



[CIV-106124] Update 2020 WIS Cycle and TOP Cycle Numbers

- Resolved: 01/22/2020 09:12 AM

Team Responsible:	Fiscal	Assignee:	Deron Schab	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Jyothirmayi Chavata	Change Type (SCR):	Enhancement
Minor Version:	20.01.23	Expedite Changes:	Production Deployment	Estimate:	30
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	01/09/2020 03:17 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:	[Tax Intercept]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval: Karen Rapponotti - Approved - 01/09/2020

Current Design: On a weekly basis, the C-IV System sends a Tax Intercept file to the Welfare Intercept System (WIS), and pulls a file back via the Tumbleweed Server. The outbound file that the C-IV System sends to WIS is named WIS.UPDATE.COxx.yywk

xx = county number
yy = current year
wk = assigned number for that week (as assigned by TOP)

Request: Annually, WIS sends an updated 'CDSS Welfare Intercept System Weekly Tumbleweed STS Calendar' to identify the 'wk' as assigned by TOP. This calendar must be loaded into the C-IV System to automatically populate the field in our outbound file. For 2020, the TOP Cycle Numbers provided were incorrect. WIS added a new cycle number 1953 to the WIS calendar for 2020.

Recommendation: *** No Impact to End User ***

1) Update the TOP Cycle Numbers in lookup table (CT 2701- Refer Table 3) with the new 2020 TOP cycle numbers.

Note: The TOP cycle numbers are included in the attached "WIS Claiming Schedule Number MASTER 01092020_SE" spreadsheet.

Outreach

Description:
Migration Impact Description: No impact to LA county as they use their own Treasury and Tax Collector (TTC) interface. However, these 2020 STS Calendar Cycle Numbers will need to be migrated for the C-IV Counties and have been accounted for under CalSAWS DDID 1787 and 1970.

Migration Impact Analysis: Accounted for in SOR

Alternative Procedure Description: None

Operational Impact Estimate: **30**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	20
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	10	Tech Arch :	0	Tech Ops :	0

Training :

0

[CIV-105933] ACWDL 14-18 Update language on the Non-MAGI Informing Letter

Team Responsible:	Client Correspondence	Assignee:	Pramukh Karla	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Nithya Chereddy	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	55
Reporter:	Virginia C. Bernal	Regulation Reference:	ACWDL 14-18	Created:	12/18/2019 04:21 PM
Status:	In Production	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Virginia C. Bernal	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Correspondence]	Approved by Committee:		Other Agency Cross Reference:	CA-212467

Non-Committee

Review:

Expedite Approval: Karen Rapponotti - 12/20/2019

Current Design: Page 3 of the Non-MAGI Informing Letter includes the following verbiage: "If you do not answer this letter, you will get a Notice of Action (NOA) and your current Medi-Cal benefits will end on <Benefits_End_Date>."

Request: Update the language on Page 3 of the Non-MAGI Informing Letter

Recommendation: Update the following language from:
 "If you do not answer this letter, you will get a Notice of Action (NOA) and your current Medi-Cal benefits will end on <Benefit_End_Date>."
 to:
 "We must receive this information by <Due_Date>. Otherwise, we may begin the process to stop your Medi-Cal benefits."

 Per CRPC 2025: Recommendation language is approved by DHCS and they would like to remind the Consortium that the Non-MAGI Informing Letter needs to be sent to Medi-Cal beneficiaries who are found ineligible to MAGI Medi-Cal .

Outreach

Description:

Migration Impact Description: Targeted for same release in C-IV/LRS

Migration Impact Analysis:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 55

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	43	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	12	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-789] ACL 14-12, CFL 13/14-35 Family Stabilization Program for CalWORKs (51903)

Team Responsible:	Online	Assignee:	Aaron Fowler	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Robert Untalan	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	1616
Reporter:	Sheryl E. Eppler	Regulation Reference:	ACL 14-12, CFL 13/14-35, I-64-15	Created:	12/29/2017 02:23 PM
Status:	In Assembly Test	Impact Analysis:	[Security]	Outreach Required:	No
Consortium Contact:	Gingko Luna	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	Cal-OAR
Committee:	[Welfare to Work/ WPR]	Approved by Committee:		Other Agency Cross Reference:	CA-51700, CA-57298

Non-Committee

Review:

Expedite Approval: Karen Rapponotti - 11/06/2019

Current Design: The system currently has no online pages to track Family Stabilization data.

Request: The Family Stabilization component data cannot be tracked and managed. Provide online pages for Family Stabilization data tracking and management.

Recommendation: A new page flow will be created which will allow a worker to enter information for the Family Stabilization component. This will include associated Family Stabilization case persons, services and activities that are being used for clearing barriers.

The barriers, service arrangement, activities, and customer activities will be updated to include elements for the Family Stabilization component.

