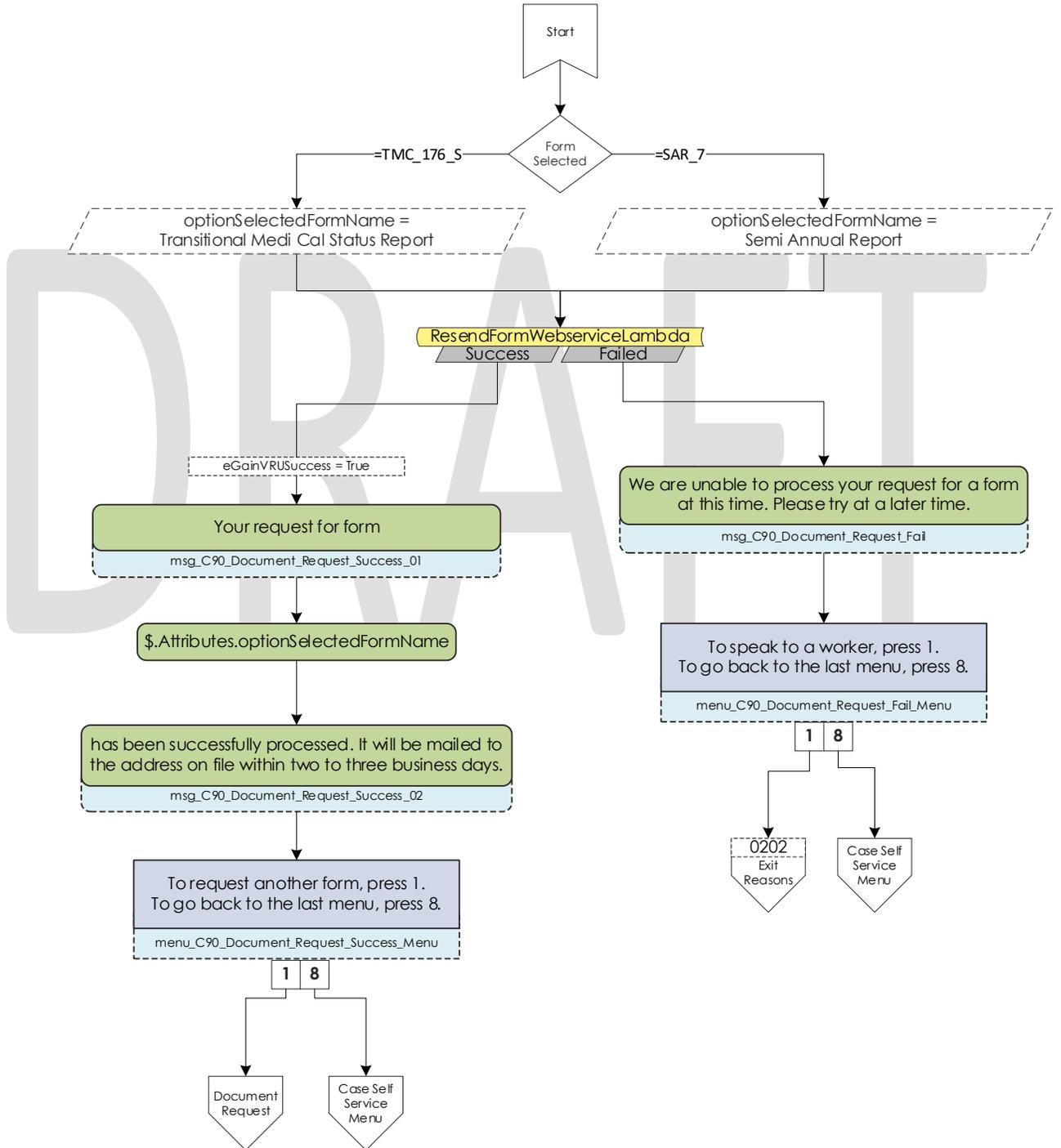
2.2.34 Dynamic Document Request Contact Flow

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



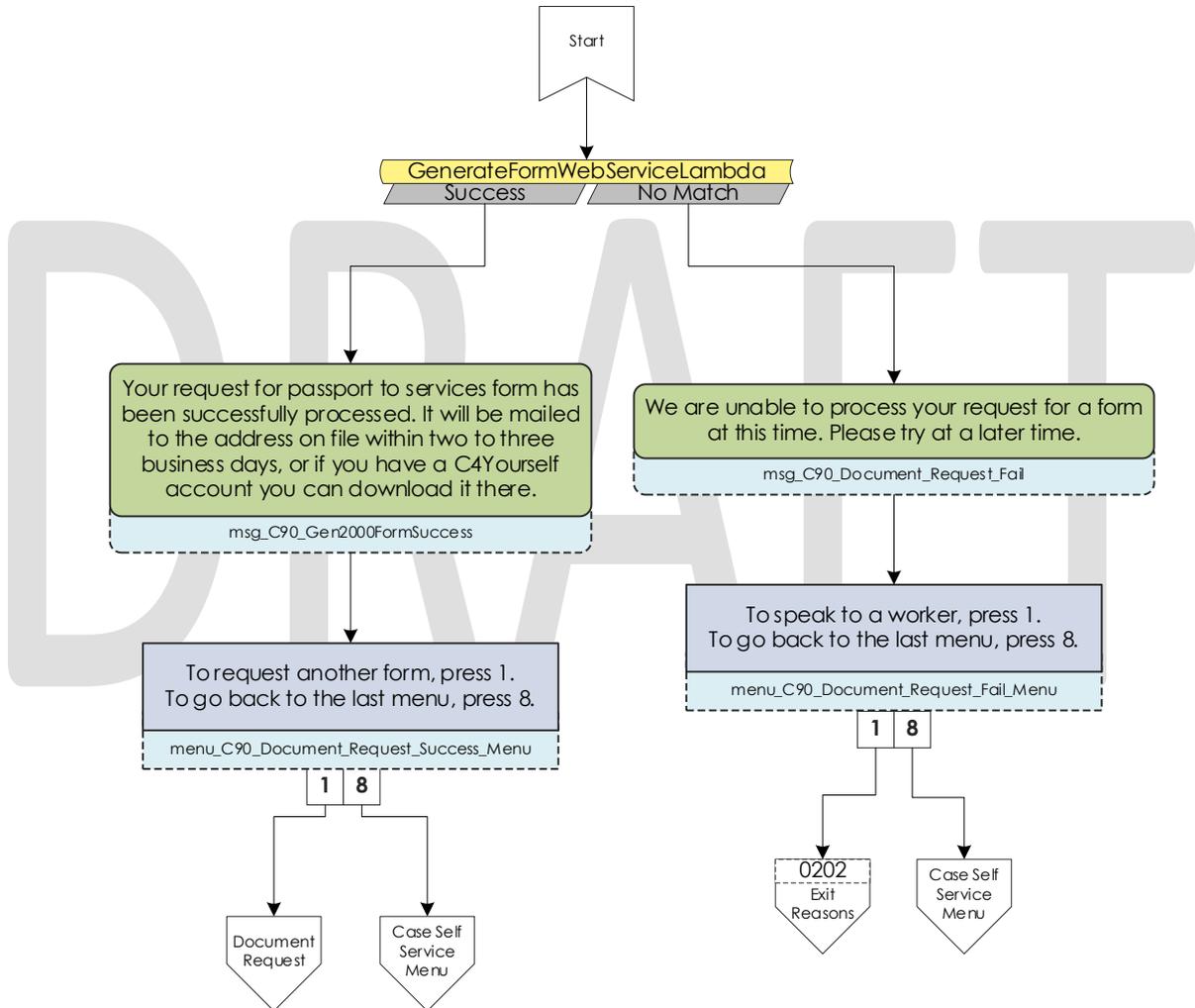
2.2.35 Document Request Resend Forms Contact Flow

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



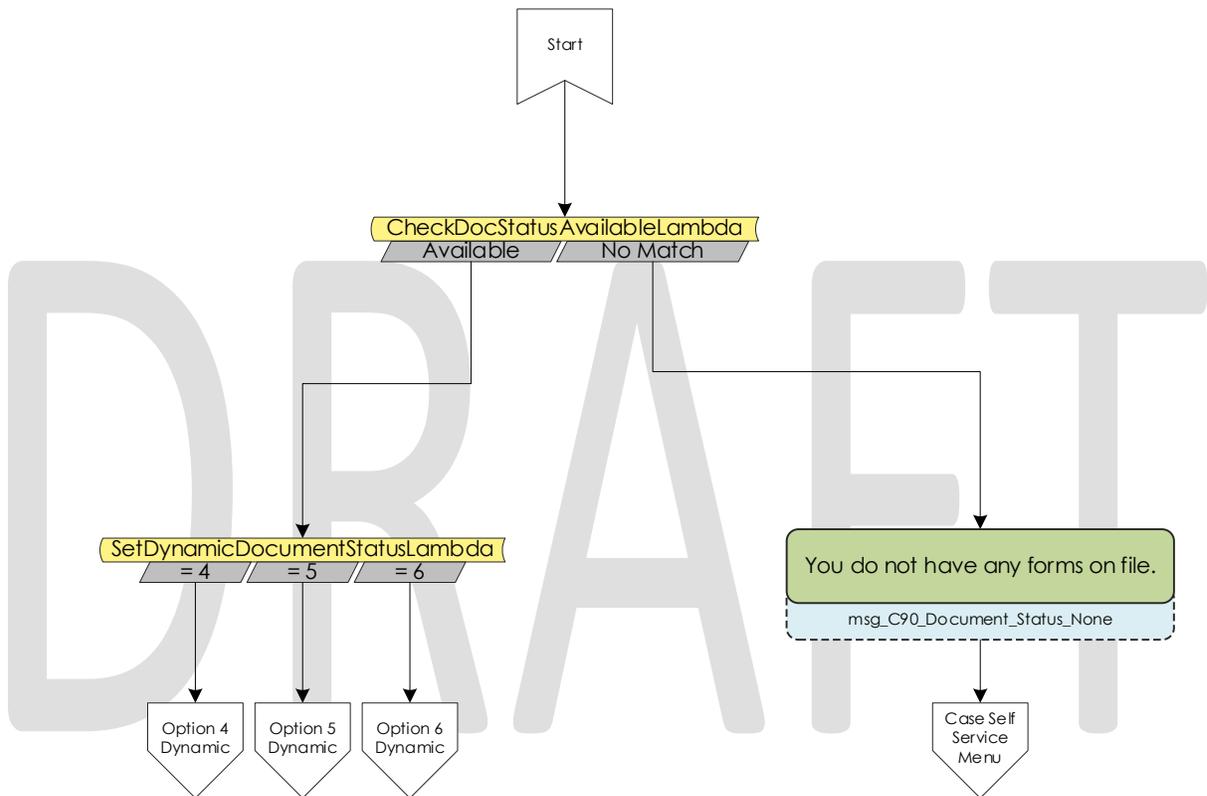
2.2.36 Document Request GEN 2000 Form Contact Flow

