

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-208988 | CIV-104367

Housing Support Program

DOCUMENT APPROVAL HISTORY		
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1 OVERVIEW

This SCR provides the changes necessary to collect data for Housing Support (HSP). The HSP data will be facilitated through the new Housing Support List and Detail page for both the LRS and C-IV systems. From the Housing Support Detail page, the worker can enter data on the status and the associated dates for case members.

1.1 Current Design

The system currently has no online pages to track HSP data.

1.2 Requests

HSP component data cannot be tracked and managed. Provide online pages for HSP data tracking and management.

1.3 Overview of Recommendations

Create a new page flow to allow a worker to enter information for HSP.

1.4 Assumptions

1. The worker is responsible for determining the status for the HSP component.
2. As needs are person level data elements, they will appear on all cases associated to the person.
3. A HSP status with no end date is considered high date.
4. Select calendar icons, also known as date pickers, will be added to date fields when editable in Create/Edit Mode. When selected, will be defaulted to current date and only be limited to a minimum date of 05/01/2020.
5. HSP records will not be added for a date prior to the implementation month.
6. Fields not mentioned in the Description of Changes sections, will not be updated.
7. In C-IV, HSP is available for the following programs : CalWORKS, WTW . In LRS, HSP is available for the following programs: CalWORKs, WTW and REP .
8. Primary Applicant on WTW/REP is considered the Payee for the FS services.
9. The need for HSP should be created for the Program person and the Payments will be issued to the Primary Applicant/Payee on CalWORKs or WTW/REP .
10. Eligibility for HSP services will be determined by an Active record for the household on the Housing Support Detail page.
11. The 'Issuance Method' drop down will have EBT, warrant and Direct Deposit as selectable choices.
12. Housing Support services can be issued if the Payee /Program status meets the following criteria:
 - a. CalWORKs status is 'Active' (or)
 - b. WTW/REP program status is Active/Non-Comp./Exempt

13. This program is available for CalWORKs recipients who are experiencing homelessness. For HSP, CDSS defines homeless as:
- a. Lacking a fixed or regular nighttime residence; and either
 - b. Having a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations; or
 - c. residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings; or
 - d. In receipt of judgment for eviction, as ordered by the court.

2 RECOMMENDATIONS

2.1 Housing Support List

2.1.1 Overview

Add the Housing Support List page to the C-IV and LRS Systems. The Housing Support List page displays a list of records for the case that have been created through the Housing Support Detail page and provides access to that page.

2.1.2 Housing Support List

Housing Support List

Display
From:  To:  [View](#)

Program				
Status	Status Reason	Begin Date	End Date	Request Date
No Data Found				

[Add Status](#)

Figure 2.1.1 – Housing Support List No Data Found

Housing Support List

Display
From:  To:  [View](#)

Program				
Status	Status Reason	Begin Date	End Date	Request Date
Pending		10/01/2020		10/01/2020
Denied	Family found help with another program	09/01/2020	09/30/2020	09/01/2020
Discontinued	Family no longer has CalWORKs recipient	08/01/2020	08/31/2020	07/01/2020
Active	Family's fixed nighttime residence is a shelter	07/01/2020	07/31/2020	07/01/2020

[Add Status](#)

Figure 2.1.2 – Housing Support List

2.1.3 Description of Changes

1. Display From – HSP records with an End Date equal to or after this date will be returned in the search results.
2. To – HSP records with a Begin Date equal to or before this date are returned in the search results.
3. View button – Executes a search for HSP records matching the specified filter criteria. If no filters are specified, it will pull back all HSP records. If a filter is blank, the filter will be ignored when returning the results.
4. Status – Displays the status of the HSP program. This will be hyperlinked for users with a security right of 'HousingSupportListView'. When clicked on, the user will be directed to the Housing Support Detail page for the record in view mode. If there are no records for HSP, the table will display 'No Data Found'.
5. Status Reason – Displays the reason for the status.
6. Begin Date– The Begin Date for the HSP record. This will be the primary default sorting, order by date descending.
7. End Date – The End Date for the HSP record.
8. Request Date – The date that the customer requested HSP services.
9. Add Status button – This button will lead the user to the Housing Support Detail page in Create mode. This button will only be viewable by users with the security right of 'HousingSupportDetailEdit'.

2.1.4 Page Location

- **Global**– Eligibility
- **Local**– Case Summary
- **Task**– Housing Support (Directly Above Home Visiting) ('HousingSupportListView' is required to see this task nav item)

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
HousingSupportListView	The ability to navigate to the Housing Support List	Housing Support List View
HousingSupportDetailView	The ability to navigate to the Housing Support Detail page in View Mode record	Housing Support Detail View, Housing Support Detail View
HousingSupportDetailEdit	The ability to create a Housing Support Detail record	Housing Support Detail Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Housing Support List View	Gives the user the ability to view the Housing Support List Page	Eligibility Staff, Eligibility Supervisor
Housing Support Detail View	Gives the user the ability to view a Housing Support Detail record	Eligibility Staff, Eligibility Supervisor
Housing Support Detail Edit	Gives the user the ability to create a Housing Support Detail record	Eligibility Staff, Eligibility Supervisor

2.1.6 Page Mapping

Add page mapping for Housing Support List page.

2.1.7 Page Validation

Add a page validation to display when the View button is clicked with the To field populated by a date prior to the date in the Display From field.

- a. To – To date must be on or after From date.

2.2 Housing Support Detail

2.2.1 Overview

Add the Housing Support Detail page to the C-IV and LRS Systems. The Housing Support Detail page captures, displays, and manages the fields for Housing Support.

2.2.2 Housing Support Detail

Housing Support Detail

*- Indicates required fields

Save and Return

Cancel

Status: *
- Select -

Begin Date: *  **End Date:** 

Save and Return

Cancel

Figure 2.2.1 - Housing Support Detail Page Create Mode

Housing Support Detail

*- Indicates required fields

Save and Return

Cancel

Status: *
Pending

Begin Date: *  **End Date:** 

Request Date: *
 

Save and Return

Cancel

Figure 2.2.2 - Housing Support Detail Page Create Mode (Pending)

Housing Support Detail

*- Indicates required fields Save and Return Cancel

Status: * Active	Status Reason: * Family's fixed nighttime residence is a shelter
Begin Date: * 07/01/2020	End Date:
Request Date: * 07/01/2020	

Save and Return Cancel

Figure 2.2.3 - Housing Support Detail Page Create Mode (Active)

Housing Support Detail

*- Indicates required fields Save and Return Cancel

Status: * Discontinued	Status Reason: * Family no longer has CalWORKs recipient
Begin Date: * 08/01/2020	End Date:
Request Date: * 07/01/2020	

Save and Return Cancel

Figure 2.2.4 - Housing Support Detail Page Create Mode (Discontinued)

Housing Support Detail

*- Indicates required fields Save and Return Cancel

Status: * Denied	Status Reason: * Family found help with another program
Begin Date: * 09/01/2020	End Date:
Request Date: * 09/01/2020	

Save and Return Cancel

Figure 2.2.5 - Housing Support Detail Page Create Mode (Denied)

Housing Support Detail

*- Indicates required fields

Close

Status: *

Discontinued

Status Reason: *

Family no longer has CalWORKs recipient

Begin Date: *

08/01/2020

End Date:

08/31/2020

Request Date: *

07/01/2020

Close

Last Updated On 08/01/2020 10:24:57 AM By: [987654](#)

Figure 2.2.6 - Housing Support Detail Page View Mode

Housing Support Detail

*- Indicates required fields

Close

Status: *

Active

Status Reason: *

Family's fixed nighttime residence is a shelter

Begin Date: *

07/01/2020

End Date:

07/31/2020

Request Date: *

07/01/2020

Needs

Name	Begin Date	Status	Catgeory	Type
Doe, John 50M	07/05/2020	Met	Housing Support	Mental Health

Close

Last Updated On 07/01/2020 10:24:57 AM By: [987654](#)

Figure 2.2.7 - Housing Support Detail Page View Mode with Needs

Effective Dating Confirmation List

This is the record you have added or updated:

Status	Status Reason	Begin Date	End Date
Discontinued	Family housing has stabilized	01/28/2020	

The system will make corrections to your additions/updates:

The system will adjust the effective dates of this record:

Status	Status Reason	Begin Date	End Date
Active	Family's fixed nighttime residence is a shelter	01/01/2020	01/27/2020

Click Save to continue or Cancel to undo this action.

