CalSAWS

California Statewide Automated Welfare System

DRAFT

Design Document

CA-53789/CIV-101159 – Update Expedited Service Determination, Postponed Verification, and Batch Discontinuance Process

CalSAWS	DOCUMENT APPROVAL HISTORY	
California Statewide Automated Welfare System	Prepared By	Sridhar Mullapudi, Howard Suksanti
	Reviewed By	Balakumar Murthy, Chris Larson

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/19/2019	.01	Initial Version	Sridhar Mullapudi, Howard Suksanti
1/24/2020	.02	Updated with Committee review comments on the Discontinuance Batch job section 2.3.1, 2.3.2, and 2.3.3	Howard Suksanti
4/20/2020	.03	Added new recommendation 2.3.4 for a batch sweep for pending expenses in CIV system only	Howard Suksanti

Table of Contents

1 OVERVIEW

Eligible CalFresh households that meet certain criteria qualify for Expedited Service (ES) at initial application or recertification. Households that qualify will have benefits made available to them by the third calendar day after the date of application and can have some verification postponed during ES eligibility determination.

Households that qualify for State Utility Assistance Subsidy (SUAS) receive additional CalFresh benefits ($20.01). These households receiving the SUAS payment are eligible for the Standard Utility Allowance (SUA) effective the month in which the SUAS payment is issued and for the remainder of their certification period. Per ACL 14-66, when entitlement ES is determined, SUAS based SUA shall not be used in calculating if rent/mortgage and utilities are more than income/resources

If a household qualifies for expedited service, certain verifications can be postponed. Postponed verifications must be received within 30-day regular CalFresh application timeframe. Once the postponed verifications are received, the postponed verification indicator on CalFresh detail page shall be updated. Postponed verifications must be provided within 30-days of the application; failure to provide verifications shall result in a household to be discontinued.

1.1 Current Design

When a household is eligible for SUAS, SUAS based SUA is used in calculating if rent/mortgage and utilities are more than income/resources when determining expedited service eligibility.

When verifications page is updated upon receiving pending ES verifications, ES information on CalFresh detail page does not get automatically updated.

LRS/CalSAWS Only: When verifications are not received by the due date, an automated batch process (Batch Job PB00E159) discontinues the CalFresh program during the Batch 10-Day processing activities.

C-IV Only: An automated batch process to discontinue CalFresh when verifications are not received by the due date does not exist.

1.2 Requests

When a household is eligible for SUAS, SUAS based SUA shall not be used in calculating if rent/mortgage and utilities are more than income/resources when determining expedited service eligibility.

A new automated batch will be introduced that will update the 'postponed verifications received' indicator in the CalFresh detail page to 'Yes' when the verifications page is updated upon receiving pending ES verifications,

C-IV Only: Add an automated batch process to discontinue CalFresh and Supplemental Nutritional Benefit (SNB) program when the Postponed verifications are not received by due date. The job will run daily, trigger EDBC with a negative action reason of 'Failed to Complete ES Requirements', and trigger EDBC on the month following the ES End Date.

C-IV only: Add a new Batch EDBC Sweep when Expense, Expense Amount, Utility Expense, Self-Employment Expense, or Medicare Information verification is past due date. Unverified expenses are disallowed from CalFresh EDBC after the end of the Expedited Service period.

LRS/CalSAWS Only: Modify the 'Past Due Postponed Verifications for Expedited Service CalFresh' Sweep job to:
1. Exclude some of the property verification types when the CF program is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE).
2. Modify the job to run daily (Mon-Sat).
3. Modify the job to close the CF program from the month after the ES End Date.

1.3 Overview of Recommendations

When determining ES eligibility by calculating if rent/mortgage and utilities are more than income/resources, SUAS based SUA shall not be used when determining the utility expense.

When verifications page is updated upon receiving pending ES verifications, a new automated batch will update the 'postponed verifications received' indicator in the CalFresh detail page to 'Yes'.

C-IV Only: Add an automated batch process to discontinue ES CalFresh program when verifications for Expedited Service are not received by due date.

The job will run daily, trigger EDBC with a negative action reason of 'Failed to Complete ES Requirements', and trigger EDBC on the month following the ES End date. This Batch Sweep job will exclude some of the property verification types when the CF program is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE).

C-IV only: Add a new Batch EDBC Sweep when Expense, Expense Amount, Utility Expense, Self-Employment Expense, or Medicare Information verification is past due date. Unverified expenses are disallowed from CalFresh EDBC after the end of the Expedited Service period.

CalSAWS Only: Modify the 'Past Due Postponed Verifications for Expedited Service CalFresh' Sweep job to

1. Exclude some of the property verification types when the CF program is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE).
2. Modify the job to run daily (Mon-Sat).
3. Modify the job to close the CF program from the ES End Date.

1.4 Assumptions

1. This new logic will be applied to ongoing EDBCs only. There will be no retro batch processing to appropriately discontinue expedited service CalFresh cases at the end of expedited service period when pending verifications are not received within due date for historical benefit months.
2. User will be responsible for updating the 'Postponed for Expedited Service' indicator appropriately on the Verification Detail page.
3. DDID 1110 (SCR CA-207374) will enable the existing CalSAWS Batch Job (PB00E159) to run for Counties that opt-in to this functionality during Migration.

