

CalSAWS CCB Agenda

DATE	FEBRUARY 6, 2020
TIME	1:30 PM
LOCATION	North: Bodie Conference Room, South: Conference Room 331
SUBJECT	Change Control Board Meeting
INVITEES	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management

Meeting Purpose:

Approve pending System Change Requests (SCRs), scope modifications, and change orders as needed.

1. C-IV SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CIV-106124		Update 2020 WIS Cycle and TOP Cycle Numbers	Fiscal	30	C-IV M&O	Production Deployment	20.01.23
20.01	CIV-105933	CA-212467	ACWDL 14-18 Update language on the Non-MAGI Informing Letter	Client Correspondence	55	C-IV M&O	Production Deployment	
20.03	CIV-789	CA-51700, CA-57298	ACL 14-12, CFL 13/14-35 Family Stabilization Program for CalWORKs (51903)	Online	1616	Premise	Start Build	
20.03	CIV-102600	CA-205414	ACL 14-20 -CF 29A (2/14) - CalFresh Initial Appointment Letter	Client Correspondence	109	C-IV M&O	Start Build	
20.03	CIV-104040	CA-208261	ACL 18-107, ACL 18-108 - SNB/TNB Forms and Notices - Threshold Languages Phase 3	Client Correspondence	729	Premise	Start Build	Correspondence
20.03	CIV-104383	CA-209033	ACL 19-76 - CalWORKs Change in Earned Income Disregard (EID) and Income Reporting Thresholds Tiers (IRTs)	Eligibility	562	C-IV M&O	Start Build	20.04.16

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.03	CIV-105757		CO12949-2019 Update Message of the Day Refresh Interval & Useful Links In Amazon CCP	Online	33	C-IV M&O	Start Build	
20.03	CIV-106071		Update Online Help for SCR CIV-104597 ACL 19-99 Child Care Immediate and Continuous Eligibility to Stage One	Training	12	C-IV M&O	Start Build	
20.05	CIV-4108	CA-50302	CO-113: Online CalWORKs Appraisal Tool (OCAT) Integration	Online	4973	Premise	Start Build	
20.07	CIV-101447	CA-49633	CF 387 CalFresh Request for Information for Residency	Client Correspondence	581	C-IV M&O	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CIV-103668	CA-207026	Migrate Sutter County IVR to Amazon Connect	Contact Center	370	C-IV M&O	Start Build	20.01.23
19.11	CIV-104373	CA-209006	Data Change: Update RE Due Date for SSI/SSP Households	Eligibility	288	C-IV M&O	No	20.03.XX
20.01	CIV-103671	CA-207026	Migrate Shasta County IVR to Amazon Connect	Contact Center	370	C-IV M&O	Start Build	20.01.31
20.03	CIV-10075	CA-205441	Add Need Categories for Family Stabilization and Housing Support to Needs Detail page	Fiscal	780	C-IV M&O	Start Build	
20.03	CIV-102568	CA-205328	ACL 18-92, ACL 18-107 Transitional Nutrition Benefit Program Recertification	Eligibility	3232	Premise	Start Build	

2. LRS SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CA-200882		ACIN I-71-19 2020 CAPI COLA	Eligibility	225	LRS M&E	Production Deployment	20.01.10
19.11	CA-212015		ACIN I-71-19 2020 CAPI COLA - Batch EDBC	Eligibility	111	LRS M&E	Production Deployment	20.01.10

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.01	CA-212467	CIV-105933	ACWDL 14-18 Update language on the Non-MAGI Informing Letter	Client Correspondence	60	LRS M&E	Production Deployment	
20.01	CA-212737		YBN VITA - Enable VITA Appointments on Feb. 1st 2020	Online	9	LRS M&E	Production Deployment	20.01.27
20.03	CA-57298	CIV-789 and CIV-10075	ACL 14-12, CFL 13/14-35 Family Stabilization Program for CalWORKs	Online	2143	Premise	Start Build	
20.03	CA-205414	CIV-102600	ACL 14-20 -CF 29A (2/14) - CalFresh Initial Appointment Letter	Client Correspondence	109	LRS M&E	Start Build	
20.03	CA-208261	CIV-104040	ACL 18-107, ACL 18-108 - SNB/TNB Forms and Notices - Threshold Languages Phase 3	Client Correspondence	723	LRS M&E	Start Build	
20.03	CA-209033	CIV-104383	ACL 19-76 - CalWORKs Change in Earned Income Disregard (EID) and Income Reporting Thresholds Tiers (IRTs)	Eligibility	360	LRS M&E	Start Build	20.04.16
20.03	CA-210923		Training Release 20.03- Training Environment Support	Training	60	LRS M&E	No	20.03.27
20.03	CA-211025		Training: Update WBTs per SCRs CA-207406 and CA-207407	Training	20	LRS M&E	Start Build	
20.03	CA-211027		Training: Update WBTs per SCR CA-207427	Training	80	LRS M&E	Start Build	
20.03	CA-211029		Training: Update WBTs per SCR CA-207485	Training	350	LRS M&E	Start Build	
20.03	CA-211030		Training: Update WBTs per SCR CA-210010	Training	500	LRS M&E	Start Build	
20.03	CA-211031		Training: Update WBTs per SCR CA-207185 (Application Registration Summary)	Training	15	LRS M&E	Start Build	
20.03	CA-211032		Training: Update WBTs per SCR CA-207185 (Barrier Detail)	Training	20	LRS M&E	Start Build	
20.03	CA-211033		Training: Update WBTs per SCR CA-207185 (DCFS SSIAP Detail)	Training	10	LRS M&E	No	
20.03	CA-211034		Training: Update WBTs per SCR CA-207185 (Journal Search & Journal Detail)	Training	50	LRS M&E	Start Build	
20.03	CA-211035		Training: Update WBTs per SCR CA-207185 (New / Reapplication Detail)	Training	15	LRS M&E	Start Build	

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.03	CA-211036		Training: Update WBTs per SCR CA-207185 (Reception Log List & Detail)	Training	20	LRS M&E	Start Build	
20.03	CA-211037		Training: Update WBTs per SCR CA-51484	Training	25	LRS M&E	Start Build	
20.03	CA-211038		Training: Update WBTs per SCR CA-207185 (Task Detail)	Training	15	LRS M&E	Start Build	
20.03	CA-211039		Training: Update WBTs per SCR CA-200279	Training	60	LRS M&E	Production Deployment	
20.03	CA-211040		Training: Update WBTs per SCR CA-207185 (DCFS SSIAP Summary)	Training	500	LRS M&E	Start Build	
20.03	CA-211041		Training: Update WBTs per SCR CA-201315	Training	30	LRS M&E	Start Build	
20.03	CA-211042		Training: Update WBTs per SCR CA-201424	Training	10	LRS M&E	Start Build	
20.03	CA-211043		Training: Update WBTs per SCR CA-205077	Training	80	LRS M&E	Start Build	
20.03	CA-211045		Training: Update WBTs per SCR CA-207119	Training	170	LRS M&E	Start Build	
20.03	CA-211046		Training: Update WBTs per SCR CA-207146	Training	30	LRS M&E	Start Build	
20.03	CA-211047		Training: Update WBTs per SCR CA-207163	Training	10	LRS M&E	Start Build	
20.03	CA-211048		Training: Update WBTs per SCR CA-207281	Training	60	LRS M&E	Start Build	
20.03	CA-211051		Training: Update WBTs per SCR CA-207285	Training	100	LRS M&E	Start Build	
20.03	CA-211053		Training: Update WBTs per SCR CA-207324	Training	20	LRS M&E	Start Build	
20.03	CA-211055		Training: Update WBTs per SCR CA-207375	Training	180	LRS M&E	Start Build	
20.03	CA-212171	N/A	Update Task Controlled Form CW 5 Document Not Received Batch Job (PB19A250) for New Veterans Income Types	Batch/Interfaces	37	LRS M&E	Start Build	
20.03	CA-212742		Training Release 20.03 - LMS Support	Training	100	LRS M&E	No	
20.03	CA-212935		AMP - Update Monthly Performance report to include Total Time statistics	Tech Arch	30	LRS M&E	Start Build	

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.05	CA-50302	CIV-4108	OCAT - Upcoming Premise Item	Online	7705	Premise	Start Build	
20.05	CA-212606	N/A	DPSS/DCFS Support SCR to provide responses to Consortia queries	Fiscal	600	LRS M&E	Start Build	
20.07	CA-49633	CIV-101447	CF 387 CalFresh Request for Information for Residency	Client Correspondence	791	LRS M&E	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
19.11	CA-209006	CIV-104373	Data Change: Update RE Due Date for SSI/SSP Households	Eligibility	340	LRS M&E	No	20.02.XX
20.01	CA-206140		Training: Update WBTs per SCR CA-47607 (Minor Updates) (Part C)	Training	150	LRS M&E	No	
20.01	CA-211801		Upgrade OAM to version 11.1.2.3 and upgrade OHS and OAM to RHEL7	Tech Ops	192	LRS M&O	Start Build	
20.03	CA-205328	CIV-102568	ACL 18-92, ACL 18-107 Transitional Nutrition Benefit Program Recertification	Eligibility	4981	Premise	Start Build	
20.03	CA-205441	CIV-10075	Add Need Categories for Family Stabilization and Housing Support to Needs Detail page	Fiscal	845	LRS M&E	Start Build	

3. Informational Only: CalSAWS DDID SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
None								

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.01	CA-201415	CIV 40521	DDID 1967: DDCR 3013: Update Reissued Issuances to Follow the Original Payee and Issuance Method	Fiscal	118	CalSAWS DD&I		

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
20.01	CA-207407		DDID 1022 - Update Staff Assignment List so the Office Field is Optional	Online	58	CalSAWS DD&I		
20.03	CA-201312	CIV 1514	DDID 1967: DDCR 3010: Update CalWORKs/CalFresh mandatory inclusion logic	Eligibility	290	CalSAWS DD&I		
20.03	CA-207224		DDID 2050 - Add functionality to capture and track the status of potentially available income	Online	286	CalSAWS DD&I		
20.03	CA-207256		DDID 1730 - Update Recovery Account Forms	Client Correspondence	258	CalSAWS DD&I		
20.03	CA-207287		DDID 1566 Update Finding List Field and Page Names	Online	19	CalSAWS DD&I		
20.03	CA-207419		DDID 936 - Migrate the checkboxes for the programs.	Online	17	CalSAWS DD&I		
21.01	CA-207187		DDID 2090 - Update the "System Administrator" Security Role to Allow Counties to Administer	Online	37	CalSAWS DD&I		

The next CCB Meeting scheduled for **02/20/2020**.