Save

Cancel

Figure 2.2.8 Housing Support Effective Dating Confirmation List

2.2.3 Description of Changes

- 1) Close Button – Clicking the Close button navigates to the Housing Support List page, where the previous search results will display. This button only displays in View mode.
- 2) Save and Return Button – Clicking the Save and Return button saves any changes made to Housing Support record and navigates back to the Housing Support List page. This button only displays in Create mode.
 - a) The Effective Dating Confirmation List page will display after pressing the Save and Return button when an existing record is being altered. Records affected by the effective dating will be saved in the database for historical reporting. The information available on the Effective Dating Confirmation List page will be as follows:
 - i) Status
 - ii) Status Reason
 - iii) Begin Date
 - iv) End Date

Note: The functionality of the Effective Dating Confirmation List page is to adjust the date of an existing record in order to support the addition/modification of the new/updated record. This page will show the details about affected records and will allow the worker to Cancel the update if there is a concern regarding the adjustment.

Records created will utilize continuous effective dating to ensure there are no gaps in the status.

Additionally, If a record is updated and the Effective Dating Confirmation List page is not used due to no overlapping records, the historical information will still be saved in the database for historical reporting.

- 3) Cancel Button – Clicking the Cancel button discards any changes made to the Housing Support record and navigates to the Housing Support List page, where the previous search results will display. The Cancel button displays in Create mode.

 - 4) Status – Displays the Status outcome for the customer. This is a required field. This field is only editable in Create mode. The possible values of this field are:
 - a) Active
 - b) Denied
 - c) Discontinued
 - d) Pending

 - 5) Status Reason – The reason for the Status outcome. The options for this field will be dynamic based on the Status field. This field will display when the Status is populated with one of the following: 'Active', 'Discontinued', or 'Denied'. When this field displays it is a required field. This field is only editable in create mode. The options for this field when the Status is 'Active' are:
 - a) Family's fixed nighttime residence is a shelter
 - b) Family's fixed nighttime residence is not a regular sleeping accommodation
 - c) Family is in receipt of judgement for eviction
 The options for this field when the status is 'Denied' are:
 - a) Family does not have CalWORKs recipient
 - b) Family is not in an eligible residence situation
 - c) HSP funding is not available
 - d) Other denials including withdrawals
 - e) Family does not meet additional county plan
 - f) Family Self-resolved
 - g) Family found help with another program
 - h) Family was unreachable
 The options for this field when the status is 'Discontinued' are:
 - a) Family entered another housing program
 - b) Family no longer has CalWORKs recipient
 - c) Family has other reason for exiting
 - d) Family is no longer eligible per county requirements
 - e) Family moved out of the county
 - f) Family whereabouts are unknown/unreachable
 - g) Family housing has stabilized
- Note: The order for the Status Reasons will be as they are displayed in the list.
- 6) Begin Date – The date of receipt of services for the HSP Detail record. This will be in 'mm/dd/yyyy' format. This is a required field. This field is only editable in Create mode. The date picker will have a minimum date of 05/01/2020.

 - 7) End Date – The date that services end for the HSP Detail record. This will be in 'mm/dd/yyyy' format. This field is only editable in Create mode. The date picker will have a minimum date of 05/01/2020.

8) Request Date – The date that the customer requested HSP services. This will be in 'mm/dd/yyyy' format. This is a required field. This field is only editable in Create mode. This field will dynamically display when the Status is set to 'Pending', 'Active', 'Discontinued', or 'Denied'. When the Status is 'Pending', the user will be able to enter a date to signify a new request. When the Status is 'Active', 'Discontinued', or 'Denied', the user will select a date from a drop down containing all of the Request Dates that are associated to a Status. The date picker will have a minimum date of 05/01/2020.

Note: The date picker is only available when the Request Date is an input field instead of a dropdown.

9) Needs – This section will display needs for the case that are 'Met' or 'Indicated' which have a Begin Date of the HSP need between the HSP Detail Begin Date and End Date. Primary sort order for these records will be the begin date descending. This section will only display in View mode for records where there is a HSP need with a Begin Date between the Begin Date and End Date of the HSP record. An HSP Need is a Need with a Category of 'Housing Support Program (HSP)'.

- a) Name – The participant who has the Need. The Name will be hyperlinked if the user has the security right of 'NeedDetailView'. This hyperlink will lead to the Need Detail page in View mode. Name Format will be as follows: [Last], [First] [Age][Gender].
- b) Begin Date – The begin date of the Need for the participant. This will be in 'mm/dd/yyyy' format.
- c) Status – Displays the current status of the need.
- d) Category – Displays the category of the need.
- e) Type – Displays the type of the need.

10) Last Updated On – This tag is used to display the last time the record was updated. The information for the tag will be of the HSP record. This will only display in View mode.

2.2.3 Page Location

- **Global**– Eligibility
- **Local**– Case Summary
- **Task**– Housing Support (Directly Above Home Visiting) ('HousingSupportListView' is required to see this task nav item)

2.2.4 Security Updates

2. Security Rights

Security Right	Right Description	Right to Group Mapping
----------------	-------------------	------------------------

HousingSupportDetailView	The ability to navigate to the Housing Support Detail page in View Mode record	Housing Support Detail View, Housing Support Detail View
HousingSupportDetailEdit	The ability to create a Housing Support Detail record	Housing Support Detail Edit

3. Security Groups

Security Group	Group Description	Group to Role Mapping
Housing Support Detail View	Gives the user the ability to view a Housing Support Detail record	Eligibility Staff, Eligibility Supervisor
Housing Support Detail Edit	Gives the user the ability to create a Housing Support Detail record	Eligibility Staff, Eligibility Supervisor

2.2.5 Page Mapping

Add page mapping for Housing Support Detail page.

2.2.6 Page Validation

- 1) Add a page validation to display when the Save and Return button is clicked with the End Date field populated by a date prior to the date in the Begin Date field.
 - a) Begin Date – Begin Date must be before End Date.
- 2) Add a page validation to display when the Save and Return button is clicked with the Begin Date field populated by a date prior to the date of May 1, 2020.
 - a) Begin Date – Begin Date must be on or after 05/01/2020.
- 3) Add a page validation to display when the Save and Return button is clicked with the Request Date field populated by a date prior date of May 1, 2020.
 - a) Request Date – Request Date must be on or after 05/01/2020.
- 4) Add a page validation to display when the Save and Return button is clicked while the Status of the record is not 'Active'; the Begin Date field value of the record overlaps an existing record with an 'Active' Status, and there is an HSP

Need with a Begin Date between the Begin Date and End Date of the record being added.

