



# [CIV-105745] Update BRM address for Riverside County District 52

- Resolved: 01/21/2020 05:39 PM

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Sahithi Pabba</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[19.11]</b>	Designer Contact:	<b>Stephanie Hugo</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>20.01.23</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>40</b>
Reporter:	<b>Virginia C. Bernal</b>	Regulation Reference:		Created:	<b>11/26/2019 10:44 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Virginia C. Bernal</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>Yes</b>	Funding Source ID:	
Committee:	<b>[Correspondence]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>Riverside County</b>
<b>Non-Committee Review:</b>	Riverside County: Ricardo Miranda approved 12/03/2019				
<b>Expedite Approval:</b>	Karen Rapponotti - 12/19/2019				
<b>Current Design:</b>	The current BRM address for Riverside County District 52 is: Banning TAMD Department of Public Social Services 63 S 4TH ST SUITE A BANNING, CA 92220-9900				
<b>Request:</b>	Riverside County District 52 BRM needs to be updated.				
<b>Recommendation:</b>	Update the BRM address for Riverside County District 52 to: APS-BANNING IHSS-MC COUNTY OF RIVERSIDE-DPSS 901 E RAMSEY ST BANNING CA 92220-9920				
<b>Outreach Description:</b>					
<b>Migration Impact Description:</b>	Per strategic direction for migration, DDID #1040 in the SOW accounts for migrating forms to work with C-IV Imaging, C-IV Central Print Vendor, and C-IV barcoding requirements.				
<b>Migration Impact Analysis:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact Estimate:</b>	<b>40</b>				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	30	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	10	Tech Arch :	0	Tech Ops :	0
Training :	0				



# [CIV-102289] Quarterly release testing for EBT vendor FIS - January 2020

- Resolved: 02/06/2020 08:49 AM

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Deron Schab</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.01]</b>	Designer Contact:	<b>Jyothirmayi Chavata</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>20.02.06</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>15</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>09/20/2018 11:55 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:	<b>[Fiscal]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CA-213053</b>
<b>Non-Committee Review:</b>	SPG: Karen Rapponotti & Laura Chavez (Approved) - 01/22/2019				
<b>Expedite Approval:</b>	Karen Rapponotti - Approved - 01/23/2020				
<b>Current Design:</b>	EBT (Electronic Benefit Transfer) vendor FIS (Fidelity Information Systems) will produce quarterly releases to update their system starting in October 2018.				
<b>Request:</b>	The CalSAWS-North project will need to conduct quarterly testing for these FIS EBT system releases.				
<b>Recommendation:</b>	Test FIS EBT release - January 2020				
<b>Outreach Description:</b>					
<b>Migration Impact Description:</b>	This SCR is testing the FIS host to host and interface functionality				
<b>Migration Impact Analysis:</b>					
<b>Alternative Procedure Description:</b>	None				
<b>Operational Impact Estimate:</b>	<b>15</b>				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	15
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

# [CIV-106001] Stanislaus County Verify Rush Warrant Template

- Resolved: 02/04/2020 11:56 AM

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Harish Katragadda</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.01]</b>	Designer Contact:	<b>Stephanie Hugo</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>20.01.29</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>30</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>12/31/2019 10:15 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>Yes</b>	Funding Source ID:	
Committee:	<b>[Fiscal]</b>	Approved by Committee:		Other Agency Cross Reference:	
<b>Non-Committee Review:</b>	Stanislaus: Renee Green - Approved - 01/025/2020				
<b>Expedite Approval:</b>	Karen Rapponotti - Approved - 01/07/2020				
<b>Current Design:</b>	Stanislaus County is a Standard Warrant Print page, printing their Rush Warrants from the in the C-IV system.				
<b>Request:</b>	Stanislaus County has received a new Rush Warrant template stock.				
<b>Recommendation:</b>	Stanislaus County Only: 1) Verify new rush warrant template fields are aligned with the system-populated values.  2) Perform warrant validation with Stanislaus County.				
<b>Outreach Description:</b>					
<b>Migration Impact Description:</b>	C-IV will be retaining all of the 39 C-IV Counties Warrant Print Stock Templates in the new system - Refer DDID #348				
<b>Migration Impact Analysis:</b>	Accounted for in SOR				
<b>Alternative Procedure Description:</b>	None				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>30</b>				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	30	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	0	Tech Arch :	0	Tech Ops :	0
Training :	0				

