

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-200321

Display the “Collect” button on the Issuance
Detail page for all Service Payments

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jimmy Tu
	Reviewed By	[individual(s) from build and test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/25/2020	1.0	Initial Version	Jimmy Tu

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1 OVERVIEW

This SCR is a request to close the gap in between C-IV (951) and LRS/CalSAWS. C-IV already has this functionality and LRS/CalSAWS is also being evaluated to consider when the “Collect” button should be shown.

1.1 Current Design

For Direct Deposit and Warrant Service Payment issuances, the LRS/CalSAWS displays a “Collect” button on the Issuance Detail page. This functionality allows users to create a Recovery Account Overpayment tied to that Issuance.

“Collect” Button does not display on Issuance Detail page for EBT issuances and Supplemental Benefit Warrant Issuances created through a Service Arrangement. Therefore, this SCR should be evaluated and prioritized for migration impacts.

1.2 Requests

This is a request to close the gap in between C-IV (951) and LRS/CalSAWS. C-IV already has this functionality and LRS/CalSAWS is also being evaluated to consider when the “Collect” button should be shown.

1.3 Overview of Recommendations

1. Update the Issuance Detail page to display the “Collect” button for all issuances associated to supportive service payments (where payment_req_id exists)
2. Update the Issuance Detail Online Help page.

1.4 Assumptions

1. If the user chooses not to utilize the Collect button, an alternative would be to create an external recovery account to add the overpayments to.
2. This change is only for the South, this function is already implemented in the C-IV system. This will bring LRS/CalSAWS to the same functionality as C-IV.
3. This change would impact all the programs that have a service payment created and for those payments the Collect button will display on the Issuance Detail Page.
4. The current associated security right to view the collect button is IssuanceDetailEdit and the user/counties can choose to give the right to any associated security group/role that they find appropriate.

2 RECOMMENDATIONS

2.1 Issuance Detail Page

2.1.1 Overview

For Supportive Service (Service Payment) Warrant and Direct Deposit issuances, LRS/CalSAWS displays a "Collect" button on the Issuance Detail page. This functionality allows users to create a Recovery Account Overpayment tied to that Issuance.

LRS/CalSAWS does not display the "Collect" button on the Issuance Detail page for EBT issuances and Supplemental Benefit Warrant issuances created through a Service Arrangement.

2.1.2 Issuance Detail Mockup whole page

Figure 2.1.1 – Issuance Detail with "Collect" Button

Issuance Detail

*- Indicates required fields

Affidavit Collect External Reissue Replace Edit Close

Control Number: 1940856594	Category: Supplemental Benefit	Benefit/Service Month: 12/2019
Case Number: TF6D5DZ	Case Name: [REDACTED]	Program: CalWORKs

Payee Information

Payee: * [REDACTED]	Payee Address: [REDACTED]	Reference:
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Basic Information

Issuance Method: EBT	Immediacy: Rush	Payment Amount: 143.00	Invoice Number:
Issue Date: 12/20/2019	Available Date: 12/20/2019	Account Number: 19038328546	
Status: Issued	Status Reason: System		

Financial Information

2.1.3 Description of Changes

1. Update the Issuance Detail page to display the "Collect" button for all issuances associated to supportive service payments (where payment_req_id exists)
2. Update the Issuance Detail Online Help page.
3. This change is only for the South, this function is already implemented in the C-IV system. This will bring LRS/CalSAWS to the same functionality as C-IV.

2.1.4 Page Location

- **Global: Fiscal**
- **Local: Issuance**
- **Task: Issuance Search**

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

2. Security Groups

Security Group	Group Description	Group to Role Mapping

2.1.6 Page Mapping

None.

2.1.7 Page Usage/Data Volume Impacts

None.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.11.1.9	The LRS shall include a method for overpayment/over issuance claims to be reviewed and authorized prior to beginning collection.	This requirement is met by letting users use to collect button to review overpayments for EBT/warrants before collecting.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

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

6 OUTREACH

None.

7 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-202684

ACL 18-50 - Implement Redesigned CalFresh
Overissuance NOAs - Phase 1

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	James Tran
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/03/2020	1.0	Initial Version	James Tran

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1 OVERVIEW

With ACL-18-50, several CalFresh forms related to overissuance will be added or updated with new redesigns. The CalFresh Overissuance (OI) Notice of Actions (NOAs) are used to inform the CalFresh participants there is an overissuance of the CalFresh benefit due to County error or participant error and to inform them the options for the repayment options/plans.

Per requirements from ACL 18-50, the CalFresh OI NOAs were made to enhance client comprehension and readability; clarify requirements through wording and design changes; simplify the forms by reformatting and eliminating unnecessary language; improve the flow and continuity of information; and increase the effectiveness and efficiency of requested processes.

1.1 Current Design

- The currently existing forms are “CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)” - CF 377.7B (02/14) and “CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE)” - CF 377.7D3 (01/14).
- The CalFresh Overissuance forms that are to be added, “CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)” - CF 377.7B1 and “CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)” - CF 377.7D2, currently do not exist in the CalSAWS/LRS System.
- The current designs of the form lack graphics and are a series of bullet points.
- The CalFresh Overissuance forms that are to be updated currently exist in CalSAWS/LRS System and are available automated and from the template repository.

1.2 Requests

The request is to update the following forms:

1. “CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)” - CF 377.7B (02/14) to (04/18)
2. “CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE)” - CF 377.7D3 (01/14) to (10/17)

The request is to add the following forms:

1. “CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)” - CF 377.7B1 (10/17)
2. “CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)” - CF 377.7D2 (10/17)

The forms are provided in the ACL and are both automated and in the template repository.

1.3 Overview of Recommendations

The request is to update the following forms:

1. "CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B (02/14) to (04/18)
2. "CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE)" - CF 377.7D3 (01/14) to (10/17)

The request is to add the following forms:

3. "CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B1 (10/17)
4. "CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)" - CF 377.7D2 (10/17)

The forms are provided in the ACL and are both automated and in the template repository.

1.4 Assumptions

1. Currently existing generation and variable population will not be altered.
2. The change for specified forms will be in CalSAWS/LRS only. C-IV Counties will adopt these forms at migration.
3. The "SENT OUT DATE", the date the form is sent out to the recipient, will be calculated as the form generation date plus 1 day.
4. The claim number on these forms will still be available as no updates to the Form Headers are being made with this effort.
5. There is a Phase 2 of this effort, CA-214084), and it includes forms DFA 377.7F, Cf377.7F and CF.7F1.
6. The form will stay one page, not including the NA Back 9.

2 RECOMMENDATIONS

2.1 Update CalFresh Overissuance Form CF 377.7B

2.1.1 Overview

The existing "CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B (02/14) form is out of date. It has been updated with new text and graphical images. With this effort, it will be updated with the latest version published by the state (04/18).

The form can be generated through Recovery Account and the Template Repository. Please see the FDD located in the Web Portal for details.

Note: C-IV counties will inherit this update at migration.

State Form: "CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B (current system version: 02/14) (ID: 5428)

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Current Programs: CalFresh
Current Attached Form(s): NA Back 9
Current Forms Category: Form

Existing Languages:
English and Spanish

2.1.2 Description of Change

While the purpose of the form stays the same, this recommendation updates the form with vastly different text and graphical images to enhance clarity and readability. A number of variable population will be removed while the remaining will stay unaltered. Furthermore, there will also be a number of new variable populations added.

2.1.2.1 Update CF 377.7B Form XDP

We are updating this form to the most recent state version (04/18).

In addition, near the top right of the form, add "Claim #: _____", without the quotes, above "Questions? Ask your Worker." This will effectively restore that section from the previous version of form. See Supporting Document #5 for location.

Updated Languages:
English and Spanish

Form Mockups/Examples: See Supporting Document #1

2.1.2.2 Updates to CF 377.7B Form Variable Population

Update the "CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B Form with new Variables that will be populated when generated through batch. See Supporting Document #5 for a variable mockup.

The following are newly introduced variables unique to the updated version of this form. The below table provides the new population logic.

Previously used variable population not identified on the variable mockup will not be used on the revised form.

Variable Name	Population	Formatting	Template Repository	Populates with Form Generation
---------------	------------	------------	---------------------	--------------------------------

YES_AGREE_ANOTHER_REPAYMENT_PLAN_RETURN_BY	<p>Populates with the date the repayment form is to be returned by if they agree to another repayment plan.</p> <p>Calculate by taking SENT OUT DATE and adding 30 days.</p> <p>For example (syntax only): "01/31/2002"</p>	Arial Font Size 10	No	Yes
YES_ASK_FOR_STATE_HEARING_RETURN_BY	<p>Populates with the date the form is to be returned by when asking for a state hearing.</p> <p>Calculated by taking SENT OUT DATE and adding 90 days.</p> <p>For example (syntax only): "01/31/2002"</p>	Arial Font Size 10	No	Yes
NO_AGREE_REPAYMENT_PLAN_RETURN_BY	<p>Populates with the date the repayment form is to be returned by if the repayment plan is agreed upon.</p> <p>Calculated by taking SENT OUT DATE and adding 30 days.</p> <p>For example (syntax only): "01/31/2002"</p>	Arial Font Size 10	No	Yes
NO_ASK_FOR_STATE_HEARING_RETURN_BY	<p>Populates with the date the form is to be returned by when asking for a state hearing.</p> <p>Calculated by taking SENT OUT DATE and adding 90 days.</p> <p>For example (syntax only): "01/31/2002"</p>	Arial Font Size 10	No	Yes
NO_HEAR_FROM_YOU_BY	<p>Populates with the date where if the recipient is not heard from by, methods such as the taking of their income tax refund or other ways of collecting the amount owed will be used.</p>	Arial Font Size 10	No	Yes

	<p>Calculated by taking SENT OUT DATE and adding 30 days.</p> <p>For example (syntax only):</p> <p>"01/31/2002"</p>			
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Variables Requiring Translations: N/A

2.2 Update CalFresh Overissuance Form CF 377.7D3

2.2.1 Overview

The existing "CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE)" - CF 377.7D3 (01/14) form is out of date. It has been updated with new text and graphical images. With this effort, it will be updated with the latest version published by the state (10/17).

The form can be generated through Recovery Account and the Template Repository. Please see the FDD located in the Web Portal for details.

Note: C-IV counties will inherit this update at migration.

State Form: "CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE)" - CF 377.7D3 (current system version: 01/14) (ID: 5429)

Current Programs: CalFresh

Current Attached Form(s): NA Back 9

Current Forms Category: Form

Existing Languages:

English and Spanish

2.2.2 Description of Change

While the purpose of the form stays the same, this recommendation updates the form with vastly different text and graphical images to enhance clarity and readability. A number of variable population will be removed while the remaining will stay unaltered. Furthermore, there will also be a number of new variable populations added.

2.2.2.1 Update CalFresh CF 377.7D3 Form XDP

We are updating this form to the most recent state version (10/17).

In addition, near the top right of the form, add “Claim #: _____”, without the quotes, above “Questions? Ask your Worker.” This will effectively restore that section from the previous version of form. See Supporting Document #5 for location.