4. CalACES Development Schedule

Release #	Release Date (Mon)	CalACES (North & South) Production Deployment Date (Sun)	Notes	SCR Freeze (Fri)	Defect Freeze (Fri)	DBCR/CTCR Freeze (Wed)	Hard Defect Freeze (Fri)	Build Approved (Wed)
19.11	11/25/2019	11/24/2019	Due to Thanksgiving on 11/28/2019	9/27/2019	11/1/2019	11/6/2019	11/8/2019	11/20/2019
20.01	1/27/2020	1/26/2020	MLK 1/20	11/27/2019	1/3/2020	1/8/2020	1/10/2020	1/22/2020
20.02	2/17/2020	2/16/2020	CalHEERS Release	11/8/2019	1/3/2020	1/8/2020	1/10/2020	2/12/2020
20.03	3/23/2020	3/22/2020		1/31/2020	2/28/2020	3/4/2020	3/6/2020	3/18/2020
20.05	5/18/2020	5/17/2020	Due to Memorial Day 5/25/2020	3/27/2020	4/24/2020	4/29/2020	5/1/2020	5/13/2020
20.06	6/29/2020	6/28/2020	CalHEERS Release	4/17/2020	6/5/2020	6/10/2020	6/12/2020	6/24/2020
20.07	7/20/2020	7/19/2020		5/22/2020	6/26/2020	7/1/2020	7/3/2020	7/15/2020
20.09	9/21/2020	9/20/2020		7/24/2020	8/28/2020	9/2/2020	9/4/2020	9/16/2020
20.11	11/23/2020	11/22/2020	Due to Thanksgiving on 11/26/2020	9/25/2020	10/30/2020	11/4/2020	11/6/2020	11/18/2020
21.01	1/25/2021	1/24/2021	MLK 1/18	11/27/2020	1/1/2021	1/6/2021	1/8/2021	1/20/2021

Freeze Dates	
SCR Freeze:	Deadline for all SCR code to be delivered for baseline release
Defect Freeze:	Deadline for all Defects to be delivered for baseline release
Hard Defect Freeze:	Deadline for all Defects (tied to baseline release) to be delivered for baseline release
Build Approved:	Greenlight for baseline release



[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

Description:

Analysis: N/A

Alternative

Procedure

Description:

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 X 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 X 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: EDBC Override

Operational Impact Estimate: **562**

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

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 Analysis: No Impact

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				

End SCRs

[CIV-103668] Migrate Sutter County IVR to Amazon Connect

- Resolved: 01/21/2020 09:57 AM

Team Responsible:	Contact Center	Assignee:	Michael T. Wright	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	20.01.23	Expedite Changes:	Start Build	Estimate:	370
Reporter:	Jared Kuester	Regulation Reference:		Created:	03/20/2019 10:13 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	Yes	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	CA-207026

Non-Committee Review:

Sutter County Only, Approved by Laura Steffens 10/31/2019

Expedite Approval:

Approved by Karen J Rapponotti on 09/06/2019

Current Design:

Currently the Sutter 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) Update Useful links in CCP for Sutter 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

N/A

Procedure

Description:

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				

Content Revision

Pending CCB

Status-1:

Content Revision

Description-1:

1. Recommendation Change:

Before:

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

After:

- 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.
- 2) Recreate all IVR Web Service interactions using AWS Lambda.
- 3) Update Useful links in CCP for Sutter County specific links.
- 4) Remove the Live Chat link for Sutter County in C4Yourself.com

2. Estimate Change: N/A

- 3. Release Change: N/A
- 4. Funding Source Change: N/A

**Content Revision
Status-2:
Content Revision
Description-2:**

- 1. Recommendation Change:
Before:
After:
- 2. Estimate Change:
Before:
After:
- 3. Release Change:
Before:
After:
- 4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:
Content Revision
Description-3:**

- 1. Recommendation Change:
Before:
After:
- 2. Estimate Change:
Before:
After:
- 3. Release Change:
Before:
After:
- 4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:
Content Revision
Description-4:**

- 1. Recommendation Change:
Before:
After:
- 2. Estimate Change:
Before:
After:
- 3. Release Change:
Before:
After:
- 4. Funding Source Change:
Before:
After:



[CIV-104373] Data Change: Update RE Due Date for SSI/SSP Households

- Resolved: 11/26/2019 03:27 PM

Team Responsible:	Eligibility	Assignee:	Jennifer Chen	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Mark Keehn	Change Type (SCR):	Data Change
Minor Version:	20.03.XX	Expedite Changes:	No	Estimate:	288
Reporter:	Jason M. Francis	Regulation Reference:		Created:	06/18/2019 03:08 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	2019-11-19 00:00:00.0	Other Agency Cross Reference:	CA-209006

Non-Committee

Review:

Expedite Approval:

Current Design:

SCR CIV-101471 updated CF EDBC to allow for SSI/SSP households to qualify for CalFresh. These households as receiving Public Assistance and therefore not eligible for ESAP.

Request:

Counties were informed of an alternative process through CIT # 0032 - 19. Counties have requested that affected cases are updated through a data change.

Recommendation:

Identify SSI/SSP household that would otherwise qualify for ESAP had they not been considered Public Assistance. For these cases, apply the following:
1) Update the RE Due Month based on approving EDBC and accurate staggered Due Month
2) Generate Journal entry for updated cases
3) Generate a list of cases that have a staggered redetermination due date that doesn't match expectations and cannot be accurately updated.

Outreach

Description:

Counties will be provided a list of cases with SSI/SSP Only CF programs with a staggered redetermination due date that doesn't match expectations and cannot be accurately updated.
CalSAWS Web Portal > System Changes > SCR and SIR Lists > 2019 > CIV-104373

Migration Impact

Description:

Joint design has been approved through the CalWORKs/CalFresh Committee. LRS will implement this Change with SCR CA-209006.

Migration Impact

Analysis:

Alternative

Procedure

Description:

User would need to manually adjust the Redetermination Due Date by adding 12 months.

Operational Impact:

Estimate:

288

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	221	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	67	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

Description-1:

1. Recommendation Change:
N/A

2. Estimate Change:
N/A

3. Release Change:
Before: 19.11
After: 20.01

4. Funding Source Change:
N/A

**Content Revision
Status-2:
Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:
Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:
Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

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

- Resolved: 01/24/2020 08:06 AM

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

Non-Committee Review:

Shasta County Only, Approved by Kathryn Cooper 10/8/2019

Expedite Approval:

Approved by Karen J Rapponotti on 09/06/2019

Current Design:

Currently the Shasta County IVR is on the Cisco UCCE Platform

Request:

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

Recommendation:

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

Outreach Description:

Train Contact Center staff on differences between Amazon Connect and Cisco UCCE.

Migration Impact Description:

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

Migration Impact Analysis:

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				

Content Revision Status-1:

Pending CCB

Content Revision Description-1:

1. Recommendation Change:

Before:

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

After:

- 1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.
- 2) Recreate all IVR Web Service interactions using AWS Lambda.
- 3) Update Useful links in CCP for Shasta County specific links.
- 4) Remove the Live Chat link for Shasta County in C4Yourself.com

2. Estimate Change: N/A

- 3. Release Change: N/A
- 4. Funding Source Change: N/A

**Content Revision
Status-2:
Content Revision
Description-2:**

- 1. Recommendation Change:
Before:
After:
- 2. Estimate Change:
Before:
After:
- 3. Release Change:
Before:
After:
- 4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:
Content Revision
Description-3:**

- 1. Recommendation Change:
Before:
After:
- 2. Estimate Change:
Before:
After:
- 3. Release Change:
Before:
After:
- 4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:
Content Revision
Description-4:**

- 1. Recommendation Change:
Before:
After:
- 2. Estimate Change:
Before:
After:
- 3. Release Change:
Before:
After:
- 4. Funding Source Change:
Before:
After:



[CIV-10075] Add Need Categories for Family Stabilization and Housing Support to Needs Detail page

Team Responsible:	Fiscal	Assignee:	Raghu Reddy	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Ishrath Khan	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	780
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	12/29/2017 02:25 PM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	C-IV M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Fiscal]	Approved by Committee:	2019-10-25 00:00:00.0	Other Agency Cross Reference:	CA-205441

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti - 6/12/2019

Current Design: There is no Need Category of "Family Stabilization" on the Needs Detail page.

Request: To track Family Stabilization needs and payments in the system, three new Family Stabilization need categories with nine need types under each category will need to be added to the Need Detail page.

Recommendation: To track Family Stabilization (FS) and Housing Support Program (HSP) needs and payments in the system, the following new Need categories and subsequent Need Types under them will be added:

1. Family Stabilization (FS)
 - a. Domestic Abuse Services
 - b. Mental Health Services
 - c. Substance Abuse Services
 - d. Ancillary/Other Services
 - e. Rental Assistance
 - f. Security Deposits
 - g. Utility Payments
 - h. Moving Costs
 - i. Hotel/Interim/Temp Housing
 - j. Other

2. Family Stabilization – Transportation
 - a. Bus Card
 - b. Campus Parking
 - c. Bus pass – No Valid Month
 - d. Bus Pass – Valid Month
 - e. Bus Ticket
 - f. Bus Token
 - g. Gas Card
 - h. Imprest Cash
 - i. Transportation

NOTE: Bus Card is only available in LRS system. The above need types other than "Bus Card" will be issued as Valuables in both C-IV and LRS systems.

3. Housing Support Program (HSP)
 - a. Full Rent Assistance
 - b. Partial Rent Assistance
 - c. Additional Case Rental Payment
 - d. Security Deposits
 - e. Utility Payments
 - f. Moving Costs
 - g. Hotel / Interim / Temp Housing
 - h. Habitability Items

i. Other

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Fiscal Committee. LRS will implement this change with SCR CA-205441 in the 20.03 release.

Migration Impact

Analysis:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

780

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
DBA :	0	Eligibility :	0	Fiscal :	600
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	180	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Accepted

Status-1:

Content Revision

Description-1:

1. Recommendation Change:

Before:

1. Recommendation 2.2.3

4. Activities will not be required for Family Stabilization (FS) or Housing Support Program (HSP) Need types, however workers can link existing activities to the Service Arrangement if needed.

2. Recommendation 2.3.3

2. LRS Only:

• Update the code value of Pay Code (CT 623) "AC" used for "Approved Relative Caregiver" in LRS to "1Z".

Category	Short Description	Old Code Value	New Code Value
623	Approved Relative Caregiver	AC	1Z

After:

1. Recommendation 2.2.3

4. Modify page logic to not validate for Activities for need categories for any of the following:

- Family Stabilization (FS)
- Family Stabilization – Transportation
- Housing Support Program (HSP)

2. Recommendation 2.3.3

2. LRS Only:

• Update the code values of the following Pay Code (CT 623) in LRS as they will now be used for Family Stabilization Pay

Codes.

Category	Short Description	Old Code Value	New Code Value
623	Approved Relative Caregiver	AC	1Z
623	Learning Disability Assessment	AL	1X
623	Vocational Assessment	AS	1Y

2. ETC Change:

Before: N/A

After: N/A

3. Release Change:

Before: N/A

After: N/A

4. Funding Source Change:
Before: N/A
After: N/A

**Content Revision
Status-2:**

Pending CCB

**Content Revision
Description-2:**

2.3 Payment Request Detail
2.3.3 Description of Changes

6. C-IV Only: Update the 'Pay Code' drop down to only have the pay codes corresponding to the Need Category of Family Stabilization or Housing Support Program. For ex. If a Need Category of 'Family Stabilization' is selected, only the pay codes relevant to it (listed in Recommendation 1 of Section 2.3.3) will be populated. The pay code will not be automated. The user will need to manually select a pay code from the Pay Code drop down. Update the logic in C-IV to only display the pay codes that are relevant to the Need Category on Payment Request Detail page. This can be done by adding a reference table column of 'custom pay code' to CT 1870.

After:

2.3 Payment Request Detail
2.3.3 Description of Changes

6. C-IV Only: The Housing Support Program (HSP) pay codes will now be available to "Welfare to Work" and "General Assistance Program (Managed)" in addition to "CalWORKS". Please see spreadsheet "HSP_PayCodes_FundCodes" under Supporting documents -Section 3 for details. Update the 'Pay Code' drop down to only have the pay codes corresponding to the Need Category of Family Stabilization or Housing Support Program. For ex. If a Need Category of 'Family Stabilization' is selected, only the pay codes relevant to it (listed in Recommendation 1 of Section 2.3.3) will be populated. The pay code will not be automated. The user will need to manually select a pay code from the Pay Code drop down. Update the logic in C-IV to only display the pay codes that are relevant to the Need Category on Payment Request Detail page. This can be done by adding a reference table column of 'custom pay code' to CT 1870.

2. ETC Change: N/A

3. Release Change: N/A

4. Funding Source Change:
Before: C-IV M&O
After: Premise/Cal-OAR

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:

2. ETC Change: {Description of ETC Change}
Before:
After:

3. Release Change: {Description of Release Change}
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:

2. ETC Change: {Description of ETC Change}
Before:
After:



[CIV-102568] ACL 18-92, ACL 18-107 Transitional Nutrition Benefit Program Recertification

Team Responsible:	Eligibility	Assignee:	Jagadeesh Dasu	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Mark Keehn	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	3232
Reporter:	Amy Gill	Regulation Reference:	ACL 18-92, ACL 18-107	Created:	10/25/2018 01:29 PM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	CO-109
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	2019-11-19 00:00:00.0	Other Agency Cross Reference:	CA-205328

Non-Committee

Review:

Expedite Approval: Approved 11/26/2019 - K. Rapponotti

Current Design:

Currently CalSAWS will only define a 12 month recertification period when TNB is initially approved. In addition, an ongoing TNB program can only be closed due to eligibility for CF within the same case. There is currently no capability to send out the TNB recertification packet or to discontinue TNB based on failing the TNB recertification process.