2 RECOMMENDATIONS

2.1 Eligibility Rules Update

2.1.1 Overview

When determining income and resources are less than the total expenses for Expedited Service (ES) eligibility, SUAS based SUA shall not be used in calculating total shelter expense.

2.1.2 Description of Changes

Update CF EDBC logic to not include SUAS based SUA when calculating the total shelter expense to determine the household's eligibility for ES when total income and liquid resources are less than total shelter expenses.

2.1.3 Programs Impacted

CF

2.1.4 Performance Impacts

None

2.2 Eligibility List (C-IV Only)

2.2.1 Overview

Generate a list to provide all ES CF cases that are currently active, and postponed ES verification are not received and past due date.

2.2.2 Description of Changes

Generate a list of CF cases that meet the following criteria:

1. Program status is active for come-up month
2. 'Postponed Verifications Authorized' field for Expedited Service is 'Yes' on the batch date
3. 'Postponed Verifications Received' field for Expedited Service is 'No' on the batch date
4. 'Postponed Verifications Due Date' is before the benefit month begin date

The lists will include the Standard List Columns:

Case Name

Case Number

County

Unit

Unit Name

Office Name

Worker ID

The list will be posted at: CalSAWS System Web Portal > System Changes > SCR and SIR Lists > 2020 > SCR CIV-101159

2.2.3 Programs Impacted

CF

2.2.4 Performance Impacts

None

2.3 Batch

2.3.1 Add a new Batch Sweep to discontinue Expedited CF cases with Past-Due Postponed Verifications (C-IV only)

2.3.1.1 Overview

CalFresh household will get Expedited Service (ES) CalFresh benefits for the month of application and possibly for the next month as well. If the household applies on or before the 15th of the month, and qualifies for expedited service, it will get CalFresh benefits for the application month. If the household applies after the 15th of the month, and qualifies for expedited service, it will get CalFresh benefits for the application month and the following month. The following month's benefits will be discontinued if verifications are not received by due date.

2.3.1.2 Description of Changes

Create a new daily batch sweep to discontinue CalFresh and SNB program via batch EDBC with discontinuance reason "Failed to Complete ES Requirements" when all the following are true:

1. CalFresh program status is 'Active' as of batch date
2. CalFresh program persons are 'Active' as of batch date
3. Postponed ES Indicator for at least one of the verifications on the verification list page is 'Yes'
   a. Unless the latest Accepted and Saved CalFresh EDBC is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE) then the batch job will not consider all the following property verification types (Personal Property, Real Property, and Transferred Property) on any of the above conditions.
4. Postponed Verifications received field for Expedited Service is set to 'No' on the batch date
5. Postponed Verifications Due Date for Expedited Service from the CalFresh detail page is on or before the batch date

The Batch job will trigger Batch EDBC with the following details:

1. Triggers Batch EDBC with the Targeted Program mode for CF and SNB programs
2. Triggers with a Neg action reason/Disc_RSN_CODE of "Failed to Complete ES Requirements"
3. Triggers Discontinuance on the month following the end of the ES period.

2.3.1.4 Execution Frequency

Change to Daily (Mon-Sat).

2.3.1.5 Key Scheduling Dependencies

This job will run prior the Batch EDBC. The job will run after the new batch job that update the Postpone Verification Received indicator.

2.3.1.6 Counties Impacted

C-IV Counties. This Batch job already exists in LRS/CalSAWS.

2.3.1.7 Data Volume/Performance

N/A.

2.3.1.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.).

2.3.2 Modify the existing Batch Sweep that discontinue Expedited CF cases with Past-Due Postponed Verifications – PB00E159 (LRS/CalSAWS only)

2.3.2.1 Overview

The Past Due Postponed Verifications for Expedited CalFresh batch sweep discontinue the program when CalFresh is Categorically Eligible (CE) or Modified Categorically Eligible (MCE) and the only pending verification type is in one of the following (Personal Property, Real Property, and Transferred Property). Since these verification types are not required for the CalFresh CE or MCE case, the batch job will be modified to have an additional check on these verification types.

2.3.2.2   Description of Changes

1.   Modify the Past Due Postponed Verifications for Expedited CalFresh batch sweep to exclude the following verification type of (Personal Property, Real Property, and Transferred Property) when the CalFresh program is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE).

The following trigger conditions will be added into the batch job:
   a. When the latest Accepted and Saved CalFresh EDBC is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE) then the batch job will not consider all the following Property verification types (Personal

Property, Real Property, and Transferred Property) when discontinuing the ES CalFresh program for postponed verification not received by due date.

2. Modify the batch job to run daily (Mon-Sat).
3. Add job dependency on this batch job to run after the new batch job that update the Postpone verification received field.
4. Modify the batch job to trigger Discontinuance on the month following the end of the ES period.

2.3.2.4 Execution Frequency

Change to Daily (Mon-Sat).

2.3.2.5 Key Scheduling Dependencies

Add job dependency to run after the new batch job that updates the Postpone verification received field.

2.3.2.6 Counties Impacted

All LRS/CalSAWS Counties.

2.3.2.7 Data Volume/Performance

N/A.

2.3.2.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.).

