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1	Issue key	Issue id	Summary	Other Agency Cross Reference	Change Type (SCR)	Current Design	Request	Recommendation
2	CA-204664	72808	YourBenefitsNow YBN add opt in option to Register Account: Add alternate reset for YBN created acct. Current option is to answer both security questions created by the client. Add additional authentication (2-step authentication) for login/reset		Enhancement	YBN allows the client to opt-in after their case is created. YBN created username (account created through Register your account page) can only be reset by answering the security questions created by the client. If the client forgot the answers, we don't have a way to reset it for them. We have weak login security. We have been getting emails from client that their ex posted their account on social media. We need to add additional security.	Allow clients to opt-in during new account registration Opt in for IVR, Text or email Create an alternate reset method with the cell/email/phone # we are collecting to allow a way to reset their account. Add additional authentication (2-step authentication) for clients logging in using YBN	
3	CA-204920	73109	Your Benefits Now (YBN) to allow multiple SAR7/QR7 Submission via YBN. Link to be available and stay open until the 3rd Thurs after the submit month. LRS periodic reporting Report update to pull/record all YBN/KOFAX submitted SAR/QR for the month.		Enhancement	SAR is currently available on YBN during the due month for a total of 60 days). But the form is only available the following month after it is printed (ie: normal batch print is the 25th of the month prior to the due month. Link is available during the due month (60 days total). If a case worker update the form and generate a new SAR7 during the due month, the form will not be available until the following month on YBN. QR7 is available during the due month + 3rd Thursday of the following month on YBN. link availability logic same as SAR7 (fi the form is printed during the due month, the form will not be available until the 1st after the due month) LRS does not record YBN or KOFAX as a submission source unless the status of the PR is updated from sent to received. The client can only submit SAR7 or QR7 when the status is sent, and the client can only submit 1 report. Once it is submitted, they can't resubmit an incomplete report. YBN - SAR7/Verification documents not packaged together at Task level for worker to view when report is submitted after the "due" month.	Modify current logic to populate SAR7 or QR7 form link on YBN during the due month. Create a new solution for forms & verification to display on YBN on the first of the due month not 1 month after it is printed. Package SAR7/Verification documents at Task level for worker to view when report is submitted after the "due" month. Extend the availability of the YBN SAR/QR submission link when a Participant has already submitted a SAR/QR-7 one time using the link. The link should remain available starting the first day of the submit month and throughout the Extended Suspense period (submit month +3 Thursday of month following submit month). Every time a SAR/QR-7 or supporting document is submitted, a task will be created and routed to the Change Center Unit for timely processing. LRS periodic reporting Report update to pull all YBN submitted SAR/QR for the month. LRS should update every time a SAR/QR is submitted via YBN. Update logic to pick up YBN/KOFAX submitted SAR/QR7 regardless of the status of the form. (source should be recorded) Create a PR task for the worker every time a SAR7/QR7 is received Please check edit to ensure YBN & LRS have the same validation and not cause an error. See Defect 207736 linked below.	We don't use current logic to populate the link. The link should be available starting the 1st of the due month all the way to the 3rd thurs of the following month. Create a new solution for form (SAR7 or QR7) to display on YBN on the first of the due month not 1 month after it is printed. Package SAR7/Verification documents at Task level for worker to view when report is submitted after the "due" month. Extend the availability of the YBN SAR/QR submission link. Link should remain available starting the first day of the submit month and throughout the Extended Suspense period (submit month +3 Thursday of month following submit month) even after a Participant has already submitted a SAR/QR-7 one time using the link. Form link should not look at reporting status. Every time a SAR/QR-7 or supporting document is submitted, a task will be created and routed to the Change Center Unit for timely processing. LRS should update every time a SAR/QR is submitted via YBN. Update logic to pick up YBN/KOFAX submitted SAR/QR7 regardless of the status of the form. (source should be recorded) Create multiple tasks to change center or worker everytime a form is uploaded via Kofax or YBN>
4	CA-205014	73313	YBN deadlock error due to database contention in a update statement		Data Change	Current Implementation / Issue: Type: DeadlockLoserDataAccessException: PreparedStatementCallback; SQL [UPDATE IVR_ACCT SET PIN = :1 WHERE CUSTOMER_ID = :2]; ORA-00060: deadlock detected while waiting for resource ; nested exception is java.sql.SQLException: ORA-00060: deadlock detected while waiting for resource Exception Class: org.springframework.dao.DeadlockLoserDataAccessException		DBCR To remove PIN from the Composite Primary Key which is ID + PIN + CUSTOMER_ID to ID + CUSTOMER_ID Also Confirm no application impact with the above recommendation and also check with data impact with the change. Make sure the data is still unique with ID and CUSTOMER_ID as Composite primary key.