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



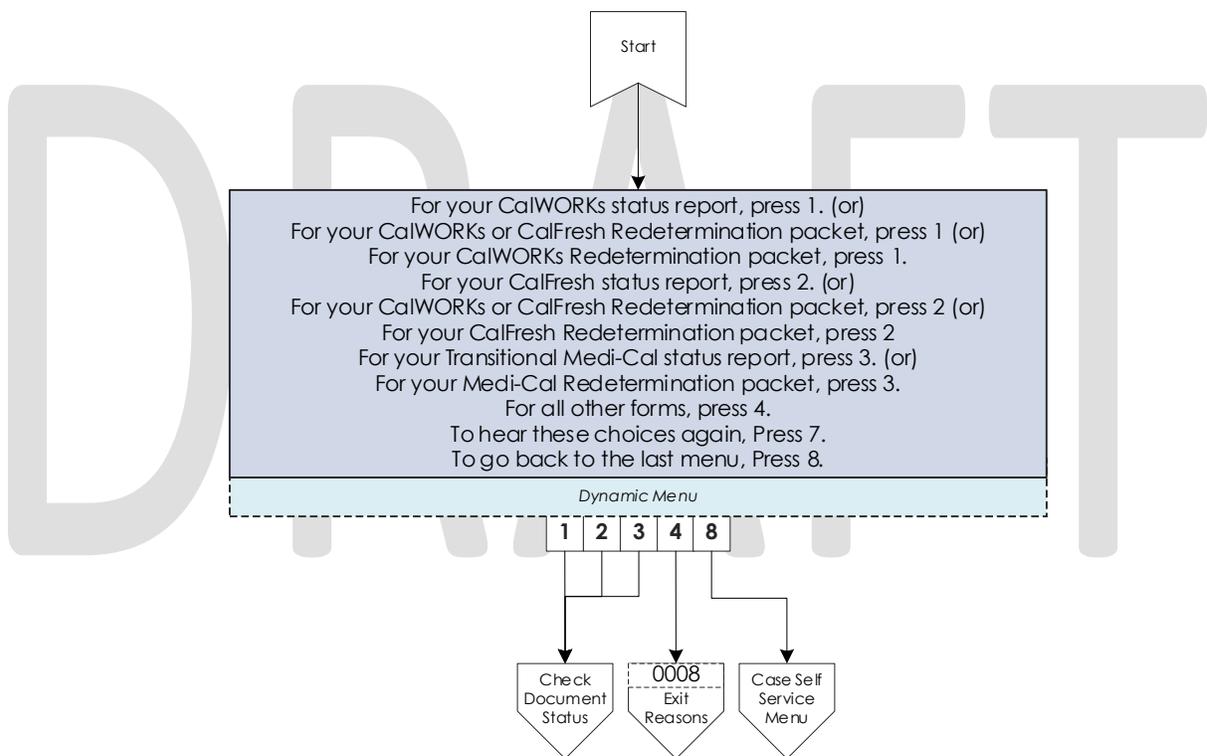
2.2.37 Document Status Contact Flow

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



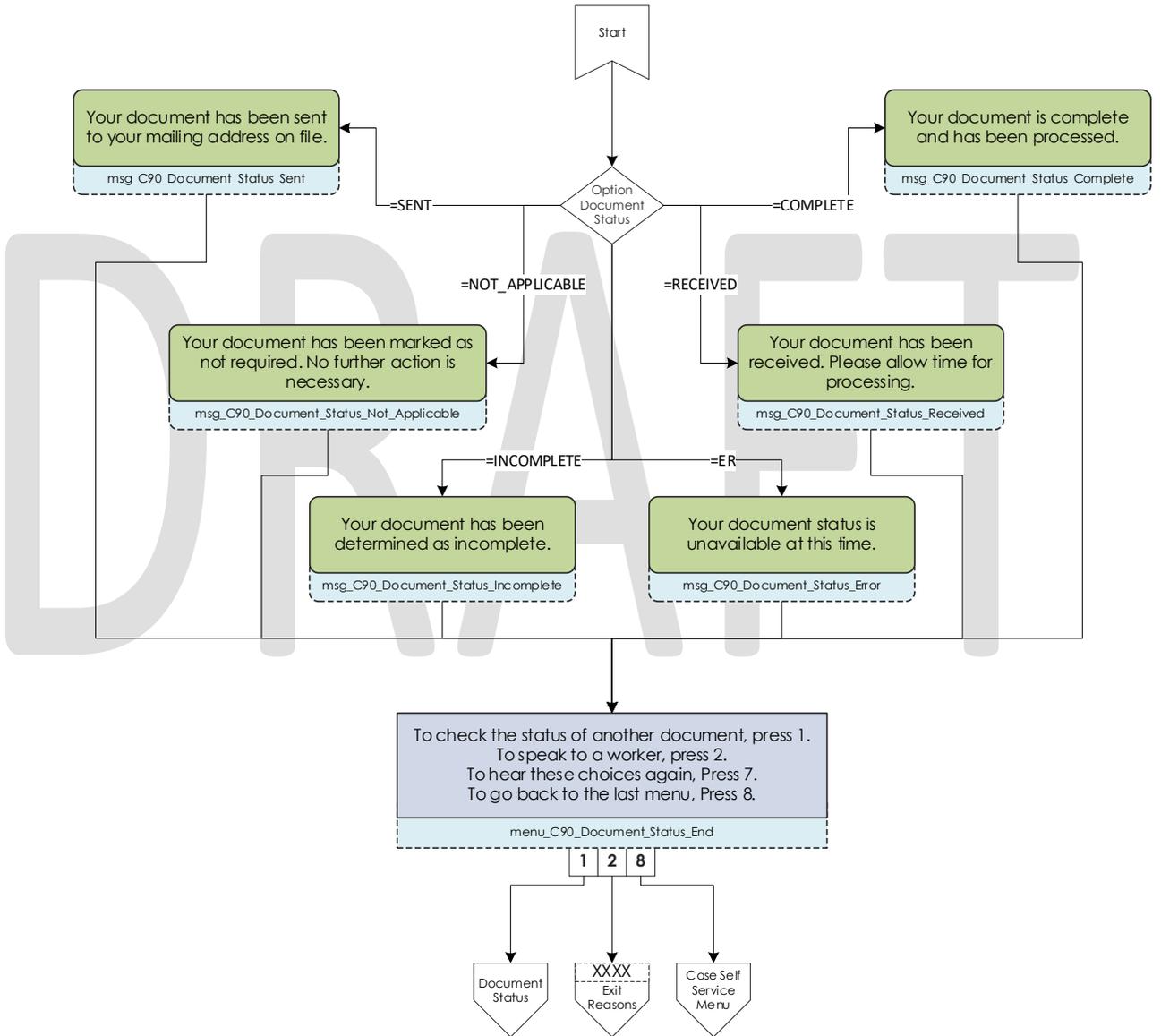
2.2.38 Dynamic Document Status Contact Flow

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



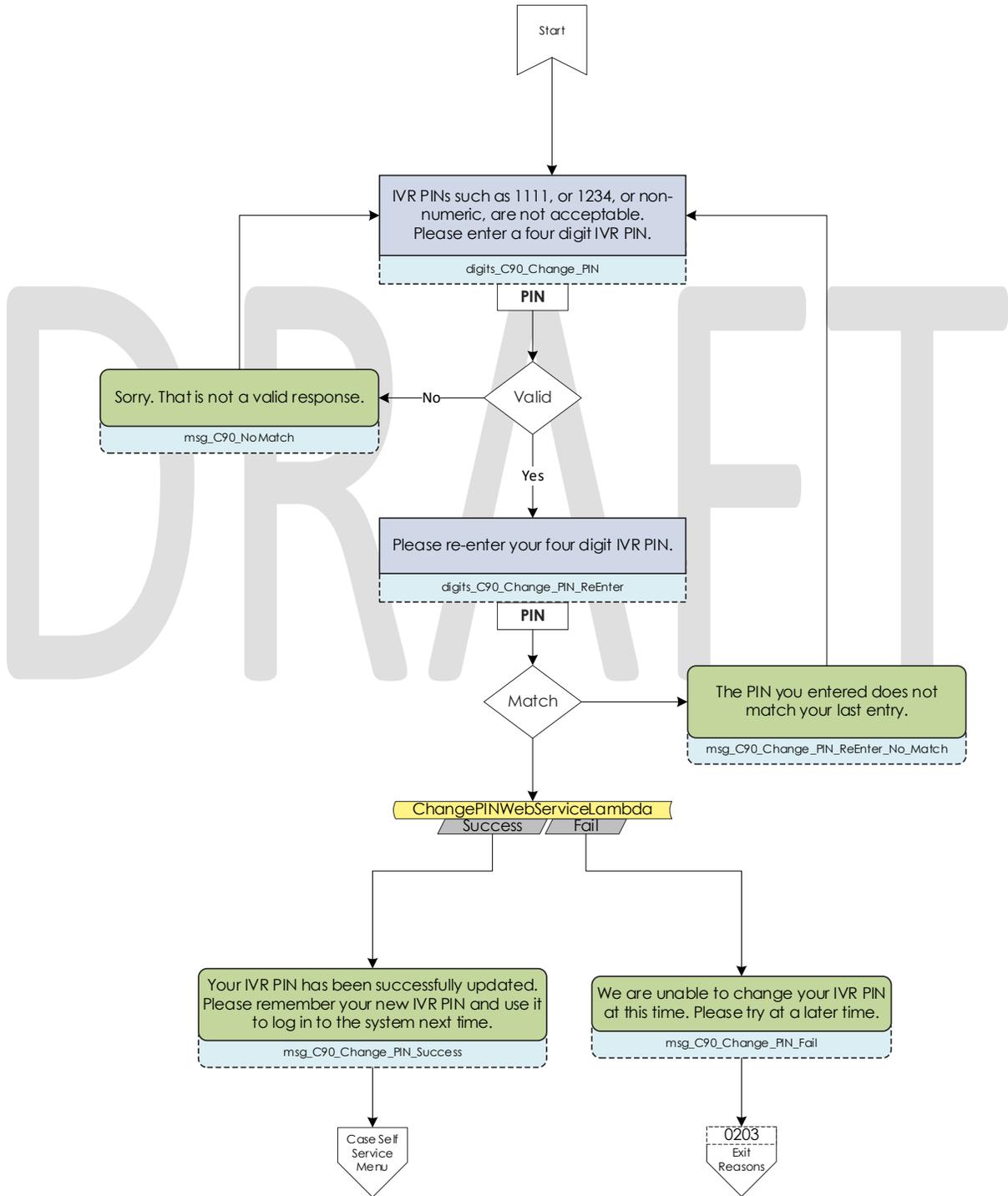
2.2.39 Check Document Status Contact Flow