2.3.3 Add a new Daily Batch Job to update field 'Postponed Verification Received' (LRS/CalSAWS and C-IV)

2.3.3.1 Overview

In order to automate the process of updating the field 'Postponed Verification Received' to 'Yes' in the Expedited Service section of the CalFresh Detail page, a new batch sweep job is being introduced in this SCR.

2.3.3.2 Description of Changes

Create a new batch sweep job to update the 'Postponed Verification Received' value in the Expedited Service section of the CalFresh detail page to 'Yes' when all the mandatory verifications in Appendix 4.1, if existed in the case, are set to 'Verified' or 'Not Applicable'.

All the below conditions need to be met for the batch to update the 'Postponed Verification Received' value to 'Yes':

1. CalFresh program status is 'Active' as of batch date.
2. 'Postponed Verifications Authorized' field in the CalFresh detail page is set to 'Yes'.
3. 'Postponed Verification Received' field in the CalFresh Detail page is set to 'No'.
4. The status of mandatory verifications (Listed in Appendix 4.1) in Verifications list page are either Verified or Not Applicable OR
There are no mandatory verifications (Listed in Appendix 4.1) in the Verifications List page.
   a. When the latest Accepted and Saved CalFresh EDBC is Categorically Eligible (CE) or Modified Categorical Eligibility (MCE) then the batch job will not consider all the following property verification types (Personal Property, Real Property, and Transferred Property) on any of the above conditions.

   LRS only: A verification can be verified at the program level. If the above mandatory verification has been verified by CF program, the batch job will consider that the verification is verified.

Note: The list of verifications for each Expedited Service CalFresh case can differ but it needs to be among the mandatory verifications listed in Appendix 4.1.

2.3.3.4 Execution Frequency

Daily (Mon-Sat) exclude the Holidays.

2.3.3.5 Key Scheduling Dependencies

This job will run prior to the Past Due Postponed Verifications for Expedited CalFresh batch sweep job.

2.3.3.6 Counties Impacted

All LRS/CalSAWS Counties.

2.3.3.7 Data Volume/Performance

N/A.

2.3.3.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.).

2.3.4 Add a new Batch EDBC Sweep when Expense, Expense Amount, Utility Expense, Self-Employment Expense, or Medicare Information verification is past due date (C-IV only)

2.3.4.1 Overview

Expenses are not required to be verified to be included in CalFresh EDBC when the household qualifies for expedited service. This automated batch job will disallow expenses for CalFresh program after the end of expedited service period if the expenses are not verified.

For CF program, when Expense, Expense Amount, Utility Expense, Self-Employment Expense, or Medicare Information verification is past due date, worker manually run EDBC to disallow deduction on the program.

In LRS/CalSAWS:

PB00E169 batch job auto trigger EDBC when verification is past due date.

2.3.4.2 Description of Changes

C-IV only:

Add a new batch job (PB00E169) that will perform the following.

1. Trigger Regular EDBC.
2. Trigger EDBC on the following month.
3. Trigger Single Program mode.

The batch job will trigger EDBC when all the following are true.

1. Program is CF.
2. Program status is Active as of the following month.
3. CF Postponed Verifications Authorized indicator is 'Yes'
4. Postponed Verifications Due Date for Expedited Service is on or before the batch date.
5. Any of the following list of verification types is in pending as of the batch run date.
   a. Expense Amount
   b. Utility Expense
   c. Self-Employment Expense
   d. Medicare Information

Note: There will be no change to an existing Batch EDBC skip that will skip CF ES case when the postpone verification is not received (postpone verification received indicator in the program detail page is 'No').

2.3.4.4 Execution Frequency

Monthly batch 10 day cutoff.

2.3.4.5 Key Scheduling Dependencies

This job will run prior the Batch EDBC.

2.3.4.6 Counties Impacted

C-IV Counties.

Note: This Batch job already exists in LRS/CalSAWS. The existing job in LRS/CalSAWS triggers for other verification types and looks at other programs other than CF program. At migration, this new C-IV job will perform the same as the LRS/CalSAWS batch job.

2.3.4.7 Data Volume/Performance

N/A.

2.3.4.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.).

3   REQUIREMENTS

Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.6	The LRS shall identify and evaluate eligibility by person and by case/program	LRS/CalSAWS will not use SUAS based SUA when determining the CF households eligibility to ES.

4 APPENDIX

4.1 Postponed Verification Types

The following verification types will be utilized to determine if Postponed Verifications are complete when the Verified Status is set to 'Verified' or 'Not Applicable'.