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5	CA-204926	73115	Your Benefits Now (YBN) Add pdf version of Public Assistance monthly earning report form to YBN for SAR/QR/CF37 & CWRD		Operational Enhancement		Issue: The PA 167 is used to document the earnings and hours worked of applicant(s)/participants(s) who are self-employed and/or paid in cash when no other verification of earnings and hours worked is available. Eligibility Staff uses the form to determine the amount of earnings to be counted for CalWORKs, CalFRESH, and General Relief eligibility determination. In addition, GAIN (WTW) Staff uses the form to determine the work participation hours. The Public Assistance (PA) 167 Monthly Earning Report forms are not being mailed out along with the CalFresh/CalWORKs SAR 7s and the form is not available through YBN. The Customer completes the SAR 7 forms, mail them in or submit them via YBN knowing it is incomplete. Then, the Change center reviews the form and deems it incomplete for failure to attach proof of income. The worker then prints the PA 167 and mails it to the customer with the original SAR 7. Then, the participant receives, completes, and resubmits the SAR 7 with the PA 167 attached. This process inconveniences participants and delays benefits. No instructions are required, no impact to benefits, nor will this change require a Notice of Action. If this change is implemented, customer service will be enhanced due to time saved and efficiency of service	â€¢This is to request to add the PA 167 to the documents that can be accessed on-line through YBN, completed and submitted, electronically signed, and printed. â€¢Self-employed participants must be queued to complete the PA 167 when submitting one of the following forms on-line through YBN: SAR 7, QR 7 - LA, and CW-RD. In addition, add the PA 167 to the YBN drop-down menu of documents that can be uploaded. â€¢When the PA 167 form is submitted on-line through YBN, a corresponding document image must be created in LRS. â€¢The latest version of the PA 167 will be available through YBN when new versions are released.
6	CA-204925	73114	Your Benefits Now (YBN) Add Semi-Annual (SAR7/QR7) and Annual Reporting (MC/CW/CF) forms to the Document Type Drop-down list so clients can upload via YBN and Mobile App.		Enhancement		Currently, YBN and the Mobile App do not give the Customer the option to upload a Semi-Annual/Quarterly (SAR and QR 7) and Annual (SAWS 2 Plus and CF 37) reporting documents. Customers are erroneously uploading change reporting documents under incorrect names (i.e., ID, check stubs, etc.). As a result: 1.It creates images in the Electronic Document Management System (EDMS) with the wrong name which makes it harder to locate the documents for processing and/or audit purpose. Staff must submit a request to change the names of erroneously named documents. The proposed changes will reduce the number of correction requests associated with the uploading of change reports and supporting documentation. 2.SAR 7 and QR 7 uploaded via YBN and the Mobile App are assigned to the Case Carrying Worker (CCW). The Eligibility Supervisors (ESs) are currently having to reassign the tasks generated with these uploads to the Change Center for processing. The proposed changes will route these tasks directly to the Change Center and eliminating the need for the ES to reassign. 3.Customers are hand delivering the Semi-Annual and Annual reporting documents to the district office because	1.Customers will be able to correctly upload the SAR 7, QR 7 SAWS 2 Plus and CF 37 reports and any supporting documentation; 2.Task generated due to the uploading of the SAR 7s, QR 7s, and/or Supporting Documentation will be correctly assigned to the Change Center MAQ. 3.There will be a reduction in the number of reported corrections resulting from the uploaded documents
7	CA-204080	72016	Allow CBO/FBO account users the ability to reset their password from YBN		Enhancement	CBO/FBO agencies assist the participants to submit YBN online applications from their CBO/FBO accounts. After the application submission, the CBO/FBO agencies can track the application status up until the LRS application gets processed and the status becomes Active or Denied. The CBO/FBO's are not able to reset their own password once it becomes in active or no longer works.	1. Allow CBO/FBO users the ability to reset their own password. 2.) Delete the CBO/FBO drop down list from the signature page of the YBN application. 3.) Once the CBO/FBO or Participant click on the Log Out button, navigate them to the YBN Home Page instead of the Existing User's page.	

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8	CA-203665	71096	YBN: Update the Application to allow multiple Authorized Representatives		Enhancement	Through the application flow on YBN the applicant is able to select one Authorized Rep for the CalFresh and MediCal programs.	Update the application flow to allow for multiple authorized reps for the CalFresh, CalWORKs and MediCal programs. Add Mapping for authorized rep information to eapp and LRS pages. Add additional logic and new/update webservice in YBN and LRS to allow for Authorized rep access to case information.	Update the application flow for YBN to allow for multiple authorized representatives for the CalFresh, CalWORKs and MediCal programs. Add Mapping for authorized rep information to eapp and LRS pages.
9	CA-203057	69967	YBN: Translate EBT Account Balance and Transactions page		Enhancement	On the YBN portal, the EBT Account Balance and Transactions page is only available in English.	Translate the EBT Account Balance and Transactions page.	Update the EBT Account Balance and Transactions page to be available in the following languages: 1. Armenian 2. Cambodian 3. Chinese 4. Korean 5. Russian 6. Spanish 7. Tagalog 8. Vietnamese
10	CA-203421	70728	Your Benefits Now (YBN) SAWS II Plus/GR SAWS II plus/CW RD form(also the SAWS II Plus) to remove all default mapping.		Enhancement	currently YBN has default responses to questions not answered by the participant	Remove all default mapping to in YBN to the SAWS II Plus or to LRS. (YBN database/webservice should not send default mapping to form (PDF or LRS for SAWS II Plus, or GR SAWS II Plus. (CW RD also use the same form, default should be remove with all 3 process including threshold versions of pdf if they are different.	
11	CA-211733	86295	Modify LRS database to enhance CBO/FBO Dashboard	CA-209211	Enhancement	The first application is dropped-off CBO/FBO Dashboard when: 1. A second new/existing application is linked to the same case. 2. The first application is linked to different case.	1. When a second new/existing application is linked to the same case. When a second application is linked to the same case, the first application should not be dropped and should be in pending status until the second application is linked and dispositioned to either Denied or Approved. Note: First application should still be viewable on the dashboard. 2. When the same application is relinked to a different case via LRS e-Application page. When the same application is being linked to a different case, the CBO/FBO application should not drop. It should be placed on a pending status until the program is dispositioned as denied or approved for this application. This application should now show the new case number attached to the existing application submitted by CBO/FBO. Note: If the application is relinked to a program case that is already approved then the status of the application should display approved. Status should be for each program the participant is applying.	1. When a second application is linked to the same case. When a second application is linked to the same case, the first application should not be dropped and should be in pending status until the second application is linked and dispositioned to either Denied or Approved. Note: First application should still be viewable on the dashboard. 2. When the same application is relinked to a different case via LRS e-Application page. When the same application is being linked to a different case, the CBO/FBO application should not drop. It should be placed on a pending status until the program is dispositioned as denied or approved for this application. This application should now show the new case number attached to the existing application submitted by CBO/FBO. Note: If the application is relinked to a program case that is already approved then the status of the application should display approved. Status should be for each program the participant is applying.
12	CA-211734	86296	YBN: Add CalWorks/Medi-Cal Packet to redetermination page	CA-210737	Enhancement	Currently, SCR 48775 released in 17.11. implemented the following Packets: 1.CalWorks/CalFresh/Medi-Cal Packet - FS29LA 3A 2.CalWorks/CalFresh/Medi-Cal Packet - FS29LA 3B 3.CalWorks/CalFresh/Medi-Cal Packet - FS29LA 3C The design did not mention the following packets which were not added to YBN. CalWorks/Medi-Cal Packet - FS29LA 3A CalWorks/Medi-Cal Packet - FS29LA 3B CalWorks/Medi-Cal Packet - FS29LA 3C	Add CalWorks/Medi-Cal Packet - FS29LA 3A CalWorks/Medi-Cal Packet - FS29LA 3B CalWorks/Medi-Cal Packet - FS29LA 3C Redetermination link in the Annual Redetermination/Recertification section on YBN.	In the Annual Redetermination/Recertification section on YBN, Add the following packet to the existing RD logic from SCR 48775 to send these packets to YBN: CalWorks/Medi-Cal Packet - FS29LA 3A CalWorks/Medi-Cal Packet - FS29LA 3B CalWorks/Medi-Cal Packet - FS29LA 3C
13	CA-202689	67191	Your Benefits Now (YBN) menu pages(case info, application etc) are still missing in all Threshold language.		Enhancement	Currently, some YBN Account page contents are missing translations.	Identify and update all missing content translations	