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



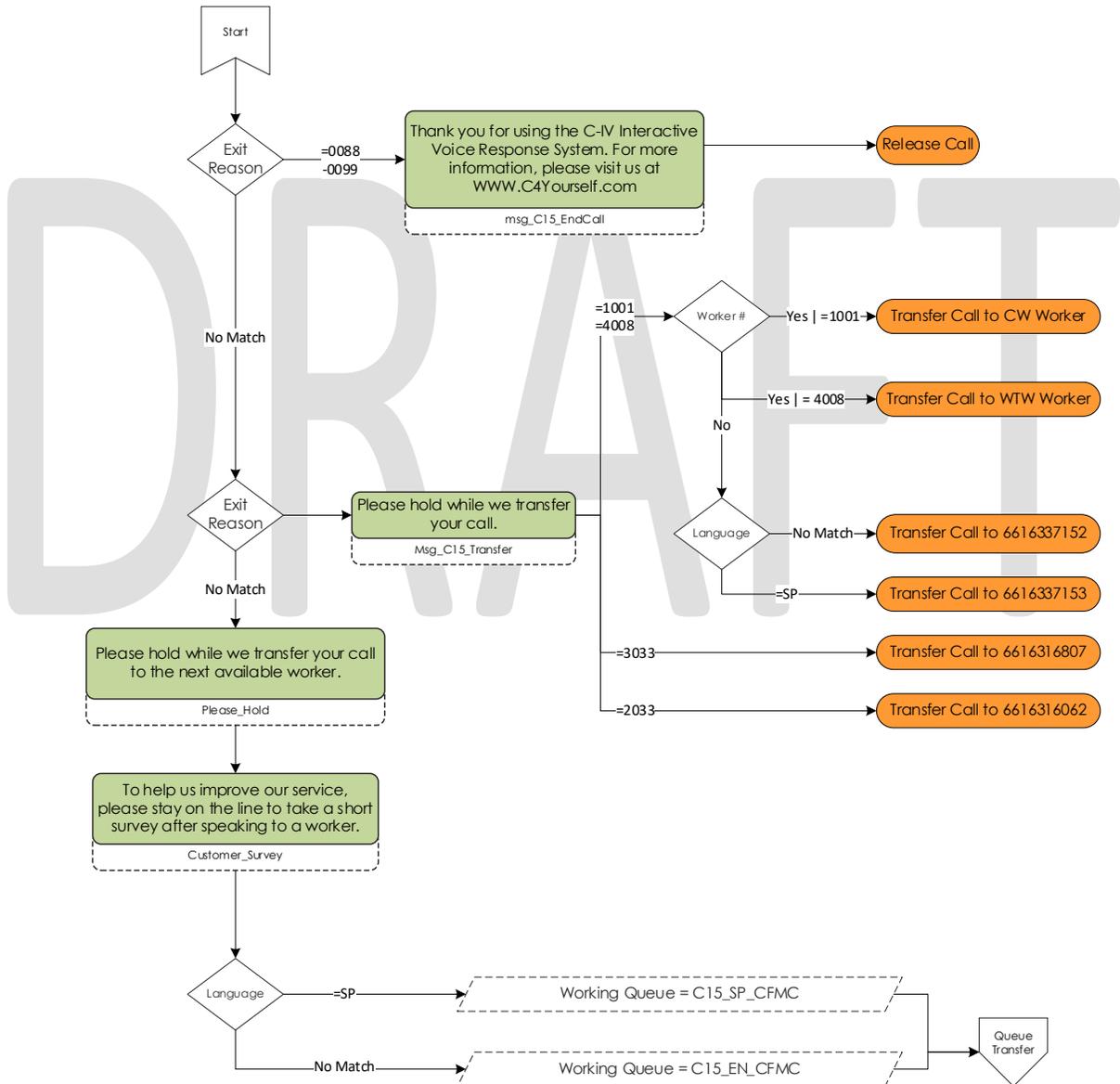
2.2.40 Change PIN Contact Flow

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



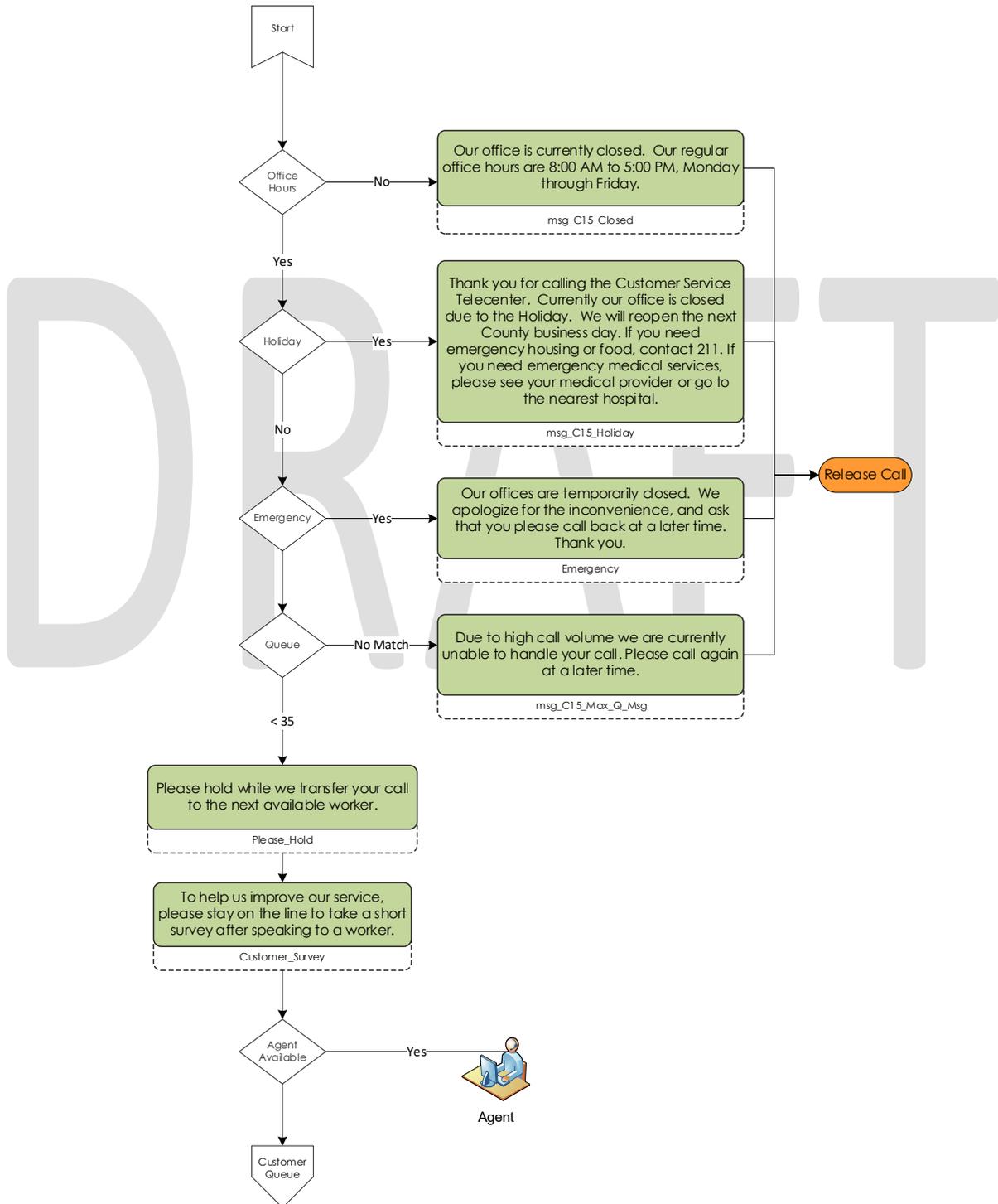
2.2.41 Exit Reasons Contact Flow

If the caller requests to speak to a worker, or are directed to a worker for another reason such as an error, it is determined what queue to route the call to based on the exit code. The exit codes are applied throughout all the contact flows right before it sends the caller to the exit reasons contact flow. Exit codes 0088, and 0099 are both released after playing a brief message. Several other exit codes are transferred to external phone numbers, and all remaining exit codes are sent to the same queue.



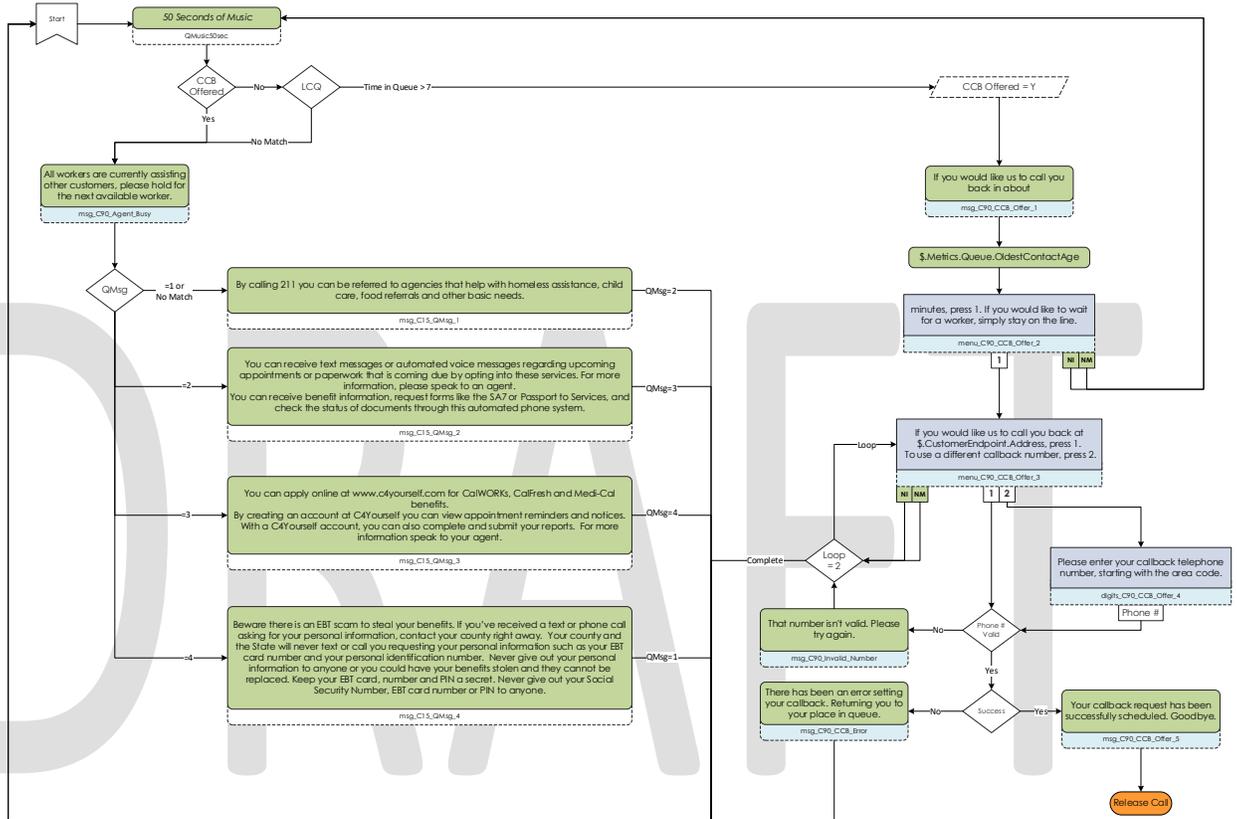
2.2.42 Queue Transfer Contact Flow

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



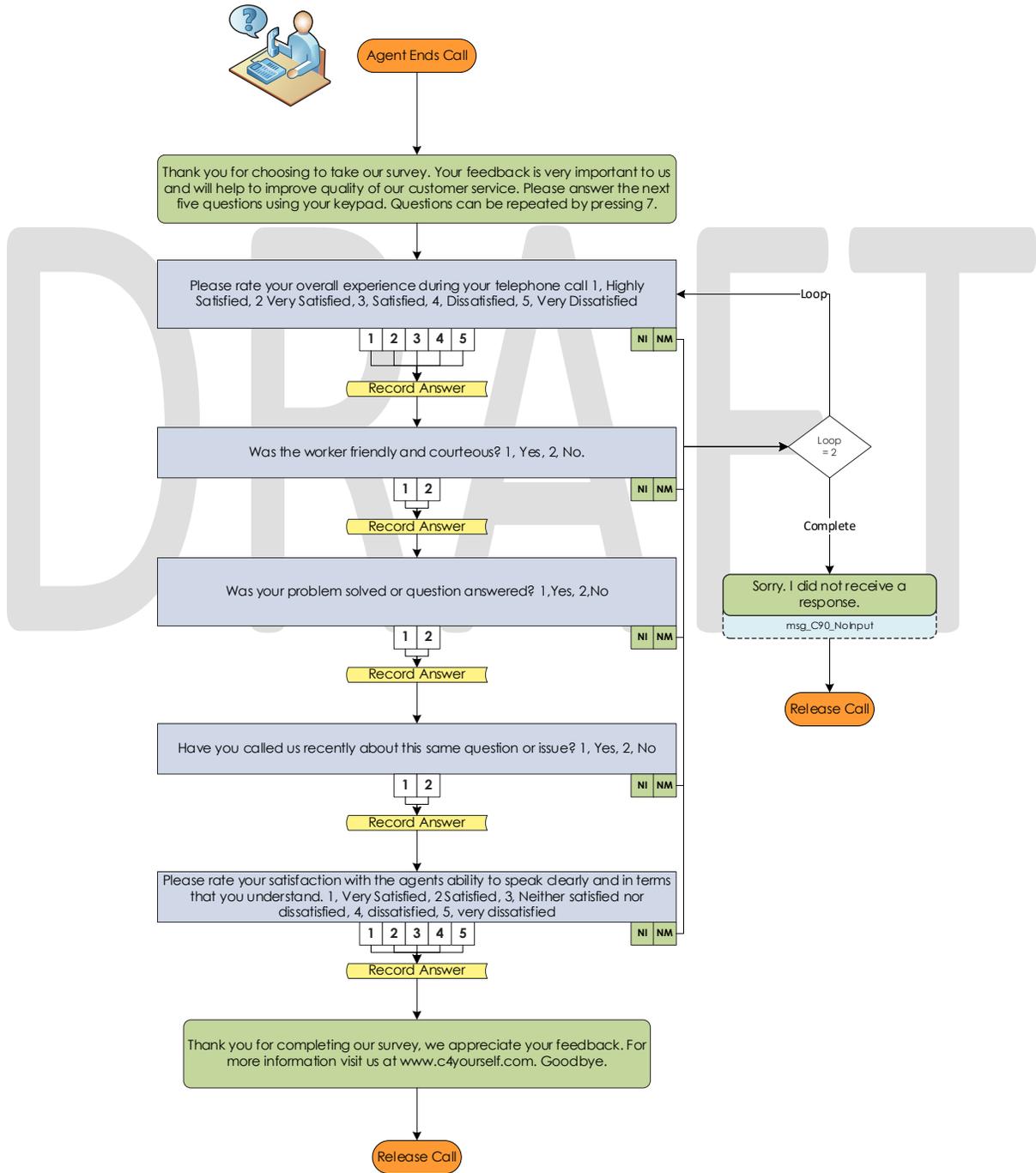
2.2.43 Customer Queue Contact Flow

If an agent is not currently in the Ready status, the caller is placed into a queue. All calls are answered in the order that they were received, and they hear music and informational messages while they wait for the next available agent. If the queue is backed up enough to where the longest call in queue is greater than seven minutes, we will offer the caller courtesy call back.