1. Country of Birth
2. Date of Birth
3. Income
4. Name/Identity
5. Personal Property
6. Real Property
7. Relationship
8. Residence
9. SSN
10. Sponsored Non-Citizen
11. USCIS Document
12. Transferred Property

CalSAWS

California Statewide Automated Welfare System

Design Document

SCR CA-204747 & CIV-818

Update Time Limit Batches to not create 48 MTC
for parents that are under 18 years

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Chris Carandang
	Reviewed By	Chris Larson, Lien Phan, Joel Acevedo
		Akira Moriguchi, Sidhant Garg, Kapil Santosh, Christine Altavilla, Himanshu Jain, Jose Calcedo, Chandan Talukdar

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/26/2019	1.0	Initial draft	CarandangC
09/18/2019	2.0	Updated from feedback and comments on 09/17/2019	CarandangC
09/23/2019	3.0	Updated from feedback and comments on 09/23/2019	CarandangC
10/10/2019	4.0	Added list of exceptions that will be skipped by DCR and to be listed in Outreach	CarandangC
10/16/2019	5.0	Updated design from feedback and comments on 10/15/2019	CarandangC
11/25/2019	6.0	Updated design from feedback and comments of review committee	CarandangC
01/08/2020	7.0	Updated the case list mock up and outreach section	CarandangC

Table of Contents

DRAFT

1 OVERVIEW

This document outlines the changes to be implemented in the CalWORKs time limit functionality to stop the clock from counting towards the CalWORKs time limit requirement for a person under 18 years old active in CalWORKs and marked as an adult without an active or pending Cal-Learn program for the effective month. The CalWORKs time limit exception for persons under 18 years old is provisioned in the State regulations under section 42-302.1.

1.1 Current Design

A cash aid time limit record is automatically getting created in the system for a person under 18 years old active in CalWORKs and marked as an adult without an active or pending Cal-Learn program for the effective month. This causes the CalWORKs clock to tick towards the months of aid when ideally it should not occur. As a result, it makes the person ineligible to CalWORKs after reaching the time limit requirement when that person should be receiving benefits.

1.2 Requests

A cash aid time limit record should not be created for a person under 18 years old active in CalWORKs and marked as an adult without an active or pending Cal-Learn program for the effective month. This logic stops the tick for CalWORKS clock.

Note: A cash aid time limit record should continue to be created for a person under 18 years old who has active CW program marked as an Adult and has an active Cal-Learn program. This logic will have their TANF clock tick. The worker adds the 308 Exemption that will stop the CalWORKs and WTW clock but the TANF clock still ticks. The batch time limit also automatically adds the 308 exemption when Work Registration Exempt is determined by EDBC.

1.3 Overview of Recommendations

- Create a DCR to remove the cash aid time limit records for persons under 18 years old on the first day of the time limit month who are active in CalWORKs and marked as an adult without an active or pending Cal-Learn program for the effective month.

- Modify both the daily and monthly time limit batch jobs to stop creating time limit record for persons under 18 years old on the first day of the time limit month active in CalWORKs and marked as an adult without an active or pending Cal-Learn program for the effective month.

1.4 Assumptions

- When a worker changes DOB making the person a minor, we are not capturing that change in order to remove cash aid time limit months. The worker will have to manually update and delete the months after the EDBC has been ran.

- WDTIP has no record of the rejected months for those persons under 18 without Cal-Learn program, and we are not sending the transaction to delete the records to WDTIP.

- The existing functionality for any discrepancy between WDTIP and the system will be handled manually by users.

2 RECOMMENDATIONS

Modify the daily and monthly time limit batch jobs to stop creating cash aid time limit records for persons under 18 years old active in CalWORKs and marked as an adult without an active or pending Cal-Learn program for the effective month. Moreover, create a data change request to remove existing time limit records for the same criteria.

2.1 Daily Time Limit Batch Job

2.1.1 Overview

The daily time limit batch job is an existing batch job that runs on a daily basis and determines the time clock for past benefit month due to retroactive changes. This batch job creates time limit record for a person who is marked as an adult. If a time clock already exists for the effective month, the program makes no changes. This batch job needs to be modified in order to stop creating cash aid time limit record for persons under 18 years old.

2.1.2 Description of Change

Modify the daily time limit batch job to stop creating cash aid time limit record for CalWORKs that meets ALL the following criteria:

a. The person is under 18 years old on the first day of the time limit month, and

b. The person is active in CalWORKs and marked as an adult for the effective month, and

c. The person does not have an active or pending Cal-Learn program for the effective month.

2.1.3 Execution Frequency

No change.

2.1.4 Key Scheduling Dependencies

No change.

2.1.5 Counties Impacted

All counties.

2.1.6 Data Volume/Performance

No change.

2.1.7 Failure Procedure/Operational Instructions

No change.

2.2 Monthly Time Limit Batch Job

2.2.1 Overview

The monthly time limit batch job is an existing batch job that runs on a monthly basis after the program cut-off date and determines the time clock for continuing cases for the next benefit month. This batch job creates time limit record for a person who is marked as an adult. If a time clock already exists for the benefit month, the program makes no changes. This batch job needs to be modified in order to stop creating cash aid time limit record for persons under 18 years old.

2.2.2 Description of Change

Modify the monthly time limit batch job to stop creating cash aid time limit record for CalWORKs that meets ALL the following criteria:

a. The person is under 18 years old on the first day of the time limit month, and

b. The person is active in CalWORKs and marked as an adult for the effective month, and

c. The person does not have an active or pending Cal-Learn program for the effective month.

2.2.3 Execution Frequency

No change.

2.2.4 Key Scheduling Dependencies

No change.

2.2.5 Counties Impacted

All counties.

2.2.6 Data Volume/Performance

No change.

2.2.7 Failure Procedure/Operational Instructions

No change.