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14	CA-202406	66908	YBN - Post all forms addressed to participants on YBN		Enhancement	All forms addressed to participants do not post to YBN. Forms that are marked 'Y' on PUBLSH_NOTICE_IND in the DOC_TEMPL_LANG table will post to YBN. Form must have a program matching program aided. if a worker select the wrong program or did not select a program, the form shows e-Notified but will not post to YBN. YBN currently already check to only post/publish forms that is address to the client (match by CID for all cases.) verify the case is not domestic violence, then validate the form should be pushed to YBN (forms table view-able on YBN is marked YES) Email/text is sent to the client even when the form is not available on YBN. Form is not view-able on YBN if the LRS user did not select the same program the client is currently aided for. This causes confusion to the client. YBN webmaster continue to get emails from angry clients who can not view the form online.	post/publish forms that is address to the client (match by CID for all cases.) verify the case is not domestic violence, then validate all forms except certain forms outline by the self service portal committee without having to validate (forms table view-able on YBN is marked YES) Post forms that are addressed to participants on YBN. Do not use the doc_templ_lang table in order to determine if a form should be posted. form should post regardless if program selected by the worker for the form is matching program aided or not. All mandatory print form will continue to be mailed out. Send paperless notification email/text if the form is available on YBN. If the program selected by the worker does not match the program on the client is aided for, the form is not available on YBN. an email should not be sent. Or modify to allow the form to be available on YBN anyway even when the worker erroneously selected the wrong program. Add the same logic as YBN electronic forms websevice for the outbound email/text to only send a message if the form is view-able on YBN.	Create new framework to determine if a form to be generated is addressed to a participant. If the form is addressed to a participant then the system should post this to YBN for participants to view (except certain forms outline by the self service portal committee.)
15	CA-202081	66583	Your Benefits Now (YBN) space out address fields for all Reporting/redetermination pdf forms. CF 37 On-line, question 8. need to add field for "How Often"		Enhancement	YBN PDF - Address prints out on PDF with commas and no spaces . YBN On-line form has separate fields for address. This current logic affects SAR7, QR7, CF37, MC210, MC216 CF 37 YBN On-line - Question 8 no field for "How Often. It is lumped together with field "How Much/How Often"	1. Add new logic to separate out the address with spaces for all forms, SAR7, QR7, CF37, MC210, MC216. 2. CF 37 YBN On-line - Add new field for "How Often"	1. Add new logic to separate out the address with spaces. for SAR7, QR7, CF37, MC210, MC216. 2. Add new field for "How Often on CF 37 on-line version
16	CA-202399	66901	SAWS COMMUNICATION INFORMATION REQUEST FOR RESEARCH & ANALYSIS (SCIRFRA) 18-15 Adding disclaimer to SAWS Portal		New Policy	Yourbenefitsnow (YBN) Non-Discrimination Notice â€" In accordance with federal law and U.S Department of Agriculture (USDA) and U.S Department of Health and Human Services (DHHS) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. Under the Food Stamp Act and USDA Policy, discrimination is prohibited also on the basis of religion or political beliefs. To file a complaint of discrimination, contact USDA or HHS. Write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C.20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). Write HHS, Director, Office of Civil Rights, Room 506-F, 200 Independence Avenue, S.W., Washington, D.C.20201 or call (202) 619-0403 (voice) or (202) 619-3257 (TTY). USDA and DHHS are equal opportunity providers and employers.	Update notice with new verbiage: In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to	