Updated Languages:

English and Spanish

Form Mockups/Examples: See Supporting Document #2

2.2.2.2 Updates to 377.7D3 Form Variable Population

Update the “CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE)” - 377.7D3 Form with new variables that will be populated when generated from EDBC. See Supporting Document #5 for a variable mockup.

The following are newly introduced variables unique to the updated version of this form. The below table provides the new population logic.

Previously used variable population not identified on the variable mockup will not be used on the revised form.

Variable Name	Population	Formatting	Template Repository	Populates with Form Generation
YES_AGREE_ANOTHER_REPAYMENT_PLAN_RETURN_BY	Populates with the date the repayment form is to be returned by if they agree to another repayment plan. Calculate by taking SENT OUT DATE and adding 30 days. For example (syntax only): "01/31/2002"	Arial Font Size 10	No	Yes
YES_ASK_FOR_STATE_HEARING_RETURN_BY	Populates with the date the form is to be returned by when asking for a state hearing. Calculated by taking SENT OUT DATE and adding 90 days. For example (syntax only): "01/31/2002"	Arial Font Size 10	No	Yes

NO_AGREE_REPAYMENT_PLAN_RETURN_BY	<p>Populates with the date the repayment form is to be returned by if the repayment plan is agreed upon.</p> <p>Calculated by taking SENT OUT DATE and adding 30 days.</p> <p>For example (syntax only): "01/31/2002"</p>	Arial Font Size 10	No	Yes
NO_ASK_FOR_STATE_HEARING_RETURN_BY	<p>Populates with the date the form is to be returned by when asking for a state hearing.</p> <p>Calculated by taking SENT OUT DATE and adding 90 days.</p> <p>For example (syntax only): "01/31/2002"</p>	Arial Font Size 10	No	Yes
NO_HEAR_FROM_YOU_BY	<p>Populates with the date where if the recipient is not heard from by, methods such as the taking of their income tax refund or other ways of collecting the amount owed will be used.</p> <p>Calculated by taking SENT OUT DATE and adding 30 days.</p> <p>For example (syntax only): "01/31/2002"</p>	Arial Font Size 10	No	Yes

Variables Requiring Translations: N/A

2.3 Adding new CalFresh Form CF 377.7B1

2.3.1 Overview

The effort is adding the new "CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B1 (version 10/17). This was provided with ACL 18-50.

Note: C-IV counties will inherit this update at migration.

State Form: "CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B1 (version 10/17)

Programs: CalFresh

Attached Forms: NA Back 9

Forms Category: Form

Languages:

English and Spanish

2.3.2 Description of Change

This recommendation will add the "CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B1 (version 10/17) Form to CalSAWS/LRS and be made available in Template Repository.

2.3.2.1 Create CalFresh CF 377.7B1 Form XDP

We are adding this form to match the most recent state version (10/17).

In addition, near the top right of the form, add "Claim #: _____", without the quotes, above "Questions? Ask your Worker." This will effectively restore that section from the previous version of form. See Supporting Document #5 for location.

Form Header: Existing Standard System Header (Header_1)

Form Title: CalFresh Repayment Notice - IHE Only Final Notice

Form Number: CF 377.7B1

Include NA Back 9: Yes

Form Mockups/Examples: See Supporting Document #3; See Supporting Document #6 for the header mockup

2.3.2.2 Add Form Variable Population

Form Header Variables:

The standard Form headers of LRS/CalSAWS will be used along with the existing variable population logic.

2.3.2.3 Add Form to Template Repository

The "CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B1 Form will be added to Template Repository for CalSAWS/LRS.

Required Document Parameters: Case Number, Customer Name, Language, Program

2.3.2.4 Add Form Print Options and Mailing Requirements

The following Print Options will be included for the “CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)” - CF 377.7B1 Form:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Requirements:

Mail-To (Recipient): Participant
 Mailed From (Return): DPSS District Office
 Mail-back-to Address: N/A
 Outgoing Envelope Type: Standard Outgoing Mail
 Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N/A
 Enclosures: N/A
 Electronic Signature: No
 Post to YBN: No

2.4 Adding new CalFresh Form CF 377.7D2

2.4.1 Overview

The effort is adding the new “CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)” - CF 377.7D2 (version 10/17). This was provided with ACL 18-50.

Note: C-IV counties will inherit this update at migration.

State Form: “CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)” - CF 377.7D2 (version 10/17)

Programs: CalFresh

Attached Forms: NA Back 9

Forms Category: Form

Languages:

English and Spanish

2.4.2 Description of Change

This recommendation will add the "CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)" - CF 377.7D2 (version 10/17) Form to the CalSAWS/LRS and be made available in Template Repository.

2.4.2.1 Create CalFresh CF 377.7D2 Form XDP

We are adding this form to match the most recent state version (10/17).

In addition, near the top right of the form, add "Claim #: _____", without the quotes, above "Questions? Ask your Worker." This will effectively restore that section from the previous version of form.

Form Header: Existing Standard System Header (Header_1)

Form Title: CalFresh Repayment Final Notice - County Administrative Error (AE)

Form Number: CF 377.7D2

Include NA Back 9: Yes

Form Mockups/Examples: See Supporting Document #4; See Supporting Document #6 for the header mockup

2.4.2.2 Add Form Variable Population

Form Header Variables:

Standard Header. The respective standard headers of LRS will be added.

2.4.2.3 Add Form to Template Repository

The "CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)" - CF 377.7D2 Form will be added to Template Repository.

Required Document Parameters: Case Number, Customer Name, Language, Program

2.4.2.4 Add Form Print Options and Mailing Requirements

The following Print Options will be included for the "CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)" - CF 377.7D2 Form:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Requirements:

Mail-To (Recipient): Participant
 Mailed From (Return): DPSS District Office
 Mail-back-to Address: N/A
 Outgoing Envelope Type: Standard Outgoing Mail
 Return Envelope Type: **Standard** N/A

Additional Requirements:

Special Paper Stock: N/A
 Enclosures: N/A
 Electronic Signature: No
 Post to YBN: No

3 SUPPORTING DOCUMENTS

[This section should include any supporting documents for the design as imbedded documents. Some examples of supporting documents include the Security Matrix, Form Design Documents, NOA Design Documents, and ETL Source-to-Target Mappings.]

Number	Functional Area	Description	Attachment
1	Form	Updated state version of CF377.7B	See "CF377.7B.pdf" attached to SRC
2	Form	Updated state version of CF377.7D3	See "CF377.7D3.pdf" attached to SCR
3	Form	New state version of CF377.7B1	See "CF377.7B1.pdf" attached to SCR
4	Form	New state version of CF377.7D2	See "CF377.7D2.pdf" attached to SCR

5	Form	Variable mapping for updated forms	See "Variable mapping updates.docx" attached to SCR
6	Header	Standard Header	See "Standard Header Mockup.docx" attached to SCR

4 REQUIREMENTS

[Document what requirements are being addressed with this design and how they are being met]

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.1.1 CAR-1205	<p>The LRS shall produce the NOA in a timely manner, in accordance with Turner waiver requirements, containing the following:</p> <ul style="list-style-type: none"> a. Case and applicant/participant identifying information and address; b. The proposed action(s) being taken by the COUNTY department; c. The effective date of the proposed action(s); d. The reason(s) for the proposed action(s); e. Time periods covered, including retroactive periods; f. Turner format requirements as appropriate; g. The complete federal, State, or COUNTY manual section(s), including subsection(s) supporting the proposed action(s); h. The budget calculations/computations by program, including gross income test and net income test; i. The overpayment/underpayment and/or overissuance/under-issuance amount and/or calculations; j. The worker s name, file number, addressee, mailing address, sending Local Office Site s address, telephone number, email address, and hours of availability; 	<p>This effort involves the implementation of redesigned CalFresh overissuance NOAs, involving their amount and calculation.</p>

	k. Instructions regarding the filing of an appeal and appeals-specific contact information; l. Date and time of notification; m. Variable individual/case LRS Data including the name(s) of individual(s) affected by the authorized action, income reporting threshold amounts, and time on aid information; n. Freeform text based on County-specified user that was added to clarify the NOA, unless prohibited by federal and State regulations and COUNTY policies.; and o. Collection calculation and amount, if applicable.	

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

[Document any migration impacts such as data model or potential business process changes]

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

6 OUTREACH

[Include any specific outreach that needs to occur with implementation i.e. a CIT, a special webcast or onsite demonstration, any lists, etc...]

6.1 Lists

[Include a summary of the list(s). If there is more than one list, separate them with a numbered list and include the Location and Standard Columns only once in the overall summary.]

List Name: <List Name>

List Criteria: <Describe criteria for generating list>

Standard Columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker

Additional Column(s): <list additional columns, if any>

Frequency: <One-time, monthly, quarterly, etc.>

The list will be posted to the following locations:

System	Path
CalSAWS	CalSAWS Web Portal>System Changes>SCR and SIR Lists>YYYY>CA-XXXXXX
C-IV	CalSAWS Web Portal>System Changes>SCR and SIR Lists>YYYY>CIV-XXXXXX

7 APPENDIX

[Include any supplementary items that may not fit in the Description section. Examples could include flow charts, lengthy code tables, etc....]

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-203748

Move accounts from GR Assistance Unit to GRAH
Budget Unit

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jimmy Tu
	Reviewed By	[individual(s) from build and test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/18/2020	1.0	Initial Version	Jimmy Tu

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1 OVERVIEW

This document describes the changes needed in the system to update the accounting string information for Los Angeles County for General Assistance "B1 Subsidies Move in Cost."

1.1 Current Design

The accounting string information for General Relief "B1 Subsidies Move in Cost" are currently mapped to Unit 26460.

1.2 Requests

The Los Angeles County has requested to update the accounting string information for fund code, "B1 Subsidies Move in Cost" from the GR Assistance Unit 26460 to the GRAH Budget Unit 26461.

1.3 Overview of Recommendations

1. Update the accounting string information for "B1 Subsidies Move in Cost" Fund Code from the GR Assistance Unit 26460 to the General Relief Anti-Homelessness (GRAH) Budget Unit 26461.

1.4 Assumptions

None.

2 RECOMMENDATIONS

2.1 Fund Code Updates

2.1.1 Overview

This section highlights the main changes required to update the accounting string information for General Assistance Pay Codes.

2.1.2 Description of Change

1. Update the accounting string information for fund code, "B1 Subsidies Move in Cost," for General Assistance program from GR Assistance Unit 26460 to General Relief Anti-Homelessness (GRAH) Budget Unit 26461.

2.1.3 Estimated Number of Records Impacted/Performance

3 rows impacted

```
select *  
from fund_code_map  
where DESCR = 'B1 Subsidies Move in Cost';
```

3 SUPPORTING DOCUMENTS

[This section should include any supporting documents for the design as imbedded documents. Some examples of supporting documents include the Security Matrix, Form Design Documents, NOA Design Documents, and ETL Source-to-Target Mappings.]

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.2.25	The LRS shall process adjustments, including use of multiple funding sources within any given accrual period, to previously issued benefits for claiming/reporting purposes.	This requirement is met by updating the funding source for B1 Subsidies Move in Cost.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

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

6 OUTREACH

None.