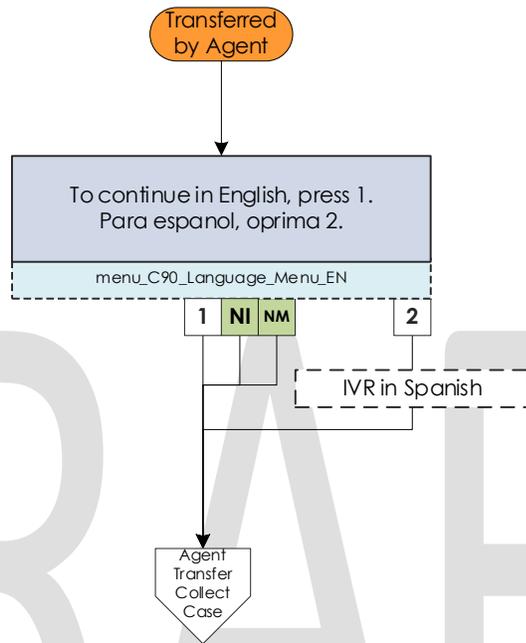
2.2.44 Post Call Survey Contact Flow

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



2.2.45 Agent Transfer Welcome

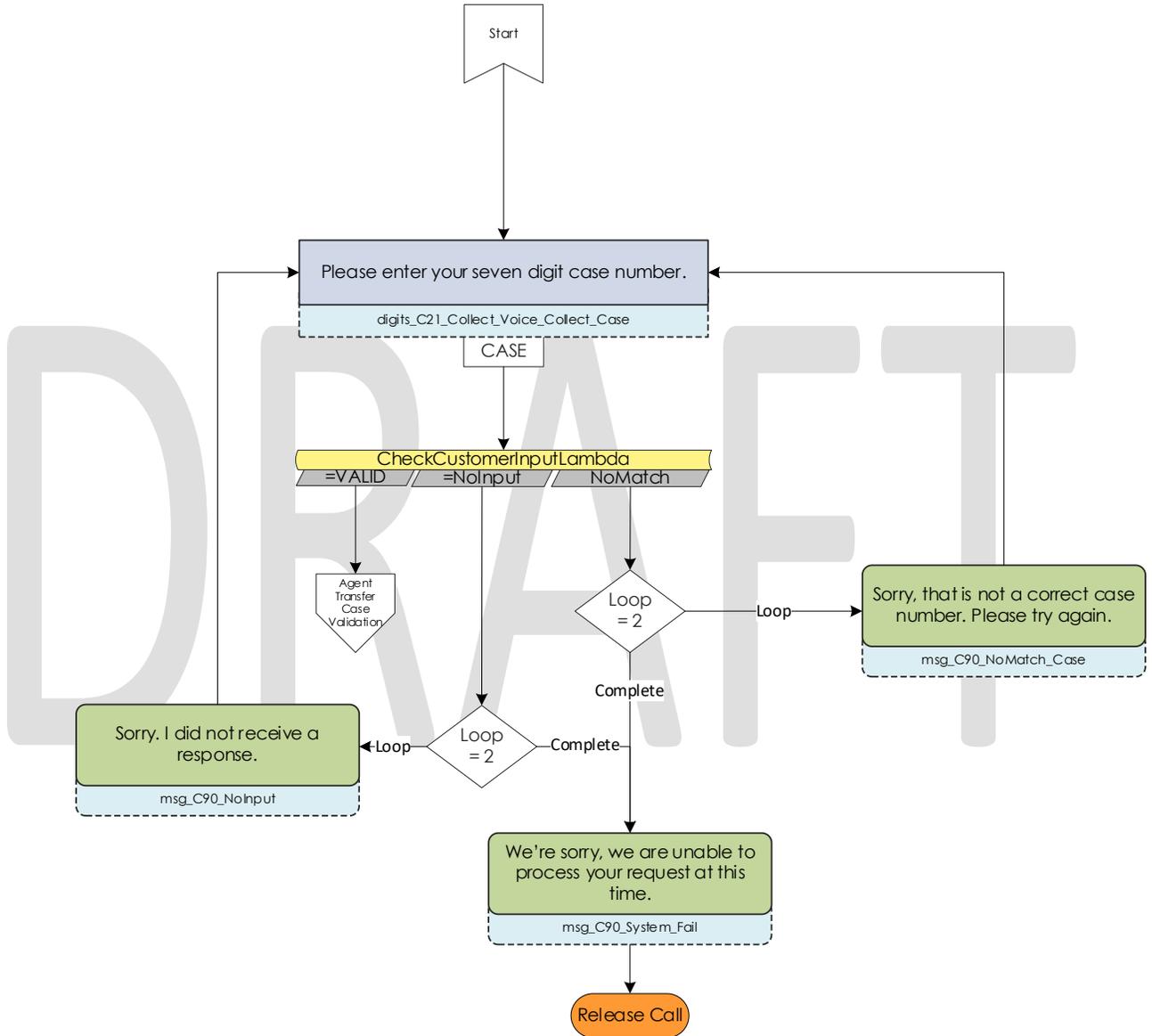
When an agent direct transfers the caller to the Voice Enrollment application, the first message the caller hears is a language selection. If they do not make any choice, or make an invalid choice, they are defaulted to English.