2.3 Create a data change request to remove the cash aid time limit records for minors without an active or pending Cal-Learn program

2.3.1 Overview

There are existing cash aid time limit records created by the Daily and Monthly Time Limit batch jobs for persons under 18 years old active in CalWORKs and marked as an adult without an active Cal-Learn program for the effective month. By removing these records, the month on aid will not count against the time limit for CalWORKs.

2.3.2 Description of Change

The data change request will remove the cash aid time limit records for CalWORKs from the database table that meets ALL the following criteria:

a. The person is under 18 years old on the first day of the time limit month, and

b. The person is active in CalWORKs and marked as an adult for the effective month, and

c. The person does not have an active or pending Cal-Learn program any time during the effective month, and

d. The cash aid time limit record is not associated with any of the below exceptions:

100 - FTP immunization verif.

101 - FTP school attendance verification
102 - No school attend. or work activities
103 - Non-coop with Child Supp-no good cause
104 - Fraud-False docs for children
105 - Fraud > $10,000
106 - Fraud Felony > $5,000
107 - Fraud < $2,000
108 - Fraud between $2K - $5K
109 - Fraud Dup App - 1st
110 - Fraud Dup App - 2nd
111 - Fraud Dup App - 3rd
112 - Fraud Dup CW
113 - Fraud Activity CW - 1st
114 - Fraud Activity CW - 2nd
115 - Fraud Activity CW - 3rd
150 - Fraud Dup CF
200 - Non-Coop WTW
201 - Non-Coop WtW - 2nd
202 - Non-Coop WtW - 3rd
203 - Fleeing felon
204 - Drug felon
205 - Child Support Assignment of Rights
206 - Cal-Learn sanction - aided adult
207 - Cal-Learn sanction - head of househ.
209 - Removed from Aid
376 - Reimbursed Child Support
500 - Excluded Person
700 - TANF/CalWORKs Repayment (entire month)
701 - CalWORKs Repayment (entire month)
Services for Former Recipients

2.3.3 Estimated Number of Records Impacted/Performance

The data change request will impact approximately 12K cash aid time limit records in C-IV counties and 1K in LRS county.

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	CalWORKs clock	The case list of C-IV and LRS counties impacted by the data change request to remove cash aid time limit records.	📊 CA-204747 CIV-818 Case List Mockup.xls

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.28.2.4	The LRS shall allow for the stopping of and/or modification to work participation program time clocks and time limit counters for participants.	CalSAWS is implementing a batch logic to stop CalWORKS clock from ticking to persons under 18 years old active in CW as an adult without a Cal-Learn program for the effective month.

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

A case list of cash aid time limit records that will be removed by the DCR, and those records that will be skipped associated with the exceptions listed in section 2.3.2 will be provided to all the impacted counties. The following columns will be included in the file:

a. COUNTY_CODE
b. DISTRICT_OFFICE
c. Region
d. CASE_NAME
e. CASE_NUMBER
f. MEMBER_LAST_NAME
g. MEMBER_FIRST_NAME
h. MEMBER_DOB
i. MEMBER_AGE
j. MEMBER_CIN
k. CALWORKS_PROGRAM_STATUS
l. LAST_CalWORKs_WORKER_ID
m. MEMBER_ROLE
n. MEMBER_ROLE_REASON
o. MEMBER_PROGRAM_STATUS
p. WTW_REP_PROGRAM_STATUS
q. TIME_LIMIT_EFFECTIVE_DATE
r. EXCEPTION_REASON
s. COUNT_OF_TIME_LIMIT_EFF_MONTH
t. LAST_WTW_REP_WORKER_ID

A summary of removed and skipped exception records will be provided with the following columns:

a. Exception Reason
b. Count
c. Grand Total

7 APPENDIX

N/A

DRAFT

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-209798 | CIV-104735

Enhance Functionality to Cancel MAGI Referrals
and Determination Changes

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Antony Lerner
	Reviewed By	Derek Goering, Maksim Volf, Prashant Goel, Geetha Ramalingam, William Baretsky, Parul Dhawan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/2/2020	0.1	Original Draft	Antony Lerner
3/13/2020	0.2	Added criteria to restrict the functionality and data change to the same county.	Antony Lerner
3/16/2020	0.3	Updated list criteria	Antony Lerner
3/25/2020	0.4	Modified 'Cancel Referral' button caption and warning message on MAGI Referral Detail page.	Antony Lerner
4/16/2020	0.5	Added a Note stating that no changes to eHIT CancelDER transaction will take place.	Antony Lerner

Table of Contents

1 OVERVIEW

The purpose of this document is to satisfy an enhancement to The Systems to allow a worker to cancel all Referrals and Determination Changes for the CalHEERS case in the same county when the worker cancels one.

1.1 Current Design

The Systems allow a worker to cancel an unsolicited MAGI Determination of type 'Referral' when it is not linked to a case known to The Systems. When multiple MAGI Determinations with type 'Referral' for the same MAGI Case Number are received, cancelling one will automatically cancel all others and send a single Cancel DER transaction to CalHEERS. The Cancel DER transaction sent to CalHEERS closes the CalHEERS case on the CalHEERS portal permanently. The Systems do not allow a Worker to cancel a MAGI Determination of type 'Determination Change' even when it is not linked to a case known to The Systems. The 'Cancel Referral' button displays on the 'MAGI Referral Detail' page for 'Referral' or 'Determination Change' types when the "Status" is 'Received'; however, the functionality does not actually cancel a 'Determination Change' so the "Status" remains 'Received'. Since the functionality does not update the 'Determination Change' "Status" to 'Canceled', the 'Determination Change' remains on the 'MAGI Referral Search' page as an item for the Worker to process.