# [CIV-106192] Add EBT Printer 26PRINT002 for Mono County

- Resolved: 01/29/2020 09:44 AM

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Reese Williams</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.01]</b>	Designer Contact:	<b>Jyothirmayi Chavata</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>20.01.30</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>15</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>01/23/2020 11:03 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>Yes</b>	Funding Source ID:	
Committee:	<b>[Fiscal]</b>	Approved by Committee:		Other Agency Cross Reference:	
<b>Non-Committee Review:</b>	Suzanne West (Mono County) - Approved - 01/23/2020				
<b>Expedite Approval:</b>	Karen Rapponotti - Approved - 01/23/2020				
<b>Current Design:</b>	Mono County Only: EBT Printer name '26PRINT002' is not associated to any office.				
<b>Request:</b>	Mono County has requested to add EBT Printer '26PRINT002'				
<b>Recommendation:</b>	Mono County Only: 1. Add EBT Printer for Mono County Effective 01/30/2020: Printer Name: 26PRINT002 Office: 02 (Office ID 02) 107384 US HWY 395 WALKER, CA 96107				
<b>Outreach Description:</b>					
<b>Migration Impact Description:</b>	DDID #1361 in the SOW accounts for migrating in the EBT Printers for the 39 C-IV Counties into the new system.				
<b>Migration Impact Analysis:</b>	Accounted for in SOR				
<b>Alternative Procedure Description:</b>	Alternative Procedure Description: User can type in EBT Printer number as 'Other Printer'.				
<b>Operational Impact Estimate:</b>	<b>15</b>				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	10
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	5	Tech Arch :	0	Tech Ops :	0
Training :	0				

# [CIV-103673] Migrate Humboldt County IVR to Amazon Connect

- Resolved: 02/05/2020 09:05 AM

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Raji Sanuvala</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.02]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>20.03.05</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>370</b>
Reporter:	<b>Jared Kuester</b>	Regulation Reference:		Created:	<b>03/20/2019 10:24 AM</b>
Status:	<b>Test Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>Yes</b>	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	<b>CA-207026</b>

**Non-Committee**

**Review:**

**Expedite Approval:** Approved by Karen J Rapponotti on 09/06/2019

**Current Design:** Currently the Humboldt County IVR is on the Cisco UCCE Platform

**Request:** Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.

**Recommendation:**

- 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.
- 2) Recreate all IVR Web Service interactions using AWS Lambda.
- 3) Updated Useful links in CCP with Humboldt county specific links.

**Outreach Description:** Train Contact Center staff on differences between Amazon Connect and Cisco UCCE.

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

**Migration Impact Analysis:**  
**Alternative Procedure Description:** N/A

**Operational Impact Estimate:** **370**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	260	Online :	10
Performance :	0	Reports :	0	Security :	0
System Test Support :	100	Tech Arch :	0	Tech Ops :	0
Training :	0				

## [CIV-103672] Migrate San Bernardino County IVR to Amazon Connect

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Raji Sanuvala</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.03]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>20.04.23</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>886</b>
Reporter:	<b>Jared Kuester</b>	Regulation Reference:		Created:	<b>03/20/2019 10:23 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>Yes</b>	Funding Source ID:	
Committee:	<b>[IVR &amp; Contact Center]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CA-207026</b>

**Non-Committee Review:** San Bernardino County Only, Approved by Sarah Colella 11/26/2019

**Expedite Approval:** Approved by Karen J Rapponotti on 09/06/2019

**Current Design:** Currently the San Bernardino County IVR is on the Cisco UCCE Platform

**Request:** Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.

**Recommendation:**

- 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.
- 2) Recreate all IVR Web Service interactions using AWS Lambda.
- 3) Add Visual IVR specific functionality to the CCP including the Call Me functionality.
- 4) Update Useful Links in CCP to San Bernardino specific links.  
(see Design Doc. for complete recommendations)