- a) Begin Date – A Need for the Housing Support program exists during this time and must be tied to an Active Status.
- 5) Status – Add a page validation to display when the Save and Return button is clicked while the Status is set to 'Pending' or 'Active' and the CalWORKs program is in a Status other than 'Active' during the period between the HSP Begin Date and End Date.
 - a) Status – The CalWORKs program must be Active to set the Housing Support Program to Pending or Active.
 - 6) Request Date – Add a page validation to display when the Save and Return button is clicked and the Request Date field is populated by a date after the Begin Date field.
 - a) Request Date – Request Date must be on or before the Begin Date.
 - 7) Request Date – Add a page validation to display when the Save and Return button is clicked while the Status is 'Pending' and the Request Date is already associated to another Status.
 - a) Request Date – This date is currently associated to an existing Status.
 - 8) Request Date – Add a page validation to display when the Save and Return button is clicked and the Request Date for the record is a date more than three months prior to the system date.
 - a) Request Date – This date cannot be more than three months in the past.

2.3 Need Detail

2.3.1 Overview

- a. The Need Detail page allows user to view the needs associated to the person receiving Housing Support service payments. The need person should have an Active record on the Housing Support detail page for HSP needs to be issued.

2.3.2 Need Detail

Need Detail

* - Indicates required fields Close

Name: *
Alma Aguilar

Category: * Housing Support program (HSP)	Type: * Security Deposits
Begin Date: * 12/16/2019	End Date: * 12/16/2019
Description:	
Status: * Met	Status Reason: * Service Arrangement Created

Close

Last Updated On 12/16/2019 9:01:58 AM By: [275538](#)

Figure 2.3.1– Need Detail (View Only)

2.3.3 Description of Change

This section describes the updates to the Need Detail page when the Need category of 'Housing Support Program (HSP)' is selected.

1. If the user navigates from Housing Support Detail page, the Need Detail page will be displayed in a 'View Only' mode - "Edit" button will not be displayed.
2. The "Close" button will be the only button displayed on the Need Detail page when navigating from the Housing Support detail page. Clicking on this 'Close' Button will navigate the user back to the Housing Support Detail page if the page was initially navigated to from the Housing Support Detail page.

2.3.4 Page Location

- **Global:** Eligibility / Employment Services
- **Local:** Customer Information/Supportive Services
- **Task:** Needs

2.3.5 Page Usage/Data Volume Impacts

Approximately 2000 records are estimated to be created monthly for Housing Support by all CalSAWS counties from this page. Please note that this is an approximation and this number may vary.

2.4 Service Arrangement Detail

2.4.1 Overview

The Service Arrangement Detail page allows users to create a service arrangement for a requested supportive service need. This section will describe the changes to allow service arrangements to be created for HSP needs.

2.4.2 Description of Changes

2.4.3 Page Location

- **Global:** Eligibility / Employment Services
- **Local:** Customer Information/Supportive Services
- **Task:** Service Arrangements

2.4.4 Page Validation

1. Add a page validation when a Need category of Housing Support Program is selected on the Service Arrangement Detail page and there is no record in "Active" status for the case on the Housing Support Detail page for at least one day during the Arrangement period.
 - a. From - No Active Housing Support record found for the case on Housing Support Detail page. Cannot create a Service Arrangement.

2.5 Automated Regression Test

2.5.1 Overview

- 1) Create new automated regression test scripts to cover the new data entry options and page level validations on the following pages:
 - a) Housing Support List

- b) Housing Support Detail
- c) Need Detail
- d) Service Arrangement Detail

2.5.2 Description of Change

Create new automated scripts for each of the following scenarios:

- 1) Successfully create Housing Support Detail records with the following data combinations:
 - i. Status is Pending, with no End Date
 - ii. Status is Pending, with an End Date
 - iii. Status is Active, with a Begin Date matching the Request Date, and no End Date
 - iv. Status is Active, with a Begin Date prior to the Request Date, and an End Date later than the Request Date
 - v. Status is Denied
 - vi. Status is Discontinued
- 2) Successfully edit and remove Housing Support Detail records.
- 3) Attempt to create and save a Housing Support Detail record meeting each of the following criteria, and verify that the appropriate validation message displays:
 - i. Begin Date equal to or after the End Date
 - ii. Begin Date prior to May 1, 2020
 - iii. Begin Date with a Status of Pending, which overlaps an existing records with a Status of Active and an HSP Need
 - iv. Status is Pending or Active and no CalWORKs program exists on the same case
 - v. Status is Pending and CalWORKs is Pending, Denied, or Discontinued for the date range
 - vi. Status is Active and CalWORKs is Pending, Denied, or Discontinued for the date range
 - vii. Request Date is after the Begin Date
 - viii. Status is Pending, Request Date matches the Request Date of another record
 - ix. Request date is more than three months in the past
- 4) Successfully create a Need and associated Service Arrangement record with a Need Category of Housing Support Program (HSP).

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
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1	Security	Security Matrix	 CA-208988 CIV-104367 HSP Sect

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.16	The LRS shall include the ability to compile statistics and generate reports for all interface activities performed, including standard and ad hoc reports.	HS information will be utilized in reporting that is interfaced to external agencies.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
	N/A		

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?
		N/A			

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-209221 | CIV-102606

Add State PINs to Integrated Service Payment /
Valuable Detail Claiming Report

DOCUMENT APPROVAL HISTORY		
CalSAWS	Prepared By	Greg Deogracia
	Reviewed By	Justin Dobbs Jyothirmayi Chavata Kapil Santosh Naresh Barsagade Akira Moriguchi Christine Altavilla Himanshu Jain Sheryl Eppler Claudia Pinto

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11/12/2019	1.0	Initial Release of the Design Document Containing Report Modifications.	Greg Deogracia

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1 OVERVIEW

These SCRs for C-IV and LRS are requests for improvements to the current reports that will assist in providing information to aid in, and more easily complete, county required state reports.

1.1 Current Design

The current Integrated Service Payment/Valuable Detail Claiming Report (Daily and Monthly) includes multiple total columns for the different data elements. However, the report does not include a total for a single transaction (row) on the Summary Tab. Also, the report does not include the state PIN and, does not include EBT expungements.

1.2 Requests

Requests from the SCR are divided into three areas;

- a) Add transaction total on the Summary Page.
- b) For claiming on the County Expense Claim (CEC), the counties use the state PINS. The reports include a pay code and fund code that the workers use to decrypt the state PINS that will be used. The pay code and fund code in this regard are not used for anything besides decrypting into the state PINS for completion of the CEC.
- c) Include EBT expungements in both the Daily and Monthly Integrated Service Payment/Valuable Detail Claiming Report.

1.3 Overview of Recommendations

Modify the Integrated Service Payment/Valuable Detail Claiming Reports (Daily and Monthly) to include additional data columns, added EBT expungement transactions and adjust summary totals for ease of use and include expungement information.

1.4 Assumptions

1. No Impact to other Fiscal Reports.
2. The data set size of Excel report worksheets will not exceed 65,500 rows.
3. Excel reports implemented via RTF Data can exceed 65,500 rows under presentation restrictions but not exceed 1.2 million rows.
4. Development will include accommodation for update of State PINs to 8 digits per SCRs CA-210119 and CIV-104879 in the future.

2 RECOMMENDATIONS

This section describes the requirements and design changes.

2.1 Integrated Service Payment / Valuable Detail Claiming Report Mockup (Daily) - C-IV and LRS

Transaction Category	Transaction Type	Fund Code	Pay Code	Need Category	Need Type	Issuance Method	Employed	Transaction Count	Total	
								Totals:	0	\$0.00

Figure 2.1.1.1 – Transaction Summary Worksheet

Fund Code	Pay Code	Transaction Type	Issuance Method	Transactions	Transaction Type	
				Totals:	0	\$0.00

Figure 2.1.1.2 – Fund Code Summary Worksheet

Figure 2.1.1.3 – Details Worksheet

***Note:** C-IV version of a Report will display the C-IV logo in the worksheets and LRS logo will display in the LA County version as required.