1.2 Requests

Allow a Worker to cancel all Referrals and Determination Changes for the CalHEERS case in the same county when the worker cancels one.

1.3 Overview of Recommendations

1. Update 'MAGI Referral Detail' page to allow a Worker to cancel a 'Referral' or a 'Determination Change' in 'Received' status when the CalHEERS case is not linked to a case within the county. This will update the "Status" for all Referrals and Determination Changes in 'Received' status to 'Canceled' for the CalHEERS case in the same county.
2. Perform a one-time data change to update the "Status" to 'Canceled' for all MAGI Determinations of type 'Determination Change' in 'Received' status if the 'Referral(s)' are 'Canceled' for the same CalHEERS case in the same county.

1.4 Assumptions

A Journal entry will not be created when the one-time process successfully cancels the Determination Changes, because there is no linkage to a case known to The Systems.

2   RECOMMENDATIONS

2.1   MAGI Referral Detail page

2.1.1   Overview

Update the 'MAGI Referral Detail' page to allow a Worker to cancel a 'Referral' or a 'Determination Change' in 'Received' status when the CalHEERS case is not linked to a case within the county. This will update the "Status" for all Referrals and Determination Changes in 'Received' status to 'Canceled' for the CalHEERS case in the same county.

2.1.2   MAGI Referral Detail Mockup

MAGI Referral Detail

| | | Link to LRS Case | Edit | Close |

| MAGI Case Number: | MAGI Case Name: | Initiated Date: |
| 5000005188 | Strickland | 03/12/2020 9:07 PM |

Origination:

| LRS Case Number: | LRS Case Name: | Request ID: |

| Type: | Status: * | Covered CA Change: |
| Determination Change | Received [Cancel DER] | |

| Run Reason: | Benefit Month: | Program: |
| Intake | 02/01/2020 | |

Figure 2.1.2.1 – 'Cancel DER' button is displayed to cancel 'Determination Change' in 'Received' status

Figure 2.1.2.2 – After 'Cancel DER' button is clicked the warning message is displayed and 'Cancellation Reason' is selected

Figure 2.1.2.3 – After 'Save and Send' button is clicked, the '"Status"' is updated to 'Canceled'

MAGI Referral Detail

<div style="text-align:right">Close</div>

MAGI Case Number: 5000005188	**MAGI Case Name:** Strickland	**Initiated Date:** 03/05/2020 3:14 PM
Origination:		
LRS Case Number:	**LRS Case Name:**	**Request ID:**
Type: Determination Change	**Status:** ✱ Canceled	**Covered CA Change:**
	Cancellation Reason: ✱	
Run Reason: Intake	**Benefit Month:** 02/01/2020	**Program:** ✱

Figure 2.1.2.4 – Another 'Determination Change' in 'Received' status for same MAGI Case Number in the same county was cancelled as a result of Worker manually cancelling 'Determination Change' on Figures 2.1.2.1 through 2.1.2.3

2.1.3 Description of Changes

1. Update the "Cancel Referral" button label to read, "Cancel DER".
2. Display 'Cancel DER' button for MAGI Determination types 'Referral' and 'Determination Change' when the "Status" is 'Received' and there is no LRS/C-IV case linked to the MAGI Case Number as shown in Figure 2.1.2.1
   a. When the 'Cancel DER' button is clicked:
      i. Display the 'Cancellation Reason:' dropdown as a required field with the same values as today:
         - Application Opened in Error
         - Duplicate Application
      ii. Update the message text to display (as shown in Figure 2.1.2.2):
         Warning: Clicking the Save and Send button will Send a Cancellation request to CalHEERS. Once Saved, this Referral and the MAGI Case Number can no longer be used.
   b. When the 'Save and Send' button is clicked:
      i. Send one CancelDER transaction to CalHEERS for the MAGI Determination.
         Note: No changes to eHIT CancelDER transaction.
      ii. Update the "Status" of all MAGI Determinations in 'Received' status for the same MAGI Case Number in the same county to 'Canceled' as shown in Figures 2.1.2.3 and 2.1.2.4

2.1.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** External Agencies > MAGI > MAGI Referral Search > MAGI Referral Detail

2.1.5 Security Updates

None

2.1.6 Page Mapping

No changes

2.1.7 Page Usage/Data Volume Impacts

No changes

2.2 Data Change

2.2.1 Overview

1. Perform a one-time data change to update the "Status" to 'Canceled' for all MAGI Determinations of type 'Determination Change' in 'Received' status in the same county if the 'Referral(s)' are 'Canceled' for the same CalHEERS case in the same county. After the data change is complete, generate a one-time list per Outreach section 4.1.