**Outreach Description:** Train Contact Center staff on differences between Amazon Connect and Cisco UCCE.

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

**Migration Impact Analysis:**  
**Alternative Procedure** N/A

**Description:**  
**Operational Impact:**  
**Estimate:** **886**

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 :	400	Online :	331
Performance :	0	Reports :	0	Security :	0
System Test Support :	155	Tech Arch :	0	Tech Ops :	0
Training :	0				

## [CIV-103677] Migrate Regional Contact Center IVR to Amazon Connect

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Aman P. Mishra</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.03]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>20.04.09</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>345</b>
Reporter:	<b>Jared Kuester</b>	Regulation Reference:		Created:	<b>03/20/2019 10:33 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Business Process, Security, Technology Impact, Training]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>Yes</b>	Funding Source ID:	
Committee:	<b>[IVR &amp; Contact Center]</b>	Approved by Committee:		Other Agency Cross Reference:	

### Non-Committee

#### Review:

**Expedite Approval:** Approved by Karen J Rapponotti on 09/06/2019

**Current Design:** Currently the Regional Contact Center IVR is on the Cisco UCCE Platform

**Request:** Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.

#### Recommendation:

- 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.
- 2) Deactivate Regional Contact Center Dashboards as OBIEE will not function with Amazon Connect
  - a) Disable Batch Job PB00R419
  - b) Update security tables to remove Regional Contact Center security rights
    - Remove Regional Contact Center Dashboard View from WC\_GROUPS\_D table
    - Remove all users with G\_NAME = Regional Contact Center Dashboard View from WC\_GROUPMEMBERS\_D table
    - Remove Regional Contact Center Dashboard View from SECURE\_GRP table
    - Remove any role associated to the Regional Contact Center Call Log Dashboard View group in SECURE\_ROLE\_GRP table. This includes project roles and county roles.
    - Remove RegionalContactCenterDashboardView from SECURE\_RIGHT table
  - \* Security Impact: Security rights for Regional Contact Center Dashboard are no longer available.
  - c) Disable ODI mappings
  - d) Remove Regional Contact Center subject area tables in the Repository
  - e) Remove IVR - RCC Application Role from Application Roles from Enterprise Manager
  - f) Remove Regional Contact Center dashboard
  - g) Remove Regional Contact Center subject area tables in the Catalog
  - h) Tables related to Regional Contact Center Dashboards will be disabled
    - Tables will not be dropped

#### Outreach

**Description:** Train Region Contact Center (not previously trained in CSC County Roll outs) staff on differences between Amazon Connect and Cisco UCCE.

#### Migration Impact

**Description:** Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined. SCR # CA-208919 has been created to address this migration gap.

#### Migration Impact

##### Analysis:

**Alternative Procedure** NA

##### Description:

##### Operational Impact:

**Estimate:** 345

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

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DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	150	Online :	17
Performance :	0	Reports :	100	Security :	5
System Test Support :	73	Tech Arch :	0	Tech Ops :	0
Training :	0				



## [CIV-106216] Update Online Help for SCR CIV-102600 ACL 14-20 29A CalFresh Initial Appointment Letter in Forms Overview

Team Responsible:	<b>Training</b>	Assignee:	<b>Kelly Worthington</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.03]</b>	Designer Contact:	<b>Cristina Garcia</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>7</b>
Reporter:	<b>Cristina Garcia</b>	Regulation Reference:	<b>ACL 14.20</b>	Created:	<b>01/28/2020 12:07 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Joyce Oshiro</b>	Training Impacted:	<b>[Online Help]</b>	Funding Source:	<b>C-IV M&amp;O</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

**Non-Committee Review:** Joyce Oshiro 01/28/2020 - Approve

**Expedite Approval:** Approved by Karen Rapponotti on 2/4/2020

**Current Design:** The CF 29A CalFresh Initial Appointment Letter was not available in C-IV. With the 20.03 release, SCR CIV-102600 ACL 14-20 adds the CF 29A to the template repository.