Request:

This SCR will implement the TNB Recertification logic required for the TNB program, which was introduced with SCR CA-203103 CIV-101471 CalFresh Ending SSI Cash-Out.

ACL 18-92 provides policy instruction for the Transitional Nutrition Benefit (TNB) Program.

ACL 18-107 provides policy instruction for the Implementation of the Transitional Nutrition Benefit Program Notices

Recommendation:

Online

1. Update codes tables to display TNB Recertification (TNB 4) on Customer Reporting Detail Page. This requires no changes to the existing Customer Reporting pages.
 - a. Add TNB Recertification as a tracked Customer Report. (CT 329)
 - b. Define the statuses to be used for the TNB 4 Report Type (CT 258).
 - c. C-IV Only: Add Customer Reporting questions for completeness determination to be displayed with TNB 4. (CT 746)
2. Update codes table (CT 10398) to define which Customer Report Incomplete Reason Codes are valid for an incomplete TNB 4:
 - a. No signature
 - b. Missing Answers for Household Changes
 - c. Household Changes reported – No CF Application
 - d. Household Changes reported – Incomplete CF Application
3. Add new editable field on Customer Reporting Detail Page to track whether the TNB household had any changes. This will be a user updated field.
 - a. Household Changes – Yes/No
4. Update the Monthly Productivity List and Monthly Productivity List Detailed Result (CalSAWS Only) pages to search for TNB 4.
5. Add a new simplified recertification process to the Your Benefits Now (YBN) portal to allow the participant to upload a filled out TNB 4 form.
6. Add the TNB 4 form as a document type to the C4Yourself (C4Y) Upload Document page.
7. Add the TNB 4 form as a document type to the C4Y mobile application Upload Document page.
8. Update the Task Detail page to display the 'View Images' button when the TNB 4 generated task is viewed (CalSAWS Only).

Eligibility

9. Define a new Reporting Type, 'TNB Non Reporting' (CT542) to be used as the reporting type for any EDBC or Program Detail defined during a 6-month TNB period (i.e., any TNB period other than the initial 12-month period).
10. Define/Display the 'RE' EDBC Run Reason for TNB programs. This also applies to Manual EDBC.
 - a. CalSAWS Only –Automatically determine the 'RE' EDBC Run Reason. This will not display to the user.
 - b. C-IV Only – Display the 'RE' Run Reason on the Run EDBC page.
11. C-IV Only – Display the 'SAR7' Run Reason on the Run EDBC page when processing any benefit month that falls within a six-month period (i.e., any period other than the initial period).
12. Update EDBC authorization logic to take appropriate actions (e.g., create/update redetermination records and set Customer Report to completed) during TNB recertification.
13. Update EDBC logic to set initial TNB recertification periods to 12 months and all subsequent TNB periods to 6 months.
14. Update TNB EDBC logic to discontinue based on the results of the TNB 4 and, if applicable, the presence and outcome of a CF application and the associated CF EDBC when processing a TNB recertification.
15. CalSAWS Only – Update TNB Status Reason (e.g., No SSI/SSP) logic to allow period required changes to be applied even after initial TNB recertification.
16. CalSAWS Only - Add validations to the system to prevent the user from running the incorrect benefit month EDBC after the current packet due date where status of the packet is 'Reviewed- Ready to Run EDBC'. This change will align TNB with the other programs (CW, CF, GA, RCA, CAPI) which use these validations introduced with SCR CA-52723 CIV-100710 Customer Reporting Updates.
17. C-IV Only: Update the 'Program Code' code table (CT18). Specifically, set the 'Change Reason Program' column to 'Y'. This will define the NB program as a Change Reason program and bring C-IV in alignment with CalSAWS prior to migration. This does not mean that C-IV will begin using Change Reason logic prior to migration.

Batch

18. Add a new batch job to close a TNB program at the end of its recertification period if the recertification has not been completed.
19. CalSAWS Only: Modify an existing batch jobs to create TNB4 packet link in YBN.
20. CalSAWS Only: Modify an existing web service to create task and mark the form as received when TNB4 is submitted through YBN or Kofax.
21. ICT Document transfer – Add Code Category for the batch job that transfer image as part of the ICT process.

Fiscal

22. Update the issuance batch to enable the skipped issuance reasons for TNB.

Correspondence

23. C-IV Only: Create an automated task when the TNB 4 Recertification Packet is received.
24. Add a new TNB 4 Recertification packet to the Template Repository to be used with TNB programs. This packet will include the following forms:
 - a. TNB 4 – Notice of Recertification for TNB
 - b. CF 285 – CF Application (not part of the CF Recertification Packet)
25. Create a new batch job to send the TNB 4 Recertification packet to the customers when their RE is due.
26. Add logic to add a Barcode on the TNB 4 Recertification Packet when it is generated.
27. Add batch job to send TNB 5 if TNB 4 is still in 'Sent' status by the 15th of the last month of the recertification period.
28. Add functionality to generate TNB 5, along with CF 285 based on the incomplete reasons, from the Customer Reporting Detail page when the TNB 4 Recertification packet is marked "Incomplete".
29. Create a Custom Journal Entry Record when either TNB 4 Recertification Packet or TNB 5 form are generated from Online or Batch.
30. Add functionality to generate a approval NOA when the Recertification is approved.
31. Add TNB 2 – Notice of Approval for TNB to Template Repository.

CalWORKs and CalFresh - Re-Evaluation Process Job Aid

Joint design has been approved through the CalWORKs/CalFresh Committee. C-IV will implement this Change with SCR CA-205328 in the 20.03 release.

User would need to manually generate TNB 4 and send to client. If needed TNB 5 would need to be manually generated. EDBC would not automatically discontinue when appropriate, so user would need to either override the EDBC or use negative action. Manual notices would need to be generated by the user when required.

Outreach

Description:

Migration Impact

Description:

Migration Impact

Analysis:

Alternative

Procedure

Description:

Operational Impact:**Estimate:** 3232

Automated Test :	0	Batch/Interfaces :	355	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	442	DBA :	0
DBA :	0	Eligibility :	325	Fiscal :	180
Imaging :	35	IVR/CC :	0	Online :	365
Performance :	0	Reports :	230	Security :	0
System Test Support :	575	Tech Arch :	50	Tech Ops :	0
Training :	0				

Content Revision Status-1: Accepted**Content Revision Description-1:** 1. Recommendation Change:
N/A2. ETC Change:
Before:
Translation Resource ETC: 11After:
Translation Resource ETC: 123. Release Change:
N/A4. Funding Source Change:
N/A**Content Revision Status-2:** Pending CCB**Content Revision Description-2:** 1. Recommendation Change:

Eligibility

1. Added specifications to Section 2.13.2.1 for setting the 'TNB Non Reporting' Reporting Type.
2. Added page behavior to the Program Configuration Override List page in Section 2.14.3.2 to allow the 'Transitional Nutrition Benefit' Reporting Type Reason to display when the 'TNB Non Reporting' Reporting Type is selected.
3. Updated language in Section 2.13.2.5 to clarify that authorization logic used to establish a new TNB Period is based on the 'RE' EDBC Run Reason and not the specific month processed.
4. LRS/CalSAWS Only: Removed condition in Section 2.13.2.12 to require the 'No SSI/SSP' Status Reason be established based on Change Reason logic. Assumption 5 was also added related to this point.
5. C-IV Only: Added a validation to the Accept button on the Nutrition Benefit EDBC Summary and Nutrition Benefit EDBC (Manual) pages. When processing a new redetermination period, this validation will prevent an active EDBC from being accepted unless the user has processed EDBC with the 'RE' Run Reason with some exceptions.

Online

6. Added clarification to Section 2.2.3.1.d to differentiate the Household Changes field behavior in the LRS/CalSAWS versus C-IV systems.
7. Added language to Section 2.2.3.1.f.vi to specify when an 'Incomplete' versus 'Non Applicable' status should be set based on Completeness Determination question 1 through 3.
8. Corrected reference of "Figures from 2.1.1 and 2.1.2" to "Figures 2.3.1 and 2.3.2" in Section 2.3.1.
9. Deleted point "a. Update both the default search and the full search on this page. The default search runs when the user navigates to this page. The full search runs when the user clicks on the 'View' button on the page."
10. Added specification for Confirmation number that displays on YBN Confirmation page in Section 2.7.3.

Correspondence

11. Added Assumption 6 to indicate that the TNB 4 RE Packet will follow the same logic as the existing RE Packets if the Packet is received through Barcodes page.
12. Added Assumption 7 stating that 'no updates will be made to the population of the TNB 4 form in Template Repository'.

- 13. Added assumption 8 that NA BACK 9 will not be updated with this SCR.
- 14. C-IV Only: Updated the task creation frequency from "Real Time" to "Daily (Monday-Saturday) or Real Time" as the task will not be created real time if the document is received through C4Yorself.
- 15. Added a clarification to TNB 5 variable population in Section 2.29.2.
- 16. Added note to Section 2.29.3 clarifying that the TNB 5 Due_Date is the same as the most recent TNB 4 RE Packet Due Date.
- 17. Added Section 2.33 to suppress the Benefit Change NOA: Suppress the following Benefit Change NOAs for TNB when TNB Recertification Approval Notice (TNB 2) generates.
 - C-IV: ACTN_TNB3_CHANGE
 - CalSAWS: TNB_CH_CHANGE_IN_HOUSEHOLD_SIZE_N103
 - CalSAWS: TNB_CH_FUNDING_CHANGE_N102

2. ETC Change:
 Additional Translation Costs for C4Y
 Before: Translation Resource ETC: 12
 After: Translation Resource ETC: 19

Client Correspondence
 Before: ETC Total: 442
 After: ETC Total: 452

3. Release Change:
 Before:
 After:

4. Funding Source Change:
 Before:
 After:

**Content Revision
 Status-3:
 Content Revision
 Description-3:**

1. Recommendation Change:
 Before:
 After:

2. ETC Change:
 Before:
 After:

3. Release Change:
 Before:
 After:

4. Funding Source Change:
 Before:
 After:

**Content Revision
 Status-4:
 Content Revision
 Description-4:**

1. Recommendation Change:
 Before:
 After:

2. ETC Change:
 Before:
 After:

3. Release Change:
 Before:
 After:

4. Funding Source Change:

End Content Revisions



[CA-200882] ACIN I-71-19 2020 CAPI COLA

Team Responsible:	Eligibility	Assignee:	Ramakrishna Kuchibhotla	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Srinivasa Meenavalli	Change Type (SCR):	New Policy
Minor Version:	20.01.10	Expedite Changes:	Production Deployment	Estimate:	225
Reporter:	Girish Chakkingal	Regulation Reference:	ACIN I-71-19	Created:	02/15/2018 10:35 AM
Status:	In Production	Impact Analysis:	[Central Print, Forms/NOA Translations, Technology Impact]	Outreach Required:	No
Consortium Contact:	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 12/12/2019

Current Design: Currently, CAPI payment rates are based on 2019 payment standards.

Request: LRS needs to reflect the 2020 CAPI Payment Standard / COLA, effective 01/01/2020.

Recommendation: LRS CAPI Payment Standards need to be changed to accommodate the 2020 CAPI COLA and the increase in combined SSI/SSP payment standard, to be implemented by 01/01/2020. Issue the corresponding notices of action due to the increase.

Outreach

Description:

Migration Impact Description: This functionality applies only to L.A. County and does not impact the other counties.

Migration Impact Analysis: No Impact

Alternative Procedure Description: User may run EDBC for the 01/2020 benefit month.