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17	CA-200833	65183	Deferred - Update LRS to check for Household Status of Permanently Out of the Home to not allow access to C4yourself account.	CIV-7202	Enhancement	If the person has a C4Yourself account and is the Primary Applicant they can view all past cases associated to their account.	In some cases the Primary Applicant is no longer in the home and should not be accessing information through C4Yourself.	1) Update the C-IV System to check to see if the person has a C4Yourself account with multiple people who are Primary Applicants on the account, when marking them as Permanently out of the Home. When marking the person as Permanently Out of the Home and the account has multiple people, update the C4Yourself account to be Unlinked (end dated) so that the persons associated to the account can no longer receive information regarding the person. 2) Send the following message to C4Yourself indicating that the person has been unlinked: English: We have unlinked your C4Yourself account from your case(s) due to {person name} being marked as Permanently Out of the Home. Spanish: See attachment CIV-7202SpanishTranslation.txt 3) Create a journal record to indicate that the person's case has been unlinked: Journal Category: All Journal Type: Narrative Short Description: Unlinking of C4Yourself Account Long Description: C4Yourself account has been unlinked due to {person name} being marked as Permanently Out of the Home.
18	CA-200679	65022	YBN: Allow the prim applicant to manage the case even when not aided. YBN to display multiple blocks client can't use YBN w/out it, Remove Manage my case & FAQ page Fix Mapping issue for YBN "Msg/Text Phone:" field to map to "Message" field in LRS.		Enhancement	LRS has Medical #1, #2 etc within the same case, YBN display 1 medical block in case status. (if block 1 is missing worker info, case will not display. If client is not aided (Mom apply for child), client will not be able to use YBN features to manage the case, view forms or submit PR reports. If client is aided, he/she is only aided in 1 block and can only see 1 block if even though he/she is the primary applicant needed to be able to manage the entire case (ie: MC #1 Magi (Mom), MC #2 MediCal (child), mom can not see MC#2 with current design . YBN Q&A section is outdated and need to be removed. YBN New account registration case link does not work (no web service for this feature and no longer needed)	Modify logic to allow the primary applicant to view/manage the case even when he/she is not aided (MC or undocumented clients). (restrict access if the client is out of the home-same as c-iv logic/current YBN logic) Modify logic to display multiple block (display by case/status hierarchy) Remove Manage my case page (see attachment) Fix Mapping issue for YBN "Msg/Text Phone:" field to map to "Message" field in LRS. YBN Q&A section is outdated and need to be removed. YBN New account registration remove case link from new account registration page (remove this question from the account registration page: Do you already have a Case with DPSS? Yes No	Modify the interface to send multiple medical block case information to YBN. Modify YBN to allow for multiple block display. Remove Manage my case page (see attachment) Fix Mapping issue for YBN "Msg/Text Phone:" field to map to "Message" field in LRS.
19	CA-201096	65446	LRS add/create Customer Portal section on Case Summary Page for all LRS cases (migration SCR)	C-IV SCR 10299	Enhancement	LRS does not have a Customer Portal section on the Case Summary when the case is linked to a portal account.	Add a Customer Portal section on the Case Summary for all case is linked to a portal account.	Add a Customer Portal section on the Case Summary. Section should post (customer ID) CID account and YBN accounts created with CID linkage)
20	CA-201927	66429	Implement QR7-LA (7/17 version) in YBN, threshold if also available in LRS		Enhancement	Current QR7LA version is 1/14.	Update the QR7LA v.7/17 in YBN and implement these threshold: Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog and Vietnamese	QR7LA in LRS and YBN to be available using the 7/17 version
21	CA-200808	65158	YourBenefitsNow (YBN) clients can not view electronic notices or verification of benefits using any browsers (except safari). Modify electronic notice viewing and VOB to work with all devices mobile or desk/laptops using compatible upgraded technology		Enhancement	YBN current eNotice design is not optimized for any mobile device users. Android users get a choice of drive or downloads. They can not view notices with drive action error:(can not display pdf....is of invalid format) . The notice pop up is blank for both actions. User must choose download action to download the form, go to file (setting vary depends on user set up) select the form to view the notice. Users on browsers other than safari get an extention blocked by server error when trying to open e-Notice or generate verification of benefits.	YourBenefitsNow (YBN) Electronic notices((eNotice) page update to compatible technology:Optimized for eNotice page to use compatible software for all users.	YourBenefitsNow (YBN) Electronic notices((eNotice) page update to compatible technology:Optimized for eNotice page to use compatible software for all users.

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22	CA-200806	65156	YourBenefitsNow (YBN) application processing logic enhancement: Add ability to resubmit failed YBN application and save transaction log detail info for troubleshooting		Enhancement	YBN does not have logic to handle LRS reject/error research. When we get an error from a client, UEID error, mapping error, any other reported error, we are not able to reproduce. We have to wait for next build YBN & UAT refresh to be able to research the problem.	Ability to resubmit a failed application without waiting for the next build. Add transaction log so we can troubleshoot an issue when LRS or YBN rejects an application or errors out (UEID error)	
23	CA-200807	65157	YourBenefitsNow (YBN) change: Accenture to automate a process to delete un-submitted (saved) application older than 90 days in the YBN database.		Enhancement	Application in YBN production are stored indefinitely if the user doesn't submit the application. *Save application definition: An application that a user started and saved but did not sign and submit via YBN. This is a security concern when we store PII from 2012 to now.	Database maintenance to automatically remove any application that has not been submitted to LRS and is older than 90 days	
24	CA-51456	64286	YBN enhancement to only display CalHEERS # Field when Redirect from BenefitsCal Website		Enhancement	Currently, anyone can enter a CH case #, YBN question displays for all users entering a CH case #. A short version of the YBN application will display when a CH case # is entered.	Benefitscal.com's LA County (YBN) redirect url needs an identifier in order for YBN to identify the origin of the applicant and open up CalHEERS (CoveredCA) case # field. YBN need logic to only display CoveredCA case # field when the user is redirected from benefitscal.com	YBN logic change to restrict the display of CH case # field to only display when a user is redirected from the CH website. YBN logic change to only display Covered CA case # field if the client was re-directed from the BenefitsCal website: BenefitsCal.com (Their redirect will have an identifier at the end of the web address for example: https://www.yourbenefits.laclrs.org/CH to identify as coming from BenefitsCal. Once we established the redirect url with the unique identifer, we need to send the url to CIV (Jason Horton). This change need to be implemented at the same time as the CIV's build.
25	CA-56686	63965	State requirement/mandate: add disaster CF (CF385 10/15) to YourBenefitsNow (YBN.)		Enhancement	N/A. CF 385 is not available on YBN or LRS	Add CF 385 to YBN. DCR to open CF385 when disaster occurs. LRS e-app change to process DCF applications.	Allow participant to apply for disaster CF on YBN and send application to LRS as Disaster CF (DCF) Add CF385 10/15 version of the form to YBN LRS process disaster CF when disaster CF is turned on for LA county) Ability to turn on disaster CF on demand as required by state/federal regulations. For LA County only to allow anyone to apply regardless of zip code Mapping DCF question to CF 385 pdf version on YBN & e-app screen and to data collection Render pdf and send to LRS (WCC & EDMS) Add Disaster Supplemental form pdf link to YBN to be available for download when disaster CF is turned on (Active) for clients to apply. **Form to be provided by CF program REPLACEMENT AFFIDAVIT/AUTHORIZATION (CF 303)
26	CA-57725	63815	YBN: Add Participant Name and Program Type drop down field to PA 1918, Verification of Benefits generated from YBN case info tab		Enhancement	The Client Correspondence team on the PA 1918 have determined that the reason why the Members are not displayed on the PA1918 from YBN is because when the form is generated from LRS, the client name and program type are selected. YBN doesn't have these fields available.	In order for the form to display client name and program information, YBN need to add name fields and program field to generate verification of benefit request.(cash/calfresh benefits page)	TBD