2.2 Integrated Service Payment / Valuable Detail Claiming Report Mockup (Monthly) - C-IV

Figure 2.2.1.1 – Transaction Summary Worksheet

Organization:		San Bernardino
Date:		06/2019
Run Date:		
Fund Code Summary		
Totals:		0
		\$0.00
Fund Code	Pay Code	Transaction Type
Issuance Method	Transactions	Transaction Type Total

Figure 2.2.1.2 – Fund Code Summary Worksheet

Transaction Category	Office	Need Category	Customer Need Type	Transaction Type	Issuance Method	Pgm	Aid	Case	Case Name	Payee Name	Service Month	Issue Date	Transaction Date	Control Number	Fund Code	Pay Code	State PIN	Employed	Amount
Total:																			\$0.00

Figure 2.2.1.3 – Details Worksheet

2.3 Integrated Service Payment / Valuable Detail Claiming Report Mockup (Monthly) - LRS

Organization:		Los Angeles							
Date:		06/2019							
Run Date:									
Transaction Summary									
Totals:		0							
		\$0.00							
Transaction Category	Transaction Type	Fund Code	Pay Code	Need Category	Need Type	Issuance Method	Employed	Transaction Count	Total

Figure 2.3.1.1 – Sheet 1 Worksheet

1	A	B	C	D	E	F
2		Integrated Service Payment / Valuable Detail Claiming Report				
3		(Monthly)				
4						
5	Organization:	Los Angeles				
6	Date:	06/2019				
7	Run Date:					
8	Fund Code Summary					
9						
10				Totals:	0	\$0.00
11						
12	Fund Code	Pay Code	Transaction Type	Issuance Method	Transactions	Transaction Type Total
13						
14						
15						
16						
17						

Figure 2.3.1.2 – Sheet 2 Worksheet

1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
2		Integrated Service Payment / Valuable Detail Claiming Report (Monthly)																				
3																						
4																						
5	Organization:	Los Angeles																				
6	Date:	06/2019																				
7	Run Date:																					
8	Details																					
9																						
10																					Total:	\$0.00
11																						
12	Transaction Category	Transaction Type	Office	Need Category	Customer Need Type	Issuance Method	Pgm	Aid Code	Case Number	Case Name	Payee Name	Service Month	Issue Date	Transaction Date	Control Number	Fund Code	Pay Code	State PIN	Employed	Amount		
13																						
14																						
15																						
16																						
17																						
18																						
19																						

Figure 2.3.1.3 – Sheet 3 Worksheet

2.4 Description of Change

- All Reports; Integrated Service Payment (Monthly) and Integrated Service Payment (Daily); All Worksheets, add; "Run Date:" to the Worksheet Header.
 - Formatted as: MON-DD-YY HH:MM AM/PM.
- All Reports; Integrated Service Payment (Monthly) and Integrated Service Payment (Daily), All Detail Worksheets;
 - Add a new "State PIN" column to the right of the "Pay Code" column.

Element	Description
State PIN	The pay code, fund code, county code and program code are used for identifying State PINS. If State PIN is not available, the entry will be blank.

3. All Reports; Integrated Service Payment (Monthly) and Integrated Service Payment (Daily); Transaction Summary and Detail worksheets;
 - a. Update the logic to include Expungement transaction information. The Transaction Category column will populate with 'Unclaimed' if the expungement for the Service Payment issuance has not been claimed. If the Expungement has been claimed, the Transaction Category column will populate with 'Claimed'.
All columns on the report will populate based on information for the issuance that was expunged.
 - b. Remove "Transaction Type Total" and "Need Category Total" columns.
 - c. Rename "Pay Code Total" to "Total".
 - d. Calculate "Total" for each data entry line for; Transaction Category, Transaction Type, Fund Code, Pay Code, Need Category, Need Type, Issuance Method, Employed.

4. **LRS Development Only; Daily and Monthly report:** Per SCR 53070 (C-IV); update CalFresh-specific Fiscal Reports to exclude all SUAS issuances Pay Codes "L2" and "L3". (SCR 53070 Fiscal Reports to Exclude SUAS payments). (Notice; action complete in C-IV, see Appendix a)

2.4.1 Report Location

- **Global Navigation:** Reports
- **Local:** Scheduled
- **Task:** Fiscal
- **Report Search:** Integrated Service Payment / Valuable Detail Claiming Report (Daily)
- Or -
- **Report Search:** Integrated Service Payment / Valuable Detail Claiming Report (Monthly)

2.4.2 Counties Impacted

All counties on LRS or C-IV.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1		Integrated Service Payment / Valuable Detail Claiming Report (Daily) (Note; Logo Requirements)	 Integrated Service Payment _ Valuable
2		Integrated Service Payment / Valuable Detail Claiming Report (Monthly) – C-IV	 Integrated Service Payment _ Valuable
3		Integrated Service Payment / Valuable Detail Claiming Report (Monthly) – LRS	 Integrated Service Payment _ Valuable
4		Data Example Integrated Service Payment / Valuable Detail Claiming Report (Note; Mock Data not reconciled)	 DATA EXAMPLE_2-Integrated Service P:

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.2.1	The LRS shall produce reports daily, weekly, monthly, quarterly, semi-annually, annually, and as needed, as specified by COUNTY.	This SCR is enhancing the existing reports as needed by the counties.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
N/A			

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?
N/A					

6 OUTREACH

Include outreach to Training upon document approval for content review.

7 APPENDIX

Appendix

a) Code examples, reference paragraph 2.1.1

LRS

```
641 where claim_hist.county_code = :P_COUNTY_ID
642     and trunc(claim_hist.trans_date)= to_date(to_char(trunc(:P_DATE), 'yyyy/mm/dd'), 'yyyy/mm/dd')
643     and claim_hist.pgm_code != 'CC' /*SCR 13687 REMOVE CHILD CARE PAYMENTS FROM REPORT*/
644     and claim_hist.trans_type_code in ('CP', 'RS', 'SP', 'RV', 'VA', 'VL', 'SJ')
645     and (claim_hist.pay_code <> 'L1' or claim_hist.pay_code is null)
646 /*JOIN THE DECODES*/
647     and claim_hist.serv_cat_code = categorydecode.code(+)
648     and claim_hist.serv_type_code = typedecode.code(+)
649 Union All
650 select null, null, null, null, null, null, null, null, null, 1
```

C-IV

```
652 where claim_hist.county_code = :P_COUNTY_ID
653     and trunc(claim_hist.trans_date)= to_date(to_char(trunc(:P_DATE), 'yyyy/mm/dd'), 'yyyy/mm/dd')
654     and claim_hist.pgm_code != 'CC' /*SCR 13687 REMOVE CHILD CARE PAYMENTS FROM REPORT*/
655     and claim_hist.trans_type_code in ('CP', 'RS', 'SP', 'RV', 'VA', 'VL', 'SJ')
656     and (claim_hist.pay_code not in ('L1', 'L2', 'L3') or claim_hist.pay_code is null)
657 /*JOIN THE DECODES*/
658     and claim_hist.serv_cat_code = categorydecode.code(+)
659     and claim_hist.serv_type_code = typedecode.code(+)
660 Union All
```

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-212039 | CIV-105722

Update the Self Service Portal (YBN/C4Y) and Corresponding Mobile Application (DPSS/C4Y) downtime message.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	[individual(s) from build and test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/20/2020	1.0	Initial	Erika Kusnadi-Cerezo, Tiffany Cheung
04/15/2020	2.0	CR 1	Updated mockups for YBN, C4Y and DPSS mobile so that "Calfresh" is change to "CalFresh" to match the documentation, updated the documentation for the C4Yourself from CalSAWS to here along with adding a documentation for the footer for C4Yourself. Updated the website link that will take the participants to the DPSS customer service. Removed request to add the 'Am I eligible section' from the request. Added the District Addresses and Hours of Operations hyperlink to the resouces box. Changed 'To contact the County about your existing case' in C4Y to 'Contact your County about your existing case.'