7 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design Document

SCR CA-205915 – Upgrade iText PDF and
Imaging Library

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Abel Lopez
	Reviewed By	Sumeet Patil

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/08/2020	1.0	Initial Revision.	AL
06/16/2020	1.1	Updated wording regarding backwards compatibility.	AL

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2.2.1	Description of Changes	5

1 OVERVIEW

The LRS uses iText third party library to interact with PDF documents.

1.1 Current Design

The LRS system is using iText version 2.1.7

The following operations are supported by iText in the LRS:

- Generate and attach barcodes to PDF
- Add JavaScript to PDF
- Retrieve number of pages on a PDF
- Retrieve the content of a PDF
- Convert TIFF to PDF
- Add dynamic text/watermark to PDF
- Bundle PDF files

1.2 Requests

Upgrade third party library to latest supported version. Version 7 of iText third party library is available and contains bug fixes that have been identified as required for the LRS.

1.3 Overview of Recommendations

1. Upgrade iText third party dependency
2. Update Architecture wrapper libraries to support API version 7

1.4 Assumptions

iText 7 is a major version upgrade which requires architecture code changes to integrate. It supports all functions of previous iText versions (iText Group nv (HQ Belgium), 2020).

2 RECOMMENDATIONS

2.1 Upgrade iText third party dependency

2.1.1 Description of Changes

The following are the required changes to upgrade the packaged iText third party dependency:

1. Update CalSAWS artifactory server to host iText API version 7 jar files.
2. Update LRS build definition file to reference updated version of library.

2.2 Update Architecture wrapper libraries to support API version 7

2.2.1 Description of Changes

The following are the required changes to integrate the packaged iText third party dependency:

1. Update LRS Architecture library with new imports.
2. Where required, update class, object and method definitions to new API versions.

CalSAWS

California Statewide Automated Welfare System

Design Document

DDID 2510

CA 214047– Append Similar Images Together

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Imaging Team
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR

DRAFT

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1 OVERVIEW

1.1 Requests

Per DDID 2510, configure the imaging solution repository to append all documents where the indexing values are the same.

1.2 Overview of Recommendations

- Configure the imaging solution repository to append all documents where the indexing values are the same

1.3 Assumptions

- Documents migrated into the CalSAWS System will follow the same appending rules in the order they are processed into the Imaging Solution
- Security driving this process will be implemented in CA- 214027 (Security)

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2 RECOMMENDATIONS

2.1 Overview

All images ingested into the Imaging Solution contain Indexing values that give searchable context to each image. Images with identical indexing values are assumed to be pages of one stored document and are to be combined. When appending a document, the origin/oldest version, has priority for metadata retention. With the exception of scanning and page details (scanning user, scanning source, scanning time, last modified user, last modified time), all metadata of the appended/newest document will be discarded. Pages will append to the end of the original/oldest document, but can be reordered by users with sufficient security rights.

2.2 Indexing Values

To facilitate this functionality the Imaging Solution will leverage the following indexing values to determine if a page should or should not append.

2.2.1 Case/Person Unique ID

The unique ID is set at a person or case level and is a system assigned value. This value will be obtained from CalSAWS by referencing the county code and case number of the document upon indexing or re-indexing. This unique ID is not made available to end users outside of the Imaging Solution.

2.2.2 Case Number or Client Index Number (CIN)

Once processed into the system, the case number is derived from the Unique ID and adds another layer of redundancy and searchability to the document. If the document is set to a person level scope, then this field will be populated with the Person CIN. Prior to indexing a document to a case or person, this field will be used to aid in document page ordering by the system with a sequence number.

2.2.3 Case Name or Person Name

Once processed into the system, the case name is derived from the Unique ID and adds another layer of redundancy and searchability to the document. If the document is set to a person level scope, then this field will be populated with the person name. Prior to indexing a document to a case or person, this field will be used to aid in document separation by the system with a unique identifier.

2.2.4 Applicable Date

The date on which a document is applicable to a specific program on a specific case. During the capture process this date will default to the date the document was scanned unless the user chooses otherwise.

2.2.5 Received Date

The date on which a document was received by a county. During the capture process this date will default to the date the document was scanned unless the user chooses otherwise.

2.2.6 Form Name

Form name will be populated by leveraging the barcode number, Optical Character Recognition (OCR), or manually in a re-indexing process. The form name serves as an identifier of the information contained in the document.

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3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2510	<p>The CONTRACTOR shall configure the imaging solution repository to append all documents where the following indexing values are the same:</p> <ol style="list-style-type: none"> 1) Case Number - Only for case level 2) Case Name - Only for case level 3) Document Type 4) Applicable Date 5) Received Date 6) Form Name 7) Form Number 8) Person Name - Only for person level 9) CIN - Only for person level 	<ul style="list-style-type: none"> • Documents migrated into the CalSAWS System will flow the same appending rules in the order they are processed into the Imaging Solution • Security driving this process will be implemented in CA-214027 (Security) 	<ul style="list-style-type: none"> • The imaging solution will be configured with the following primary indexing values to establish a baseline for documents to append: <ol style="list-style-type: none"> 1. Case Unique ID 2. Case Number, or CIN 3. Case Name, or Person Name 4. Applicable Date 5. Received Date 6. Form Name • Document Type, and Form Number will not be included in the primary keys, but as custom properties, as they are both derivative of a form name.

DRAFT

CalSAWS

California Statewide Automated Welfare System

Design Document

CA 214048 – Categorize by OCR

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Imaging Team
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
<u>5/19/20</u>	<u>1.1</u>	<u>Added Ignore Barcode Logic</u>	<u>Chris Vasquez</u>

DRAFT

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1 OVERVIEW

1.1 Requests

Per DDID 2199, configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to do the following:

- 1) Automatically categorize all system generated documents.
- 2) Automatically categorize up to 70 person level/verification documents.
- 3) Read the form number from a specified location on the document(s) to be determined during detailed design.
- 4) Capture the Form Name, Form Number, Case Name, Case Number, and Document Type as key metadata.
 - 4a) Documents with no case number are automatically sent to a quality assurance queue for review.
 - 5) Compare the confidence score of all automatically categorized documents to a confidence threshold.
 - 5a) All scanned documents that do not meet the categorization confidence threshold are sent to a quality assurance queue for review. All cases associated the document that does not meet the confidence thresholds will be sent to a quality assurance queue for review.
 - 6) Designated staff to be prompted to select case member, multiple persons, or no person option for all person level document types which will be determined during detailed design.

Per DDID 2502, ensure that the following scan modes attempt to locate a CalSAWS Software system generated barcode:

- 1) Capture and Indexing Single Case
- 2) Capture and Indexing Multi-Case
- 3) Capture and Indexing Virtual Print
- 4) Returned Mail

The CONTRACTOR shall read the CalSAWS Software system generated imaging/tracking barcodes.

Single Case scan mode is described in CA-214030 (Single Case and Barcode Detection). Multi-Case and Virtual Print scan modes are described in CA-214172 (Multi, Import, Virtual Capture). Return Mail Scan Mode is described in CA-214061 (Returned Mail Capture Mode)

Per DDID 2255, configure the imaging solution to read a unique 2D barcode from all CalSAWS Software system generated forms. This barcode will contain the barcode number which is used to identify the document(s) metadata from the CalSAWS Software.

Barcode scanning is described in CA-214030 (Single Case and Barcode Detection)

Per DDID 2503, configure the imaging solution to allow the following documents to act as separators for the capture and indexing multi-case scan mode and returned mail multi-case scan mode:

- 1) Cover Sheets - Will contain a barcode with a case number or a no case identifier
- 2) System Generated Barcoded Documents

The CONTRACTOR shall configure the imaging solution to allow the optional use of generic separator sheets for all scan modes to assist in separating documents.

The CONTRACTOR shall configure the imaging solution to allow the optional use of envelopes as separator sheets for the returned mail multi-case scan mode.

Advanced optical character recognition will be leveraged to identify envelopes when used in the returned mail scan modes. The use of other separation options are documented in CA-214172 (Multi, Import, Virtual Capture).

1.2 Overview of Recommendations

- Configure the Imaging Solution to read a barcode or text equivalent from CalSAWS generated documents
- Configure the Imaging Solution to perform a webservice call to CalSAWS to validate the extracted barcode value and retrieve case information
- Configure the Imaging Solution to read a form number from County generated documents
- Configure the Imaging Solution to determine a form name for person/verification documents that meet a confidence threshold
- Configure the Imaging Solution to set an exception reason when person/verification documents do not meet a confidence threshold
- Configure the Imaging Solution to recognize a No Case barcode coversheet
- Configure the Imaging Solution to send documents generated by the Virtual Print Driver through OCR to capture any barcode or form number information
- Configure OCR to recognize envelopes captured using the returned mail scan mode as identifiers for intended separation

1.3 Assumptions

- OCR Service will not process documents that are being re-indexed
- The Imaging Solution will create temporary converted copies of non-TIFF documents submitted to the OCR Service
- **Get Form Info** is documented in CA-214035 (Store Index Values)
- The OCR Service will receive 300dpi TIFF files for best OCR extraction rates
- The Implementation of Multi-Case, and Virtual Printer scan modes is documented in CA-214172 (Multi, Virtual, Import Capture)
- Return Mail Scan mode is documented in CA-214061 (Returned Mail Capture Mode)

- Single-Case **and Ignore Barcode** scan mode is documented in CA-214030 (Capture Single and Barcode Detection)
- Barcode Scanning is document in CA-214033 (Categorize Documents by System Barcode)
- CalSAWS generated documents will contain a QR barcode in the bottom right hand corner of the document. In addition, the text representation of the QR barcode will be printed in plain text near it
- County generated forms will print the form number in the same general location on the document - bottom left hand corner
- OCR Service will be leveraged to identify envelopes when used in the returned mail scan modes. Documents scanned in this mode have the expectation that the envelope will work as a separator at the end of a set of documents for a case
- Returned Mail scan mode is documented in CA-214061 (Returned Mail Capture Mode) and passes document information to the OCR Service
- The OCR Service will attempt to detect one of the following Returned Mail envelope sizes:
 - #10 – 4.125" x 9.5"
 - 6" x 9"
 - 9" x 12"
- The coversheet barcode will use a predefined value stored in a QR code placed in the center of the page. The location of the other data elements on the coversheet will be addressed in CA-214031 (Case Coversheet Generation)
- No case coversheet layout and generation will be addressed in a subsequent SCR

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2 RECOMMENDATIONS

2.1 OCR of Barcoded Documents

2.1.1 Overview

Barcodes are normally captured by the hardware of the scanning device during the initial document capture. In some cases, the hardware may not detect the barcode for a variety of reasons (torn page, marks over barcode, etc.). In these cases, the document will be sent to the OCR Service which will attempt to read the barcodes (QR) along with the printed text representation of the QR barcode. Next the OCR validates the data that was extracted from the document and finally it will apply business rules to determine whether the form name and metadata are valid or if the document should be flagged for exception to be reviewed by a user of the system.