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27	CA-56269	63700	Add CASH ASSISTANCE PROGRAM FOR IMMIGRANTS (CAPI) APPLICATION ON YOUR BENEFITS NOW (YBN) SYSTEM, add CAPI forms to YBN.		Enhancement	Currently YBN users are limited to applying for only Medi-Cal, CalWORK, CalFresh, and General Relief. Currently, the CAPI Statement of Facts (SOC 814) is completed on LRS when an applicant applies for CAPI in the District Office. The SOC 814 is a form includes the reporting responsibilities when any changes occur while he/she is receiving benefits.	Allow Applicants the ability to apply for the CAPI program via YBN. Add Rights and Responsibilities in relation to eligibility for CAPI. ï¿½Add mandatory forms needed for CAPI application accessible online to download. ï¿½Add CAPI data to YBN-LRS reporting	Modify YBN to allow applicants the ability to apply for CAPI benefits online. Add Rights and Responsibilities in regards to CAPI

YBN Program page
1. Add the CAPI program for the user to select.
2. Add a ï¿½Click here for more informationï¿½ link next to the CAPI selection that will take the user to the CAPI Program webpage: http://dpss.lacounty.gov/wps/portal/dpss/main/programs-and-services/cash-assistance-program-for-immigrants/ for additional program information, mimicking what currently exists for the other aid programs.
- Have a hyperlink on the CAPI page that directs applicants to a list of downloadable forms needed for CAPI application and in all the threshold languages. |
| 28 | CA-48371 | 64050 | YBN modify current duplicate app logic for CW, CF & MC to match GR app logic. Let the client know they might have an active program instead of giving an LDR # at the end of app submission. Client must create a new app to apply. | | Enhancement | YBN duplicate application logic prevent a user from submitting duplicate applications. If the applicant already have an Active/Pending case for the requested program(s), the client will get a LDR # at the end of submission asking them to apply in person. The client can lose all data if they did not save/print a copy of the application preview.
This logic was implemented for GR only in 18.01.

For example: YBN applying for CalFresh and MediCal. LRS has Active MediCal & Pending CalFresh. The user will get the message above after e-sign the application (LDR # displays in their My application status page.) | New real time web service logic to verify 100% DOB & SSN match for the applicant. If the applicant match any active/pending program and in the household (eligible for aid), to post a message to show they might not need to apply.
*GR duplicate logic was implemented in 18.01. Apply Active case logic to CW, CF and MC *active program should look for all 3 items listed
Active program consideration:
program is active or pending,
client is aided/eligible,
client status for the program block is active, client resides in the home (household status in the home)

Remove userID duplicate logic in YBN.

Remove all other YBN duplicate logic (case # match (remove case # fields "do you have a DPSS case?" and case # text box in YBN) Remove user name match. | Modify YBN to display the existing case message "Our records show that you might have already applied for this program. Would you like to continue? to appear as soon the DOB and SSN is match with an active program.
For discontinued GR case that is currently in the rescind period, application post message "Our records show that your case was recently terminated. You may not need to reapply. You may get your benefits back by talking to a worker and resolving the reason that lead to your benefits stopping. Please call (866) 613-3777 to find out how you can get your benefits back."

 DOB & SSN 100% match should look at if the applicant is in the home and eligible for aid. If so, display the message.
Remove all other YBN duplicate ogic (case # match (remove case # fields "do you have a DPSS case?" and case # text box in YBN) Remove user name match. |
| 29 | CA-212257 | 87249 | Mobile App fix for IOS13 upgrade | | Operational Enhancement | YBN Mobile app is coded for IOS12
A. DPSS External Mobile Application
    1. Login To Your Case tab, Case Number/EBT Card Number page, Case Number Type - Modify the Case Number field to limit only 7 characters long. Currently, there is no restriction/limitation.
    2. Login To Your Case tab, Case Number/EBT Card Number page, Security Question 1: DOB - Modify the label from 'DOB' to 'DOB of the primary applicant' | Update mobile app to work with IOS 13.
Modify the case # field to limit the same character fields as LRS case # field.
Modify the security question label from 'DOB' to 'DOB of the primary applicant' | Update mobile app to work with IOS 13. |

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30	CA-205645	74142	YBN - allow case participant to update Address online, add voter preference form online, transfer information to LRS. create YBN address change tutorial, create report for address change.		Enhancement		â€¢Allow participants to change their physical/mailing address on Your Benefits Now (YBN); â€¢Offer an online Voter Preference Form and display the link to the online voter registration when a change of address is completed by the participant; â€¢Electronically transfer the information reported on YBN to the LEADER Replacement System (LRS); â€¢Create a tutorial in the YBN Tutorials section on YBN to help participants completing the online address change; and â€¢Create a report in LRS capturing participants with active CW/GR/CF/RCA/CAPI/MC cases, who reported address change on YBN and identified themselves to be homeless and used the District Office address as a Physical Address.	Proposed Recommendation: A.Allow the participants to change their physical/mailing address on YBN as follows: 1.Add the following new option (field) on the YBN main page. 2.Prompt the participant to the log-in page for existing/new users, unless the participant is already logged-in; 3.Do you want to change your address? oYes oNo 4.Are you homeless? oYes oNo If the participant selects â€œYesâ€ (homeless), display the fillable PA 1815 form: ifˆQuestion 1: Are you homeless? - Prepopulate checkmark on the box next to â€œYesâ€; ifˆQuestion 2: Tell us who you are? - Prepopulate the Case Name and Case Number;
31	CA-208494	80138	Create a new web service for YBN periodic reports to check Customer Reporting page status prior to posting a link or pop up reminder on YBN		Enhancement	Created from a defect: YBN SAR7 link for case LA99388 did not drop off after it was received in March. Link is still available on YBN and cause an error when the client try to submit it. Remove link from YBN. Find root cause why link did not drop off Customers are able to submit their periodic report when the link doesn't drop off from YBN. Workers are not notified when the forms are uploaded to imaging system. Also client receives an error via YBN if the case is inactive (no worker assigned) LRS/CalACES doesn't have a record of the form unless the worker goes into EDMS (imaging) to search for a record. SAR7/QR7 current logic only posts a link on YBN 1 month after the form is generated. If a form is generated by a worker during the due month, this form will not be available on YBN until the month after the due month.	To create a new webservice to push out the forms in real time. To check condition is met before posting a link or pop up reminder that a form is available to fill out (SCR 55210). For SAR7/QR7, change logic to post YBN link during due month.	Question 3: You must have a mailing address so
32	CA-205650	74147	YBN - Case Status Information - Change Reporting Verbiage Removal.		Enhancement		The verbiage under the Case Status Information section of YBN references â€œChange Reporting householdsâ€ and the QR 7 for CalFresh cases that discontinued due to a SAR 7 issue. Change Reporting households were eliminated on July 1, 2016 and the QR 7 was replaced by the SAR 7 for CalFresh, so the verbiage needs to be updated.	Update the verbiage to say: RESTORATION OF AID WAIVER Effective May 1, 2011, all CalFresh households can apply for Restoration of benefits when their case gets terminated due to incomplete or non-receipt of SAR, during the calendar month following the discontinuance date. For more information about restoration see this flyer. (flyer hyperlink will redirect to: http://dpss.lacounty.gov/wps/portal/dpss/main/programs-andservices/calfresh/eligibility) After your application is approved, you will need to report your household changes (household member, income, expense, etc.) on a Semi-Annual Report (SAR 7). You will receive the report in the mail. You must submit this report for ongoing CalFresh eligibility determination. You can submit SAR 7 online via YBN. Also, you will need to comply with a yearly Re-evaluation for ongoing CalFresh eligibility determination