The REP(Refugee Employment Program) and WTW (Welfare to Work) Status Detail pages will be updated for Good Cause status by adding supplementary status reasons for the Family Stabilization component.

Outreach

Description:

Migration Impact Description: Joint design has been approved through the WTW Committee. LRS will implement this change with SCR CA-57298 in the 20.03 release.

Migration Impact Analysis:

Alternative Procedure Description: Continue to track Family Stabilization outside the system.

Operational Impact:

Estimate: **1616**

Automated Test :	108	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	330
Imaging :	0	IVR/CC :	0	Online :	822
Performance :	0	Reports :	0	Security :	10
System Test Support :	346	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-102600] ACL 14-20 -CF 29A (2/14) - CalFresh Initial Appointment Letter

Team Responsible:	Client Correspondence	Assignee:	Daniel J Rosales	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Connor Gorry	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	109
Reporter:	Virginia C. Bernal	Regulation Reference:	ACL 14-20	Created:	10/31/2018 03:11 PM
Status:	In Assembly Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Correspondence]	Approved by Committee:	12/06/2019	Other Agency Cross Reference:	CA-205414

Non-Committee

Review:

Expedite Approval: JoAnn Osborn - 12/10/2019

Current Design: The CF 29A CalFresh Initial Appointment Letter is not available in C-IV.

Request: Add the CF 29A (2/14) to the Template Repository. The purpose of this appointment letter is to notify the household in writing of their scheduled initial intake appointment for Cal Fresh.

Recommendation: Add the CF 29A CalFresh Appointment Letter to the Template Repository in English and Spanish.

Outreach

Description:

Migration Impact Description: This is a Joint SCR and will be implemented in the same release for both systems.

Migration Impact

Analysis:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **109**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	82	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	5	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	22	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CIV-104040] ACL 18-107, ACL 18-108 - SNB/TNB Forms and Notices - Threshold Languages Phase 3

Team Responsible:	Client Correspondence	Assignee:	Sahithi Pabba	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	729
Reporter:	Tiffany Huckaby	Regulation Reference:	ACL 18-107, ACL 18-108	Created:	04/30/2019 05:00 PM
Status:	In Assembly Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Virginia C. Bernal	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CO-109
Committee:	[Correspondence]	Approved by Committee:	06/04/2019	Other Agency Cross Reference:	CA-208261

Non-Committee

Review:

Expedite Approval:

Approved by Karen J. Rapponotti on 11/13/2019

Current Design:

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

Request:

Add the threshold language SNB/TNB forms and notices.

This will be done in four phases:

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

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

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

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

Recommendation:

- 1.) Add the SNB4 Form in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)
- 2.) Add the TNB4 Form in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)
- 3.) Add the SNB5 in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)
- 4.) Add the TNB5 in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)
- 5.) Add the TNB2 NOA Fragments in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)
 - List of TNB2 NOA Fragments:
 - TNB2 Header
 - C-IV: ACTN_TNB2_APPROVAL
 - LRS: TNB_AP_ACTION1
 - TNB2 NOA Title (LRS only)
 - TNB_AP_NOA_TYPE
 - TNB2 Approval Reason
 - C-IV: RSN_TNB2
 - LRS: TNB_AP_APPROVAL_N101
 - TNB23 Footer
 - C-IV: MSG_TNB23
 - LRS: TNB_AP_CH_MESSAGE1

6.) Add the TNB3 NOA Fragments in all threshold languages (Armenian, Arabic, Cambodian, Chinese, Farsi, Lao (C-IV only), Hmong (C-IV only), Korean, Tagalog, Russian, Vietnamese)

List of TNB3 NOA Fragments:

- TNB3 Header
 - C-IV: ACTN_TNB3_CHANGE
 - LRS: TNB_CH_ACTION1
- TNB3 NOA Title (LRS only)
 - TNB_CH_NOA_TYPE
- TNB 3A Change Reason
 - C-IV: RSN_TNB3A
 - LRS: TNB_CH_FUNDING_CHANGE_N102
- TNB 3B Change Reason
 - C-IV: TNB3B
 - LRS: TNB_CH_CHANGE_IN_HOUSEHOLD_SIZE_N103

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

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Correspondence Committee. CalSAWS/LRS will implement this change with SCR CA-208261 in the 20.03

Migration Impact

Analysis:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate: 729

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	392	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	142	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-104383] ACL 19-76 - CalWORKs Change in Earned Income Disregard (EID) and Income Reporting Thresholds Tiers (IRTs)