2.1.2 OCR Process (OCR, Classify & Extract)

The OCR Service will review each document to see if it is able to read the QR barcode printed in the lower right-hand corner of the document or a large QR barcode in the center of the page. In addition the OCR Service will also attempt to find the 16 digit number, which represents the value stored in the QR barcode, which is printed just to the left of the QR barcode. The service will extract these values independently and use them in the validation process. **If the document was captured with the Ignore Barcode scan mode, the Barcode Override flag will indicate to the OCR that the barcode should not be leveraged for case context.**

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2.1.3 Validation/Verification

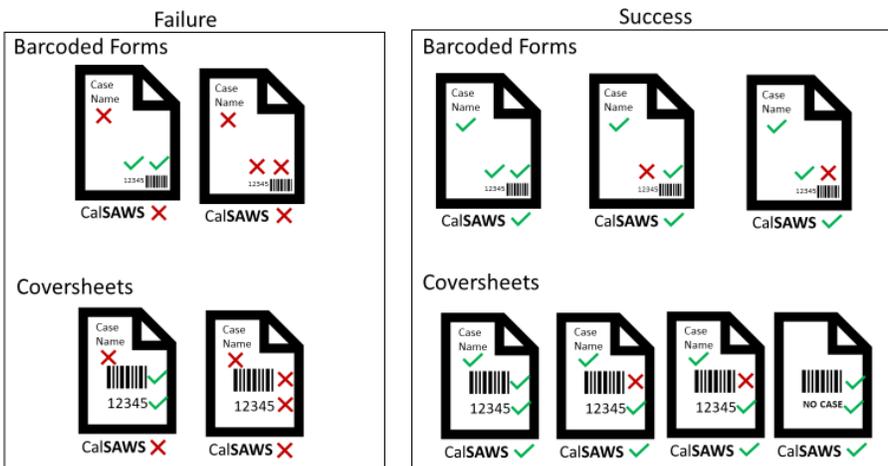
The extracted data must be validated to ensure that it was read correctly from the document. The OCR Service will make a **Get Barcode Info** webservice call to CalSAWS passing the barcode value. If the barcode value exists in the CalSAWS database, the webservice call will return information about the document (Case Number, Case Name, Form Name, Form Number, etc.). For coversheets, the OCR Service will look for a large QR barcode in the center of the page with a pre-defined value.

2.1.4 Business Rules

Once the barcode values have been validated via the web service call, the OCR Service will apply business rules to these values and set the relevant index or custom properties of the document in the Imaging System. In cases, where the extracted data was not successfully validated/verified or business rules indicate

a discrepancy, the document will be flagged as an exception for review by a user.

- Success – sets the form name and associated metadata fields
 - QR Barcode and QR Barcode Text match and were validated via webservice call plus they match the case context passed to the OCR Service
 - Only the QR Barcode was read and validated via webservice call plus it matches the case context passed to the OCR Service
 - Only the QR Barcode Text was read and validated via webservice call plus it matches the case context passed to the OCR Service
 - Only the “No Case” barcode value was found on the document
- Failure – exception reason is set indicating issue for user to review
 - Barcode value(s) mismatch with case context
 - Barcode value(s) were invalid
 - Webservice error was encountered attempting to validate barcode



2.2 OCR of County Generated Documents

2.2.1 Overview

County generated documents will be sent to the OCR Service which will attempt to read the form number. Next the OCR Service validates the data that was extracted from the document and finally it will apply business rules to determine whether the form name and any other metadata extracted are valid or if the document should be flagged for exception to be reviewed by a user of the system.

2.2.2 OCR Process (OCR, Classify & Extract)

The OCR Service will analyze each document and determine to see if it is able to read the form number printed in the lower left-hand corner of the document. While the field is referred to as a form number the system will attempt to read a string of letters, numbers and certain special characters such as dashes from the document. The service will extract the value and use it in the validation process.

2.2.3 Validation/Verification

The extracted data must be validated to ensure that it was read correctly from the document. The OCR Service will refer to data that was stored and cached via the **Get Form Info** request for all document types documented in CA-214035 (Store Index Values).

2.2.4 Business Rules

Once the form number value has been validated via the web service call, the OCR Service will apply business rules and set the relevant index or custom properties of the document in the Imaging System. In cases, where the extracted data was not successfully validated/verified or business rules indicate a discrepancy the document will be flagged as an exception for review by a user.

- Success – sets the form name and associated metadata fields
 - If a valid QR barcode was found on the document it will override any form number found on the document and be processed according to section 2.1
 - The form number was read and validated via webservice
- Failure – exception reason is set indicating issue for user to review
 - No valid QR barcode or form number was found
 - Form number found was unable to be validated, or was not present



2.3 OCR of Person/Verification Document

2.3.1 Overview

Unlike documents that have QR barcodes or Form Numbers, Person/Verification documents are generated by systems outside CalSAWS or County Systems. The goal of the OCR Service is to analyze the document to determine the form name. Next the OCR Service validates any data that was extracted from the document and finally it will apply business rules to determine whether the form name and any other metadata extracted are valid or if the document should be flagged for exception to be reviewed by a user of the system.

2.3.2 OCR Process (OCR, Classify & Extract)

The OCR Service will analyze each document and compare it to other documents and data that were used to train the system. The result of the analysis is a list of the possible form names with a confidence level. If the form name with the highest confidence exceeds the specified threshold and the next closest form name is a specified percentage lower the system will confidently set the form name of the document. If the criteria mentioned above is not met the OCR Service will flag the document as an exception for review by a user.

2.3.3 Validation/Verification

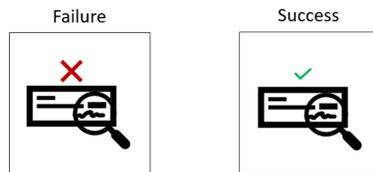
Any system extracted data must be validated to ensure that it was read correctly from the document. There is no expected validation/verifications expected for these type of documents.

2.3.4 Business Rules

The OCR Service will apply business rules and set the relevant index or custom properties of the document in the Imaging Solution. In cases, where the extracted data was not successfully validated/verified or business rules indicate a discrepancy the document will be flagged as an exception for review by a user.

- Success – sets the form name and associated metadata fields
 - If a valid QR barcode was found on the document it will override any form name determined by the OCR Service and will be processed according to section 2.1
 - If a valid Form Number was found on the document it will override any form name determined by the OCR Service and will be processed according to section 2.2
 - The Form Name selected by the OCR Service meets the specified thresholds for confidence
- Failure – exception reason is set indicating issue for user to review

- The Form Name selected by the OCR Service did not meet the specified thresholds for confidence



2.4 OCR of Documents created by Virtual Print

2.4.1 Overview

Documents that are created using the Virtual Print feature of the Imaging System are not processed by a scanner device and therefore any barcode information would be missing when the document is created and goes through the QA process. For this reason, all documents created this way will sent through the OCR Service. Depending on which type of document is created the system will treat it as described in the Sections 2.1, 2.2, or 2.3.

2.5 OCR of Returned Mail

2.5.1 Overview

Returned Mail is received by the OCR Service indicating the form name. The goal of the OCR Service is to analyze each page of the document to determine if the image matches an envelope based on size. Next the OCR Service validates if any pages other than the last page were detected as an envelope. If so the document should be flagged for exception to be reviewed by a user of the system.

2.5.2 OCR Process (OCR, Classify & Extract)

The Form Name of the document is defaulted to Returned Mail since the documents were captured using a specific Capture Profile and this information is passed to the OCR Service. The OCR Service will analyze each page of the document and compare its size to one of the predefined envelope sizes from CalSAWS. Each of the pages that are detected as an envelope will be stored as metadata for use during exception processing.

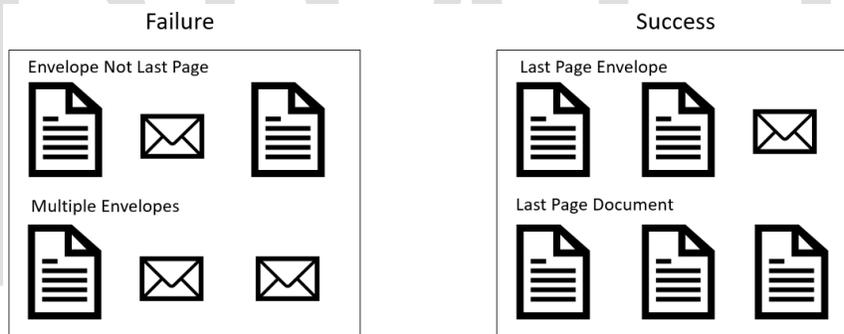
2.5.3 Validation/Verification

Any system extracted data must be validated to ensure that it was read correctly from the document. There is no expected validation/verifications expected for these type of documents.

2.5.4 Business Rules

The OCR Service will apply the business rule to determine if the returned mail was split correctly. In cases, where multiple envelopes were detected or the last page of the document was not an envelope the system will flag this document as an exception for review by a user.

- Success – sets the form name and associated metadata fields
 - Detected envelope was last page of document
- Failure – exception reason is set indicating issue for user to review
 - Multiple envelopes were detected in the document
 - Detected envelope was not last page of document



3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Imaging	A list of the form names/numbers and document types used by the imaging system	Imaging Form Matrix

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4 REQUIREMENTS

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2199	<p>The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to do the following:</p> <ol style="list-style-type: none"> 1) Automatically categorize all system generated documents. 2) Automatically categorize up to 70 person level/verification documents. 3) Read the form number from a specified location on the document(s) to be determined during detailed design. 4) Capture the Form Name, Form Number, Case Name, Case Number, and Document Type as key metadata. <ol style="list-style-type: none"> 4a) Documents with no case number are automatically sent to a quality assurance queue for review. 5) Compare the confidence score of all automatically categorized documents to a confidence threshold. <ol style="list-style-type: none"> 5a) All scanned documents that do not meet the categorization confidence threshold are sent to a quality assurance queue for review. All cases associated the document that does not meet the confidence thresholds will be sent to a quality assurance queue for review. 6) Designated staff to be prompted to select case member, multiple persons, or no person option for all person level document types which will be determined during detailed design. 	<ul style="list-style-type: none"> • OCR Service will not process documents that are being re-indexed • The Implementation of Multi-Case, and Virtual Printer scan modes is documented in CA-214172 (Multi, Virtual, Import Capture) • Return Mail Scan mode is documented in CA-214061 (Returned Mail Capture Mode) • Single-Case scan mode is documented in CA-214030 (Capture Single and Barcode Detection) • Barcode Scanning is document in CA-214033 (Categorize Documents by System Barcode) • CalSAWS generated documents will contain a QR barcode in the bottom right hand corner of the document. In addition, the text representation of the QR barcode will be printed in plain text near it • County generated forms will print the form number in the same general location on the document - bottom left hand corner 	<ul style="list-style-type: none"> • Configure the Imaging Solution to read a form number from County generated documents • Configure the Imaging Solution to perform a webservice call to Get Form Info to validate the form number and retrieve form information. • Configure the Imaging Solution to determine a form name for person/verification documents that meet a confidence threshold • Configure the Imaging Solution to set an exception reason when person/verification documents do not meet a confidence threshold