Operational Impact Estimate: **225**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	54	DBA :	0
Design :	0	Eligibility :	91	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	60	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-212015] ACIN I-71-19 2020 CAPI COLA - Batch EDBC

Team Responsible:	Eligibility	Assignee:	Ramakrishna Kuchibhotla	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Srinivasa Meenavalli	Change Type (SCR):	New Policy
Minor Version:	20.01.10	Expedite Changes:	Production Deployment	Estimate:	111
Reporter:	Srinivasa Meenavalli	Regulation Reference:	ACIN I-71-19	Created:	11/21/2019 11:44 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CaWORKs/ CalFresh]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee

Review:
Expedite Approval: Approved by Karen J. Rapponotti on 12/12/2019
Current Design: Currently, CAPI payment rates are based on 2019 payment standards
Request: LRS needs to reflect the 2020 CAPI Payment Standard / COLA, effective 01/01/2020. The updated values must be implemented in LRS system and batch EDBC must run to calculate new benefit amounts for FFY 2020.

Recommendation:

1) RECOMMENDATIONS:

- a) Run batch EDBC in single program mode for active CAPI (CP) programs for the benefit month of 01/2020 and 02/2020.
- b) Run batch EDBC in single program mode for active companion Cal-Fresh (CF) programs (will not include companion Cal-Fresh programs discontinued on or after 12/01/2019) for the benefit month 02/2020 only.
- c) Run batch EDBC in single program mode with the existing run reason CT744_CP (CAPI COLA) which will process CAPI and CF cases.
- d) All CAPI and companion CalFresh programs run by batch will be automatically authorized. There is no Pending Authorization logic in batch, so no cases will be queued for supervisor authorization.
- e) CalSAWS will automatically populate the following journal entry on each case where the CAPI and companion CalFresh program is updated with the new Payment Standard: "CAPI COLA".
Short Description: Batch EDBC ran for [month, year]
Long Description: Batch EDBC Ran for <Effective Month>. Batch EDBC processed for the <Program Name> program for following reasons: CAPI COLA

2) EXCEPTION LIST:

Below are the case listing details for case exceptions (skipped, unprocessed, discontinued, etc.) in CalSAWS system with the standard columns after the batch.

- a) List of CP/CF programs discontinued by the batch EDBC. The case listing will be named "List of cases Discontinued by the Batch EDBC" and include the Standard List Columns with an additional "Program" and "Discontinued Reason" columns.
- b) List of CP/CF programs closed a person by the batch EDBC. The case listing will be named "List of cases wherein person closed by the Batch EDBC" and include the Standard List Columns with an additional "Program" and "Person Closure Reason" columns.
- c) List of CP/CF unprocessed programs skipped in the COLA batch run with the skip reasons like Override, Manual EDBC, Read Only EDBC, No Worker Assigned etc. The case listing will be named "List of unprocessed programs skipped in the COLA batch run with skip reasons" and include the Standard List Columns with an additional "Program", "EDBC Month" and "Not Processed Reason" columns.

NOTE: Standard List Columns and the location of the lists on SharePoint is provided below:

- 1) Case Name
- 2) Case Number
- 3) County
- 4) Unit
- 5) Unit Name

- 6) Office Name
- 7) Worker ID

In CalSAWS, after the onetime batch run is completed in production, the case listing details will be posted at the location:

CalSAWS Sharepoint > Web Portal > System Changes > SCR and SIR Lists > 2020 > SCR CA-212015

3) Batch Operations:

- a) Run the DCR to insert into sys_transact all CAPI programs that are active for 01/2020 benefit month till come-up month.
- b) Run batch EDBC for the case population in a)
- c) Wait till the completion of step b) and then proceed to step d)
- d) Run the DCR to insert into sys_transact all CF programs that have an active member in common with an active CAPI case for the come-up month only.
- e) Run batch EDBC for the case population in d)

Outreach

Description:

A list of affected cases will be posted to the CalACES Web Portal in the following location:
CalSAWS Sharepoint > Web Portal > System Changes > SCR and SIR Lists > 2020 > SCR CA-212015

Migration Impact

Description:

This functionality applies only to L.A. County and does not impact the other counties.

Migration Impact

Analysis:

No Impact

Alternative

Procedure

Description:

User may run EDBC for the 01/2020 benefit month.

Operational Impact:

Estimate:

111

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	72	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	29	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-212467] ACWDL 14-18 Update language on the Non-MAGI Informing Letter

- Resolved: 01/13/2020 11:12 AM

Team Responsible:	Client Correspondence	Assignee:	Matthew Lamont	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:	60
Reporter:	Virginia C. Bernal	Regulation Reference:	ACWDL 14-18	Created:	12/18/2019 04:17 PM
Status:	In Production	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Virginia C. Bernal	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Correspondence]	Approved by Committee:	01/23/2020	Other Agency Cross Reference:	CIV-105933

Non-Committee

Review:

Expedite Approval:

Karen J. Rapponotti approved on 12/19/2019

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

Targeted for same release in C-IV/LRS

Description:

Migration Impact

Analysis:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

60

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	43	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	17	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-212737] YBN VITA - Enable VITA Appointments on Feb. 1st 2020

- Resolved: 01/27/2020 08:56 AM

Team Responsible:	Online	Assignee:	Chao Guan	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Operational Enhancement
Minor Version:	20.01.27	Expedite Changes:	Production Deployment	Estimate:	9
Reporter:	Sam Svay	Regulation Reference:		Created:	01/08/2020 03:36 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Sam Svay	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Self Service Portal]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Karen Rapponotti on 1.14.2020

Expedite Approval: Approved by Karen Rapponotti on 1.14.2020

Current Design:
- VITA (Volunteer Income Tax Assistance) Appointments on YBN needs to be enabled on a specific day each year. Last year it was Jan 12th. This year it is Feb. 1st. Currently it is not set to start on Feb 1st.
- The YBN VITAAdmin account is not enabled for this year's VITA

Request:
1) VITA Appointments functionality to be enabled on or before Feb. 1st 2020. Currently it's Jan 31st. End Date stays the same 4/15.
2) VITA YBN VITAAdmin account to be enabled on January 27, 2020.

Recommendation:
1.) Update the existing information for the VITA Appointment to be automatically be enabled in YBN Homepage starting on January 31st through April 15th every year, all the way through 2030.
Note: Vita Appointment is already set to be enabled on the YBN Homepage starting on January 31st through April 15th of 2020 all the way through 2023. This request will extend it all the way through 2030. If changes to the date is needed (outside of the January 31st through April 15th range) an SCR will need to be created at that time.
2.) Update the VITA Admin account to be enabled starting on January 27, 2020 and extend the end date to May 31, 2030.

Outreach

Description:

Migration Impact Description: This functionality applies only to L.A. County and does not impact the other counites.

Migration Impact Analysis: No Impact

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **9**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	7
Performance :	0	Reports :	0	Security :	0
System Test Support :	2	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-57298] ACL 14-12, CFL 13/14-35 Family Stabilization Program for CalWORKs

Team Responsible:	Online	Assignee:	Getnet Beyene	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Robert Untalan	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	2143
Reporter:	Ted Anderson	Regulation Reference:	ACL 14-12 & ACL 14-64	Created:	01/19/2018 11:43 AM
Status:	In Assembly Test	Impact Analysis:	[Security]	Outreach Required:	No
Consortium Contact:	Lien Phan	Training Impacted:	[CFP/WBT, Online Help]	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:	CIV-789 and CIV-10075

Non-Committee

Review:

Expedite Approval: Karen Rapponotti - 11/06/2019

Current Design: The system currently has no way 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. C-IV will implement this change with SCR CA-789 in the 20.03 release.

Migration Impact Analysis:

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

Operational Impact:

Estimate: **2143**

Automated Test :	156	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	194	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	464
Imaging :	0	IVR/CC :	0	Online :	622
Performance :	0	Reports :	0	Security :	0
System Test Support :	512	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-205414] ACL 14-20 -CF 29A (2/14) - CalFresh Initial Appointment Letter

Team Responsible:	Client Correspondence	Assignee:	Samuel Enriquez	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 02:32 PM
Status:	In Assembly Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Maria Arceo	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Correspondence]	Approved by Committee:	12/06/2019	Other Agency Cross Reference:	CIV-102600

Non-Committee

Review:

Expedite Approval: Approved by Jo Anne Osborn on 12/10/2019

Current Design: Currently LRS does not have CF 29A in the system.

Request: Implement the CF 29A (2/14) Cal Fresh Initial Appointment Letter in 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: Implement the CF 29A CalFresh Appointment Letter in 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 :	74	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	25	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-208261] ACL 18-107, ACL 18-108 - SNB/TNB Forms and Notices - Threshold Languages Phase 3

Team Responsible:	Client Correspondence	Assignee:	Vicente Romero	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	723
Reporter:	Tiffany Huckaby	Regulation Reference:	ACL 18-107, ACL 18-108	Created:	04/30/2019 04:03 PM
Status:	In Assembly Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Maria Arceo	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Correspondence]	Approved by Committee:	06/04/2019	Other Agency Cross Reference:	CIV-104040

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 Form 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 Form 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 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. C-IV will implement this change with SCR CIV-104040 in the 20.03 release.

Migration Impact

Analysis:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate: 723

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	470	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	188	Tech Arch :	0	Tech Ops :	0
Training :	0				



[CA-209033] ACL 19-76 - CalWORKs Change in Earned Income Disregard (EID) and Income Reporting Thresholds Tiers (IRTs)

Team Responsible:	Eligibility	Assignee:	Ramakrishna Kuchibhotla	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:	360
Reporter:	Frederick Gains	Regulation Reference:	ACL 19-76	Created:	06/19/2019 03:24 PM
Status:	In Development	Impact Analysis:	[Business Process, Central Print]	Outreach Required:	No
Consortium Contact:	Frederick Gains	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	01/15/2020	Other Agency Cross Reference:	CIV-104383

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. CIV will implement this change with SCR CIV-104383 in 20.04 release.

Migration Impact

Analysis:

Alternative

EDBC Override


Procedure

Description:

Operational Impact:

Estimate: 360

Automated Test :	26	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	245	DBA :	0
Design :	0	Eligibility :	54	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	35	Tech Arch :	0	Tech Ops :	0
Training :	0				

 **[CA-210923] Training Release 20.03- Training Environment Support**

Team Responsible:	Training	Assignee:	Adrian Silva	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:	20.03.27	Expedite Changes:	No	Estimate:	60
Reporter:	Lisa Nesci [X]	Regulation Reference:		Created:	10/04/2019 01:17 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval:

Current Design:

Currently, there is no SCR for Training Environment support/maintenance for the for 20.03 release.

Request:

Provide/conduct Training Environment support/maintenance activities for 20.03 release. LMS and OLH support activities for the release will be tracked through separate Training SCRs.

Recommendation:

Provide 20.03 release training support for the following activities:

-Training environment maintenance: Major release deployments, data refreshes, case copy, case and login creation upon request, etc.

Outreach

Description:

Migration Impact

There is no migration impact. This SCR allows for providing/conducting maintenance activities related to the DPSS Academy Training Environment.

Description:

Migration Impact

No Impact

Analysis:

Alternative

None.