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33	CA-205646	74143	Your Benefits Now - SAR 7 submission modification for NACF cases		Enhancement		YBN SAR7: Questions #4 in and #13 are CalWORKs Semi-Annual specific Report questions (SAR 7} and is should not be required for all Cal Fresh (NACF) recipient. update to make question 4 & 13 not mandatory for CF only SAR7.	Per SAR Requirements 7 policy, Non-Assistance Cal Fresh (NACF) Households are not mandated to answer CalWorks only questions. Requirements to answer CalWorks questions (4 and 13)for NACF cases should be removed for NACF identified cases.
34	CA-205270	73662	YBN Save function: software needed to prevent threshold from changing into non-nonsensical characters after exiting the screen.		Enhancement	YourbeneftisNow when a client fill out an application in threshold, save it and come back later, some characters are changed into nonsensical characters.	software needed to retain threshold entered by the client	find a solution to retain the data entered by the client in threshold. If they save it and come back later, the data should retain correctly.
35	CA-206864	75706	Your Benefits Now Online Medi-Cal Renewal Process form "RFTHI" Request for Tax Household Information in all Threshold Language		Enhancement	Currently, Medi-Cal beneficiaries complete their annual Renewal packets and submit by mail or in person. This process is completed following these steps: 1) LRS sends a list of upcoming Renewals due to a contracted vendor who then mails the Renewal packets and required informational notices to the beneficiaries via the U.S. Postal Service. The following packets are generated based on the Medi-Cal case type: a. RFTHI - Request for Tax and Household Information 2) The beneficiary returns the Renewal forms to the designated district via mail or in person. The Renewal forms are received and scanned upfront into EDMS for interface with LRS. 3) Once Renewal forms are scanned into EDMS, eligibility staff proceeds through LRS to review the Renewal form and verification update. The Customer Reporting Detail Page Renewal status is updated as "received" and eligibility staff proceeds to updating all pertinent pages on LRS. 4.) Create New Journal Entry once form is submitted along with New Medi-Cal Confirmation # and Customer Reporting page is flipped to Received. 5.) Use same logic for "upload verification documents" as SAR7/QR7 for all Medi-Cal, CalWORKs and CalFresh forms submitted via YBN. Matrix charts are attached to SCR.	YBN to add Medi-Cal RE packet: MC 604IPS in all threshold language. Split up last four remaining forms into four SCR's (CA-206598/CA206602/206864. Add Verification Upload document types to be specifically displayed for participant (as SAR7/QR7), for all periodic reports per Matrix Chart attached to SCR	Allow Clients the ability to submit their MC 604 IPS via YBN Translations in all threshold. Enhancement to the YBN System to allow beneficiaries to complete and submit Renewals, Renewal forms, and verification documents online. In order for the Renewal process to be successful, the following procedural changes are required: 1) Upon beneficiary log-in to the YBN system a link is required for the client to complete the Renewal process. 2) The link will lead the client to the Medi-Cal Renewal packet. a. The link should be titled: Medi-Cal Renewal + form name (ie: Medi-Cal Renewal MC604 IPS). b. This link should be available to the beneficiary two (2) months prior to the RE due date, through the due date month, and three (3) months after. c. However, once beneficiary has submitted a Renewal packet and LRS system status shows received, link should be disabled; preventing duplicate submissions. d. Option to upload verifications should continue to be available to the beneficiary up to ninety (90) days after discontinuance (if applicable).
36	CA-204927	73116	Your Benefits Now (YBN) Update system to track IP address of all offices to identify YBN Applications submitted from All In One (AIO) computer/Ipad		Enhancement		Update the system to track the IP Address of all DPSS offices to identify YBN applications submitted from a DPSS All in One (AIO) computer or iPad. Use each office's unique subnet to track applications using this One (AIO) computer or iPad.	