DRAFT

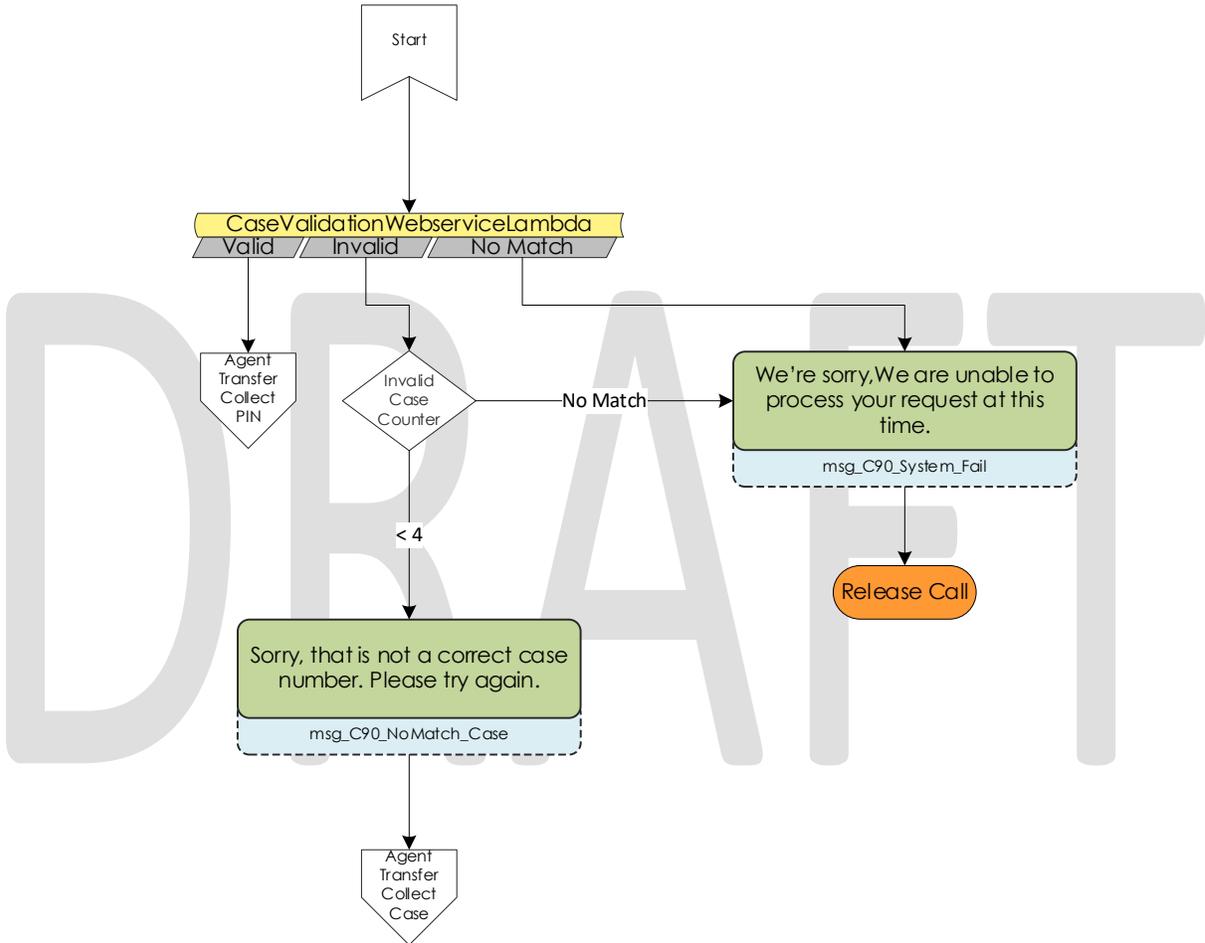
2.2.46 Agent Transfer Collect Case

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



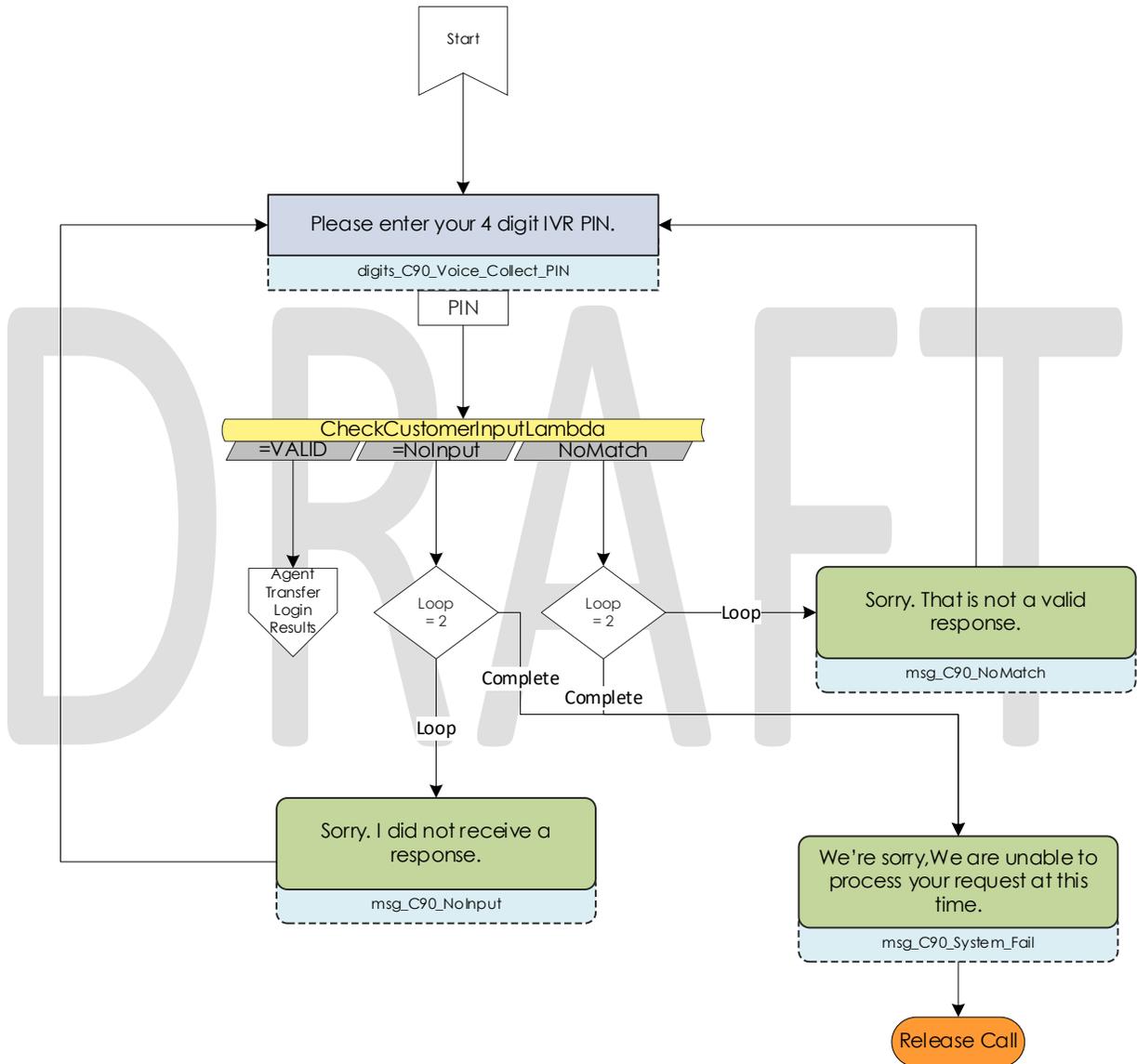
2.2.47 Agent Transfer Case Validation

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



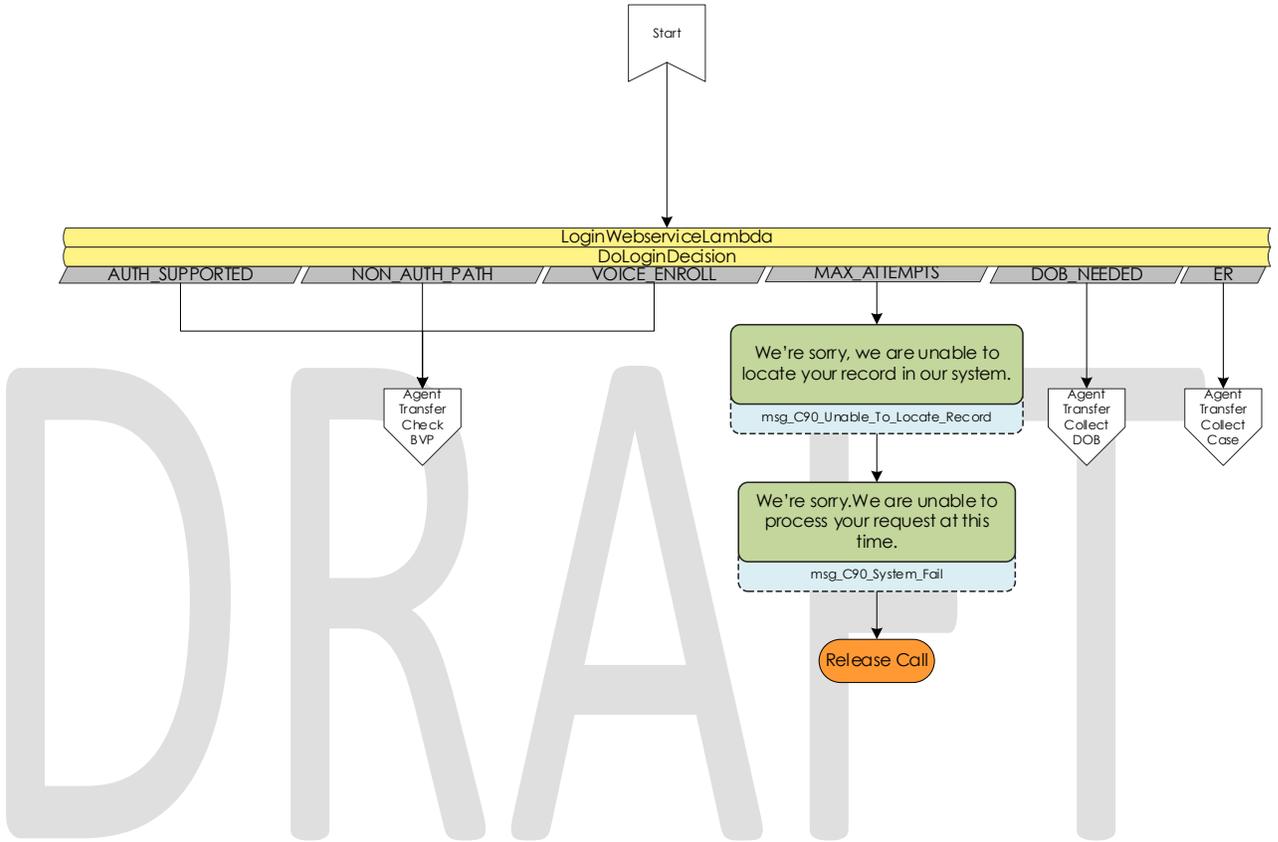
2.2.48 Agent Transfer Collect PIN

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



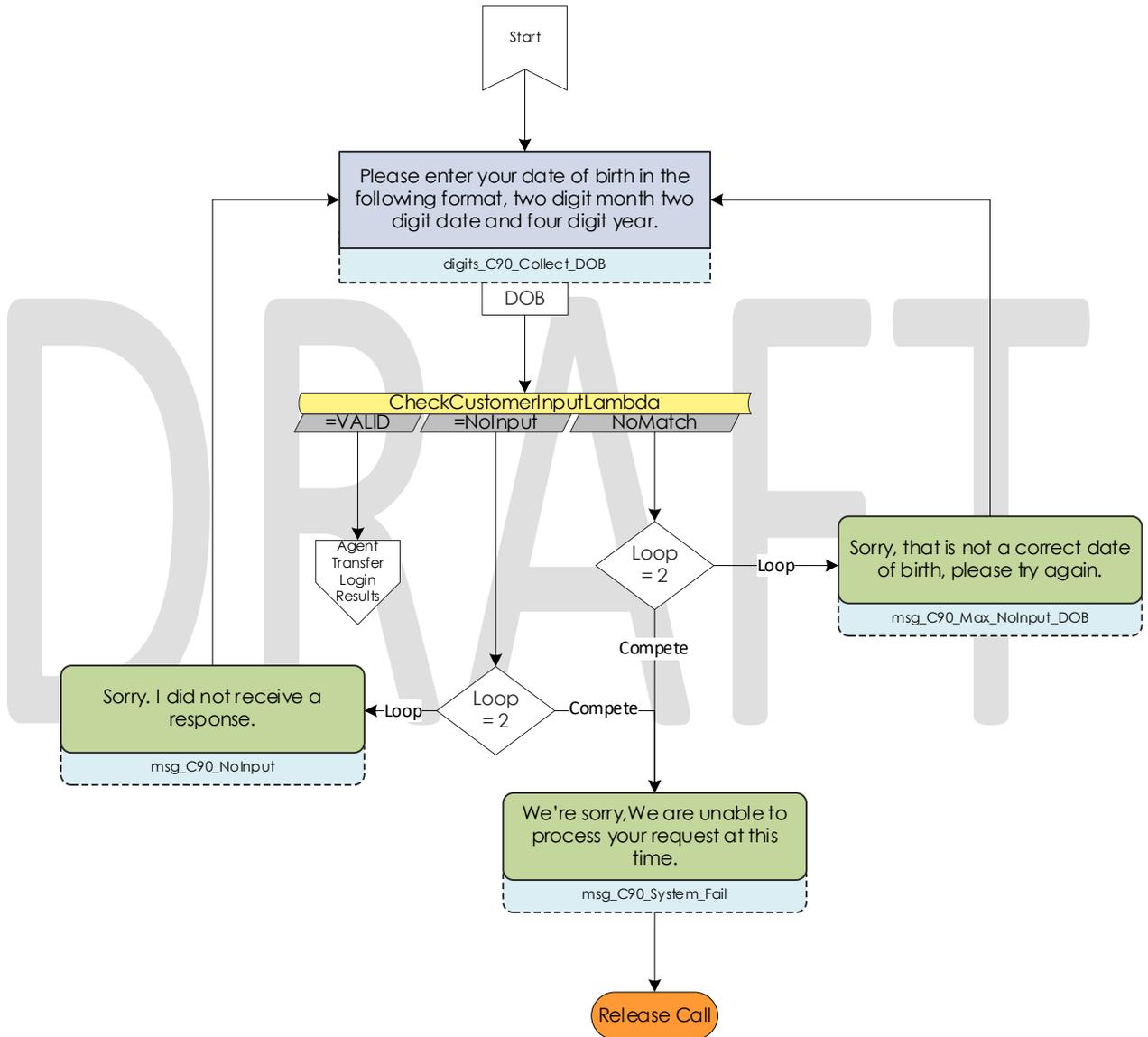
2.2.49 Agent Transfer Login Results

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



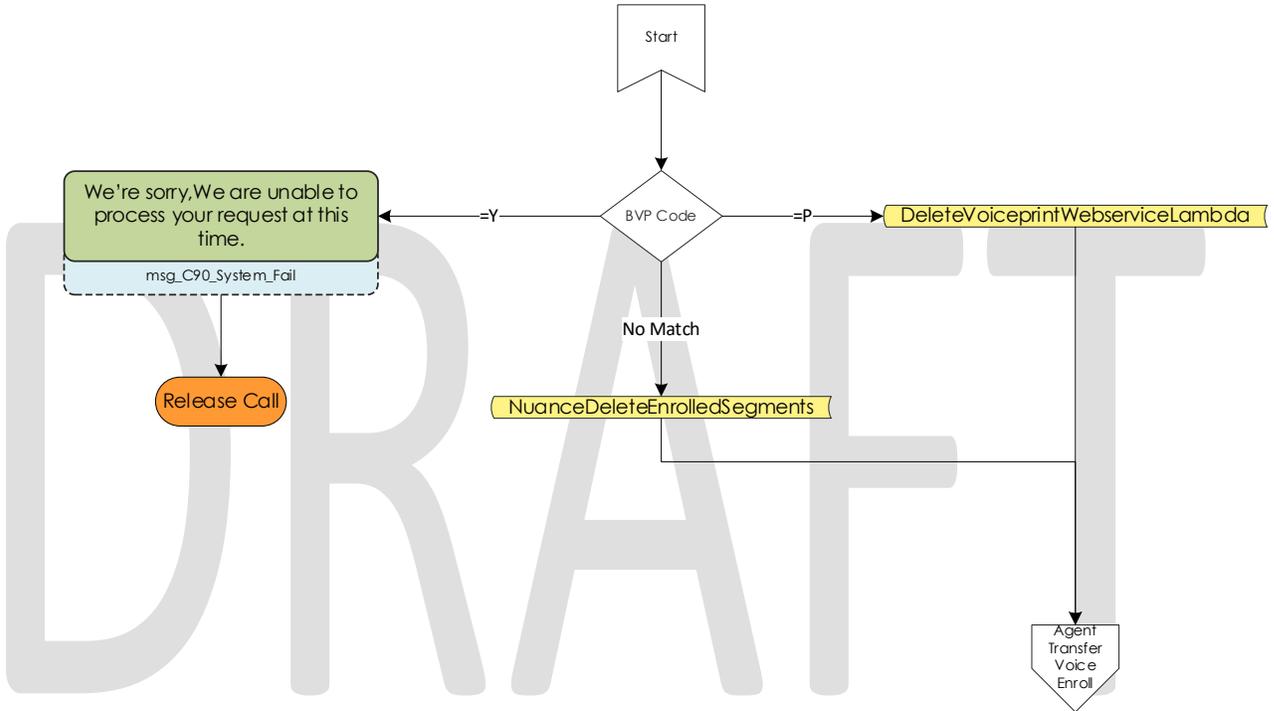
2.2.50 Agent Transfer Collect DOB

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



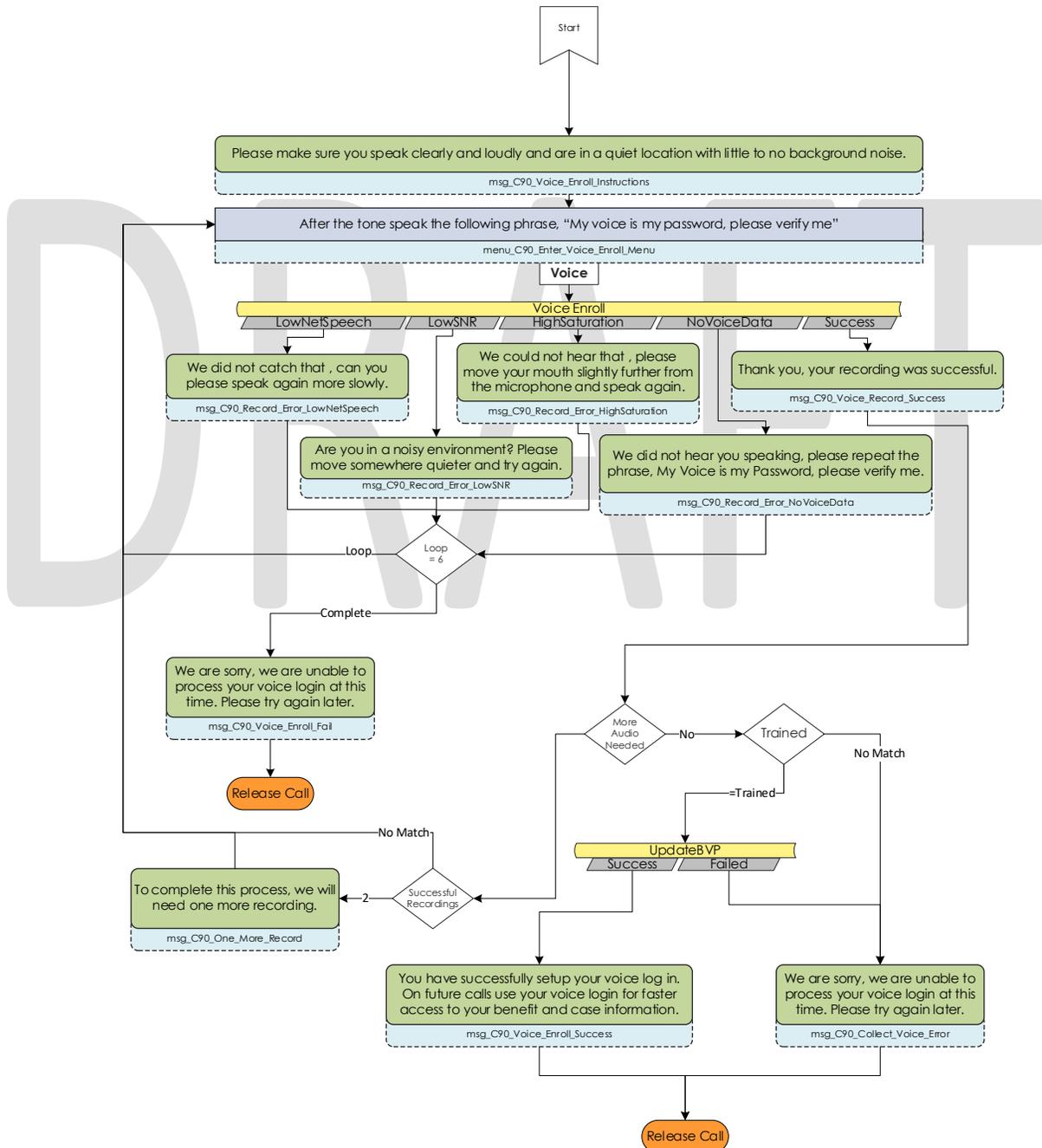
2.2.51 Agent Transfer Check BVP

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



2.2.52 Agent Transfer Voice Enroll

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



2.3 Prompts

2.3.1 Overview

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

2.3.2 Description of Change

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

2.3.3 Wav Files

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

Filename	English Verbiage	Spanish Verbiage
msg_C15_Welcome	Welcome to Kern County Department of human services customer assistance tele-center	
menu_C90_Language_Menu_EN	To continue in English, press 1. Para espanol, oprima 2.	
May_Be_Recorded	Your call may be recorded for quality and training purposes.	Su llamada puede ser grabada o monitoreada con el propósito de control de calidad y entrenamiento.
msg_C90_Recognize_ANI	We recognize your phone number in our system.	Reconocemos su número de teléfono en nuestro sistema.
msg_C90_Unable_To_Locate_Record	We're sorry, we are unable to locate your record in our system.	Lo sentimos, no podemos encontrar su registro en nuestro sistema.