**Request:** The CF 29A needs to be added to the Online Help Forms Overview.

**Recommendation:** Add the CF 29A Initial Appointment Letter in 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:** 7

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

**[CIV-106217] Update Online Help for SCR CIV-102568 ACL 18-92, ACL 18-107  
Transitional Nutrition Benefit Program Recertification**

Team Responsible:	<b>Training</b>	Assignee:	<b>Kelly Worthington</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.03]</b>	Designer Contact:	<b>Cristina Garcia</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>22</b>
Reporter:	<b>Cristina Garcia</b>	Regulation Reference:	<b>ACL 18-92, ACL 18-107</b>	Created:	<b>01/28/2020 12:36 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Joyce Oshiro</b>	Training Impacted:	<b>[Online Help]</b>	Funding Source:	<b>Premise</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	<b>CO-109</b>
Committee:	<b>[CalWORKs/ CalFresh]</b>	Approved by Committee:		Other Agency Cross Reference:	<b>CA-205328</b>

**Non-Committee Review:** Joyce Oshiro 01/29/2020 - Approve

**Expedite Approval:** Approved by Karen Rapponotti on 2/4/2020

**Current Design:** With the 20.03 release, SCR CIV-102568 implements functionality to send out the TNB recertification packet or to discontinue TNB based on failing the TNB recertification process.

**Request:** Update Online Help pages and the Forms Overview for SCR CIV-102568 ACL 18-92 ACL 18-107 implementation of the TNB recertification process. The TNB Recertification Job Aid will be updated in SCR CIV-105776.

- Recommendation:**
1. Add the following to the Forms Overview:
    - a) Form Number: TNB 4 Recertification Packet  
 Form Name: TNB 4 Recertification Packet  
 Form Description: The following forms are included in this Packet: Coversheet, TNB 4 and CF 285  
 Clock Icon: Y  
 Imaging Barcode: Y  
 Save  
 Save and Print Locally  
 Save and Print Centrally
    - b) Form Number: CF 285  
 Form Name: Application for CalFresh Benefits  
 Form Description: This form is the Application for CalFresh Benefits.  
 Clock Icon: N  
 Imaging Barcode: N  
 Save and Print Locally
  2. Update the following to the Forms Overview:
    - TNB 5: Imaging Barcode: N
    - TNB 2: Imaging Barcode: N

**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:** 22

Automated Test : 0                      Batch/Interfaces : 0                      CalHEERS : 0

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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 :	20				

## [CIV-102191] ACL 19-40 CalWORKs Outcome and Accountability Review (Cal-OAR) Phase II

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Chris Carandang</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.05]</b>	Designer Contact:	<b>Jennifer Muna</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>1169</b>
Reporter:	<b>Frederick Gains</b>	Regulation Reference:	<b>ACIN I-49-18, ACL 19-40</b>	Created:	<b>09/06/2018 04:50 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Batch Performance]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Frederick Gains</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>Premise</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	<b>CO-115</b>
Committee:	<b>[Welfare to Work/WPR]</b>	Approved by Committee:	<b>01/28/2020</b>	Other Agency Cross Reference:	<b>CA-204569</b>

### Non-Committee

#### Review:

**Expedite Approval:** Received expedited build approval from JoAnne Osborn on 01/29/2020

#### Current Design:

Per ACL 19-40, SAWS is responsible for ensuring that the data files sent to CDSS are completed and submitted by the submission due date. In Phase I, CA-208030 | CIV-103934, data elements for the monthly data files are manually transmitted to CDSS.

#### Request:

Add functionality to automatically generate and send the monthly, quarterly, and semi-annual Cal-OAR data files to CDSS.

#### Recommendation:

1. Create new interface job to generate and transmit the Cal-OAR19 data file to CDSS.
2. Create new interface job to generate and transmit the Cal-OAR19A data file to CDSS.
3. Create new interface job to generate and transmit the Cal-OAR19B data file to CDSS.
4. Create new interface job to generate and transmit the Cal-OAR19C data file to CDSS.
5. Create new interface job to generate and transmit the Cal-OAR19D data file to CDSS.
6. Create new interface job to generate and transmit the Cal-OAR19E data file to CDSS.