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1 OVERVIEW

The Self Service Portals (YourBenefitsNow! [YBN] and C4Yourself) and their corresponding mobile applications (Department of Public Social Services [DPSS] Mobile Application and C4Yourself Mobile Application) are applications that participants can use to apply for and view benefits.

1.1 Current Design

Currently when the YourBenefitsNow! (YBN) website, the Department of Public Social Services (DPSS) Mobile Application, C4Yourself website and the C4Yourself Mobile Application is down for maintenance these applications will not be available for use by the participants during the downtime period. During this time a static message will display to inform participants that the application is not available to be used, but it does not provide additional resources that is available during the downtime period.

Currently the YBN website, DPSS Mobile Application, C4Yourself website and C4Yourself Mobile Application display the following static messages:

YBN website: "YourBenefitsNow! is down for maintenance. Please try again later."

DPSS Mobile App: "System Maintenance. The DPSS Mobile App is currently down for system maintenance. Please try again later. We are sorry for the inconvenience. Need Help? Contact Us YBN_Webmaster@dpss.lacounty.gov"

C4Yourself website: "C4Yourself Unavailable. C4Yourself is currently unavailable. Please try again later."

C4Yourself Mobile Application: "Due to technical difficulties, we are unable to process your request now. Please try later."

Note: When the YourBenefitsNow! (YBN) website is down, the Department of Public Social Services (DPSS) Mobile Application will be down as well. However, when the C4Yourself website is down, it does not mean the C4Yourself Mobile Application is down as well and vice versa. The C4Yourself website and the C4Yourself Mobile Application are not dependent on each other.

1.2 Requests

Update the Self Service Portals (YourBenefitsNow! [YBN] website and C4Yourself website), their corresponding Mobile Applications (Department of Public Social Services [DPSS] Mobile Application and C4Yourself Mobile Application) downtime static messages, and the external CalSAWS Website (CalSAWS.org) to include more information that can provide participants with additional resources that are still available during the outage period.

1.3 Overview of Recommendations

1. Update the YourBenefitsNow! (YBN) website, C4Yourself website and Department of Public Social Services Mobile Application (DPSS) Mobile

Application downtime static message to include the following websites to provide participants with additional resources and their counties contact information.

- a. CalSAWS Resource page
 - b. Covered California website
 - c. CalFresh website
 - d. EBT website
2. Update the C4Yourself Mobile Application downtime static message to direct participants to the C4Yourself website during the downtime period since the website will be available for the participants to use.
 3. Update the external CalSAWS Website (CalSAWS.org) Resource page to provide participants with known system outage times, additional resources and their counties' contact information.

1.4 Assumptions

N/A

2 RECOMMENDATIONS

2.1 YourBenefitsNow! (YBN) downtime static page

2.1.1 Overview

The message on YourBenefitsNow! (YBN) downtime static page will be updated to incorporate alternative public assistance sites that are available for participants to use for additional information during the downtime period.

2.1.2 YourBenefitsNow! (YBN) downtime static page Mockup

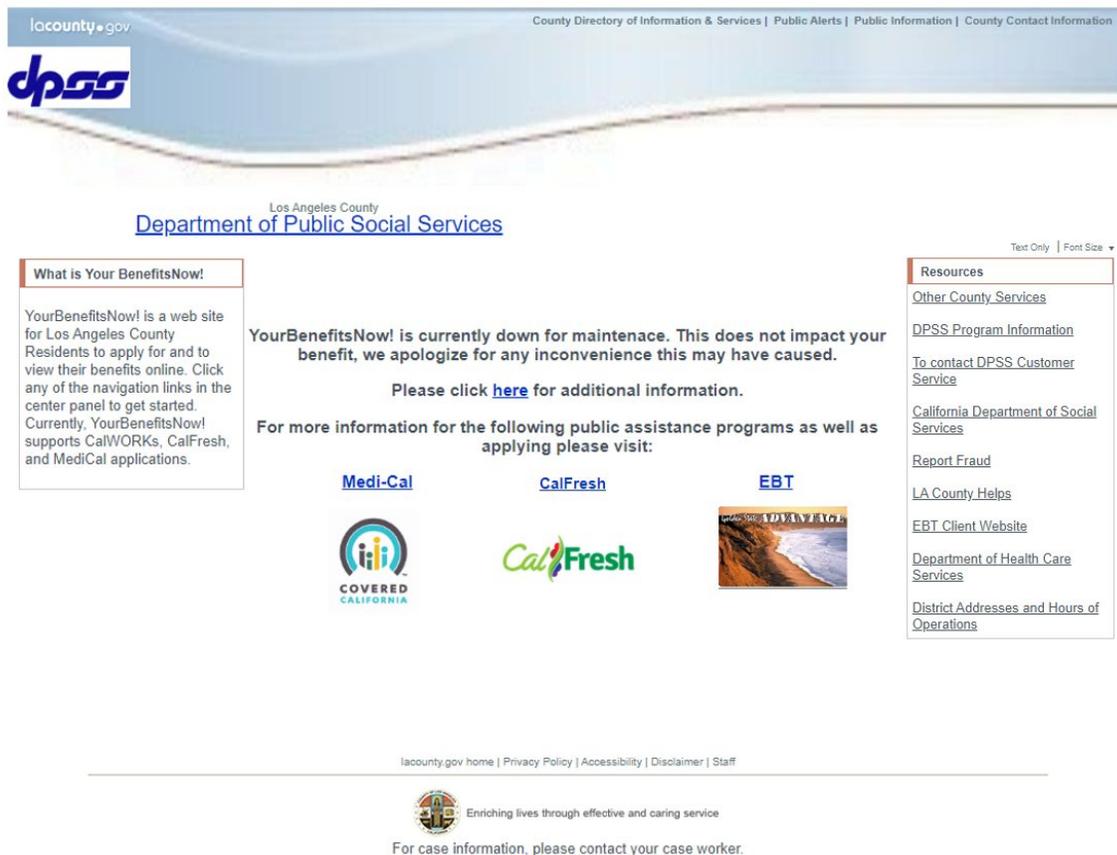


Figure 2.1.1 – YourBenefitsNow! (YBN) downtime static page Mockup

2.1.3 Description of Changes

1. Update the YourBenefitsNow!(YBN) downtime static page as shown on Figure 2.1.1
 - a. Update the existing YBN downtime static message from “YourBenefitsNow! is down for maintenance. Please try again later” to “YourBenefitsNow! is currently down for maintenance.

© 2019 CalSAWS. All Rights Reserved.

This does not impact your benefit, we apologize for any inconvenience this may have caused.

Please click [here](#) for additional information.

For more information for the following public assistance programs as well as applying please visit:

[Medi-Cal CalFresh EBT](#)".