menu_C15_General_Menu	To make a new application press 1. If you already have a case number press 2. For office hours and locations press 3. If you are calling for general information or inquiries related to the general assistance program please hang up and dial 661-631-6000. To hear these choices again, Press 7.	Para presentar una nueva solicitud, oprima 1. Si usted ya tiene un numero de caso, oprima 2. Para horario de oficina y localidades, oprima 3. Si su llamada es para obtener información en general o preguntas relacionadas con el programa de Asistencia General, favor de colgar y llamar al 661-631-6000. Para escuchar estas opciones de nuevo, oprima 7.
msg_C90_NoInput	Sorry.I did not receive a response	Lo siento, no recibí una respuesta.
msg_C90_NoMatch	Sorry. That is not a valid response.	Lo siento, esa no es una respuesta válida.
menu_C15_New_Applicant_Menu	You may apply for benefits online at www.C4Yourself.com or by visiting your local office. For Medi Cal Application, Press 1. For CalFRESH Application, Press 2. For CalWorks Application, please go to your local office or apply online. To hear these choices again, Press 7. To go back to the last menu, Press 8.	Puede solicitar beneficios en línea en www punto C 4 Yourself punto com o visitando su oficina local. Para la aplicación Medi Cal, oprima 1. Para la aplicación CalFRESH, oprima 2. Para la aplicación Asistencia Monetaria CalWorks, diríjase a su oficina local o presente su solicitud en línea. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
msg_C90_Voice_Access	For faster access to the system use your voice. This will take about a minute.	Para acceder más rápido al sistema, ahora puede usar su voz. Esto tomará aproximadamente un minuto.
menu_C90_Login_Menu	If you have enrolled your voice log in, press 1. To enroll your voice log in, press 2. To log in using your case number and IVR PIN, press 3. To hear these choices again, press 7.	Si ha registrado su inicio de sesión de voz, oprima 1. Para registrar su inicio de sesión de voz, oprima 2. Para iniciar sesión con su número de caso y su PIN de IVR, oprima 3. Para escuchar estas opciones de nuevo, oprima 7.
menu_C90_Voice_Login_Menu	To enter your social security number, press 1.	para ingrese su número de seguro social, oprima 1. Para

	To enter your case number, press 2.	iniciar sesión con su número de caso oprima 2.
menu_C90_Enter_Voice_Enroll_Menu	After the tone speak the following phrase. My voice is my password, please verify me.	Después del tono diga la siguiente frase. Mi voz es mi contraseña, por favor verifíqueme.
msg_C90_Collect_Voice_Error	We are sorry, we are unable to process your voice login at this time. Please try again later.	Lo sentimos, no podemos procesar su registro de voz en este momento. Por favor, inténtelo de nuevo más tarde.
msg_C90_Collect_Voice_NoMatch	Your voice login does not match our records.	Su inicio de sesión de voz no coincide con nuestros registros.
msg_C90_Record_Error_High Saturation	We could not hear that , please move your mouth slightly further from the microphone and speak again.	No pudimos oír eso, por favor mueva su boca un poco más lejos del micrófono y hable de nuevo.
msg_C90_Record_Error_Low NetSpeech	We did not catch that , can you please speak again more slowly.	No entendimos eso. ¿puede hablar de nuevo más despacio?
msg_c90_Record_Error_No Voicedata	We did not hear you speaking, please repeat the phrase, My Voice is my Password, please verify me.	No lo oímos hablar. Por favor, repita la frase: "Mi voz es mi contraseña. Favor de verificarme".
msg_c90_Record_Error_LowSNR	Are you in a noisy environment? Please move somewhere quieter and try again	¿Está en un lugar ruidoso? Por favor, muévase a otro lugar más silencioso e inténtelo de nuevo.
digits_C90_Collect_Voice_Collect_Case	Please enter your seven digit case number.	Por favor oprima los siete dígitos de su número de caso,
digits_C90_Collect_Case	Please enter your 7 digit case number. If you do not have Or do not remember a case number, please press Star to continue.	Por favor oprima los siete dígitos de su número de caso, Si no tiene o no recuerda un número de caso oprima la tecla de estrella, para continuar.
msg_C90_NoMatch_Case	Sorry, that is not a correct case number. Please try again.	Lo siento, ese no es un número de caso correcto. Por favor inténtelo de nuevo.

digits_C90_Collect_PIN	Please enter your 4 digit I V R PIN. If you do not have or do not remember your I V R PIN, please press Star to continue.	Por favor, ingrese los 4 dígitos de su clave de IVR seguido . Si usted no tiene o no recuerda su clave, oprima el signo de la estrella, seguido para continuar.
digits_C90_Collect_DOB	Please enter your date of birth in the following format, two digit month two digit date and four digit year.	Por favor, ingrese su fecha de nacimiento, en la manera siguiente, dos dígitos para el mes, dos dígitos para el día y cuatro dígitos para el año.
msg_C90_Max_NoInput_DOB	Sorry, that is not a correct date of birth, please try again.	Lo siento, esa no es una fecha de nacimiento correcta. Por favor inténtelo de nuevo.
digits_C90_Collect_SSN	Please enter your 9 digit Social Security Number . If you do not have Or do not remember your Social Security Number, please press Star.	Por favor, ingrese su número de seguro social de 9 dígitos. Si no tiene o no recuerda su número de Seguro Social oprima la tecla de estrella
msg_C90_Max_NoInput_SSN	Sorry. Your social security number should be 9 digits long.	Lo siento. Su número de seguro social debe constar de 9 dígitos.
msg_C90_No_SSN_Voice	Sorry, a valid social security number is required to continue	Lo sentimos, se requiere un número de seguro social válido para continuar
msg_C90_No_SSN	Sorry. A valid social security number is required to request a new PIN.	Lo siento. Es necesario un número de seguro social válido para solicitar un nuevo PIN.
msg_C90_Max_NoMatch_Case_PIN	The case number and PIN combination you entered does not match our records.	<i>La combinación del número de caso y el PIN que proporcionó no coincide con nuestros registros.</i>
msg_C90_Voice_Login_Process	Welcome to the voice login process. In order to complete this process you will need your case number and IVR PIN.	Bienvenido al proceso de inicio de sesión de voz. Para completar este proceso, necesitará su número de caso y su PIN del sistema telefónico.
menu_C90_Voice_Enroll_Menu	Press 1 to continue. If you do not have your case number and IVR PIN available, press 2.	Oprima 1 para continuar.Si no tiene su número de caso y su PIN del sistema telefónico disponible, oprima 2.

menu_C90_Voice_Enroll_Off er_Menu	We have changed the way you log in. For faster access to the system, you can now use your voice. Enrolling your voice will take about a minute.If you would like to enroll your voice, press 1.	Hemos cambiado la forma en que inicia sesión. Para acceder más rápido al sistema, ahora puede usar su voz. Registrar su voz toma aproximadamente un minuto. Si desea registrar su voz, oprima 1.
msg_C90_Voice_Enroll_Instru ctions	Please make sure you speak clearly and loudly and are in a quite location with little to no background noise.	Por favor asegúrese de hablar claramente y fuerte y de estar en una zona tranquila con poco o ningún ruido de fondo.
menu_C90_Enter_Voice_Enro ll_Menu	After the tone speak the following phrase, My voice is my password, please verify me.	<i>Después del tono, diga la siguiente frase "Mi voz es mi contraseña. Favor de verificarme".</i>
msg_C90_Voice_Enroll_Succ ess	You have successfully set up your voice log in. On future calls use your voice log in for faster access to your benefit and case information.	Ha configurado correctamente su inicio de sesión de voz. En futuras llamadas, use su inicio de sesión de voz para acceder más rápido a la información de su caso y sus beneficios.
menu_C15_Program_Menu	For Cal-WORKS, press 1. For CalFRESH press 2. For Medi-Cal, press 3. To hear these choices again, press 7. To go back to the last menu, press 8.	Para Asistencia Monetaria CalWORKS, oprima uno. Para CalFRESH, oprima dos. Para Medi-Cal, oprima tres. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
menu_C15_Program_Service _Menu	For Cal-WORKS, press 1. For CalFRESH press 2. For Medi-CAL, press 3. For General Questions, press 4 To hear these choices again, Press 7. To go back to the last menu, Press 8.	Para Asistencia Monetaria CalWORKS, oprima uno. Para CalFRESH, oprima dos. Para Medi-Cal, oprima tres. Para preguntas generales, oprima cuatro. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.

menu_C15_No_PIN_Program_Menu	To request a new IVR PIN, press 1. For CalWORKs, press 2. For CalFresh press 3. For MediCal, press 4. To hear these choices again, Press 7. To go back to the last menu, Press 8.	Para solicitar un nuevo PIN de IVR, oprima 1. Para CalWORKs, oprima 2. Para CalFresh, oprima 3. Para MediCal, oprima 4. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
menu_C15_CFMC_Menu	For E B T or B I C Replacement or Questions, press 1. To Request Forms or Schedule an Appointment, press 2. To Report change of Address and Shelter Costs, press 3. To Report Changes in Household Members, press 4. For all other questions, press 5. To hear these choices again, press 7. To go back to the last menu, press 8.	Para remplazar o tiene preguntas relacionadas a su Tarjeta E,Be,Te o B I C, oprima 1. Para solicitar formas o hacer una cita, oprima 2. Para reportar cambio de dirección y costo de vivienda, oprima 3. Para reportar cambios en los miembros del hogar, oprima 4. Para cualquier otras preguntas, oprima 5. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
digits_C90_Collect_ZIP_Code	Please enter your primary residence zip code.	Por favor, ingrese su código postal seguido
msg_C15_Office_Info_01	Our office hours are, 8AM to 5 PM Monday through Friday.	El horario de nuestra oficina es de 8 en la mañana a 5 en la tarde, de lunes a viernes.
msg_C15_Office_Info_03	We are also located at	También nos encontramos en
msg_C15_Office_Info_02	We are located at	Estamos ubicados en
menu_C90_Office_Info_Repeat_Menu	To repeat this information again, press 7. To go back to the last menu, Press 8.	Para repetir ésta información de nuevo, oprima 7. Para volver al menú anterior, oprima el 8.
msg_C90_New_PIN_Success	Your new IVR PIN will be mailed to the address on file within two to three business days.	<i>Su nuevo PIN de IVR será enviado a la dirección del archivo dentro de dos a tres días hábiles.</i>
msg_C90_System_Fail	We are sorry, we are unable to process your request at this time.	<i>Lo sentimos, no podemos procesar su solicitud en este momento.</i>
msg_C90_New_PIN_NonPrimary	We are unable to change your IVR PIN at this time.	<i>No podemos cambiar su PIN del sistema de IVR en este momento.</i>

menu_C90_New_PIN_Agent_Service_Menu	To speak to a worker, press 1. To go back to the last menu, press 8.	<i>Para hablar con un asistente, oprima 1. Para regresar al menú anterior, oprima 8.</i>
menu_C15_Case_Self_Service_Menu	To hear current benefit information, Press 1. To request a form, Press 2. To check the status of the documents requested or submitted, Press 3. To change your IVR PIN, Press 4. To Speak to a worker, Press 5. To hear these choices again, Press 7. To go back to the last menu, press 8.	<i>Para escuchar información actualizada de beneficios, oprima 1. Para solicitar un formulario, oprima 2. Para revisar el estado de los documentos solicitados o presentados, oprima 3. Para cambiar su PIN de IVR, oprima 4. Para hablar con un asistente social, oprima 5. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.</i>
menu_C90_Benefits_Info_CW	To hear your CalWORKS benefit information	<i>Para escuchar la información sobre los beneficios de CalWORKS</i>
menu_C90_Benefits_Info_CF	To hear your CalFresh benefit information	<i>Para escuchar la información sobre los beneficios de CalFresh</i>
menu_C90_Benefits_Info_MC	To hear your MediCal benefit information	<i>Para escuchar la información sobre los beneficios de MediCal</i>
menu_C90_Benefits_Info_WW	To hear your Welfare to Work benefit information	<i>Para escuchar la información sobre los beneficios de Transición de la Asistencia Pública al Trabajo</i>
msg_C90_Benefits_Info_CW_01	Your CalWORKS program status is	<i>El estado de su programa CalWORKS es...</i>
msg_C90_Benefits_Info_CW_02	You will receive a total of	<i>Recibirá un total de</i>
msg_C90_Benefits_Info_CW_03	For this month.	<i>Para este mes.</i>
msg_C90_Benefits_Info_CW_04	These benefits will be issued on or before	<i>Estos beneficios se emitido a usted en o antes de.</i>
msg_C90_Benefits_Info_CW_05	As of	<i>A fecha de</i>
msg_C90_Benefits_Info_CW_06	you appear to be eligible to receive	<i>parece que es elegible para recibir</i>