2.2.2 Description of Change

1. Initiate a one-time data change to set the "Status" to 'Canceled' for all MAGI Determinations in the same county when all are true:
   a. The "Type" is 'Determination Change'.
   b. The "Status" is 'Received'.
   c. All MAGI Determinations with "Type" 'Referral' for the same MAGI Case Number in the same county have "Status" 'Canceled'.
2. After the data change is complete, generate a one-time list per Outreach section 4.1.

2.2.3 Estimated Number of Records Impacted/Performance

C-IV: approximately 240 records impacted
LRS/CalSAWS: approximately 60 records impacted

The data change is not expected to execute for a significant amount of time.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.1	The LRS shall provide for the support of system interfaces and integration necessary for the coordination of services with other federal, State, and COUNTY agencies and other external agencies, for the purposes of reducing paperwork, verification of LRS Data, and preventing the duplication of LRS Data entry.	LRS/CalSAWS will now allow a worker to cancel a single MAGI Determination and update "Status" to 'Cancelled' for all MAGI Determinations for the same CalHEERS Case Number in the same county.

4 OUTREACH

4.1 Lists

1. Generate a one-time list of all MAGI Determinations of type 'Determination Change' with "Status" successfully updated from 'Received' to 'Canceled' in one-time data change process.

   List Name: MAGI Determination updated from 'Received' status to 'Canceled'.
   List Criteria: A list of MAGI Determinations updated from 'Received' status to 'Canceled' from the one-time data change process.
   Columns:
   - MAGI Case Number
   - MAGI Case Name
   - County
   - Initiated Date

   Frequency: One-time
   County Action: No County Action. For auditing purposes only.
   The list will be posted to the following locations:

System	Path
LRS/CalSAWS	CalSAWS Web Portal>System Changes>SCR and SIR Lists>2020>CA-209798
C-IV	CalSAWS Web Portal>System Changes>SCR and SIR Lists>2020>CIV-104735

CalSAWS

California Statewide Automated Welfare System

Design Document

CIV-107232

Add Pandemic EBT Links to the C4Y Application

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Srividhya S, Pramisha C, Aaron F

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/13/2020	1.0	Initial	Erika Kusnadi-Cerezo

Table of Contents

1 OVERVIEW

1.1 Current Design

C4Yourself is an online application that allows participants to apply benefits along with providing pertinent information to the participants.

1.2 Requests

Add additional messages to the Announcement section of the C4Yourself website that will provide information for the participants for the following:

1. EBT card can now be used to purchase groceries online and providing the link for more information (https://www.cdss.ca.gov/ebt-online).
2. Pandemic EBT and providing the link for more information (https://www.cdss.ca.gov/home/pandemic-ebt) and the upcoming online application portal (https://ca.p-ebt.org).
3. Remove existing announcement in regard to the Periodic Reporting (SAR-7) and Recertification/Redetermination not being required.

1.3 Overview of Recommendations

1. Update the C4Yourself website to add 2 additional messages to the Announcement section of the C4Yourself website. These 2 new messages will provide information to participants on the following:
   a. EBT card is now available to be used to purchase groceries online and a link (https://www.cdss.ca.gov/ebt-online) that can direct participants for more information.
   b. The upcoming Pandemic EBT (P-EBT) and associated link where participants can get more information (https://www.cdss.ca.gov/home/pandemic-ebt) and the online application portal for P-EBT (https://ca.p-ebt.org).
   c. Remove existing announcement in regard to the Periodic Reporting (SAR-7) and Recertification/Redetermination from the C4Y announcement section on June 1,2020.

1.4 Assumptions

1. Messages will continue to display under the Announcement section of the C4Yourself website indefinitely. A new SCR will need to be created when the messages will no longer be valid and will need to be removed.

2 RECOMMENDATIONS

2.1 C4Yourself website

2.1.1 Overview

Add two additional messages to the Announcement section of the C4Yourself website that will provide information to the participants in regard to EBT being available to be used to purchase groceries online and the upcoming Pandemic EBT (P-EBT).