### Outreach

#### Description:

#### Migration Impact

#### Description:

Joint design has been approved through the WTW/WPR Committee. Changes will be made in both LRS and C-IV. Corresponding changes are implemented with CA-204569 for the 20.05 release

#### Migration Impact

#### Analysis:

#### Alternative

N/A

#### Procedure

#### Description:

#### Operational Impact:

**Estimate: 1169**

Automated Test :	0	Batch/Interfaces :	688	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 :	206	Tech Arch :	0	Tech Ops :	0
Training :	0				

## [CIV-104826] Add threshold language translations for the newly added MAGI and Non-MAGI YAE fragments

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[20.05]</b>	Designer Contact:	<b>Nithya Chereddy</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>225</b>
Reporter:	<b>Nithya Chereddy</b>	Regulation Reference:	<b>W&amp;IC Section 14007.8(b)</b>	Created:	<b>08/12/2019 01:35 PM</b>
Status:	<b>Committee Review</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Virginia C. Bernal</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>Premise</b>
Project Phase (SCR):	<b>Production</b>	Migration Impact:	<b>No</b>	Funding Source ID:	<b>CO-103</b>
Committee:	<b>[Correspondence]</b>	Approved by Committee:	<b>01/23/2020</b>	Other Agency Cross Reference:	<b>CA-209956</b>

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

The new Non-MAGI and MAGI YAE fragments which are added to the system through the SCRs CA-209109/ CIV-104415(MAGI fragments) CA-209232 CIV-104457(Non-MAGI fragments) are available only in English and Spanish.

#### Request:

The newly added fragments should be available in all threshold languages.

#### Recommendation:

Add the following MAGI and Non-MAGI fragments in threshold languages to the system.

#### C-IV MAGI Fragments:

1. MSG\_MAGI\_FULL\_TO\_RESTRICTED\_BENEFIT\_CHANGE\_2020
2. MSG\_MAGI\_RESTRICTED\_TO\_FULL\_BENEFIT\_CHANGE\_2020
3. MSG\_MAGI\_RESTRICTED\_APPROVAL\_DATED\_EFF\_2020
4. MSG\_MAGI\_RETRO\_RESTRICTED\_APPROVAL\_DATED\_EFF\_2020
5. MSG\_MAGI\_INFORMATION\_MESSAGE

#### C-IV Non-MAGI Fragments:

1. MSG\_MC\_FULL\_TO\_RESTRICTED\_BENEFIT\_CHANGE
2. MSG\_MC\_RESTRICTED\_TO\_FULL\_BENEFIT\_CHANGE
3. MSG\_MC\_RESTRICTED\_APPROVAL\_DATED
4. MSG\_MC\_RETRO\_RESTRICTED\_APPROVAL\_DATED

#### CalSAWS MAGI Fragments:

1. H\_CH\_FULL\_SCOPE\_TO\_RESTRICTED\_SCOPE\_H807
2. H\_CH\_RESTRICTED\_SCOPE\_TO\_FULL\_SCOPE\_H808
3. H\_AP\_RESTRICTED\_SCOPE\_APP\_H912
4. H\_AP\_RESTRICTED\_SCOPE\_RETRO\_H911

#### CalSAWS Non-MAGI Fragments

1. MC\_CH\_ALIEN\_STATUS\_VERIF\_FAIL\_M780
2. MC\_CH\_RESTR\_TO\_FULL\_M781
3. MC\_AP\_RESTRICT\_MC\_NO\_SOC\_M224
4. MC\_AP\_RESTRICT\_RETRO\_MC\_M225

Note: Attachments will be updated once final translations are received.

### Outreach

#### Description:

#### Migration Impact

#### Description:

LRS will implement this Change with SCR CA-209956

**Migration Impact**

**Analysis:**

**Alternative**

Reject NOA and generate a manual NOA via Template Repository.

**Procedure**

**Description:**

**Operational Impact:**

**Estimate:**

**225**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	184	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	41	Tech Arch :	0	Tech Ops :	0
Training :	0				