- i. [here](#) will be a hyperlink that will take the participants to the CalSAWS Resources page
 1. CalSAWS Resources website:
<https://www.calsaws.org/resources/>
 - ii. [Medi-Cal](#) will be a hyperlink that will take the participants to the Covered California website
 1. Covered California Logo (Appendix section Figure 4.1.1) will display underneath the Medi-Cal hyperlink.
 2. Covered California website:
<https://www.coveredca.com>
 - iii. [CalFresh](#) will be a hyperlink that will take the participants to the CalFresh website
 1. CalFresh logo (Appendix section Figure 4.1.2) will display underneath the CalFresh hyperlink.
 2. CalFresh website: <https://www.getcalfresh.org>
 - iv. [EBT](#) will be a hyperlink that will take the participants to the EBT log in portal
 1. Picture of EBT card (Appendix section Figure 4.1.2) will display underneath the EBT hyperlink.
 2. EBT log in portal website:
<http://www.ebtproject.ca.gov/>
- b. Update the "Resources" box on the right hand side
- i. "Department of health Care services" to be updated to "Department of Health Care Services".
 - ii. Create a link titled "To Contact DPSS Customer Service"
 1. This hyperlink will take the user to the **DPSS** Customer Service Center information.
 - a. Website:
<http://dpss.lacounty.gov/wps/portal/dpss/main/about-us/customer-service-center>
 - iii. Add the "District Addresses and Hours of Operations" hyperlink.
 1. This hyperlink will take the user to the **DPSS Office Locations**.
 - a. Website:

<http://dpss.lacounty.gov/wps/portal/dpss/main/home/office-locations/>

- c. Update the “For Case Information, please contact your case worker.” message located at the bottom of the page to “For case information, please contact your case worker.”
- d. ~~Add the “Am I Eligible for Benefits?” box along with all associated links that’s and to be located to the left side of the YBN website to the static downtime static page.~~

2.1.4 Page Location

YourBenefitsNow! downtime static page

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Department of Public Social Services Mobile App downtime static pop-up

2.2.1 Overview

The message on the Department of Public Social Services (DPSS) mobile application downtime static pop-up will be updated to incorporate alternative public assistance sites that are available for participants to use for additional information during the downtime period.

2.2.2 Department of Public Social Services (DPSS) Mobile App downtime static pop-up Mockup

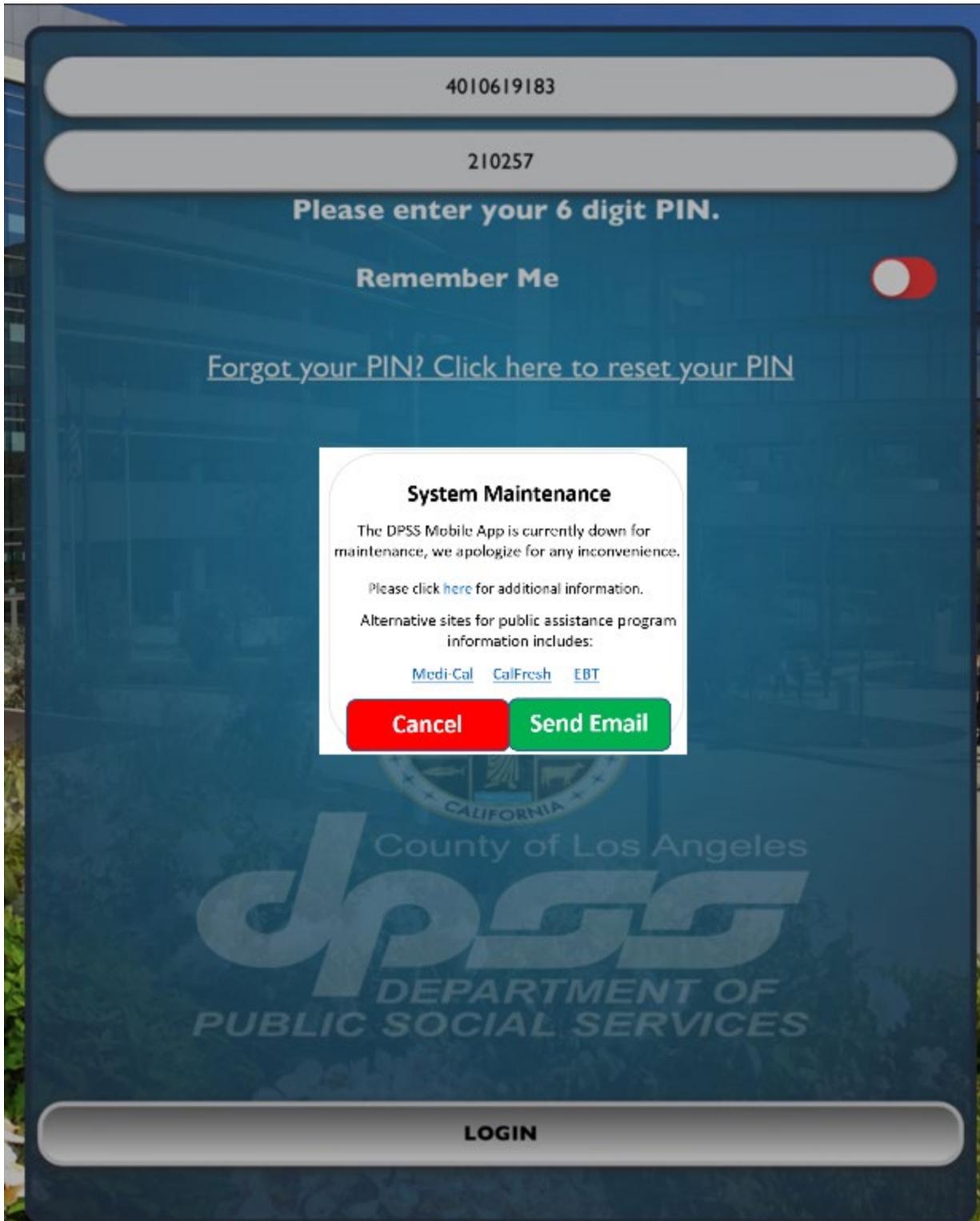


Figure 2.2.1 – Department of Public Social Services (DPSS) Mobile App downtime static pop-up Mockup

2.2.3 Description of Changes

1. Update the DPSS Mobile App downtime static pop-up as shown on Figure 2.2.1
 - a. Update the existing DPSS Mobile APP downtime static pop-up message from “System Maintenance The DPSS Mobile APP is currently down for system maintenance. Please try again later. We are sorry for the inconvenience. Need Help? Contact us YBN_Webmaster@dps.lacounty.gov” to “System Maintenance The DPSS Mobile App is currently down for maintenance, we apologize for any inconvenience. Please click [here](#) for additional information. Alternative sites for public assistance program information include: [Medi-Cal](#) [CalFresh](#) [EBT](#)”.
 - i. When the participants click on the [here](#) hyperlink, it will navigate to the CalSAWS resource website on the browser window.
 1. CalSAWS Resources website:
<https://www.calsaws.org/resources/>
 - ii. When the participants click on the [Medi-Cal](#) hyperlink, it will navigate to the Covered California website on the browser window.
 1. Covered California website:
<https://www.coveredca.com>
 - iii. When the participants click on the [CalFresh](#) hyperlink, it will navigate to the CalFresh website on the browser window.
 1. CalFresh website: <https://www.getcalfresh.org>
 - iv. When the participants click on the [EBT](#) hyperlink, it will navigate to the EBT log in portal website on the browser window.
 1. EBT log in portal website:
<http://www.ebtproject.ca.gov/>

2.2.4 Page Location

Department of Public Social Services mobile application downtime static pop-up

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 C4Yourself Website

2.3.1 Overview

The message on C4Yourself downtime static page will be updated to incorporate alternative public assistance sites that are available for participants to use for additional information during the downtime period.

2.3.2 C4Yourself Downtime Static Page Mockup

C4Yourself® is currently unavailable

C4Yourself® is currently down for maintenance. This does not impact your benefit, we apologize for any inconvenience this may have caused.

Please click [here](#) for additional information.

For more information for the following public assistance programs as well as applying please visit:

Medi-Cal **CalFresh** **EBT**

If you need help in your language, call your local county office. You have the right to ask for help in your own language. There is no cost for this help.
C4Yourself® is a registered trademark of California Statewide Automated Welfare System (SAWS) Consortium IV Joint Powers Authority. Read our [Privacy Statement](#).

Figure 2.3.1 – C4Yourself Downtime Static page Mockup

California Counties



If you need help in your language, call your local county office. You have the right to ask for help in your own language. There is no cost for this help.
C4Yourself[®] is a registered trademark of California Statewide Automated Welfare System (SAWS) Consortium IV Joint Powers Authority. Read our [Privacy Statement](#).