Procedure

Description:

Operational Impact:

Estimate: **60**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	60				



[CA-211025] Training: Update WBTs per SCRs CA-207406 and CA-207407

Team Responsible:	Training	Assignee:	Zachary Bouchard	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	20
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 11:08 AM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207406 sets the Section ID field as optional in the Staff Assignment List page. SCR CA-207407 sets the Office field as optional and adds a Clear button to remove currently selected office in the Staff Assignment List page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBT:
1. 140-WBT-SAS-Security/Administrative Support-01-B

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate: **20**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	20				

 **[CA-211027] Training: Update WBTs per SCR CA-207427**

Team Responsible:	Training	Assignee:	Zachary Bouchard	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	80
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 11:22 AM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207427 relabels the "Go" button on the Eligibility Workload Inventory page to "View". In addition Fields "Display Workload" and "Status Effective Date" will be added.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 1. 040-WBT-ELA-Eligibility-01
 2. 040-WBT-ELA-Eligibility-05
 3. 048-WBT-ELE-Eligibility Foster Care-01-A
 4. 048-WBT-ELE-Eligibility Foster Care-01-B
 5. 048-WBT-ELE-Eligibility Foster Care-02-A
 6. 056-WBT-ELJ-Eligibility Kin-Gap-02

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact Estimate: **80**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	80				

 **[CA-211029] Training: Update WBTs per SCR CA-207485**

Team Responsible:	Training	Assignee:	Adrian Silva	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	350
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 11:41 AM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:

Approved by Ana Cruz on January 9, 2020

Expedite Approval:

Approved by Karen J. Rapponotti on 01/27/2020

Current Design:

SCR CA-207485 updates the Non-Financial and Financial Root Questions.

Request:

WBTs impacted by this change need to be updated.

Recommendation:

- Update the following WBTs:
1. 040-WBT-ELA-Eligibility-01
 2. 040-WBT-ELA-Eligibility-02-A
 3. 040-WBT-ELA-Eligibility-02-B
 4. 046-WBT-ELD-Eligibility CalFresh-01
 5. 046-WBT-ELD-Eligibility CalFresh-02
 6. 046-WBT-ELD-Eligibility CalFresh-03
 7. 046-WBT-ELD-Eligibility CalFresh-06
 8. 050-WBT-ELF-Eligibility General Relief-01
 9. 052-WBT-ELG-Eligibility MediCal-01-A
 10. 052-WBT-ELG-Eligibility MediCal-02-A
 11. 052-WBT-ELG-Eligibility MediCal-02-B
 12. 052-WBT-ELG-Eligibility MediCal-05-A
 13. 052-WBT-ELG-Eligibility MediCal-05-B
 14. 054-WBT-ELH-Eligibility RCA-01
 15. 054-WBT-ELH-Eligibility RCA-03
 16. 094-WBT-ELI-Eligibility CalWORKs-01-A
 17. 094-WBT-ELI-Eligibility CalWORKs-01-B
 18. 094-WBT-ELI-Eligibility CalWORKs-03
 19. 112-WBT-ORB-Other User Orientation-01

Outreach

Description:

Migration Impact

Description:

Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact

Analysis:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate:

350

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	350				

 **[CA-211030] Training: Update WBTs per SCR CA-210010**

Team Responsible:	Training	Assignee:	Rachel Cousineau	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	500
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 11:47 AM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-210010 updates display Name throughout the system.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
1. All Modules

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate: **500**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	500				



[CA-211031] Training: Update WBTs per SCR CA-207185 (Application Registration Summary)

Team Responsible:	Training	Assignee:	Melita Dennis	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	15
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 12:05 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207185 updates the existing option in the App Site dropdown from “DCFS” to “Child Welfare Services” in the Application Registration Summary page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
1. 030-WBT-CLE-Clerical Support-01

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate:	15				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	15				



[CA-211032] Training: Update WBTs per SCR CA-207185 (Barrier Detail)

Team Responsible:	Training	Assignee:	Zachary Bouchard	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	20
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 12:15 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207185 updates DCFS/Probation Liason field to CWS/Probation Liaison in the Barrier Detail.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 1. 060-WBT-ESA-Employment Services-GAIN-01
 2. 062-WBT-ESB-Employment Services-GROW-01
 3. 062-WBT-ESB-Employment Services-GROW-03

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate: **20**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	20				



[CA-211033] Training: Update WBTs per SCR CA-207185 (DCFS SSIAP Detail)

Team Responsible:	Training	Assignee:	Melita Dennis	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	10
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 12:21 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval:

Current Design: SCR CA-207185 updates DCFS SSIAP Detail page to CWS SSIAP Detail page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
1. 084-WBT-FSC-Fiscal-DCFS-03

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact Estimate: 10

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	10				



[CA-211034] Training: Update WBTs per SCR CA-207185 (Journal Search & Journal Detail)

Team Responsible:	Training	Assignee:	Melita Dennis	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	50
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 12:26 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207185 updates Category droplist and type droplist on the Journal Detail page. In addition it updates the options for the Category and Type fields on the Journal Search page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 1. 052-WBT-ELG-Eligibility MediCal-01-C
 2. 084-WBT-FSC-Fiscal-DCFS-03
 3. 110-WBT-ORA-Orientation-04
 4. 110-WBT-ORA-Orientation-06

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure

Description:

Operational Impact:

Estimate: 50

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	50				



[CA-211035] Training: Update WBTs per SCR CA-207185 (New / Reapplication Detail)

Team Responsible:	Training	Assignee:	Melita Dennis	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	15
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 12:32 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207185 updates the options for the Source field on the New/Reapplication Detail page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
1. 030-WBT-CLE-Clerical Support-06

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate: **15**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	15				



[CA-211036] Training: Update WBTs per SCR CA-207185 (Reception Log List & Detail)

Team Responsible:	Training	Assignee:	Zachary Bouchard	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	20
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 12:37 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207185 updates the options for the Purpose, Individual Type, and Detail fields on the Reception Log Detail page. In addition it updates the existing option of "Talk to DCFS Worker" in the Purpose dropdown to "Talk to CWS Worker" and updates the existing option of "DCFS Linkage Applicant" in the Individual Type dropdown to "CWS Linkage Applicant" in the Reception Log List page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
1. 110-WBT-ORA-Orientation-08

Outreach Description:

Migration Impact Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Analysis:

Alternative Procedure Description: None

Operational Impact Estimate: 20

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	20				

 **[CA-211037] Training: Update WBTs per SCR CA-51484**

Team Responsible:	Training	Assignee:	Vanessa Gonzalez	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	25
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 12:39 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-51484 adds new values to the Tribal TANF Providers list.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 060-WBT-ESA-Employment Services-GAIN-04
 094-WBT-ELI-Eligibility CalWORKs-02

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate:	25				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	25				



[CA-211038] Training: Update WBTs per SCR CA-207185 (Task Detail)

Team Responsible:	Training	Assignee:	Melita Dennis	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	15
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 12:46 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207185 updates the displayed values for the Category field on the Task Detail page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
1. 110-WBT-ORA-Orientation-06

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate: **15**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	15				

 **[CA-211039] Training: Update WBTs per SCR CA-200279**

Team Responsible:	Training	Assignee:	Vanessa Gonzalez	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	60
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 12:48 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-200279 updates Payment Request functionality.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 030-WBT-CLE-Clerical Support-04
 060-WBT-ESA-Employment Services-GAIN-06
 062-WBT-ESB-Employment Services-GROW-05
 080-WBT-FSA-Fiscal-01

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact Estimate: **60**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	60				



[CA-211040] Training: Update WBTs per SCR CA-207185 (DCFS SSIAP Summary)

Team Responsible:	Training	Assignee:	Rachel Cousineau	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	500
Reporter:	Luis Alvarado	Regulation Reference:		Created:	10/09/2019 12:50 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207185 updates "DCFS SSIAP Summary" link to "CWS SSIAP Summary" in the task navigation bar.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 1. All modules (All modules where the Non Financial section of the Task navigation bar is open and the lower part of the list of pages is visible)

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS is not in scope.

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact Estimate: **500**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	500				

 **[CA-211041] Training: Update WBTs per SCR CA-201315**

Team Responsible:	Training	Assignee:	Vanessa Gonzalez	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	30
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 12:52 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-201315 updates Journal templates to change Quarterly Reporting (QR 7) to Semi-Annual Reporting (SAR 7).

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 052-WBT-ELG-Eligibility MediCal-01-C
 110-WBT-ORA-Orientation-04
 110-WBT-ORA-Orientation-06

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact Estimate: **30**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	30				

 **[CA-211042] Training: Update WBTs per SCR CA-201424**

Team Responsible:	Training	Assignee:	Vanessa Gonzalez	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	10
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 01:03 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-201424 adds new values to the Program droplist on the Reception Log Detail page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBT:
110-WBT-ORA-Orientation-08

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate: **10**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	10				

 **[CA-211043] Training: Update WBTs per SCR CA-205077**

Team Responsible:	Training	Assignee:	Zachary Bouchard	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	80
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 01:11 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-205077 adds a new column on the Eligibility Workload Inventory page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 040-WBT-ELA-Eligibility-01
 040-WBT-ELA-Eligibility-05
 048-WBT-ELE-Eligibility Foster Care-01-A
 048-WBT-ELE-Eligibility Foster Care-01-B
 048-WBT-ELE-Eligibility Foster Care-02-A
 056-WBT-ELJ-Eligibility Kin-Gap-02

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact Estimate: **80**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	80				

 **[CA-211045] Training: Update WBTs per SCR CA-207119**

Team Responsible:	Training	Assignee:	Zachary Bouchard	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	170
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 01:18 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207119 adds a new droplist on the Employment Detail page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 040-WBT-ELA-Eligibility-01
 040-WBT-ELA-Eligibility-02-B
 046-WBT-ELD-Eligibility CalFresh-01
 050-WBT-ELF-Eligibility General Relief-01
 052-WBT-ELG-Eligibility MediCal-01-A
 052-WBT-ELG-Eligibility MediCal-06
 054-WBT-ELH-Eligibility RCA-02
 060-WBT-ESA-Employment Services-GAIN-01
 062-WBT-ESB-Employment Services-GROW-01
 062-WBT-ESB-Employment Services-GROW-03
 094-WBT-ELI-Eligibility CalWORKs-01-A
 094-WBT-ELI-Eligibility CalWORKs-01-B
 096-WBT-ELK-CAPI-01

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Description:

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate:	170				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	170				

 **[CA-211046] Training: Update WBTs per SCR CA-207146**

Team Responsible:	Training	Assignee:	Priya Dhond	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	30
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 01:21 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207146 adds payment holding functionality for Kin-GAP and AAP.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBT:
056-WBT-ELJ-Eligibility Kin-Gap-02

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate: **30**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	30				

 **[CA-211047] Training: Update WBTs per SCR CA-207163**

Team Responsible:	Training	Assignee:	Priya Dhond	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	10
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 01:25 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207163 adds a hyperlink to the Payee field for Kin-GAP and AAP.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBT:
056-WBT-ELJ-Eligibility Kin-Gap-02

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate: **10**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	10				

 **[CA-211048] Training: Update WBTs per SCR CA-207281**

Team Responsible:	Training	Assignee:	Zachary Bouchard	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	60
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 01:29 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207281 updates the Service Detail page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 062-WBT-ESB-Employment Services-GROW-02
 130-WBT-RDM-Resource Databank Maintainer/Supervisor-04

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate:	60				
Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	60				

 **[CA-211051] Training: Update WBTs per SCR CA-207285**

Team Responsible:	Training	Assignee:	Priya Dhond	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	100
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 01:42 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207285 updates the Quality Assurance Random Sample Search page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBTs:
 120-WBT-QAA-QAQC-01
 120-WBT-QAA-QAQC-02
 120-WBT-QAA-QAQC-03
 120-WBT-QAA-QAQC-04
 120-WBT-QAA-QAQC-05
 120-WBT-QAA-QAQC-06
 120-WBT-QAA-QAQC-07

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Analysis: None

Alternative Procedure Description: Operational Impact: Estimate: **100**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	100				

 **[CA-211053] Training: Update WBTs per SCR CA-207324**

Team Responsible:	Training	Assignee:	Priya Dhond	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	20
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 01:45 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207324 updates the Case Review List page.

Request: WBTs impacted by this change need to be updated.

Recommendation: Update the following WBT:
120-WBT-QAA-QAQC-07

Outreach Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Analysis: None

Alternative Procedure Description:

Operational Impact:

Estimate: **20**

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	20				

 **[CA-211055] Training: Update WBTs per SCR CA-207375**

Team Responsible:	Training	Assignee:	Luis Alvarado	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	180
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	10/09/2019 01:51 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Ana Cruz on January 9, 2020

Expedite Approval: Approved by Karen J. Rapponotti on 01/27/2020

Current Design: SCR CA-207375 adds Change Reason functionality to the EDBC Summary pages.