Team Responsible:	Eligibility	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Josias Caveto	Change Type (SCR):	New Policy
Minor Version:	20.04.16	Expedite Changes:	Start Build	Estimate:	562
Reporter:	Frederick Gains	Regulation Reference:	ACL 19-76	Created:	06/19/2019 03:25 PM
Status:	Approved	Impact Analysis:	[Business Process, Central Print]	Outreach Required:	No
Consortium Contact:	Frederick Gains	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	01/15/2020	Other Agency Cross Reference:	CA-209033

Non-Committee

Review:

Expedite Approval: Approved 01/27/2020 - K. Rapponotti

Current Design:

To determine the CalWORKs Net Non-Exempt Income (NNI) is calculated by disregarding the first \$225 of disability-based unearned income (DBI) and/or any earned income and 50 percent of any remaining earned income. If the AU has earned income only, the first \$225 and 50 percent of the remaining earned income is used as part of the family's NNI when calculating the MAP.

The CalWORKs Income Reporting Threshold (IRT) for the AU is the lower of two tiers. The two tiers include:
Tier 1: 55 percent of the Federal Poverty Level (FPL) for a family of three, plus the amount of income last used to calculate the AU's monthly grant amount.

Tier 2: The amount of income likely to render the AU ineligible for CalWORKs benefits. The formula is $MAP \times 2 + \$225 + 1$.

NOAs and forms reference the value of \$225 for the Earned Income Disregard and Disability based Income Disregard.

NOAs and forms reference the value of \$2,250, \$2000, \$3000 or \$3,500 for the Maximum Asset limit value.

Request:

1. Based on the new policy, increase the disregard from \$225 to \$500 effective June 1, 2020.
2. The CW Tier 2 will change to use 130 percent of the FPL instead of $MAP \times 2 + \$225$ (Disregard prior to June 1, 2020)+1.
3. Keep the CW case active with Zero grant amount when the AU's total earned, and unearned income are under the CW Tier 2 IRT (130% of the SPL).
4. Update impacted Forms and NOAs to reflect the new values.

Recommendation:

1. Update the CW Disability Based Earned Income Disregard (CT 335 – AI) and CW Disability Based Unearned Income Disregard (CT 335 – 53) from \$225 to \$500, effective June 1, 2020.
2. Update the forms to replace Disability-Based Unearned Income(DBI) or Earned Income Disregard(EID) references from \$225 to \$500.
3. Update the NOAs to replace the text \$225 with a variable to populate the updated value of \$500 from EDBC.
4. Replace Tier 2 with Tier 3 calculation rules effective June 1, 2020.
5. Update the impacted Forms and NOAs to reflect the new values as per the ACLs.
6. Keep the CW Case Open When the benefit grant Amount is \$0 under the new tier two of the IRT (130% FPL)

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the CW/CF Committee. CalSAWS will implement this change with SCR CA-209033 in 20.04 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **562**

EDBC Override

Automated Test :

27

Batch/Interfaces :

0

CalHEERS :

0

CalHEERS Test :	0	Client Correspondence :	455	DBA :	0
DBA :	0	Eligibility :	54	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	26	Tech Arch :	0	Tech Ops :	0
Training :	0				

[CIV-105757] CO12949-2019 Update Message of the Day Refresh Interval & Useful Links In Amazon CCP

Team Responsible:	Online	Assignee:	Aman P. Mishra	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	33
Reporter:	Gerald Limbrick	Regulation Reference:		Created:	11/26/2019 05:49 PM
Status:	Development Complete	Impact Analysis:	[Business Process, Technology Impact, Training]	Outreach Required:	No
Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:	[IVR & Contact Center]	Approved by Committee:	01/08/2020	Other Agency Cross Reference:	

Non-Committee Review: Danielle Benoit 01/08/2020

Expedite Approval: Karen J. Rapponotti 12/05/2019

Current Design: The Message of the Day Reader panel is refreshed every 15 minutes.

Web links needed by Call Center Staff have been included in the Useful Links panel. The Amazon Connect Console link has not been included. Currently supervisors must use county internet to access this site using a long URL and a separate login.

Request: Update the Message of the Day to be refreshed every 10 seconds.
Add an Amazon Connect Console link to the useful links section so work force management can easily access the amazon connect console. This change allows simplified access.

Recommendation: (See design doc for complete recommendations)
1) Update the Message of the Day Reader panel logic to refresh every 10 seconds.
2) Add the instance specific Amazon Connect Console link to the Useful Links panel i.e. "https://c21-production.awsapps.com/connect/home"; display the link text as "Amazon Connect Console".

Outreach

Description:

Migration Impact

Description:

Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.

Migration Impact

Analysis:

Alternative

Procedure

Description:

Wait for the Message of the Day to be updated every 15 minutes.