Figure 2.3.2 – C4Yourself California Counties Mockup

If you wish to contact the county about your existing case, call:

Alpine
<http://www.alpinecountyca.gov/>
(877)410-8801

Amador
<http://www.co.amador.ca.us/>
(877)410-8802

Butte
<https://www.buttecounty.net/>
(877)410-8803

Calaveras
<http://calaverasgov.us/>
(877)410-8804

Colusa
<http://www.countyofcolusa.org/>
(877)410-8805

Del Norte
<http://www.co.del-norte.ca.us/>
(877)410-8806

El Dorado
<https://www.edogov.us/>
(877)410-8807

Glenn
<http://www.countyofglenn.net/>
(877)410-8808

Humboldt
<http://humboldtgov.org/>
(877)410-8809

Imperial
<http://www.co.imperial.ca.us/>
(877)410-8810

Inyo
<http://www.inyocounty.us/>
(877)410-8811

Kern
<http://www.co.kern.ca.us/>
(877)410-8812

Kings
<http://www.countyofkings.com/>
(877)410-8813

Lake
<http://www.co.lake.ca.us/>
(877)410-8814

Lassen
<http://www.co.lassen.ca.us/>
(877)410-8815

Madera
<http://www.madera-county.com/>
(877)410-8816

Marin
<http://www.marincounty.org/>
(877)410-8817

Mariposa
<https://www.mariposacounty.org/>
(877)410-8818

Mendocino
<http://www.co.mendocino.ca.us/>
(877)410-8819

Merced
<http://www.co.merced.ca.us/>
(877)410-8820

Modoc
<http://www.co.modoc.ca.us/>
(877)410-8821

Mono
<http://www.monocounty.ca.gov/>
(877)410-8822

Monterey
<http://www.co.monterey.ca.us/>
(877)410-8823

Napa
<http://www.countyofnapa.org/>
(877)410-8824

Nevada
<http://www.mynevadacounty.com/>
(877)410-8825

Plumas
<http://www.plumascounty.us/>
(877)410-8826

Riverside
<http://www.countyofriverside.us/>
(877)410-8827

San Benito
<http://www.cosb.us/>
(877)410-8828

San Bernardino
<http://www.sbcounty.gov/>
(877)410-8829

San Joaquin
<http://www.sjgov.org/>
(877)652-0730

Shasta
<http://www.co.shasta.ca.us/>
(877)652-0731

Sierra
<http://www.sierracounty.ca.gov/>
(877)652-0732

Siskiyou
<http://www.co.siskiyou.ca.us/>
(877)652-0733

Stanislaus
<http://www.stancounty.com/>
(877)652-0734

Sutter
<https://www.co.sutter.ca.us/>
(877)652-0735

Tehama
<http://www.co.tehama.ca.us/>
(877)652-0736

Trinity
<http://www.trinitycounty.org/>
(877)652-0737

Tuolumne
<http://www.tuolumnecounty.ca.gov/>
(877)652-0738

Yuba
<http://www.co.yuba.ca.us/>
(877)652-0739

Figure 2.3.3 – C4Yourself contact information for Mockup

2.3.3 Description of Changes

- 1) Update the C4Yourself downtime static page as shown on Figure 2.3.1
 - a) Update the existing downtime message on the downtime static page to “C4Yourself® is currently unavailable
C4Yourself® is currently down for maintenance. This does not impact your benefit, we apologize for any inconvenience this may have caused. Please click [here](#) for additional information. For more information for the following public assistance programs as well as applying please visit:
[Medi-Cal](#) [CalFresh](#) [EBT](#)”.
 - i) [here](#) will be a hyperlink that will take the participants to the CalSAWS Resources page
 - (1) CalSAWS Resources website: <https://www.calsaws.org/resources/>
 - ii) [Medi-Cal](#) will be a hyperlink that will take the participants to the Covered California website
 - (1) Covered California Logo (Appendix section Figure 4.1.1) will display underneath the Medi-Cal hyperlink.
 - (2) Covered California website: <https://www.coveredca.com>
 - iii) [CalFresh](#) will be a hyperlink that will take the participants to the CalFresh website
 - (1) CalFresh logo (Appendix section Figure 4.1.2) will display underneath the CalFresh hyperlink.
 - (2) CalFresh website: <https://www.getcalfresh.org>
 - iv) [EBT](#) will be a hyperlink that will take the participants to the EBT log in portal
 - (1) Picture of EBT card (Appendix section Figure 4.1.2) will display underneath the EBT hyperlink.
 - (2) EBT log in portal website: <http://www.ebtproject.ca.gov/>
- 2) Create a static page of <https://c4yourself.com/c4yourself/counties.jsp> as shown on Figure 2.3.2
this will allow users to view the list of the C4Yourself counties even when C4Yourself is down.
 - a) Update the existing “[Click here](#) for a map and listing of all C4Yourself counties where you can send your application.” to “[See a map and listing of all C4Yourself counties](#) where you can send your application.” that is located on the left hand side of the existing downtime static page.
- 3) Create a static page of <https://c4yourself.com/c4yourself/ivrContact.jsp> as shown on Figure 2.3.3 this will allow user to view the contact information for the counties.

- a) This will be a hyperlink title "[Contact your County about your existing case.](#)" this will be added to the left hand side under the "[See a map and listing of all C4Yourself counties](#) where you can send your application."
- b) Update the Footer of the update downtime static page to display "If you need help in your language, call your local county office. You have the right to ask for help in your own language. There is no cost for this help. C4Yourself® is a registered trademark of California Statewide Automated Welfare System (SAWS) Consortium IV Joint Powers Authority. Read our [Privacy Statement.](#)"

2.3.4 Page Location

C4Yourself downtime static page

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 C4Yourself Mobile Application

2.4.1 Overview

The message on the C4Yourself mobile application downtime static pop-up will be updated to direct participants to the C4Yourself website during the downtime period for the mobile application.