Request: WBTs impacted by this change need to be updated.

- Recommendation:**
- Update the following WBTs:
 - 040-WBT-ELA-Eligibility-04
 - 042-WBT-ELB-Eligibility Supervisor-01
 - 046-WBT-ELD-Eligibility CalFresh-02
 - 046-WBT-ELD-Eligibility CalFresh-03
 - 046-WBT-ELD-Eligibility CalFresh-04
 - 046-WBT-ELD-Eligibility CalFresh-05
 - 046-WBT-ELD-Eligibility CalFresh-06
 - 050-WBT-ELF-Eligibility General Relief-01
 - 050-WBT-ELF-Eligibility General Relief-02
 - 052-WBT-ELG-Eligibility MediCal-01-C
 - 052-WBT-ELG-Eligibility MediCal-02-B
 - 080-WBT-FSA-Fiscal-01
 - 094-WBT-ELI-Eligibility CalWORKs-02
 - 094-WBT-ELI-Eligibility CalWORKs-03
 - 094-WBT-ELI-Eligibility CalWORKs-04
 - 096-WBT-ELK-CAPI-01
 - 096-WBT-ELK-CAPI-02

Outreach Description:

Migration Impact Description: Updates to the existing LRS Web Based Training materials to support C-IV migration for CalSAWS are not in scope.

Migration Impact Analysis:

Alternative Procedure Description: None

Operational Impact Estimate: **180**

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

180



[CA-212171] Update Task Controlled Form CW 5 Document Not Received Batch Job (PB19A250) for New Veterans Income Types

Team Responsible:	Batch/Interfaces	Assignee:	Yuga Teja	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Jennifer Kim	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	37
Reporter:	Jason M. Francis	Regulation Reference:	ACL 17-125	Created:	12/03/2019 02:12 PM
Status:	In Assembly Test	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Frederick Gains	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	01/15/2020	Other Agency Cross Reference:	N/A

Non-Committee

Review:

Expedite Approval: Approved by JoAnne Osborn on January 13, 2020.

Current Design: The Task Controlled Form CW 5 Document Not Received Batch Job (PB19A250) runs when it identifies an income of type 'Aid and Attendance' or 'GI Bill/VEAP', the CW 5 Document was sent to the recipient, and not received by the verification due date.

19.11 SCR CA-59263 split the existing income type of 'GI Bill/VEAP' into three different specific types:
 GI Bill - Non-Educational
 GI Bill - Educational
 VEAP

Request: The Task Controlled Form CW 5 Document Not Received Batch Job (PB19A250) is failing because it was not updated as part of SCR CA-59263 to identify the three new veteran income types. Batch Job PB19A250 has been suspended from running until the logic is updated to reference the three new veteran income types.

Recommendation:

- 1) Update the Task Controlled Form CW 5 Document Not Received Batch Job (PB19A250) to remove the reference to the 'GI Bill/VEAP' income type and instead reference the following three types:
 GI Bill - Non-Educational
 GI Bill - Educational
 VEAP
- 2) Re-enable batch job JB19A250D (PB19A250) in the production Batch Scheduler.

Outreach

Description: Batch Job PB19A250 applies to LA County only.

Migration Impact

Description:

Migration Impact

Analysis:

Alternative

Procedure

Description:

Batch Job PB19A250 has been suspended from running until the logic is updated to reference the three new veteran income types. No workaround.

Operational Impact:

Estimate: 37

Automated Test :	0	Batch/Interfaces :	22	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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				



[CA-212742] Training Release 20.03 - LMS Support

Team Responsible:	Training	Assignee:	Adrian Silva	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	100
Reporter:	Rachel Cousineau	Regulation Reference:		Created:	01/08/2020 04:30 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT, Job Aid]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:

Approved by Ana Cruz on January 9, 2020

Expedite Approval: Current Design:

There is no LMS Support/maintenance SCR for 20.03.

Request:

Provide/conduct LMS support/maintenance activities for 20.03 release. Training Environment and OLH support activities for the release will be tracked through separate Training SCRs.

Recommendation:

Provide TR 20.03 training support for the following activities:

-Learning Management System (LMS) administration - add/edit users, overall maintenance and loading training materials every major release, reporting, etc.

-Update LMS Production with 20.03 LA County/Consortium developed materials. See comments section for specific list of updates.

-Update LMS Lite with 20.01 Training Artifacts (this SCR is used for the delivery of files to Bitbucket). LMS Lite is always one release behind from LMS Production. Note: Detailed information for LMS Lite items will be added in the Comments section of this SCR once they are known. SCR is being submitted without said details in order to accommodate the extended SCR approval process and avoid excessive Expedited Approval requests.

All training updates will be submitted through separate Training SCRs. These separate SCRs will include SCORM and load to LMS activities.

Outreach

Description:

Migration Impact

There is no migration impact. This SCR allows for providing/conducting maintenance activities related to LMS.

Description:

Migration Impact

No Impact

Analysis:

Alternative

None.

Procedure

Description:

Operational Impact:

Estimate:

100

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	100				



[CA-212935] AMP - Update Monthly Performance report to include Total Time statistics

Team Responsible:	Tech Arch	Assignee:	Ihsan Abdulsamed	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Sumeet Patil	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	30
Reporter:	Sumeet Patil	Regulation Reference:		Created:	01/16/2020 01:05 PM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Haikaz (Mike) Tombakian	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:		Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Haikaz (Mike) Tombakian on 01/27/2020

Expedite Approval: Approved by Haikaz (Mike) Tombakian

Current Design: The AMP (Application Monitoring Performance) Monthly Performance report displays performance statistics about CalSAWS online transactions over a month. These statistics are based on the response time on the server.

Request: Update the AMP Monthly Performance report to include total time statistics, in addition to the existing server time information.

Recommendation: 1. Add the following columns to the report to capture total time calculations (See attached: AMP Monthly Performance Report - TEMPLATE.xlsx):

PEAK

- Total Time 98% @ 2 Sec - PERCENTAGE MET (SCREEN TO SCREEN)
- Total Time 95% @ 5 Sec - PERCENTAGE MET (EDBC)
- Total Time 95% @ 10 Sec - PERCENTAGE MET (REPORTS)

PEAK, MONTH SUMMARY

- Total Time 98% @ 2 Sec - PERCENTAGE MET (SCREEN TO SCREEN)
- Total Time 95% @ 5 Sec - PERCENTAGE MET (EDBC)
- Total Time 95% @ 10 Sec - PERCENTAGE MET (REPORTS)

PRIME

- Total Time 99% @ 2 Sec - PERCENTAGE MET (SCREEN TO SCREEN)
- Total Time 99.9% @ 20 Sec - PERCENTAGE MET (EDBC)

PRIME, MONTH SUMMARY

- Total Time 99% @ 2 Sec - PERCENTAGE MET (SCREEN TO SCREEN)
- Total Time 99.9% @ 20 Sec - PERCENTAGE MET (EDBC)

ALL / OFF-PRIME

- Total Time 95% @ 6 Sec - PERCENTAGE MET (ALL - SEARCH)
- Total Time 95% @ 3 Sec - PERCENTAGE MET (OFF-PRIME - SCREEN TO SCREEN)
- Total Time 95% @ 5 Sec - PERCENTAGE MET (OFF-PRIME - EDBC)

ALL / OFF-PRIME, MONTH SUMMARY

- Total Time 95% @ 6 Sec - PERCENTAGE MET (ALL - SEARCH)
- Total Time 95% @ 3 Sec - PERCENTAGE MET (OFF-PRIME - SCREEN TO SCREEN)
- Total Time 95% @ 5 Sec - PERCENTAGE MET (OFF-PRIME - EDBC)

2. The new columns will be added to all of the sections of the report (PEAK, PRIME, and ALL / OFF-PRIME), including the Monthly Summary.

3. The new total time information will apply the same calculation formula as in the existing server time calculations.

Outreach

Description:

Migration Impact

Description:

Migration Impact

No Impact

Analysis:

Alternative

Update the report manually to add Total Time columns to the Monthly Performance report.

Procedure

Description:

Operational Impact:

Estimate:

30

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	30	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				



[CA-50302] OCAT - Upcoming Premise Item

Team Responsible:	Online	Assignee:	Chao Guan	SPG Status:	Approved
Fix Version/s:	[20.05]	Designer Contact:	Steve Hancock	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	7705
Reporter:	Jira Cleanup	Regulation Reference:	AB-74	Created:	01/19/2018 11:41 AM
Status:	In Development	Impact Analysis:	[Business Process]	Outreach Required:	No
Consortium Contact:	Lien Phan	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	OCAT
Committee:	[Welfare to Work/ WPR]	Approved by Committee:	12/05/2019	Other Agency Cross Reference:	CIV-4108

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 LRS and C-IV so no migration impact.

Migration Impact Analysis: No Impact

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

Operational Impact:

Estimate: **7705**

Automated Test :	900	Batch/Interfaces :	1193	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	860	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	974
Performance :	0	Reports :	0	Security :	0
System Test Support :	799	Tech Arch :	1363	Tech Ops :	0
Training :	60				



[CA-212606] DPSS/DCFS Support SCR to provide responses to Consortia queries

Team Responsible:	Fiscal	Assignee:	Kapil Santosh	SPG Status:	Select a value
Fix Version/s:	[20.05]	Designer Contact:	Kapil Santosh	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	Start Build	Estimate:	600
Reporter:	Karthikeyan Krishnamoorthy	Regulation Reference:		Created:	01/02/2020 01:30 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Anna Chia	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	N/A

Non-Committee

Review:	
Expedite Approval:	Received expedited build approval from Karen Rapponotti on 01/08/2020
Current Design:	This SCR is to handle all the support activities for DPSS and DCFS department, mainly for DCRs. Similar to CA-212551, was for 20.03
Request:	To support and rectify any data issue/s that DCFS interface creates in LRS and also for any data cleanup for DPSS, due to inbound file issues from partners. This SCR is used to charge time for release regression testing activities.
Recommendation:	NA

Outreach

Description: No migration impact as this is a support-only SCR.

Migration Impact Description: No Impact

Migration Impact Analysis: None

Alternative Procedure

Description:

Operational Impact: Estimate: **600**

Automated Test :	0	Batch/Interfaces :	100	CalHEERS :	10
CalHEERS Test :	0	Client Correspondence :	100	DBA :	0
Design :	0	Eligibility :	100	Fiscal :	100
Imaging :	0	IVR/CC :	0	Online :	100
Performance :	0	Reports :	65	Security :	0
System Test Support :	25	Tech Arch :	0	Tech Ops :	0
Training :	0				

 **[CA-49633] CF 387 CalFresh Request for Information for Residency**

Team Responsible:	Client Correspondence	Assignee:	Sreekanth Kalvoju	SPG Status:	Approved
Fix Version/s:	[20.07]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	791
Reporter:	Jira Cleanup	Regulation Reference:		Created:	01/19/2018 11:43 AM
Status:	Pending Approval	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Consortium Contact:	Virginia C. Bernal	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CaWORKs/ CalFresh, Correspondence]	Approved by Committee:	11/19/2019	Other Agency Cross Reference:	CIV-101447

Non-Committee

Review:
Expedite Approval:
Current Design: C-IV currently has the CF 387 (5/14) Form is available in template repository. 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: SCR CIV-101447 is created to close migration gaps. Related NOAs will be inherited for C-IV counties as part of migration requirements.

Migration Impact Analysis:
Alternative Procedure Description: Create Manual NOA to request CF residency information, and track response manually.