Operational Impact:

Estimate:

33 Contact cc.support to make any adjustments needed in the Amazon Connect Console.

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	17
Performance :	0	Reports :	0	Security :	0
System Test Support :	16	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CIV-106071] Update Online Help for SCR CIV-104597 ACL 19-99 Child Care Immediate and Continuous Eligibility to Stage One

Team Responsible:	Training	Assignee:	Kelly Worthington	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Cristina Garcia	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	12
Reporter:	Joyce Oshiro	Regulation Reference:	ACL 19-99	Created:	01/06/2020 03:15 PM
Status:	In Development	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Joyce Oshiro	Training Impacted:	[Online Help]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Joyce Oshiro 01/08/2020 - Approve

Expedite Approval: Approved per Karen Rapponotti 1/28/2020

Current Design: With the 20.01 release, SCR CIV-104597 adds the CCP 8 to the template repository.

Request: Add the CCP 8 to the Online Help Forms Overview.

Recommendation: Add the CCP 8 to the Online Help Forms Overview.

Outreach

Description:

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

Migration Impact Analysis: No Impact

Alternative Procedure Description: None

Operational Impact:

Estimate: 12

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

[CIV-4108] CO-113: Online CalWORKs Appraisal Tool (OCAT) Integration

Team Responsible:	Online	Assignee:	Michael Wu	SPG Status:	Approved
Fix Version/s:	[20.05]	Designer Contact:	Steve Hancock	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	4973
Reporter:	Jason M. Francis	Regulation Reference:	AB-74	Created:	12/29/2017 02:24 PM
Status:	In Development	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Gingko Luna	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CO-113
Committee:	[Welfare to Work/ WPR]	Approved by Committee:	12/05/2019	Other Agency Cross Reference:	CA-50302

Non-Committee

Review:

Expedite Approval: Karen J. Rapponotti - 12/9/2019

Current Design:

The Online CalWORKs Appraisal Tool (OCAT) gathers and provides information about participants in the California Work Opportunity and Responsibility to Kids (CalWORKs) program to help identify participants' strengths and barriers upon their entry into the Welfare-to-Work program.

Request:

As regulated by Assembly Bill (AB) 74 (Chapter 21, Statutes of 2013) the California Department of Social Services (CDSS) must implement changes to the OCAT; specifically, OCAT-related functionality must be implemented in SAWS to allow caseworkers to perform OCAT-related data collection in SAWS.

Recommendation:

1. Create an OCAT Referral List Page which displays all records of OCAT referrals for each person on a case.
2. Create an OCAT Referral Detail Page to display all customer information elements being sent to OCAT.
3. Create an OCAT Response Detail Page to display the recommendations generated by OCAT for the worker to review with the customer.
4. Create an interface to send agreed upon data elements to OCAT and then receive another set of agreed upon data elements back to The Systems.
5. Create an emulator to test the interface.

Outreach

Description:

Migration Impact Description: Implemented in both LRS and C-IV. No migration impact.

Migration Impact

Description: No Impact

Analysis:

Alternative Procedure Description: Login to OCAT and update demographics information in OCAT

Operational Impact:

Estimate: **4973**

Automated Test :	900	Batch/Interfaces :	1114	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	912
Performance :	140	Reports :	0	Security :	0
System Test Support :	362	Tech Arch :	1116	Tech Ops :	0
Training :	60				

[CIV-101447] CF 387 CalFresh Request for Information for Residency

Team Responsible:	Client Correspondence	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[20.07]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	581
Reporter:	Jason M. Francis	Regulation Reference:		Created:	06/06/2018 01:16 PM
Status:	Pending Approval	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Virginia C. Bernal	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CaWORKs/ CalFresh]	Approved by Committee:	11/19/2019	Other Agency Cross Reference:	CA-49633

Non-Committee

Review:

Expedite Approval:

Current Design:

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

Request:

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

Recommendation:

- 1.) Add a new non-compliance of 'Residency'. (See CA-49633 CIV-101447 CalFresh Request for Information Section 2.1)
- 2.) Add a new CF 387 Form that has a dynamic section that populates with Residency verbiage. (See CA-49633 CIV-101447 CalFresh Request for Information Section 2.2.1)
- 3.) Add a new Document Parameter page for the CF 387 Form that includes a checkbox to dynamically populate Residency information. (See CA-49633 CIV-101447 CalFresh Request for Information Section 2.2.2)
- 4.) Add a new Task and Journal Entry Batch Job for the CF 387 Form. (See CA-49633 CIV-101447 CalFresh Request for Information Section 2.2.3)
- 5.) Add a new CF Discontinuance NOA for failure for Residency Verifications. (See CA-49633 CIV-101447 CalFresh Request for Information Section 2.2.4)

Outreach

Description:

Migration Impact

Description:

Migration Impact

Analysis:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **581**

Automated Test :	6	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	335	DBA :	0

DBA :	0	Eligibility :	110	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	130	Tech Arch :	0	Tech Ops :	0
Training :	0				