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2502	<p>The CONTRACTOR shall ensure that the following scan modes attempt to locate a CalSAWS Software system generated barcode:</p> <ol style="list-style-type: none"> 1) Capture and Indexing Single Case 2) Capture and Indexing Multi-Case 3) Capture and Indexing Virtual Print 4) Returned Mail <p>The CONTRACTOR shall read the CalSAWS Software system generated imaging/tracking barcodes.</p>	<ul style="list-style-type: none"> • OCR Service will not process documents that are being re-indexed • The Implementation of Multi-Case, and Virtual Printer scan modes is documented in CA-214172 (Multi, Virtual, Import Capture) • Return Mail Scan mode is documented in CA-214061 (Returned Mail Capture Mode) • Single-Case scan mode is documented in CA-214030 (Capture Single and Barcode Detection) • Barcode Scanning is document in CA-214033 (Categorize Documents by System Barcode) • CalSAWS generated documents will contain a QR barcode in the bottom right hand corner of the document. In addition, the text representation of the QR barcode will be printed in plain text near it 	<ul style="list-style-type: none"> • Configure the Imaging Solution to read a barcode or text equivalent from CalSAWS generated documents • Configure the Imaging Solution to perform a webservice call to CalSAWS to validate the extracted barcode value and retrieve case information • Configure the Imaging Solution to send documents generated by the Virtual Print Driver through OCR to capture any barcode or form number information

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2255	<p>The CONTRACTOR shall configure the imaging solution to read a unique 2D barcode from all CalSAWS Software system generated forms. This barcode will contain the barcode number which is used to identify the document(s) metadata from the CalSAWS Software.</p>	<ul style="list-style-type: none"> • OCR Service will not process documents that are being re-indexed • The Implementation of Multi-Case, and Virtual Printer scan modes is documented in CA-214172 (Multi, Virtual, Import Capture) • Return Mail Scan mode is documented in CA-214061 (Returned Mail Capture Mode) • Single-Case scan mode is documented in CA-214030 (Capture Single and Barcode Detection) • Barcode Scanning is document in CA-214033 (Categorize Documents by System Barcode) • CalSAWS generated documents will contain a QR barcode in the bottom right hand corner of the document. In addition, the text representation of the QR barcode will be printed in plain text near it 	<ul style="list-style-type: none"> • Configure the Imaging Solution to read a barcode or text equivalent from CalSAWS generated documents • Configure the Imaging Solution to perform a webservice call to CalSAWS to validate the extracted barcode value and retrieve case information

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DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2503	<p>The CONTRACTOR shall configure the imaging solution to allow the following documents to act as separators for the capture and indexing multi-case scan mode and returned mail multi-case scan mode:</p> <p>1) Cover Sheets - Will contain a barcode with a case number or a no case identifier</p> <p>2) System Generated Barcoded Documents</p> <p>The CONTRACTOR shall configure the imaging solution to allow the optional use of generic separator sheets for all scan modes to assist in separating documents.</p> <p>The CONTRACTOR shall configure the imaging solution to allow the optional use of envelopes as separator sheets for the returned mail multi-case scan mode.</p>	<ul style="list-style-type: none"> The coversheet barcode will use a predefined value stored in a QR code placed in the center of the page, documentation of the coversheet are in CA-214031 (Case Coversheet Generation) Returned Mail scan mode is documented in CA-214061 (Returned Mail Capture Mode) and passes document information to the OCR Service OCR Service will be leveraged to identify envelopes when used in the returned mail scan modes. Documents scanned in this mode have the expectation that the envelope will work as a separator at the end of a set of documents for a case 	<ul style="list-style-type: none"> Configure the Imaging Solution to recognize a No Case barcode coversheet Configure OCR to recognize envelopes captured using the returned mail scan mode as identifiers for intended separation

DRAFT

CalSAWS

California Statewide Automated Welfare System

Design Document

DDID 2514

CA 214052 – Handling Other County's
Documents

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Imaging Team
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/19/20	1.1	Added Exception/Reindex Routing	Chris Vasquez

DRAFT

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1 OVERVIEW

1.1 Requests

Per DDID 2514, configure the imaging solution to allow documents received/captured in a county to be sent to the county that generated or requested the document.

1.2 Overview of Recommendations

- Create workflow queue to route documents that were generated or requested by a different county
- Configure the system to route documents to the original county that requested/generated the document

1.3 Assumptions

- This logic is only used during the capture in multi-case mode
- Security tied to scanning modes and queue access will be implemented in CA-214027 (Security and Auditing)
- Documents generated from the CalSAWS system containing a barcode will have a barcode on each page

2 RECOMMENDATIONS

2.1 Initial Barcode Processing

2.1.1 Get Barcode Information Webservice

This webservice will pass the hardware detected barcode to CalSAWS to retrieve the indexing values. CalSAWS will pass the following values back to the Imaging System:

- Case Number
- Case UID
- Case Name
- County Code
- Form Name
- Form Number
- Program List
- Confidential Level

Barcodes are processed by the Imaging Solution at the point of scan. Users will be presented with properties during the quality assurance phase of the scanning process to validate that the barcode was read correctly, or rescan the document. Once barcoded documents have been validated, the scanning user can submit the scanned batches of documents for routing.

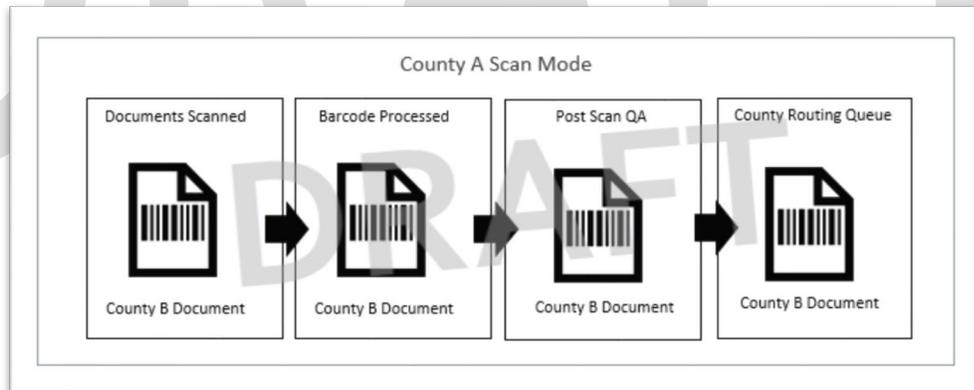


Figure 2.1.1.1 – Example Scanning Flow

2.2 Initial County Routing

The county code returned by the webservice will indicate to the Imaging Solution which county "Drawer" the document is to be indexed to. The drawer assigned to the document from the webservice will be compared to the scanning user's origin county. If the drawer assigned to the document does not match, then the document will be routed to the scanning county's barcode verification queue.

2.3 Route to Barcode Verification Queue

2.3.1 User Input/Verification

Workers with access to the barcode verification queue will be responsible for verifying the barcode value is correct. This is done by visually verifying the barcode on the document matches the number indicated on the image. Any discrepancies should be updated. Once the barcodes have been verified, the user will route the document forward to be re-processed, or routed to the appropriate county workflow. If the user desires a document to remain in the scanning county that was generated in a different county, users can optionally route documents to an exception queue manually for reindexing to a local case. By routing a document manually to the exception queue, the barcode information will be discarded.



Figure 2.3.1.1 – Example Verification

2.4 Post Barcode Verification Processing

After routing out of the verification queue, the Imaging Solution will reprocess the barcode number to pull back values listed in section 2.1.1. Based on the county code returned, the system will either update the indexing values to reflect the correct information or the document will be routed to the correct county's barcode verification queue.

2.4.1 Origin County Drawer Value

Documents with a county code value matching the current county, will be routed forward for further document processing and indexing by the system.

2.4.2 Other County Drawer Value

Documents with a county code value not matching the current county, will be routed to the barcode verification queue within the appropriate county's workflow for verification by that county.

2.5 Other County Barcode Verification Queue

Documents routed to other counties will be passed to the receiving county's barcode verification queue for review. As described in section 2.4, workers with access will perform the same verification that was done in the scanning county. Assuming that there is no issue and the receiving county accepts the document, the document will be updated and routed forward for processing and indexing.

In the case that the receiving county has a discrepancy with the document, the same process described in section 2.4 can be repeated to route the document to the appropriate county.

2.6 Exception Queue/Reindex Documents

Documents not containing a barcode that require routing to other counties can be routed to the "Other County Document" queue from the county exception queues, and reindexing queues. From one of these queues a user can set the "County Code" value to the destination county, then route the document to the "Other County Document" queue. This routing option is security driven, by rights documented in CA-214027 (Security and Auditing). Documents routed this way will be sent to the destination county's exception queue for review.