Operational Impact:
Estimate: **791**

Automated Test : 6 Batch/Interfaces : 0 CalHEERS : 0

CalHEERS Test :	0	Client Correspondence :	400	DBA :	0
Design :	0	Eligibility :	110	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	205	Tech Arch :	0	Tech Ops :	0
Training :	0				

End SCRs



[CA-209006] Data Change: Update RE Due Date for SSI/SSP Households

Team Responsible:	Eligibility	Assignee:	Srinivas Sajja	SPG Status:	Approved
Fix Version/s:	[19.11]	Designer Contact:	Mark Keehn	Change Type (SCR):	Data Change
Minor Version:	20.02.XX	Expedite Changes:	No	Estimate:	340
Reporter:	Jason M. Francis	Regulation Reference:		Created:	06/18/2019 03:11 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	Yes
Consortium Contact:	Janet Mitri	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	2019-11-19 00:00:00.0	Other Agency Cross Reference:	CIV-104373

Non-Committee

Review:

Expedite Approval:

Current Design:

SCR CA-203103 updated CF EDBC to allow for SSI/SSP households to qualify for CalFresh. These households as receiving Public Assistance and therefore not eligible for ESAP.

Request:

Counties were informed of an alternative process through CIT # 0032 - 19. Counties have requested that affected cases are updated through a data change.

Recommendation:

Identify SSI/SSP household that would otherwise qualify for ESAP had they not been considered Public Assistance. For these cases, apply the following:
 1) Update the RE Due Month based on approving EDBC and accurate staggered Due Month
 2) Generate Journal entry for updated cases
 3) Generate a list of cases that have a staggered redetermination due date that doesn't match expectations and cannot be accurately updated.

Outreach

Description:

Counties will be provided a list of cases with SSI/SSP Only CF programs with a staggered redetermination due date that doesn't match expectations and cannot be accurately updated.
 CalSAWS Web Portal > System Changes > SCR and SIR Lists > 2019 > CA-209006

Migration Impact

Description:

Joint design has been approved through the CalWORKs/CalFresh Committee. C-IV will implement this Change with SCR CIV-104373.

Migration Impact

Analysis:

Alternative

Procedure

Description:

User would need to manually adjust Redetermination Due Date by adding 12 months.

Operational Impact:

Estimate:

340

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	221	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	89	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

Description-1:

1. Recommendation Change:
N/A

2. Estimate Change:
N/A

3. Release Change:
Before: 19.11
After: 20.01

4. Funding Source Change:
N/A

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:



[CA-206140] Training: Update WBTs per SCR CA-47607 (Minor Updates) (Part C)

Team Responsible:	Training	Assignee:	Vanessa Gonzalez	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Rachel Cousineau	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	150
Reporter:	Frances Baez-Lugo [X]	Regulation Reference:		Created:	12/21/2018 09:16 AM
Status:	In Development	Impact Analysis:	[Training]	Outreach Required:	No
Consortium Contact:	Ana Cruz	Training Impacted:	[CFP/WBT]	Funding Source:	LRS M&E
Project Phase (SCR):	Training	Migration Impact:	No	Funding Source ID:	
Committee:	[Training]	Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:

Approved by Jose Tario 12/31/2018

Expedite Approval: Current Design:

WBTs impacted by SCR CA-47607 (minor updates) are not up-to-date. Major updates are addressed via Training SCR CA-205219.

Request:

Update WBTs that are impacted by SCR CA-47607.

Recommendation:

Update the following WBTs per impact of AppDev SCR CA-47607:

- 050-WBT-ELF-Eligibility General Relief-02
- 060-WBT-ESA-Employment Services-GAIN-01
- 060-WBT-ESA-Employment Services-GAIN-02
- 060-WBT-ESA-Employment Services-GAIN-03
- 060-WBT-ESA-Employment Services-GAIN-04
- 060-WBT-ESA-Employment Services-GAIN-05
- 060-WBT-ESA-Employment Services-GAIN-06
- 060-WBT-ESA-Employment Services-GAIN-07
- 084-WBT-FSC-Fiscal-DCFS-02
- 084-WBT-FSC-Fiscal-DCFS-03
- 094-WBT-ELI-Eligibility CalWORKs-02
- 094-WBT-ELI-Eligibility CalWORKs-03
- 094-WBT-ELI-Eligibility CalWORKs-04

*Note: The above list is non-exhaustive, based on a high-level impact analysis, and subject to change.

Outreach

Description:

Migration Impact Description:

Updates to the existing LRS Web Based Training materials to support 40 counties in CalACES are currently not in scope for migration.

Migration Impact Analysis:

No Impact

Alternative

None.

Procedure

Description:

Operational Impact:

Estimate:

150

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	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 :	150				

**Content Revision
Status-1:**

Pending CCB

**Content Revision
Description-1:**

1. Recommendation Change: N/A
2. ETC Change: N/A
3. Release Change:
Before: 20.01
After: 20.03

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:
2. ETC Change: {Description of ETC Change}
Before:
After:
3. Release Change: {Description of Release Change}
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:
2. ETC Change: {Description of ETC Change}
Before:
After:
3. Release Change: {Description of Release Change}
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:
2. ETC Change: {Description of ETC Change}
Before:
After:
3. Release Change: {Description of Release Change}
Before:
After:



[CA-211801] Upgrade OAM to version 11.1.2.3 and upgrade OHS and OAM to RHEL7

Team Responsible:	Tech Ops	Assignee:	Jonathan Walburger	SPG Status:	Approved
Fix Version/s:	[20.01]	Designer Contact:	Jonathan Walburger	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	192
Reporter:	Jonathan Walburger	Regulation Reference:		Created:	11/12/2019 09:09 AM
Status:	In Development	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Consortium Contact:	Haikaz (Mike) Tombakian	Training Impacted:		Funding Source:	LRS M&O
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee

Review:

Expedite Approval: approved by Geoff Osterman 11/18/2019

Current Design: The LRS application currently runs on OAM version 11.1.2.1.0. Additionally, OAM and OHS both run on RHEL6 (Red Hat Enterprise Linux 6)

Request: Upgrade OAM to version 11.1.2.3. Upgrade the OS from RHEL6 to RHEL7. Upgrade OHS from RHEL6 to RHEL7. Apply all high and critical OS updates for RHEL7

Recommendation: Upgrade OAM to version 11.1.2.3. Upgrade the OS from RHEL6 to RHEL7. Upgrade OHS from RHEL6 to RHEL7. Apply all high and critical OS updates for RHEL7

Outreach

Description:

Migration Impact Description: None

Migration Impact Analysis:

Alternative Procedure Description: None

Operational Impact: All dev and test environments will need to be updated. All production environments will also need to be updated.

Estimate: 192

Automated Test :	80	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Imaging :	0	IVR/CC :	0	Online :	20
Performance :	0	Reports :	0	Security :	0
System Test Support :	12	Tech Arch :	0	Tech Ops :	80
Training :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change: N/A
2. Estimate Change: N/A
3. Release Change:
Before: 20.01
After: 20.01.XX
4. Funding Source Change: N/A



[CA-205328] ACL 18-92, ACL 18-107 Transitional Nutrition Benefit Program Recertification

Team Responsible:	Eligibility	Assignee:	Srinivas Sajja	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Mark Keehn	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	4981
Reporter:	Amy Gill	Regulation Reference:	ACL 18-92, ACL 18-107	Created:	10/25/2018 01:27 PM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Janet Mitri	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	SSI Cash Out
Committee:	[CalWORKs/ CalFresh]	Approved by Committee:	2019-11-19 00:00:00.0	Other Agency Cross Reference:	CIV-102568

Non-Committee

Review:

Expedite Approval: Approved 11/26/2019 - K. Rapponotti

Current Design:

Currently CalSAWS will only define a 12 month recertification period when TNB is initially approved. In addition, an ongoing TNB program can only be closed due to eligibility for CF within the same case. There is currently no capability to send out the TNB recertification packet or to discontinue TNB based on failing the TNB recertification process.

Request:

This SCR will implement the TNB Recertification logic required for the TNB program, which was introduced with SCR CA-203103 CIV-101471 CalFresh Ending SSI Cash-Out.

ACL 18-92 provides policy instruction for the Transitional Nutrition Benefit (TNB) Program.

ACL 18-107 provides policy instruction for the Implementation of the Transitional Nutrition Benefit Program Notices

Recommendation:

Online

1. Update codes tables to display TNB Recertification (TNB 4) on Customer Reporting Detail Page. This requires no changes to the existing Customer Reporting pages.
 - a. Add TNB Recertification as a tracked Customer Report. (CT 329)
 - b. Define the statuses to be used for the TNB 4 Report Type (CT 258).
 - c. C-IV Only: Add Customer Reporting questions for completeness determination to be displayed with TNB 4. (CT 746)
2. Update codes table (CT 10398) to define which Customer Report Incomplete Reason Codes are valid for an incomplete TNB 4:
 - a. No signature
 - b. Missing Answers for Household Changes
 - c. Household Changes reported – No CF Application
 - d. Household Changes reported – Incomplete CF Application
3. Add new editable field on Customer Reporting Detail Page to track whether the TNB household had any changes. This will be a user updated field.
 - a. Household Changes – Yes/No
4. Update the Monthly Productivity List and Monthly Productivity List Detailed Result (CalSAWS Only) pages to search for TNB 4.
5. Add a new simplified recertification process to the Your Benefits Now (YBN) portal to allow the participant to upload a filled out TNB 4 form.
6. Add the TNB 4 form as a document type to the C4Yourself (C4Y) Upload Document page.
7. Add the TNB 4 form as a document type to the C4Y mobile application Upload Document page.
8. Update the Task Detail page to display the 'View Images' button when the TNB 4 generated task is viewed (CalSAWS Only).

Eligibility

9. Define a new Reporting Type, 'TNB Non Reporting' (CT542) to be used as the reporting type for any EDBC or Program Detail defined during a 6-month TNB period (i.e., any TNB period other than the initial 12-month period).
10. Define/Display the 'RE' EDBC Run Reason for TNB programs. This also applies to Manual EDBC.
 - a. CalSAWS Only –Automatically determine the 'RE' EDBC Run Reason. This will not display to the user.
 - b. C-IV Only – Display the 'RE' Run Reason on the Run EDBC page.
11. C-IV Only – Display the 'SAR7' Run Reason on the Run EDBC page when processing any benefit month that falls within a six-month period (i.e., any period other than the initial period).
12. Update EDBC authorization logic to take appropriate actions (e.g., create/update redetermination records and set Customer Report to completed) during TNB recertification.
13. Update EDBC logic to set initial TNB recertification periods to 12 months and all subsequent TNB periods to 6 months.
14. Update TNB EDBC logic to discontinue based on the results of the TNB 4 and, if applicable, the presence and outcome of a CF application and the associated CF EDBC when processing a TNB recertification.
15. CalSAWS Only – Update TNB Status Reason (e.g., No SSI/SSP) logic to allow period required changes to be applied even after initial TNB recertification.
16. CalSAWS Only - Add validations to the system to prevent the user from running the incorrect benefit month EDBC after the current packet due date where status of the packet is 'Reviewed- Ready to Run EDBC'. This change will align TNB with the other programs (CW, CF, GA, RCA, CAPI) which use these validations introduced with SCR CA-52723 CIV-100710 Customer Reporting Updates.
17. C-IV Only: Update the 'Program Code' code table (CT18). Specifically, set the 'Change Reason Program' column to 'Y'. This will define the NB program as a Change Reason program and bring C-IV in alignment with CalSAWS prior to migration. This does not mean that C-IV will begin using Change Reason logic prior to migration.

Batch

18. Add a new batch job to close a TNB program at the end of its recertification period if the recertification has not been completed.
19. CalSAWS Only: Modify an existing batch jobs to create TNB4 packet link in YBN.
20. CalSAWS Only: Modify an existing web service to create task and mark the form as received when TNB4 is submitted through YBN or Kofax.
21. ICT Document transfer – Add Code Category for the batch job that transfer image as part of the ICT process.