2.1.2 C4Yourself website Mockup

Figure 2.1.1 – C4Y Announcement Message #1
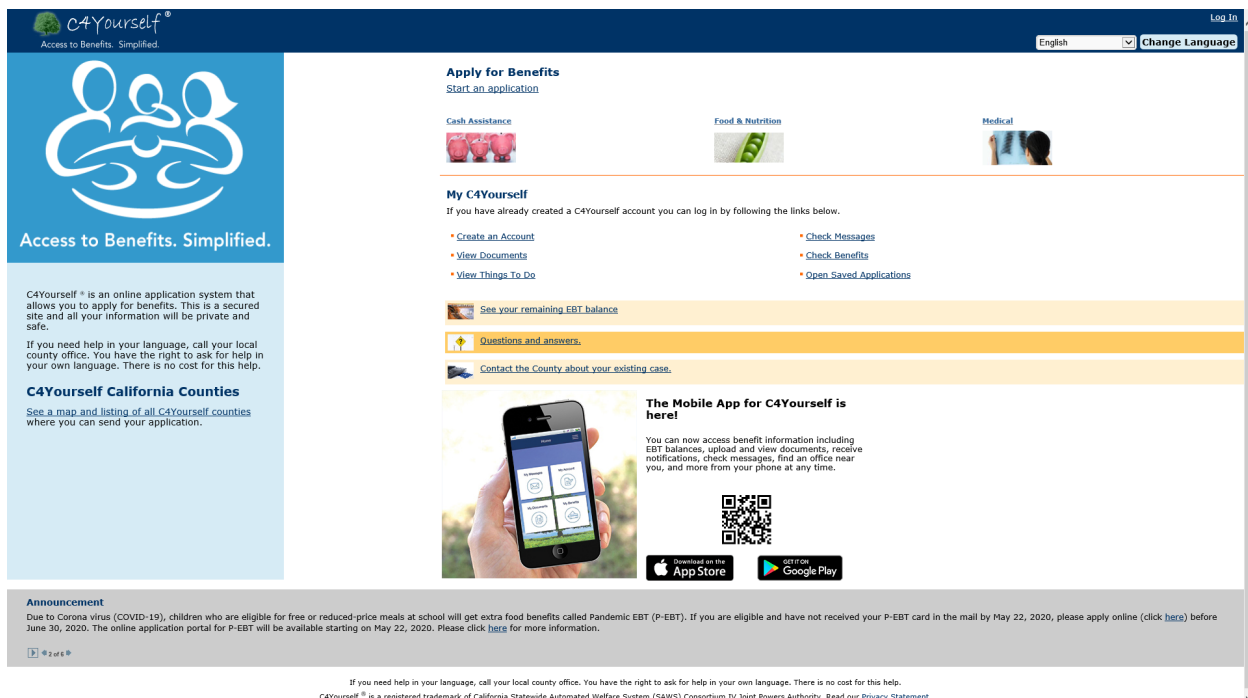
Figure 2.1.2 – C4Y Announcement Message #2

2.1.3 Description of Changes

1. Add the following messages to the Announcement section of the C4Yourself website as show on Figure 2.1.1 and 2.1.2.
   a. Add the following message:
      i. "Did you know? As of April 28, 2020, you can now use your EBT card to purchase groceries online at select retailers. For more information please click here to visit EBT online."
         1. 'click here' will be a hyperlink and clicking on the hyperlink will take the participants to the following website: https://www.cdss.ca.gov/ebt-online
      ii. This message will be available in Spanish, for all other threshold languages it will display in English.
         1. "¿Sabía usted? A partir del 28 de abril de 2020, usted puede usar su tarjeta EBT para comprar comestibles en línea en tiendas selectas. Para más información por favor haga clic aquí para visitar EBT en línea."
            a. 'clic aquí' will be a hyperlink and clicking on the hyperlink will take the participants to the following website: https://www.cdss.ca.gov/ebt-online
   b. Add the following message:
      i. "Due to Corona virus (COVID-19), children who are eligible for free or reduced-price meals at school will get

© 2019 CalSAWS. All Rights Reserved.

extra food benefits called Pandemic EBT (P-EBT). Please click here for more information.

If you are eligible and have not received your P-EBT card in the mail by May 22, 2020, please apply online (click here) before June 30, 2020. The online application portal for P-EBT will be available starting on May 22, 2020."

1. 'click here' in the sentence 'Please click here for more information' will be a hyperlink and clicking on the hyperlink will take the participants to the following website: https://www.cdss.ca.gov/home/pandemic-ebt

2. 'click here' in the sentence 'please apply online (click here)' will be a hyperlink and clicking on the hyperlink will take the participants to the following website: https://ca.p-ebt.org

ii. This message will be available in Spanish, for all other threshold languages it will display in English.

1. "Debido al Coronavirus (COVID-19), los niños que son elegibles para recibir comidas gratis o de precio reducido en la escuela recibirán beneficios de alimentos adicionales llamados Pandemia EBT (P-EBT). Por favor haga clic aquí para más información.

Si usted es elegible y no ha recibido su tarjeta P-EBT por correo antes del 22 de mayo de 2020, por favor presente una solicitud en línea haga (clic aquí) antes del 30 de junio de 2020. El portal de solicitud en línea de P-EBT estará disponible a partir del 22 de mayo de 2020."

a. 'clic aquí' in the sentence 'Por favor haga clic aquí para más información' will be a hyperlink and clicking on the hyperlink will take the participants to the following website: https://www.cdss.ca.gov/home/pandemic-ebt

b. 'clic aquí' in the sentence 'línea haga (clic aquí) antes' will be a hyperlink and clicking on the hyperlink will take the participants to the following website: https://ca.p-ebt.org

2. Remove the following announcement from the C4Yourself website on June 1, 2020.

a. "Due to COVID-19 (Coronavirus), Periodic Reporting (SAR-7) and Recertification/Redetermination for CalFresh, CalWORKs, and CAPI programs that are due for the month of March 2020 through May 2020 will not be required at this time. This will not

impact your benefits and you will continue to receive your benefits uninterrupted."

> i. This will also include the Spanish version as well "Debido a COVID-19 (Coronavirus), Reportes Periódicos (SAR-7) y Recertificación/Redeterminación para los programas de CalFresh, CalWORKs, y CAPI que vencen desde el mes de marzo de 2020 hasta mayo de 2020 no serán requeridos en este momento. Esto no afectará sus beneficios y usted continuará recibiendo sus beneficios sin interrupción."

2.1.4 Page Location

- **C4Yourself Website**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A