2.7 Barcoded Document Flow Overview

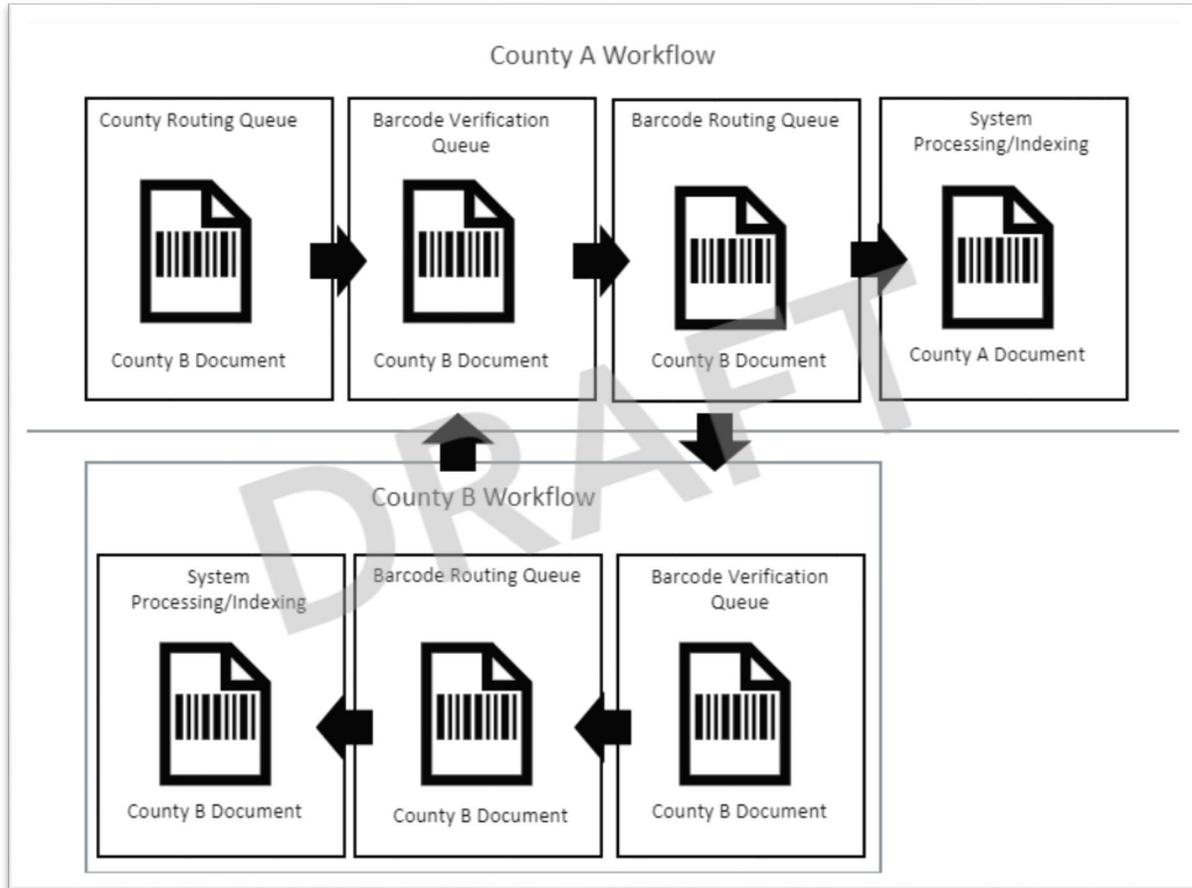


Figure 2.7.1 – Example Flow

3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2514	The CONTRACTOR shall configure the imaging solution to allow documents received/captured in a county to be sent to the county that generated or requested the document.	<ul style="list-style-type: none">• This logic is only used during the capture in multi-case mode• Security tied to scanning modes and queue access will be addressed in CA-214027 (Security and Auditing)	<ul style="list-style-type: none">• Create workflow queue to route documents that were generated or requested by a different county• Configure the system to route documents to the original county that requested/generated the document

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DRAFT

CalSAWS

California Statewide Automated Welfare System

Design Document

Multiple DDIDs

CA 214172 – Multi, Import, Virtual Capture

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Imaging Team
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR

DRAFT

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1 OVERVIEW

This is the first of several stages needed to fully implement the CalSAWS capture modes. This first implementation will enable basic capturing capabilities via single case capture, drag and drop import capture, and virtual printer capture. All baseline capture modes will not have security limitations enabled, and will have no CalSAWS system interaction.

1.1 Requests

Per DDID 2242, create the following core capture and indexing scan modes in the imaging solution:

- 1) Single Case - Used for capturing one or more documents for a single case
- 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case
- 3) Multi-case - Used to capture multiple documents from different cases

Implementation of the third core scan mode "Single Case" will be implemented in CA-214030 (Capture Single and Barcode Detection).

Per DDID 2500, configure the imaging solution to have the following security driven options at the point of scanning:

- 1) Task Override: Will ignore task configuration, no task will be created
- 2) Program Selection: Will define which worker is tasked (the list is pre-defined based on the case information and is available in single case mode or when a coversheet is used in batch mode)
- 3) No Change SAR7/QR7: Will prompt the CalSAWS Software to do the following:
 - 3a) Mark the document as received
 - 3b) Mark Eligibility as complete
 - 3c) Ignore task configuration, no task will be created
- 4) Person Override: Will default person level documents as case level documents.

Implementation of confidentiality will be implemented in CA- 214035 (Store Index Values). The security rights driving these options will be implemented in CA- 214027 (Security). Implementation of the third core scan mode "Single Case" is documented and implemented in CA- 214030 (Capture Single and Barcode Detection).

Per DDID 2501, ensure that the "Applicable Date" and "Received Date" fields are editable at point of capture otherwise they shall default to the capture date.

Additionally, ensure that the "Batch Number" field is editable at point of capture otherwise it shall default to the unique system generated number.

Implementation of the third core scan mode "Single Case" is documented and implemented in CA- 214030 (Capture Single and Barcode Detection).

Per DDID 2204, create security driven scan modes of Other County Documents with the following four (4) options:

- 1) Adoptions (AAP)
- 2) Adult Aging Services (IHSS)
- 3) Child Welfare Services (CWS)
- 4) Quality Assurance/Quality Control (QA/QC)

Configuration of "Drawers" is documented and implemented in CA- 214035 (Store Index Values). The security rights driving these scan modes is documented and implemented in CA- 214027 (Security).

Per DDID 2518, configure the imaging solution to allow staff to manually index the following values for images/documents scanned into a "Other County Department" drawer:

- 1) Department (Drawer) - field will be pre-populated with chosen scan mode
- 2) Case Number - freeform text field
- 3) Document Type - pre-defined based on department
- 4) Applicable Date - pre-populated with system date, editable by the worker
- 5) Received Date - pre-populated with system date, editable by the worker

The above fields are mandatory to ensure that images/documents are searchable in the document management solution drawer.

Search functionality is documented and implemented in CA- 214035 (Store Index Values). The security rights driving these options is documented and implemented in CA- 214027 (Security).

Per DDID 2267, enable drag and drop file upload functionality.

Per DDID 2503, configure the imaging solution to allow the following documents to act as separators for the capture and indexing multi-case scan mode and returned mail multi-case scan mode:

- 1) Cover Sheets - Will contain a barcode with a case number or a no case identifier
- 2) System Generated Barcoded Documents

The CONTRACTOR shall configure the imaging solution to allow the optional use of generic separator sheets for all scan modes to assist in separating documents.

The CONTRACTOR shall configure the imaging solution to allow the optional use of envelopes as separator sheets for the returned mail multi-case scan mode.

Configuration of the Imaging Solution to allow the optional use of envelopes as separator sheets for the returned mail multi-case scan mode will be documented and implemented in CA- 214048 (Categorize by OCR). Implementation of the third core scan mode "Single Case" will be implemented in CA- 214030 (Capture Single and Barcode Detection).

Per DDID 2516, create a security driven scan mode for Special Investigation Unit (SIU) with the following metadata:

- 1) Case Number
- 2) Case Name
- 3) Applicable Date
- 4) Received Date
- 5) Form Name
- 6) Form Number
- 7) Document Type - All images/documents will have the value: 'SIU Documents'

The CONTRACTOR shall enable the following scan modes for SIU:

- 1) Single Case - Used for capturing one or more documents for a single case
- 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case

Single case scanning is documented and implemented in CA- 214030 (Capture Single and Barcode Detection). The security rights driving these scan modes is documented and implemented in CA- 214027 (Security). The available indexing values are documented and implemented in CA- 214035 (Store Index Values).

Per DDID 2517, create a security driven scan mode for Hearings with the following metadata:

- 1) Case Number
- 2) Case Name
- 3) Applicable Date
- 4) Received Date
- 5) Form Name
- 6) Form Number
- 7) Document Type - All images/documents will have the value: 'Court/Hearings Documents'
- 8) State Hearings Number - Optional, editable field

The CONTRACTOR shall enable the following scan modes for Hearings:

- 1) Single Case - Used for capturing one or more documents for a single case
- 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case

Single case scanning is documented and implemented in CA- 214030 (Capture Single and Barcode Detection). The security rights driving these scan modes is documented and implemented in CA- 214027 (Security). The available indexing values are documented and implemented in CA- 214035 (Store Index Values).

Per DDID 2521, create a security driven scan mode for Resource Data Bank (RDB) with the following metadata:

- 1) Resource ID
- 2) Resource Name

- 3) Document Type
- 4) Applicable Date
- 5) Received Date

The CONTRACTOR shall enable the following scan modes for RDB:

- 1) Single Case – Used to capture one or more documents to a single resource
- 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case

Single case scanning is documented and implemented in CA- 214030 (Capture Single and Barcode Detection). The security rights driving these scan modes is documented and implemented in CA- 214027 (Security). The available indexing values are documented and implemented in CA- 214035 (Store Index Values).

Per DDID 2502, ensure that the following scan modes attempt to locate a CalSAWS Software system generated barcode:

- 1) Capture and Indexing Single Case
- 2) Capture and Indexing Multi-Case
- 3) Capture and Indexing Virtual Print
- 4) Returned Mail

Additionally, read the CalSAWS Software system generated imaging/tracking barcodes.

Implementation of single case scanning is documented and implemented in CA- 214030 (Capture Single and Barcode Detection). Returned mail scanning mode is documented and implemented in CA- 214061 (Returned Mail Scan Modes).

The identification of barcodes via Virtual Print will be performed with the aid advanced Optical Character Recognition, and is documented and implemented in CA- 214048 (Categorize by OCR).

Per DDID 2255, configure the imaging solution to read a unique 2D barcode from all CalSAWS Software system generated forms. This barcode will contain the barcode number which is used to identify the document(s) metadata from the CalSAWS Software.

The identification of barcodes via Virtual Print will be performed with the aid advanced Optical Character Recognition, and will be implemented in CA- 214048 (Categorize by OCR). Implementation of single case scanning is documented and implemented in CA- 214030 (Capture Single and Barcode Detection).

1.2 Overview of Recommendations

- Configure Multi-Case capture mode in Perceptive Experience to allow for the scanning of both barcoded, and non-barcoded documents into the Imaging Solution
- Enable Virtual Printer to be used for importing non-barcoded documents into the Imaging Solution without the need to print out documents/pages first

- Configure Virtual Printer to support scanning to SIU, Hearings, RDB, and Single Case Scan modes
- Configure "Other County Department" Drawers scan modes to allow the scanning of documents into the Adoptions (AAP), Adult Aging Services (IHSS), Child Welfare Services (CWS), and Quality Assurance/Quality Control (QA/QC) drawers
- Configure File Upload scan mode to allow the direct upload of non-barcoded documents into the Imaging Solution
- Configure the system to utilize the following flags during the scan processing:
 - 1) Task Override
 - 2) Program Selection
 - 3) No Change SAR7/QR7
 - 4) Person Override
- Configure the scan modes to have the editable fields of "Applicable Date", "Received Date" and "Bundle ID" at the time of scan
- Configure multi-case scan mode to allow the use of Cover Sheets and System Generated Barcoded Documents as separators of documents
- Configure multi-case scan mode to allow the optional use of the generic separator sheets (patch code sheets) to separate documents

1.3 Assumptions

No CalSAWS webservice will be configured at the time of this release, capture modes will not have functionality to obtain information from the CalSAWS application. Upon capturing documents with the enabled scan modes the following scanning functionality will be established:

- Barcode values will be captured only leveraging hardware detection, the use of OCR/ICR detection for non-hardware scanning modes such as Virtual Printer, will be implemented in CA-214048 (Categorize by OCR)
- Split documents with the use of Patch Sheets, Barcodes, and Coversheets
 - The use of envelopes as separators will be implemented in CA-214048 (Categorize by OCR)
 - The CalSAWS page intended for coversheet generation will be defined and implemented in a subsequent SCR
- Reindexing functionality will be implemented in CA-214058 (Environment Workflow Configuration)
- Security driving the described capture modes will be implemented in CA-214027 (Security)
- The request of an editable "Batch Number" will be satisfied with the use of an editable "Bundle ID" field, presented at the point of scan
- Implementation of Single Case scan mode will be implemented in CA-214030 (Capture Single and Barcode Detection)
- Other County Documents, and Other County Departments are synonymous of each other and will be referenced to as "Other County Departments" in the documentation

- Other County Department scan modes will only support case level document indexing
- Other County Department scan modes will not leverage advanced optical character recognition technology
- SIU, Hearings, and RDB scan modes will not leverage advanced optical character recognition technology
- Use of Optical Character Recognition (OCR) will be implemented in CA-214048 (Categorize by OCR)

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2 RECOMMENDATIONS

2.1 Multi-Case Experience Capture

2.1.1 Overview

Multi-Case Experience Capture mode is used to scan multiple documents, both barcoded, and non-barcoded into the Imaging Solution. To invoke multi-case scanning the user will navigate into the Imaging Solution and select “Capture” from the toolbar in the top right of the screen.