Fiscal

22. Update the issuance batch to enable the skipped issuance reasons for TNB.

Correspondence

23. C-IV Only: Create an automated task when the TNB 4 Recertification Packet is received.
24. Add a new TNB 4 Recertification packet to the Template Repository to be used with TNB programs. This packet will include the following forms:
 - a. TNB 4 – Notice of Recertification for TNB
 - b. CF 285 – CF Application (not part of the CF Recertification Packet)
25. Create a new batch job to send the TNB 4 Recertification packet to the customers when their RE is due.
26. Add logic to add a Barcode on the TNB 4 Recertification Packet when it is generated.
27. Add batch job to send TNB 5 if TNB 4 is still in 'Sent' status by the 15th of the last month of the recertification period.
28. Add functionality to generate TNB 5, along with CF 285 based on the incomplete reasons, from the Customer Reporting Detail page when the TNB 4 Recertification packet is marked "Incomplete".
29. Create a Custom Journal Entry Record when either TNB 4 Recertification Packet or TNB 5 form are generated from Online or Batch.
30. Add functionality to generate a approval NOA when the Recertification is approved.
31. Add TNB 2 – Notice of Approval for TNB to Template Repository.

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the CalWORKs/CalFresh Committee. C-IV will implement this Change with SCR CIV-102568 in the 20.03 release.

Migration Impact

Analysis:

Alternative

Procedure

Description:

User would need to manually generate TNB 4 and send to client. If needed TNB 5 would need to be manually generated. EDBC would not automatically discontinue when appropriate, so user would need to either override the EDBC or use negative action. Manual notices would need to be generated by the user when required.

Operational Impact:

Estimate: 4981

Automated Test :	0	Batch/Interfaces :	440	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	476	DBA :	0
Design :	515	Eligibility :	535	Fiscal :	180
Imaging :	25	IVR/CC :	0	Online :	685
Performance :	0	Reports :	220	Security :	0
System Test Support :	1010	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision Status-1: Accepted

Content Revision Description-1: 1. Recommendation Change:
N/A

2. ETC Change:
Before:
Translation Resource ETC: 0

After:
Translation Resource ETC: 1

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2: Pending CCB

Content Revision Description-2: 1. Recommendation Change:

Eligibility

1. Added specifications to Section 2.13.2.1 for setting the 'TNB Non Reporting' Reporting Type.
2. Added page behavior to the Program Configuration Override List page in Section 2.14.3.2 to allow the 'Transitional Nutrition Benefit' Reporting Type Reason to display when the 'TNB Non Reporting' Reporting Type is selected.
3. Updated language in Section 2.13.2.5 to clarify that authorization logic used to establish a new TNB Period is based on the 'RE' EDBC Run Reason and not the specific month processed.
4. LRS/CalSAWS Only: Removed condition in Section 2.13.2.12 to require the 'No SSI/SSP' Status Reason be established based on Change Reason logic. Assumption 5 was also added related to this point.
5. C-IV Only: Added a validation to the Accept button on the Nutrition Benefit EDBC Summary and Nutrition Benefit EDBC (Manual) pages. When processing a new redetermination period, this validation will prevent an active EDBC from being accepted unless the user has processed EDBC with the 'RE' Run Reason with some exceptions.

Online

6. Added clarification to Section 2.2.3.1.d to differentiate the Household Changes field behavior in the LRS/CalSAWS versus C-IV systems.
7. Added language to Section 2.2.3.1.f.vi to specify when an 'Incomplete' versus 'Non Applicable' status should be set based on Completeness Determination question 1 through 3.
8. Corrected reference of "Figures from 2.1.1 and 2.1.2" to "Figures 2.3.1 and 2.3.2" in Section 2.3.1.
9. Deleted point "a. Update both the default search and the full search on this page. The default search runs when the user navigates to this page. The full search runs when the user clicks on the 'View' button on the page."
10. Added specification for Confirmation number that displays on YBN Confirmation page in Section 2.7.3.

Correspondence

11. Added Assumption 6 to indicate that the TNB 4 RE Packet will follow the same logic as the existing RE Packets if the Packet is received through Barcodes page.
12. Added Assumption 7 stating that 'no updates will be made to the population of the TNB 4 form in Template Repository'.

- 13. Added assumption 8 that NA BACK 9 will not be updated with this SCR.
- 14. C-IV Only: Updated the task creation frequency from "Real Time" to "Daily (Monday-Saturday) or Real Time" as the task will not be created real time if the document is received through C4Yorself.
- 15. Added a clarification to TNB 5 variable population in Section 2.29.2.
- 16. Added note to Section 2.29.3 clarifying that the TNB 5 Due_Date is the same as the most recent TNB 4 RE Packet Due Date.
- 17. Added Section 2.33 to suppress the Benefit Change NOA: Suppress the following Benefit Change NOAs for TNB when TNB Recertification Approval Notice (TNB 2) generates.
 - C-IV: ACTN_TNB3_CHANGE
 - CalSAWS: TNB_CH_CHANGE_IN_HOUSEHOLD_SIZE_N103
 - CalSAWS: TNB_CH_FUNDING_CHANGE_N102

2. ETC Change:
 Additional Translation Costs for C4Y
 Before: Translation Resource ETC: 1
 After: Translation Resource ETC: 8

Client Correspondence
 Before: ETC Total: 476
 After: ETC Total: 485

**Content Revision
 Status-3:
 Content Revision
 Description-3:**

1. Recommendation Change:
 Before:
 After:

2. ETC Change:
 Before:
 After:

3. Release Change:
 Before:
 After:

4. Funding Source Change:
 Before:
 After:

**Content Revision
 Status-4:
 Content Revision
 Description-4:**

1. Recommendation Change:
 Before:
 After:

2. ETC Change:
 Before:
 After:

3. Release Change:
 Before:
 After:

4. Funding Source Change:
 Before:
 After:



[CA-205441] Add Need Categories for Family Stabilization and Housing Support to Needs Detail page

Team Responsible:	Fiscal	Assignee:	Chandan Talukdar	SPG Status:	Approved
Fix Version/s:	[20.03]	Designer Contact:	Ishrath Khan	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	845
Reporter:	Rainier Dela Cruz	Regulation Reference:		Created:	11/02/2018 10:00 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Consortium Contact:	Gloria Williams	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Fiscal]	Approved by Committee:	2019-10-25 00:00:00.0	Other Agency Cross Reference:	CIV-10075

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti - 6/12/2019

Current Design: There is no Need Category of "Family Stabilization" on the Needs Detail page.

Request: To track Family Stabilization needs and payments in the system, three new Family Stabilization need categories with nine need types under each category will need to be added to the Need Detail page.

Recommendation: To track Family Stabilization (FS) and Housing Support Program (HSP) needs and payments in the system, the following new Need categories and subsequent Need Types under them will be added:

1. Family Stabilization (FS)
 - a. Domestic Abuse Services
 - b. Mental Health Services
 - c. Substance Abuse Services
 - d. Ancillary/Other Services
 - e. Rental Assistance
 - f. Security Deposits
 - g. Utility Payments
 - h. Moving Costs
 - i. Hotel/Interim/Temp Housing
 - j. Other

2. Family Stabilization – Transportation
 - a. Bus Card
 - b. Campus Parking
 - c. Bus pass – No Valid Month
 - d. Bus Pass – Valid Month
 - e. Bus Ticket
 - f. Bus Token
 - g. Gas Card
 - h. Imprest Cash
 - i. Transportation

NOTE: Bus Card is only available in LRS system. The above need types other than “Bus Card” will be issued as Valuables in both C-IV and LRS systems.

3. Housing Support Program (HSP)
 - a. Full Rent Assistance
 - b. Partial Rent Assistance
 - c. Additional Case Rental Payment
 - d. Security Deposits
 - e. Utility Payments
 - f. Moving Costs
 - g. Hotel / Interim / Temp Housing
 - h. Habitability Items

i. Other

Outreach

Description:

Migration Impact

Description:

Joint design has been approved through the Fiscal Committee. C-IV will implement this change with SCR CIV-10075 in the 20.03 release.

Migration Impact

Analysis:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

845

Automated Test :	0	Batch/Interfaces :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	550
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Reports :	0	Security :	0
System Test Support :	220	Tech Arch :	0	Tech Ops :	0
Training :	0				

Content Revision

Accepted

Status-1:

Content Revision

Description-1:

1. Recommendation Change:

Before:

1. Recommendation 2.2.3

4. Activities will not be required for Family Stabilization (FS) or Housing Support Program (HSP) Need types, however workers can link existing activities to the Service Arrangement if needed.

2. Recommendation 2.3.3

2. LRS Only:

• Update the code value of Pay Code (CT 623) "AC" used for "Approved Relative Caregiver" in LRS to "1Z".

Category	Short Description	Old Code Value	New Code Value
623	Approved Relative Caregiver	AC	1Z

After:

1. Recommendation 2.2.3

4. Modify page logic to not validate for Activities for need categories for any of the following:

- Family Stabilization (FS)
- Family Stabilization – Transportation
- Housing Support Program (HSP)

2. Recommendation 2.3.3

2. LRS Only:

• Update the code values of the following Pay Code (CT 623) in LRS as they will now be used for Family Stabilization Pay

Codes.

Category	Short Description	Old Code Value	New Code Value
623	Approved Relative Caregiver	AC	1Z
623	Learning Disability Assessment	AL	1X
623	Vocational Assessment	AS	1Y

2. ETC Change:

Before: N/A

After: N/A

3. Release Change:

Before: N/A

After: N/A

4. Funding Source Change:

Before: N/A

After: N/A

Pending CCB

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:

Before:

2.1 Need Detail

2.1.3 Description of Changes

LRS Only:

1. Add a Need Category of "Family Stabilization (FS)" and the following Need Types under it as mentioned below. This will allow a service arrangement to be created.

- Substance Abuse Services
- Ancillary/Other Services
- Rental Assistance
- Security Deposits
- Utility Payments
- Moving Cost Assistance
- Other (Existing)

Rename the following Existing Need Types:

- Domestic Abuse to Domestic Abuse Services
- Mental Health to Mental Health Services
- Interim Shelter to Hotel / Interim / Temp Housing

2. Add a Need Category of "Family Stabilization - Transportation" and the following existing Need Types under it as mentioned below. This will allow a service arrangement to be created:

- Bus Card
- Campus Parking
- Bus Pass - No Valid Month
- Bus Pass - Valid Month
- Bus Ticket
- Bus Token
- Gas Card
- Imprest Cash
- Transportation

3. Add a Need Category of "Housing Support program (HSP)" and the following Need Types under it as mentioned below. This will allow a service arrangement to be created:

- Full Rent Assistance
- Partial Rent Assistance
- Additional Case Rental Payment
- Security Deposits
- Utility Payments
- Moving Costs
- Other (Existing)
- Habitability Items
- Hotel / Interim / Temp Housing

After:

2.1 Need Detail

2.1.3 Description of Changes

LRS Only:

1. Add a Need Category of "Family Stabilization (FS)" and the following Need Types under it as mentioned below. This will allow a service arrangement to be created.

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- Ancillary/Other Services

- Rental Assistance
- Security Deposits
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- Additional Case Rental Payment
- Security Deposits
- Utility Payments
- Moving Costs
- Other (Existing)
- Habitability Items
- Hotel / Interim / Temp Housing

4. Update the code values of the following Customer Need Type Codes (CT 164) in LRS as they will now be used for Housing Support Program (HSP) Need type Codes.

Category	Short Description	Old Code Value	New Code Value
164	JCO/JCL Clothing Allowance	84	JCL
164	Family Reunification Moving Assistance	87	FMA
164	Work Supplies	88	WS
164	Books	89	BOO
164	Car Seats	82	CS
164	PES Clothing Allowance	83	PCL
164	Family Reunification Housing Support	86	FHS

- Apply a DCR to update the existing Need type Code values in the following tables to the new code values as specified above

- CUST_NEED
- RECOV_ACCT

- Update reference columns in CATGRY tables containing 'Need type' to use the new code values

- Refer_table_2_descr in CUSTOMER NEED TO PROGRAM MAP (CT 1870)

2. ETC Change: N/A

3. Release Change: N/A

4. Funding Source Change:

Before: LRS M&E

After: Premise/Cal-OAR

End Content Revisions