2.4.2 C4Yourself Mobile App downtime static pop-up Mockup

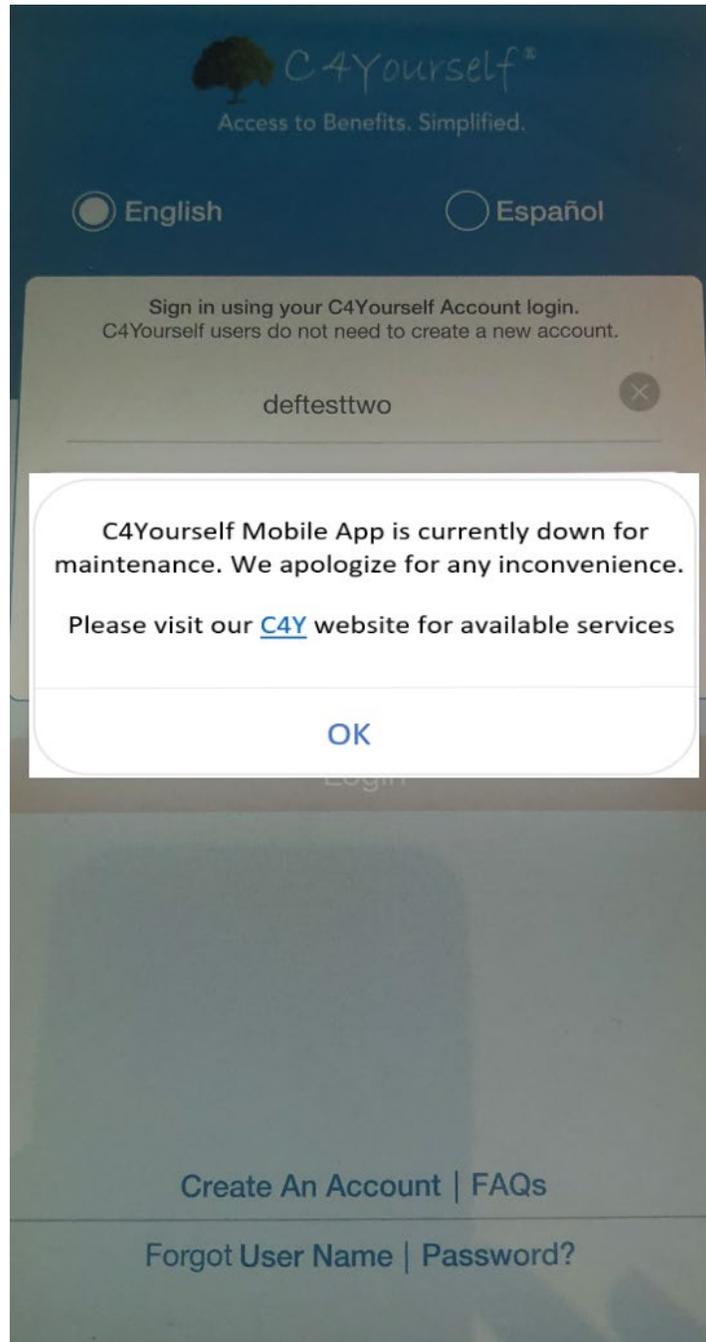


Figure 2.4.1 – C4Yourself Mobile App downtime static pop-up Mockup

2.4.3 Description of Changes

1. Update the C4Yourself Mobile Application downtime static pop-up as shown on Figure 2.4.1
 - a. Update the existing C4Yourself Mobile App downtime static pop-up message from “Due to technical difficulties, we are

unable to process your request now. Please try later.” to “C4Yourself Mobile App is currently down for maintenance. We apologize for any inconvenience. Please visit our [C4Y](#) website for available services.

- i. [C4Y](#) will be a hyperlink that will take the participants to the C4Yourself website

- 1. C4Yourself website:

- <https://c4yourself.com/c4yourself/index.jsp>

2.4.4 Page Location

C4Yourself mobile application downtime static pop-up

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

N/A

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 CalSAWS.org Resources page

2.5.1 Overview

The Resources page on the external CalSAWS Website (CalSAWS.org) will be updated to include an “Outages” section to incorporate alternative public assistance sites that are available for participants to use, counties’ contact information, and known system outage durations.

2.5.2 Resources Page on CalSAWS Website Mockup

CalSAWS [News](#) [Meetings](#) [Release Notes](#) [Procurement](#) [Resources](#) [Careers](#) [About Us](#) [Ask CalSAWS](#)

Resources

As a public resource to the community, the links below relate to benefits, healthcare, legal counseling, family assistance, employment/education, and general resources. Please explore the sites below to learn more.

Outages

Current System Outages

  **Full C4Yourself Outage – Wednesday, March 25, 2020 at 8:00PM until 10:00PM**
During this period, users will be unable to access the C4Y application.

Alternative sites for information include:
[Medi-Cal: Covered California](#)
[CalFresh: GetCalFresh](#)
[EBT General Information: EBT Project](#)
[EBT Account Login: EBT CardHolder Portal](#)

Apply by Phone:
What County are you applying with? (during business hours)

IVR Contact Number: 866-613-3777
This county is currently accepting new applications.

Scheduled System Outages

 **Full YBN Outage – Friday, April 3, 2020 at 6:00AM until 11:00AM**
During this period, users will be unable to access the YBN application.

 **Full C4Yourself Outage – Wednesday, April 8, 2020 at 1:00PM until 3:00PM**
During this period, users will be unable to access the C4Y application.

Figure 2.5.1 – Resources Page on CalSAWS Website Mockup (Web Version)

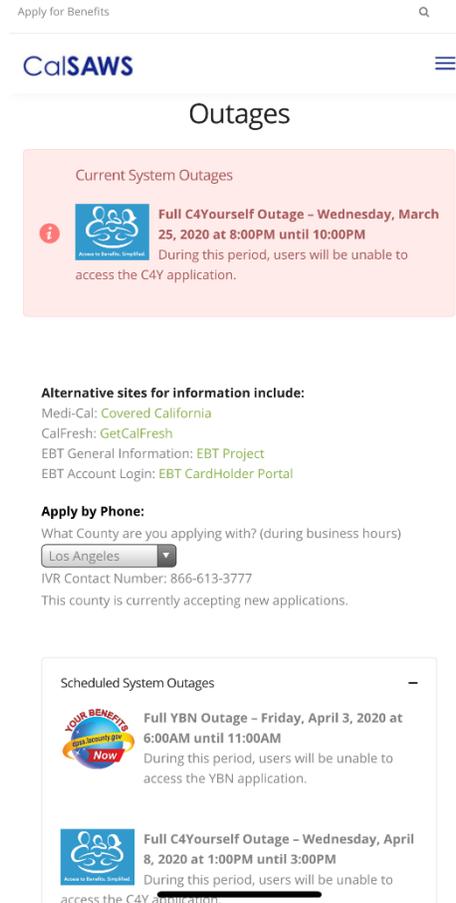


Figure 2.5.2 – Resources Page on CalSAWS Website Mockup (Mobile Version)

2.5.3 Description of Changes

1. Update the existing Resources page on the CalSAWS Website (CalSAWS.org) to include an “Outages” section.
 - a. Add a “Current System Outages” box to inform participants about any YBN or C4Yourself system outages that are currently happening (this section will only display if there is a current outage to the YBN or C4Yourself website). This box will display the YBN/C4Y logos (Appendix section Figure 4.1.4 and 4.1.5), date, duration, and if the users will/will not be able to access the application during the outage.
 - b. Include the following links as alternative public assistance sites for information:
 - i. <https://www.coveredca.com/>
 - ii. <https://www.getcalfresh.org/>
 - iii. <http://www.ebtproject.ca.gov/>
 - iv. <https://www.ebt.ca.gov/cardholder/>
 - c. Include section for participants who are applying by phone with the corresponding IVR Contact Number.

- i. This will include a drop down field that will list LA County and all the C-IV Counties. The corresponding IVR contact number will be displayed based on the County that is selected.
- d. Add a "Scheduled System Outages" box to inform participants about any scheduled YBN or C4Yourself system outages that are planned for a future date. This box will automatically be "opened" showing all the details, if there are any known outages scheduled for the near future. Otherwise, the box will remain "closed". The box will display the YBN/C4Y logos (Appendix section Figure 4.1.4 and 4.1.5), date, duration, and if the users will/will not be able to access the application during the outage.

2.5.4 Page Location

CalSAWS Website - Resources page (www.calsaws.org/resources/)

~~2.5.6~~2.5.5 Security Updates

N/A

~~2.5.7~~2.5.6 Page Mapping

N/A

~~2.5.8~~2.5.7 Page Usage/Data Volume Impacts

N/A

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.27.1.25	The LRS shall, upon completion of an application for benefits, route the information to the appropriate Local Office Site for processing.	Participants are provided information to appropriate public resources during the downtime period.

4 APPENDIX



Figure 4.1.1 – Covered California Logo



Figure 4.1.2 – CalFresh Logo

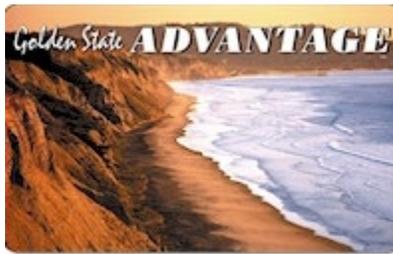


Figure 4.1.3 – EBT card picture



Figure 4.1.4 – YBN Logo



Figure 4.1.5 – C4Yourself Logo