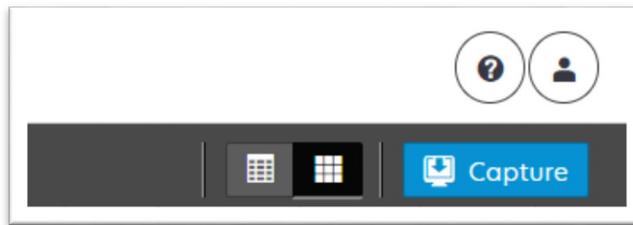


Figure 2.1.1.1 – Capture Mockup

2.1.2 Document Preparation

Documents scanned using the multi-case mode, will need to be arranged with the following expectations:

- All Non-system generated documents must be preceded by a coversheet, or a System generated document with a CalSAWS barcode present.
- Separation between individual documents will be indicated by one of the following separator options:
 - A generic separator sheet (patch sheet)
 - A cover sheet generated from CalSAWS
 - A new document containing a CalSAWS generated barcode
 - A generic no-case cover sheet

2.1.3 Initiating Scan

A dialog box will prompt the user to select from the available scan modes, then select multi-case from the dropdown box. The “Exception Routing” dropdown will be populated based off of exception queue configurations to be determined in CA-214058 (Environment Workflow Configuration). Within the prompt the user will be presented with the option to define a “Received” and/or “Applicable” date, otherwise these fields will default to the scanning date. An optional “Bundle ID” representing the captured documents may be entered. Once documents have been properly prepared and placed in the scanner, the user will initiate scanning by pressing “Start”.

Capture and Indexing ⚙️

* **Capture Profile**
[Dropdown]

* **Exception Routing**
[Dropdown]

Bundle ID
[Text Input]

* **Applicable Date**
04/02/2020

* **Received Date**
04/02/2020

[Cancel] [Start]

Figure 2.1.3.1 – Initiate Mockup

2.1.4 Scan Status

As pages are scanned into the imaging solution, the user will be presented with an upload prompt displaying thumbnails of each page as they are uploaded and processed. Once all the documents have been captured, the user will need to click the 'Open Batch' button in order to proceed to Quality Assurance and Finalization.

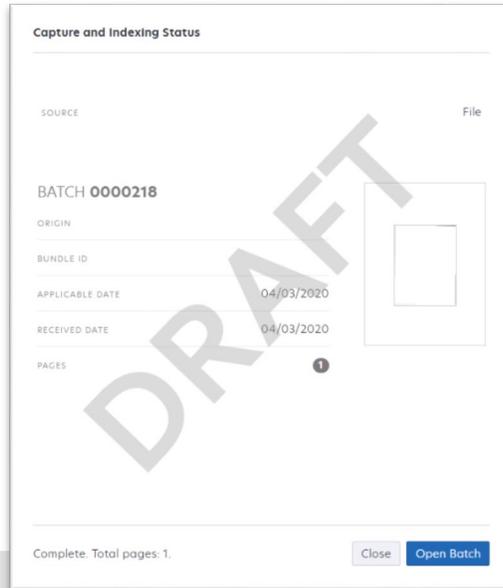


Figure 2.1.4.1 – Status Mockup

2.1.5 Scan Quality Assurance and Finalization

Once scanning has completed, the user will be presented with a preview of the scanned documents. If the barcode number on a document does not match, or was not picked up correctly, the user can re-scan the page(s) or route the document forward for advanced optical character recognition technology to attempt reading the barcode number. If a document needs to be rescanned, or additional pages need to be added to the batch, the user can select the “Capture” icon from the left side of the toolbar (Fig. 2.1.5.1). The user will be presented with a “Add Pages” dialog to replace, or add pages before/after the currently selected document (Fig. 2.1.5.2). Users will need to perform the following tasks (Fig. 2.1.5.3):

- a. Verify the quality of the scanned images are clear and undistorted
- b. Verify barcode numbers captured match barcodes on the images
- c. Separate the scan batch into individual documents
- d. Set specialty flags - if desired. (Note: security rights driving these flags are documented in CA-214027 (Security))
 - i. Task Override
 - ii. Person Override
 - iii. Program Select
 - iv. No Change SAR 7/QR 7
- e. Finalize the scan by selecting “Submit”

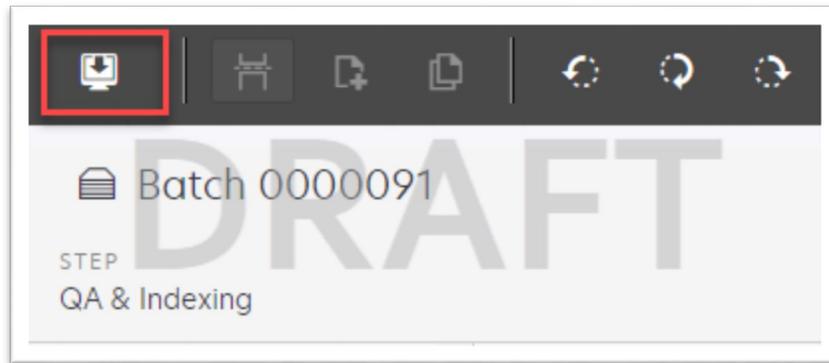


Figure 2.1.5.1 – Rescan/Capture Mockup

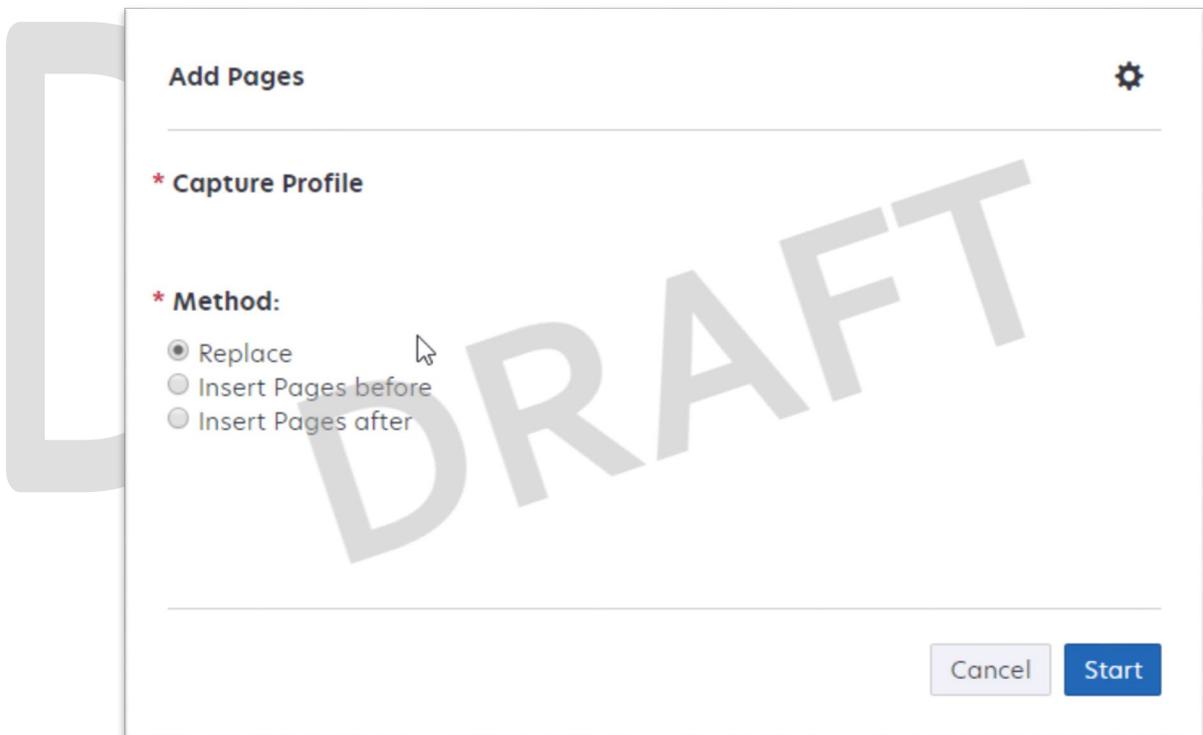


Figure 2.1.5.2 – Add Pages Mockup

Figure 2.1.5.3 – Properties Mockup

2.2 Virtual Printer Capture

2.2.1 Overview

Used to print documents from an application/window directly into the Imaging System, without the need to capture the screen or to be physically printed. Virtual Printer supports scanning to SIU, Hearings, RDB, and Single Case Scan modes.

2.2.2 Initiating Scan

To scan documents in via the Virtual Printer, the user will need to log into CalSAWS and navigate to the Case Summary page within the context of the case. Scanning can be initiated from any application that supports printing. Once presented with the printing dialog, the user will select the ImageNow Printer from the list of available printers. Once the printer has been selected and print options have been finalized, the user will select print.

2.2.3 Scan Quality Assurance and Finalization

Once scanning has completed, the user will be presented with a preview of the scanned documents. Users will need to perform the following tasks:

- a. Verify the quality of the scanned images are clear and undistorted
- b. Separate the scan batch into individual documents
- c. Set specialty flags - if desired. (Note: security rights driving these flags are documented in CA-214027 (Security))
 - i. Task Override
 - ii. Person Override
 - iii. Program Select

- iv. No Change SAR 7/QR 7
- d. Finalize the scan by selecting “Submit”

2.3 Other County Departments Scan Mode

2.3.1 Overview

Other County Departments capture modes are used to scan documents for other county departments such as Adoptions (AAP), Adult Aging Services (IHSS), Child Welfare Services (CWS), and Quality Assurance/Quality Control (QA/QC) into the Imaging Solution. To invoke “Other County Departments” scanning modes, the users will navigate into the Imaging Solution and select “Capture” from the toolbar.

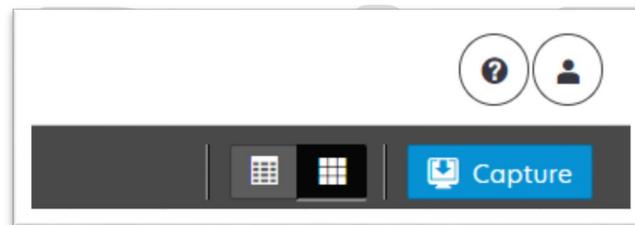


Figure 2.4.1.1 – Capture Mockup

2.3.2 Document Preparation

Documents scanned using the “Other County Departments” scanning modes, may be arranged with the inclusion of generic separator sheets (patch sheets) to aid in document separation.