msg_C90_In	In	In
menu_C90_Benefits_Info_End_Menu	To repeat, press 7. To select another program, press 1. To hear other self-service options, press 8. If you have any questions about your benefits information, press 9.	<i>Para repetir esto, oprima 7. Para seleccionar otro programa, oprima 1. Para escuchar otras opciones de autoservicio, oprima 8. Si tiene preguntas acerca de la información de sus beneficios, oprima 9.</i>
msg_C90_Benefits_Info_CF_01	Your CalFresh food benefit program status is	<i>El estado de su programa CalFresh de beneficios para alimentos es...</i>
msg_C90_Benefits_Info_CF_02	These benefits are on hold.	<i>Estos beneficios están retenidos.</i>
msg_C90_Benefits_Info_CF_03	You will receive a total of	<i>Recibirá un total de</i>
msg_C90_Benefits_Info_CF_04	For this month.	<i>Para este mes.</i>
msg_C90_Benefits_Info_CF_05	These benefits will be transferred to you on or before	<i>Estos beneficios se le transferirán a más tardar el día</i>
msg_C90_Benefits_Info_CF_06	As of	<i>A fecha de</i>
msg_C90_Benefits_Info_CF_07	you appear to be eligible to receive	<i>parece que es elegible para recibir</i>
msg_C90_For_the_month_of	For the month of	<i>Para el mes de</i>
msg_C90_Benefits_Info_MC_01	is active in MediCal, with a share of cost of	<i>En este momento, esta activo, con una parte de costo de.</i>
msg_C90_Benefits_Info_MC_02	For	<i>para servicios</i>
msg_C90_Benefits_Info_MC_03	Benefits	<i>beneficios.</i>
msg_C90_Benefits_Info_WW_01	has a status of	<i>tiene un estado de</i>
msg_C90_Benefits_Info_WW_02	in Welfare to Work.	<i>en Welfare to Work.</i>
msg_C90_Benefits_Info_WW_Activity_01	has an activity of	<i>tiene una actividad de</i>

msg_C90_Benefits_Info_WW_Activity_02	beginning on	<i>a partir del día</i>
msg_C90_Benefits_Info_WW_Activity_03	and ending on	<i>y hasta el día</i>
msg_C90_Benefits_Info_WW_Activity_04	from	<i>de las</i>
msg_C90_Benefits_Info_WW_Activity_05	To	<i>a las</i>
msg_C90_Benefits_Info_WW_Reimbursement_01	has a	<i>tiene un reembolso de</i>
msg_C90_Benefits_Info_WW_Reimbursement_02	reimbursement in the amount of	<i>por la cantidad de</i>
msg_C90_Benefits_Info_WW_Reimbursement_03	The amount will be transferred to your account on	<i>Se le transferirá la cantidad a su cuenta el día</i>
msg_C90_Document_Request_SelectForm	Please select a form you would like to request	<i>Elija el formulario que quiere solicitar.</i>
menu_C90_Document_Request_SAR7	To request your semi-annual report.	<i>Para solicitar su informe semestral,</i>
menu_C90_Document_Request_TMC	To request your Transitional MediCal status report.	<i>Para solicitar el informe de su estado de Transitional MediCal,</i>
msg_C90_Document_Request_Success_01	Your request for form	<i>Su solicitud del formulario</i>
msg_C90_Document_Request_Success_02	has been successfully processed. It will be mailed to the address on file within two to three business days.	<i>... se ha procesado de forma correcta. Se le enviará a la dirección que tiene registrada dentro de un plazo de dos a tres días hábiles.</i>
msg_C90_Document_Request_Fail	We are unable to process your request for a form at this time. Please try at a later time.	<i>No podemos procesar su solicitud para un formulario en este momento. Por favor intente de nuevo más tarde.</i>
menu_C90_Document_Request_Success_Menu	To request another form, press 1. To go back to the last menu, press 8.	<i>Para solicitar otro formulario, oprima 1. Para regresar al menú anterior, oprima 8.</i>
menu_C90_Document_Request_Fail_Menu	To speak to a worker, press 1. To go back to the last menu, press 8.	<i>Para hablar con un asistente, oprima 1. Para regresar al menú anterior, oprima 8.</i>

msg_C90_Gen2000FormSuccess	Your request for Passport to Services form has been successfully processed. It will be mailed to the address on file within 2 to 3 business days, or if you have a Myself account, you can download it there.	<i>Su solicitud para Pasaporte para servicios ha sido procesado con éxito. Será enviado por correo a la dirección registrada en 2 a 3 días hábiles o si tienes una Myself cuenta, puedes descargarla allí.</i>
menu_C90_Document_Requirement_GEN2000	To request your benefit history or passport to services,	Para solicitar su historial de beneficios o Pasaporte para servicios
msg_C90_Document_Status_None	You do not have any forms on file.	<i>Usted no tiene ninguno formulario en los archivos para enviar.</i>
menu_C90_Document_Status_CW	For your CalWORKs status report	<i>Para el informe de su estado de CalWORKs</i>
menu_C90_Document_Status_CF	For your CalFresh status report	<i>Para el informe de su estado de CalFresh</i>
menu_C90_Document_Status_TMC	For your Transitional Medi-Cal status report,	<i>Para el informe de su estado de Transitional MediCal,</i>
menu_C90_Document_Status_MCRE	For your Medi-Cal Redetermination packet,	<i>Para el paquete de redeterminación de MediCal,</i>
menu_C90_Document_Status_CWRE	For your CalWORKs Redetermination packet,	<i>Para el paquete de redeterminación de CalWORKs,</i>
menu_C90_Document_Status_CFRE	For your CalFresh Redetermination packet,	<i>Para el paquete de redeterminación de CalFresh,</i>
menu_C90_Document_Status_CWFRE	For your CalWORKs or CalFresh Redetermination packet,	<i>Para el paquete de redeterminación de CalWORKs o CalFresh,</i>
menu_C90_Document_Status_GE	For all other forms,	<i>Para cualquier otro documento,</i>
menu_C90_To_FormRepeat	To hear these choices again	<i>Para escuchar estas opciones de nuevo</i>
menu_C90_To_FormReturn	To go back to the last menu	<i>Para regresar al menú anterior</i>
msg_C90_Document_Status_Sent	Your document has been sent to your mailing address on file.	<i>Se envió su documento por correo a la dirección que tiene registrada.</i>
msg_C90_Document_Status_Complete	Your document is complete and has been processed.	<i>Su documento está completo y se ha procesado.</i>

msg_C90_Document_Status_Received	Your document has been received. Please allow time for processing.	<i>Se recibió su documento. Por favor espere un tiempo mientras se procesa.</i>
msg_C90_Document_Status_Error	Your document status is unavailable at this time.	<i>El estado de su documento no está disponible en este momento.</i>
msg_C90_Document_Status_Incomplete	Your document has been determined as incomplete.	<i>Se determinó que su documento está incompleto.</i>
msg_C90_Document_Status_Not_Applicable	Your document has been marked as not required. No further action is necessary.	<i>Se señaló que no es necesario su documento. No es necesario tomar medidas adicionales.</i>
menu_C90_Document_Status_End	To check the status of another document, press 1. To speak to a worker, press 2. To hear these choices again, press 7. To go back to the last menu, press 8.	<i>Para revisar el estado de otro documento, oprima 1. Para hablar con un asistente, oprima 2. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.</i>
digits_C90_Change_PIN	IVR PINs such as 1111, or 1234, or non-numeric, are not acceptable. Please enter a four-digit IVR PIN.	<i>Pin de IVR como, uno, uno, uno, uno o uno dos tres cuatro, o no numéricos, no son aceptables. Ingrese un PIN I V R de cuatro dígitos.</i>
digits_C90_Change_PIN_ReEnter	Please re-enter your four-digit IVR PIN.	<i>Por favor, vuelva a ingresar su clave de cuatro dígitos.</i>
msg_C90_Change_PIN_Success	Your IVR PIN has been successfully updated. Please remember your new IVR PIN and use it to log in to the system next time.	<i>Su PIN del sistema de IVR se ha actualizado de forma correcta. Recuerde su nuevo PIN y úselo la próxima vez que inicie sesión en el sistema de IVR.</i>
msg_C90_Change_PIN_Fail	We are unable to change your IVR PIN at this time. Please try at a later time.	<i>No podemos cambiar su PIN del sistema de IVR en este momento. Por favor intente de nuevo más tarde.</i>
msg_C90_Change_PIN_ReEnter_No_Match	The PIN you entered does not match your last entry.	<i>La clave que usted ingreso no coincide con su última entrada.</i>
msg_C15_EndCall	Thank you for using the C-IV Interactive Voice Response System. For more information, please visit us at WWW.C4Yourself.com	<i>Gracias por utilizar el Sistema Interactivo de Respuesta de Voz de C4 Para obtener más información, por favor</i>

		visítenos en www punto si for Yourself punto com .
msg_C15_Transfer	Please hold while we transfer your call.	<i>Por favor espere mientras transferimos su llamada</i>
Please_Hold	Please hold, while we transfer your call to the next available worker.	<i>Por favor espere mientras transferimos su llamada al próximo asistente que esté disponible.</i>
Customer_Survey	To help us improve our service, please stay on the line to take a short survey after speaking to a worker.	<i>Para ayudarnos a mejorar nuestro servicio, por favor espere en la línea para responder una breve encuesta después de hablar con un asistente.</i>
msg_C15_Holiday	Thank you for calling the Customer Service Telecenter. Currently our office is closed due to the Holiday. We will reopen the next County business day. If you need emergency housing or food, contact two. one. one. If you need emergency medical services, please see your medical provider or go to the nearest hospital.	Gracias por llamar el telecentro de servicio al cliente. Nuestras oficinas están cerradas debido al día festivo. Abriremos el próximo día laboral del Condado. Si necesita vivienda de emergencia o comida llame al 2 1 1. Si necesita servicios médicos de emergencia, por favor consulte a su médico o vaya al hospital más cercas.
msg_C15_Max_Q_Msg	Due to high call volume, we are currently unable to handle your call. Please call again at a later time.	Debido al gran volumen de llamadas, actualmente no podemos atenderlo. Por favor, llame de nuevo más tarde.
msg_C90_Agent_Busy	All workers are currently assisting other customers. Please hold for the next available worker.	<i>En este momento, todos los asistentes están atendiendo a otros clientes. Por favor espere al próximo asistente que esté disponible.</i>
msg_C15_QMsg_1	By calling 211 you can be referred to agencies that help with homeless assistance, child care, food referrals and other basic needs.	Si llama al 211, puede ser derivado a agencias que ofrecen asistencia para personas sin hogar, con cuidado de niños, alimentos y otras necesidades básicas.