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37	CA-206598	75417	Your Benefits Now Online Medi-Cal Renewal Process form MC 262LTC in all Threshold Language		Enhancement	Currently, Medi-Cal beneficiaries complete their annual Renewal packets and submit by mail or in person. This process is completed following these steps: 1) LRS sends a list of upcoming Renewals due to a contracted vendor who then mails the Renewal packets and required informational notices to the beneficiaries via the U.S. Postal Service. The following packets are generated based on the Medi-Cal case type: a. MC 262 Long Term Care (LTC) RE Packet 2) The beneficiary returns the Renewal forms to the designated district via mail or in person. The Renewal forms are received and scanned upfront into EDMS for interface with LRS. 3) Once Renewal forms are scanned into EDMS, eligibility staff proceeds through LRS to review the Renewal form and verification update. The Customer Reporting Detail Page Renewal status is updated as "received" and eligibility staff proceeds to updating all pertinent pages on LRS. 4.) Create New Journal Entry once form is submitted along with New Medi-Cal Confirmation # and Customer Reporting page is flipped to Received. 5.) Use same logic for "upload verification documents" as SAR7/QR7 for all Medi-Cal, CalWORKs and CalFresh forms submitted via YBN. Matrix charts are attached to SCR.	YBN to add remaining Medi-Cal RE packet; MC262 in English, Spanish, Chinese, Tagalog, Russian, Korean, Armenian, Vietnamese and Cambodian or languages available in LRS Repository. Add Verification Upload document types to be specifically displayed for participant (as SAR7/QR7), for all periodic reports per Matrix Chart attached to SCR	Allow Clients the ability to submit their MC262 via YBN Translations for these forms in all threshold. Enhancement to the YBN System to allow beneficiaries to complete and submit Renewals, Renewal forms, and verification documents online. In order for the Renewal process to be successful, the following procedural changes are required: 1) Upon beneficiary log-in to the YBN system a link is required for the client to complete the Renewal process. 2) The link will lead the client to the Medi-Cal Renewal packet. a. The link should be titled: Medi-Cal Renewal + form name (ie: Medi-Cal Renewal MC210). b. This link should be available to the beneficiary two (2) months prior to the RE due date, through the due date month, and three (3) months after. c. However, once beneficiary has submitted a Renewal packet and LRS system status shows received, link should be disabled; preventing duplicate submissions. d. Option to upload verifications should continue to be available to the beneficiary up to ninety (90) days after discontinuance (if applicable).
38	CA-206602	75421	Your Benefits Now Online Medi-Cal Renewal Process form MC14A MSP in all Threshold Language		Enhancement	Currently, Medi-Cal beneficiaries complete their annual Renewal packets and submit by mail or in person. This process is completed following these steps: 1) LRS sends a list of upcoming Renewals due to a contracted vendor who then mails the Renewal packets and required informational notices to the beneficiaries via the U.S. Postal Service. The following packets are generated based on the Medi-Cal case type: a. MC 14A Medicare Savings Program (MSP) Packet 2) The beneficiary returns the Renewal forms to the designated district via mail or in person. The Renewal forms are received and scanned upfront into EDMS for interface with LRS. 3) Once Renewal forms are scanned into EDMS, eligibility staff proceeds through LRS to review the Renewal form and verification update. The Customer Reporting Detail Page Renewal status is updated as "received" and eligibility staff proceeds to updating all pertinent pages on LRS. 4.) Create New Journal Entry once form is submitted along with New Medi-Cal Confirmation # and Customer Reporting page is flipped to Received. 5.) Use same logic for "upload verification documents" as SAR7/QR7 for all Medi-Cal, CalWORKs and CalFresh forms submitted via YBN. Matrix charts are attached to SCR.	YBN to add remaining Medi-Cal RE packets; MC14A in English, Spanish, Chinese, Tagalog, Russian, Korean, Armenian, Vietnamese and Cambodian Add Verification Upload document types to be specifically displayed for participant (as SAR7/QR7), for all periodic reports per Matrix Chart attached to SCR in comments section.	Allow Clients the ability to submit their MC14A via YBN Translations for these forms in all threshold. Enhancement to the YBN System to allow beneficiaries to complete and submit Renewals, Renewal forms, and verification documents online. In order for the Renewal process to be successful, the following procedural changes are required: 1) Upon beneficiary log-in to the YBN system a link is required for the client to complete the Renewal process. 2) The link will lead the client to the Medi-Cal Renewal packet. a. The link should be titled: Medi-Cal Renewal + form name (ie: Medi-Cal Renewal MC210). b. This link should be available to the beneficiary two (2) months prior to the RE due date, through the due date month, and three (3) months after. c. However, once beneficiary has submitted a Renewal packet and LRS system status shows received, link should be disabled; preventing duplicate submissions. d. Option to upload verifications should continue to be available to the beneficiary up to ninety (90) days after discontinuance (if applicable).
39	CA-48774	63995	ACL 16-77 - YBN -REPLACMENT OF REVISED English CALFRESH APPLICATION FOR BENEFITS, CF 285, DATED 4/15 WITH 11/16 REVISION.		New Policy	YBN does not use CF 285 (we use SAWS II plus) Important information about CF and rights and responsibility are added to YBN online. YBN use SAWS II plus for CF or CF combo applications. in the Start application section: IMPORTANT CALFRESH INFORMATION YOU NEED TO KNOW (Your Benefits Now section) Change website from http://www.dss.cahwnet.gov/cdssweb/FormsandPu_274.htm to https://www.cdss.ca.gov/food-nutrition/calfresh	The objective of this request is to Update the CF important information/rights and responsibilities to CF 285 version 11/16 in YBN Update CF application website information in Start application tab to https://www.cdss.ca.gov/food-nutrition/calfresh	1. YBN - Does not have CF285 (we use SAWS II Plus) Update the CF important information/rights and responsibilities to CF 285 version 11/16 in YBN Update to start application tab (important information) and rights and responsibility for CF under send application tab (e-signature page) & correct CDSS website for CF application to https://www.cdss.ca.gov/food-nutrition/calfresh