<p>msg_C15_QMsg_2</p>	<p>You can receive text messages or automated voice messages regarding upcoming appointments or paperwork that is coming due by opting into these services. For more information, please speak to an agent. You can receive benefit information, request forms like the SA7 or Passport to Services, and check the status of documents through this automated phone system.</p>	<p>Puede recibir mensajes de texto o mensajes de voz automatizados con respecto a las próximas citas o documentos que necesita entregar cuando opte por estos servicios. Para más información, hable con un agente. Puede recibir información sobre los beneficios, solicitar formularios como SA7 o el Pasaporte a los Servicios, y verificar el estado de los documentos a través de este sistema telefónico automatizado.</p>
<p>msg_C15_QMsg_3</p>	<p>You can apply online at www.c4yourself.com for CalWORKs, CalFresh and Medi-Cal benefits. By creating an account at C4Yourself you can view appointment reminders and notices. With a C4Yourself account, you can also complete and submit your reports. For more information speak to your agent.</p>	<p>Puede solicitar beneficios en www.C4Yourself.com para Asistencia Monetaria CALWORKS, Calfresh, y Medi-Cal beneficios. Al crear una cuenta en C4Yourself, puede ver recordatorios y avisos de citas. Con una cuenta C4Yourself, también puede completar y enviar sus informes. Para más información hable con su agente.</p>
<p>msg_C15_QMsg_4</p>	<p>Beware there is an EBT scam to steal your benefits. If you've received a text or phone call asking for your personal information, contact your county right away. Your county and the State will never text or call you requesting your personal information such as your EBT card number and your personal identification number. Never give out your personal information to anyone or you could have your benefits stolen and they cannot be replaced. Keep your EBT card, number and PIN a secret. Never give out</p>	<p>Tenga en cuenta que hay una estafa EBT para robar sus beneficios. Si recibió un mensaje de texto o una llamada telefónica solicitando su información personal, comuníquese con su condado de inmediato. Su condado y el Estado nunca le enviarán mensajes de texto o llamadas para solicitarle su información personal, como su número de tarjeta EBT y su número de identificación personal. Nunca dé su información personal a nadie o podría robarle sus beneficios y no podrán ser reemplazados. Mantenga su</p>

	your Social Security Number, EBT card number or PIN to anyone.	tarjeta EBT, número y PIN en secreto. Nunca dé su número de Seguro Social, número de tarjeta EBT o PIN a nadie.
msg_C90_CCB_Offer_1	If you would like us to call you back in about	<i>Si desea que le llamemos nosotros en aproximadamente</i>
menu_C90_CCB_Offer_2	minutes, press 1. If you would like to wait for an worker, simply stay on the line.	<i>minutos, presione 1. Si desea esperar a un agente, simplemente permanezca en la línea.</i>
menu_C90_CCB_Offer_3	If you would like us to call you back at	<i>Si desea que le llamemos nosotros al</i>
menu_C90_CCB_Offer_3	\$.CustomerEndpoint.Address, press 1.To use a different callback number, press 2.	<i>presione 1. Para utilizar otro número de devolución de llamada, presione 2.</i>
digits_C90_CCB_Offer_4	Please enter your callback telephone number, starting with the area code.	<i>Ingrese su número de teléfono de devolución de llamada, comenzando con el código de área.</i>
msg_C90_Invalid_Number	That number isn't valid. Please try again.	<i>Ese número no es válido. Inténtalo de nuevo.</i>
msg_C90_CCB_Error	There has been an error setting your callback. Returning you to your place in queue.	<i>Hubo un error al programar la devolución de su llamada. Vamos a devolverlo a su lugar en la línea.</i>
msg_C90_CCB_Offer_5	Your callback request has been successfully scheduled. Goodbye.	<i>Su petición de devolución de llamada se ha programado con éxito. Adiós.</i>
msg_C15_Survey_Q1	Please rate your overall experience during your telephone call 1, Highly Satisfied, 2 Very Satisfied, 3,	<i>Por favor, Califique su experiencia general durante su llamada telefónica. „1,, Muy satisfecha,,, 2,,</i>

	Satisfied, 4, Dissatisfied, 5, Very Dissatisfied	Satisfecha,,, 3,,Buena,,, 4,, Insatisfecha.5.. Muy insatisfecha
msg_C15_Survey_Q2	Was the worker friendly and courteous? 1, Yes, 2, No.	Fue el trabajador amable y cortés?,, 1,, Si,,, 2,, No.
msg_C15_Survey_Q3	Was your problem solved or question answered? 1,Yes, 2,No	¿Se resolvió su problema o se respondió a su pregunta?,, 1,, Si,,, 2,, No
msg_C15_Survey_Q4	Have you called us recently about this same question or issue? 1, Yes, 2, No	¿Ha llamado recientemente sobre esta misma pregunta o problema?,, 1,, Si,,, 2,, No
msg_C15_Survey_Q5	Please rate your satisfaction with the agents ability to speak clearly and in terms that you understand. 1, Very Satisfied, 2 Satisfied, 3, Neither satisfied nor dissatisfied, 4, dissatisfied, 5, very dissatisfied	Por favor, Califique su satisfacción con la capacidad de los agentes para hablar con claridad y en términos que comprenda. ,,1,, Muy satisfecha,,, 2,, Satisfecha,,, 3,,Buena,,, 4,, Insatisfecha.5.. Muy insatisfecha
msg_C90_Survey_Start	Thank you for choosing to take our survey. Your feedback is very important to us and will help to improve quality of our customer service. Please answer the next five questions using your keypad. Questions can be repeated by pressing 7.	Gracias por participar en nuestra encuesta. Su opinión es muy importante para nosotros, nos ayuda a ofrecerte un mejor servicio al cliente. Porfavor responda las siguiente 5 preguntas usando su teclado. Para repetir una pregunta oprima 7.
msg_C90_Survey_End	Thank you for completing our survey, we appreciate your feedback. For more information visit us at www.c4yourself.com . Goodbye.	Gracias por completar nuestra encuesta, apreciamos su opinion. Para más información, visítanos en la página www punto, la letra C, cuatro, Y,o,u,r,s,e,l,f, punto com . Adiós.
msg_C15_Callback_Hello	Hello, this is your callback for the KERN County Department of Human Services Customer Assistance Telecenter. We are now connecting you to a worker.	Hola, esta es la llamada que solicitó del telecentro de asistencia al cliente del Departamento de Servicios Humanos del condado de KERN. Vamos a comunicarlo con un asistente social.

msg_C15_Closed	Our office is currently closed. Our regular office hours are 8:00 AM to 5:00 PM, Monday through Friday.	Nuestras oficinas están cerradas en este momento. El horario de atención normal es de lunes a viernes, de 8 de la mañana a 5 de la tarde.
msg_C90_One_More_Record	To complete this process we will need one more recording.	Para finalizar este proceso, necesitaremos una grabación más.
msg_C15_Emergency	Our offices are temporarily closed. We apologize for the inconvenience, and ask that you please call back at a later time. Thank you.	Nuestras oficinas están cerradas temporalmente. Le pedimos disculpas por las molestias y le pedimos que por favor nos llame más tarde. Gracias.
msg_C90_One_More_Record	To complete this process we will need one more recording.	Para finalizar este proceso, necesitaremos una grabación más.
digits_C90_Collect_Voice_Collect_Case	Please enter your seven digit case number.	Por favor oprima los siete dígitos de su número de caso,
digits_C90_Collect_Voice_Collect_PIN	Please enter your 4 digit IVR PIN	Por favor, ingrese los 4 dígitos de su PIN de IVR.
msg_C90_Voice_Record_Success	Thank you, your recording was successful.	Gracias, su grabación fue satisfactoria
menu_C15_Program_Service_Menu	For Cal-WORKS, press 1. For CalFRESH press 2. For Medi-CAL, press 3. For General Questions, press 4 To hear these choices again, Press 7. To go back to the last menu, Press 8.	Para Cal-WORKS, oprima 1. Para CalFRESH, oprima 2. Para Medi-Cal, oprima 3. Para preguntas en general, oprima 4. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
menu_C15_No_PIN_Program_Menu	To request a new IVR PIN, press 1. For CalWORKs, press 2. For CalFresh press 3. For MediCal, press 4. To hear these choices again, Press 7. To go back to the last menu, Press 8.	Para solicitar un nuevo PIN de IVR, oprima 1. Para CalWORKs, oprima 2. Para CalFresh, oprima 3. Para MediCal, oprima 4. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
menu_C15_Case_Self_Service_Menu	To hear current benefit information, Press 1.	Para escuchar información actualizada de beneficios,

	<p>To request a form, Press 2. To check the status of the documents requested or submitted, Press 3. To change your IVR PIN, Press 4. To Speak to a Worker, Press 5. To hear these choices again, Press 7. To go back to the last menu, Press 8.</p>	<p>oprima 1. Para solicitar un formulario, oprima 2. Para revisar el estado de los documentos solicitados o presentados, oprima 3. Para cambiar su PIN de IVR, oprima 4. Para hablar con un asistente social, oprima 5. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.</p>
msg_C15_Transfer	Please hold while we transfer your call.	Por favor, espere mientras transferimos su llamada.
msg_C15_Emergency	Our offices are temporarily closed. We apologize for the inconvenience, and ask that you please call back at a later time. Thank you.	Nuestras oficinas están cerradas temporalmente. Le pedimos disculpas por las molestias y le pedimos que por favor nos llame más tarde. Gracias.
msg_C15_Closed	Our office is currently closed. Our regular office hours are 8:00 AM to 5:00 PM, Monday through Friday.	Nuestras oficinas están cerradas en este momento. El horario de atención normal es de lunes a viernes, de 8 de la mañana a 5 de la tarde.
msg_C15_info_01	By calling 211 you can be referred to agencies that help with homeless assistance, child care, food referrals and other basic needs.	Si llama al 211, puede ser derivado a agencias que ofrecen asistencia para personas sin hogar, con cuidado de niños, alimentos y otras necesidades básicas.
msg_C15_info_02	You can receive text messages or automated voice messages regarding upcoming appointments or paperwork that is coming due by opting into these services. For more information, please speak to an agent. You can receive benefit information, request forms like the SA7 or Passport to Services, and check the status of documents through this automated phone system.	<p>Puede recibir mensajes de texto o mensajes de voz automatizados con respecto a las próximas citas o documentos que necesita entregar cuando opte por estos servicios. Para más información, hable con un agente.</p> <p>Puede recibir información sobre los beneficios, solicitar formularios como SA7 o el Pasaporte a los Servicios, y verificar el estado de los documentos a través de este</p>

		sistema telefónico automatizado.
msg_C15_info_03	<p>Beware there is an EBT scam to steal your benefits. If you've received a text or phone call asking for your personal information, contact your county right away. Your county and the State will never text or call you requesting your personal information such as your EBT card number and your personal identification number. Never give out your personal information to anyone or you could have your benefits stolen and they cannot be replaced. Keep your EBT card, number and PIN a secret. Never give out your Social Security Number, EBT card number or PIN to anyone.</p>	<p>Tenga en cuenta que hay una estafa EBT para robar sus beneficios. Si recibió un mensaje de texto o una llamada telefónica solicitando su información personal, comuníquese con su condado de inmediato. Su condado y el Estado nunca le enviarán mensajes de texto o llamadas para solicitarle su información personal, como su número de tarjeta EBT y su número de identificación personal. Nunca dé su información personal a nadie o podría robarle sus beneficios y no podrán ser reemplazados. Mantenga su tarjeta EBT, número y PIN en secreto. Nunca dé su número de Seguro Social, número de tarjeta EBT o PIN a nadie.</p>
msg_C15_info_04	<p>You can apply online at www.c4yourself.com for CalWORKs, CalFresh and Medi-Cal benefits. By creating an account at C4Yourself you can view appointment reminders and notices. With a C4Yourself account, you can also complete and submit your reports. For more information speak to your agent.</p>	<p>Puede solicitar beneficios en www.C4Yourself.com para Asistencia Monetaria CALWORKS, Calfresh, y Medi-Cal beneficios. Al crear una cuenta en C4Yourself, puede ver recordatorios y avisos de citas. Con una cuenta C4Yourself, también puede completar y enviar sus informes. Para más información hable con su agente.</p>

2.4 Queues

2.4.1 Overview

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

2.4.2 Description of Change

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

Language	Queue
English	C15_EN_CFMC
English	C21_EN_Supervisor
Spanish	C21_SP_CFMC
Spanish	C21_SP_Supervisor

2.5 Hours of Operation

2.5.1 Overview

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

2.5.2 Description of Change

Create the Hours of Operations that match the existing Open Times for the queues in Amazon Connect. Those times are Monday through Friday 8:00 AM to 5:00 PM.

2.6 Quick Connects

2.6.1 Overview

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

2.6.2 Description of Change

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

Name	Type	Destination
EN_CFMC	Queue	C15_EN_CFMC
SP_CFMC	Queue	C15_SP_CFMC
EN_Supervisor	Queue	C15_EN_Supervisor
SP_Supervisor	Queue	C15_SP_Supervisor
Voice_Enrollment	Phone Number	+1 844-617-0680

2.7 Agents

2.7.1 Overview

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

2.7.2 Description of Change

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

2.8 Routing Profiles

2.8.1 Overview

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

2.8.2 Description of Change

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

2.9 Agent Hierarchy

2.9.1 Overview

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

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

2.9.2 Description of Change

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

2.10 CCP Useful Links Update

2.10.1 Overview

Kern county will have their own version of the Call Control Panel “Useful Links” gadget. They do not use Web Chat so there is no need to have that link listed.

2.10.2 Description of Change

Remove the link “Live Chat” from the Useful Links gadget in the Call Control Panel. The only links that should be listed are the eGain Reports and the Calabrio One URLs.



2.11 Web Chat

2.11.1 Overview

Kern county does not use Web Chat, but C4Yourself.com contain links to the Web Chat System.

2.11.2 Description of Change

Remove the Live Chat and Call Me links for Kern County in C4Yourself.com.

3 OUTREACH

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

3.1 Agents

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

3.2 Supervisors

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

3.3 Work Force Management

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

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

4 APPENDIX

1. Web Chat is available to Kern county, but they do not wish to use it.
2. Courtesy Call Back (CCB) will be available for callers when queue times are greater than seven minutes. This will provide a better customer service experience for customers so they do not have to wait on the phone the entire duration of their time in queue.
 - a. Callers will be prompted with an option to have CCB call them back, but are not required to opt in.
 - b. CCB will call the customer back and connect them with an agent.
3. Voice Biometrics will remain in place in the same capacity as it does in Cisco.
 - a. Existing Voice Prints will be usable in Amazon Connect without needing to reenroll their voice.

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