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40	CA-209290	81656	Mobile App Issue Due to iOS 13 Release in Fall 2019		Operational Enhancement	Due to an iOS update made during Fall 2019, a regression test was executed on November 12, 2019 for the DPSS external mobile application and the Lobby Management mobile applications (Self-Service Kiosk and the Lobby Check-In application). The following issues were documented: A. Self-Service Kiosk Issue: Self-Service application crashes when loading the video on all iPads updated to iOS 13 upon launch. B. Lobby Check-In Application Issues: 1. Appointments page, Case Number field - Case number is truncated when the character input is 7+ characters long. As per our convention in CalSAWS, the case numbers need to be 7 characters long to be valid. 2. Lookup, Case, SSN field - The SSN field has no restriction/limitation. The user can enter as many characters on the field and can enter alpanumeric, numeric, or alpha characters. C. DPSS External Mobile Application Issues: 1. Login to Your Case, Customer ID page - 'Forget your Password? Click to reset your password' link is not working with iOS. (Note: Android is working fine.) (Defect #209636 for 19.09 only fixed Android) 2. Case Verification Upload, Photo Library - Unable to scroll down to view the uploaded images from Photo Library when there are 2 uploaded images. This issue does not occur when there is only 1 image uploaded or more than 2 images uploaded.	1. Resolve the issues documented on the Current Design section. 2. Share the code changes for DPSS to ISD-LMRS team. 3. Assist LMRS team in creating the IPA.	1. The following updates will be made to address the issues stated on the Current Design section: A.Self Service Kiosk Issues: Self-Service application will load the video on all iPads updated to iOS 13 upon launch. B.Lobby Check-In Application Issues: 1. Appointments page, Case Number field - Case number will not be truncated when a 7-character case number is inputted. 2. Lookup, Case, SSN field - The SSN field will prevent further input of numbers once it reaches the 9-digit limit of the Social Security Number. This field will only allow numerical characters. C.DPSS External Mobile Application Issues: 1. Login to Your Case, Customer ID page - 'Forget your Password? Click to reset your password' link will navigate the user to the page where they can reset their password. 2. Case Verification Upload, Photo Library â€" The user should be able to scroll down on the screen when they have uploaded 2 images. 2. Share the code changes for DPSS to ISD-LMRS team. 3. Assist LMRS team in creating the IPA.
41	CIV-102639	49802	ACL 18-39 NVRA Updates - Provide Voter Preference Form and VRC to 16 and 17 Year Old Clients		New Policy	C4Yourself Collects Yes/NO Voter Registration Preference information and sends the information with the E-Application. SCR 101519 was approved by the C4Yourself committee to open registerToVote.CA.gov in a new window If the user selects YES - I would like to register to vote; from this site the user can register or pre-register to vote.		New CWD Responsibility Changes to the NVRA now require that CWDs provide all eligible 16 and 17-year-old clients with a VRC at the time of application, recertification, or when the CWD is notified of an address change. The Voter Preference Form and VRC shall be provided regardless of whether the client indicates they want to register to vote or not. The CWD must provide assistance in completing the form, if requested, and provide the same degree of assistance to all clients. Note, CWDs must fulfill this responsibility whether the client transaction occurs in person, online, over the telephone, or through the mail.

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42	CIV-100276	46674	C4Y: Update Office hours		Enhancement	C4Yourself sends e-Applications to the offices specified by the Customer. Once the Customer selects an office, C4Yourself uses that office to determine the e-Application date when sent after hours.	Update the following office hours for the specific office addresses below: 1) Add the same Office Hours for Marin County 8:00-4:00, M-F: office_num_identif=0C office name:Novato Office address: 75 Rowland Way, Suite 131, Novato, CA, 94945 5037 -------------------------- office_num_identif=04 office name:West Marin Office address: 100 6th St, Point Reyes Station, CA, 94956 -------------------------- office_num_identif=0D office name:Health and Wellness Office address: 3240 Kerner BLVD, San Rafael, CA 94901, 4840 2) Add the following Office hours for Glenn: 8am-5pm, Monday â€" Friday. office name:GLENN COUNTY HHSA - SSD ATTN: INTAKE address: P.O. BOX 611, 604 E. WALKER STREET, ORLAND, CA, 95963 3) Add the following office hours for Grass Valley: Monday-Friday 8:00am-5:00pm office_num_identif=09	Office hours are missing for several offices in C4Yourself. Without specified office hours the e-Application will be sent with the same date the application was completed even if it is after hours.
43	CIV-3845	45637	Add Validation if Same Person Selected More than Once when Linking an e-App	None	Enhancement	In the e-app section, there is no validation message given when the same person is added twice to an e-app and this action will result in a UEID. This occurs when the copy of the person doesn't contain identifiable information (ex. SSN, DOB, etc...).	Add a validation message that will prevent this UEID from happening. Validation message will read: "".	The system should be throwing a validation message, not giving a UEID.
44	CIV-1195	45575	Refactor: Update C4Yourself to check if counties are CMSP or non-CMSP upon address changes (57750)		Enhancement	The C4Yourself Application only checks to see if the county the client entered is a CMSP county during the application process to determine if a CMSP application should be sent along with the MC application.	Update the application process to check if the county entered is a CMSP county or not whenever the county is updated. Cross-Reference: SCR #46502 SCR #57749 - Update C4Y Batch Statistics Email	If a client goes back and changes the county afterwards, the C4Yourself Application does not recheck if the new entered county is a CMSP county or not.
45	CIV-337	45076	C4Y: e-Application Worker Assignment Changes (41530)		Enhancement	eApplications can be assigned to a Worker. If a renewal/recertification or posted-back eApplication is submitted by the User to the C-IV System it will automatically be assigned to the Worker from the corresponding eApp.	1. Change the worker for a program on a case which has a linked eApplication. 2. Make sure the worker assigned to the e-Applications on the case is updated as well.	If the Worker responsible for the case the eApplication is linked to changes, this is not automatically changed on the eApplication. Consequently, when a User submits a renewal/recertification or post-back response, the new eApplication is automatically assigned to the older Worker, who may no longer be monitoring the case.
46	CIV-261	45083	C4Y: Prevent de-selected person data from displaying on data collection pages (39920)		Enhancement	Through the data collection pages the tree icon displays when an e-Application is linked to a case.	Update the Vital Statistics List page to only display C4Yourself tree data for those people from the e-application who were linked to C-IV people.	On the Vital Statistics List page, people who are not linked to a person on the case are still displaying as C4Yourself tree data.

47	CIV-17	44911	C4Y: Add Missing Threshold Languages to C4Yourself		Enhancement	C4Yourself is supported in Threshold Languages.	1) Update My Messages to display in threshold languages for system generated messages.
							2) Texting Terms and Conditions under Manage My Account Profile.
							3) In C4Yourself: when clicking the link "Terms & Conditions" under "Help & FAQs" page the T-Mobile message content is not coming in the content part for any of the threshold language.
							4) Update the following database items:
							  a) IRT/Reporting Type Changes
							  b) New Rules in CalWORKs for Safety Net and Certain Child-Only Cases
								The following text in C4Yourself has not been updated in Threshold Languages: My Messages, E-Notifications and Texting, Terms and Conditions for Mobile.