2.3.3 Initiating Scan

A dialog box will prompt the user to select from the available scan modes, then select from one of the following “Other County Departments” modes from the dropdown box:

- Adoptions (AAP)
- Adult Aging Services (IHSS)
- Child Welfare Services (CWS)
- Quality Assurance/Quality Control (QA/QC)

The “Exception Routing” dropdown will be populated based off of exception queue configurations to be determined in CA-214058 (Environment Workflow Configuration). Within the prompt the user will be presented with the option to define a “Received” and/or “Applicable” date, otherwise these fields will default to the scanning date. An optional “Bundle ID” representing the captured documents may be entered. Once documents have been properly prepared and placed in the scanner, the user will initiate scanning by pressing “Start”.

Capture and Indexing

* Capture Profile

* Exception Routing

Bundle ID

* Applicable Date

04/02/2020

* Received Date

04/02/2020

Cancel Start

Figure 2.4.3.1 – Initiate Mockup

2.3.4 Scan Status

As pages are scanned into the imaging solution, the user will be presented with an upload prompt displaying thumbnails of each page as they are uploaded and processed. Once all the documents have been captured, the user will need to click the “Open Batch” button in order to proceed to Quality Assurance and Finalization.

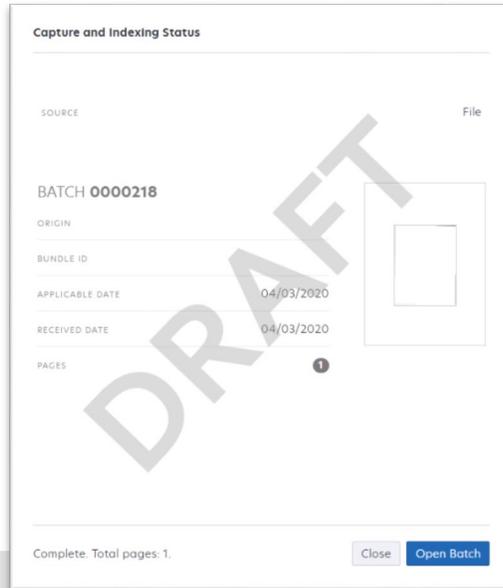


Figure 2.2.4.1 – Status Mockup

2.3.5 Scan Quality Assurance and Finalization

Once scanning has completed, the user will be presented with a preview of the scanned documents. If a document needs to be rescanned, or additional pages need to be added to the batch, the user can select the “Capture” icon from the left side of the toolbar (Fig. 2.4.5.1). The user will be presented with a “Add Pages” dialog to replace, or add pages before/after the currently selected document (Fig. 2.4.5.2). Users will need to perform the following tasks:

- a. Verify the quality of the scanned images are clear and undistorted
- b. Separate the scan batch into individual documents
- c. Specify the following fields
 - i. Case Number
 - ii. Case Name
 - iii. Document Type
- e. Finalize the scan by selecting “Submit”

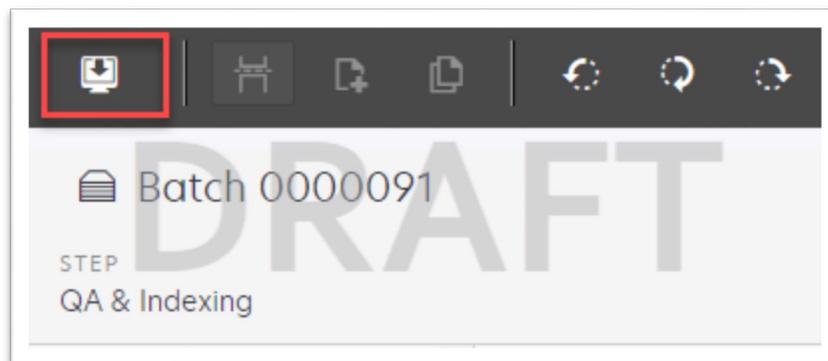


Figure 2.4.5.1 – Rescan/Capture Mockup

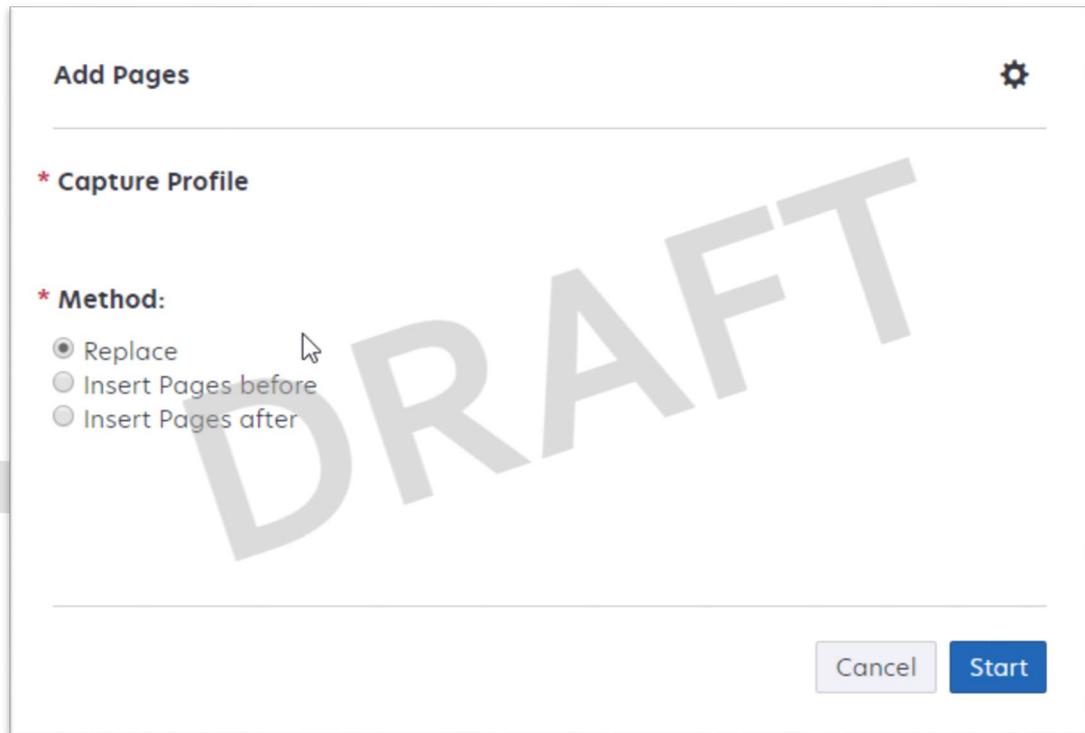


Figure 2.4.5.2 – Add Pages Mockup

2.4 File Upload (Drag and Drop)

2.4.1 Overview

File Upload mode is used to import non-barcode documents saved on the local machine, directly into the Imaging Solution. To invoke file upload, the user will navigate into the Imaging Solution and select “Capture” from the toolbar.

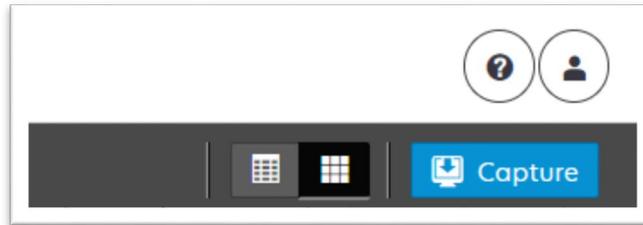


Figure 2.5.1.1 – Capture Mockup

2.4.2 Document Preparation

Prior to uploading documents into the Imaging Solution, verify that the documents are not a security enabled (password protected) file. Documents with security enabled are not fully supported. Secure documents will be uploaded, but may cause tasked workers to not have access to view the document, and optical character recognition technology to fail the classification step.

2.4.3 Initiating Scan

A dialog box will prompt the user to select from the available scan modes, then select “File Upload” from the dropdown box. The “Exception Routing” dropdown will be populated based off of exception queue configurations to be determined in CA-214058 (Environment Workflow Configuration). Within the prompt the user will be presented with the option to define a “Received” and/or “Applicable” date, otherwise these fields will default to the scanning date. An optional “Bundle ID” representing the captured documents may be entered. Once documents have been properly prepared and placed in the scanner, the user will initiate scanning by pressing “Start”.

Capture and Indexing

* Capture Profile

* Exception Routing

Bundle ID

* Applicable Date

04/02/2020

* Received Date

04/02/2020

Cancel Start

Figure 2.5.3.1 – Initiate Mockup

Select Files

Browse or drag and drop files here.

0 files selected.

Cancel Done

Figure 2.5.3.2 – Upload Mockup

2.4.4 Scan Status

As pages are scanned into the imaging solution, the user will be presented with an upload prompt displaying thumbnails of each page as they are uploaded and processed. Once all the documents have been uploaded, the user will

need to click the “Open Batch” button in order to proceed to Quality Assurance and Finalization.

Capture and Indexing Status

SOURCE File

BATCH 0000218

ORIGIN

BUNDLE ID

APPLICABLE DATE 04/03/2020

RECEIVED DATE 04/03/2020

PAGES 1

Complete. Total pages: 1. Close Open Batch

Figure 2.5.4.1 – Status Mockup

2.4.5 Scan Quality Assurance and Finalization

Once scanning has completed, the user will be presented with a preview of the scanned documents. If a document needs to be rescanned, or additional pages need to be added to the batch, the user can select the “Capture” icon from the left side of the toolbar (Fig. 2.5.5.1). The user will be presented with a “Add Pages” dialog to replace, or add pages before/after the currently selected document (Fig. 2.5.5.2). Users will need to perform the following tasks:

- a. Verify the quality of the scanned images are clear and undistorted
- b. Separate the scan batch into individual documents
- c. Set specialty flags - if desired. (Note: these flags are security driven and will be defined in a CA-214027 (Security))
 - i. Task Override
 - ii. Person Override
 - iii. Program Select
 - iv. No Change SAR 7/QR 7
- d. Finalize the scan by selecting “Submit”

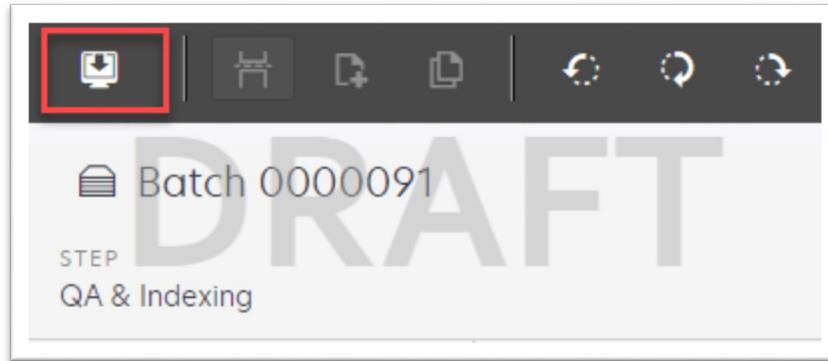


Figure 2.5.5.1 – Rescan/Capture Mockup

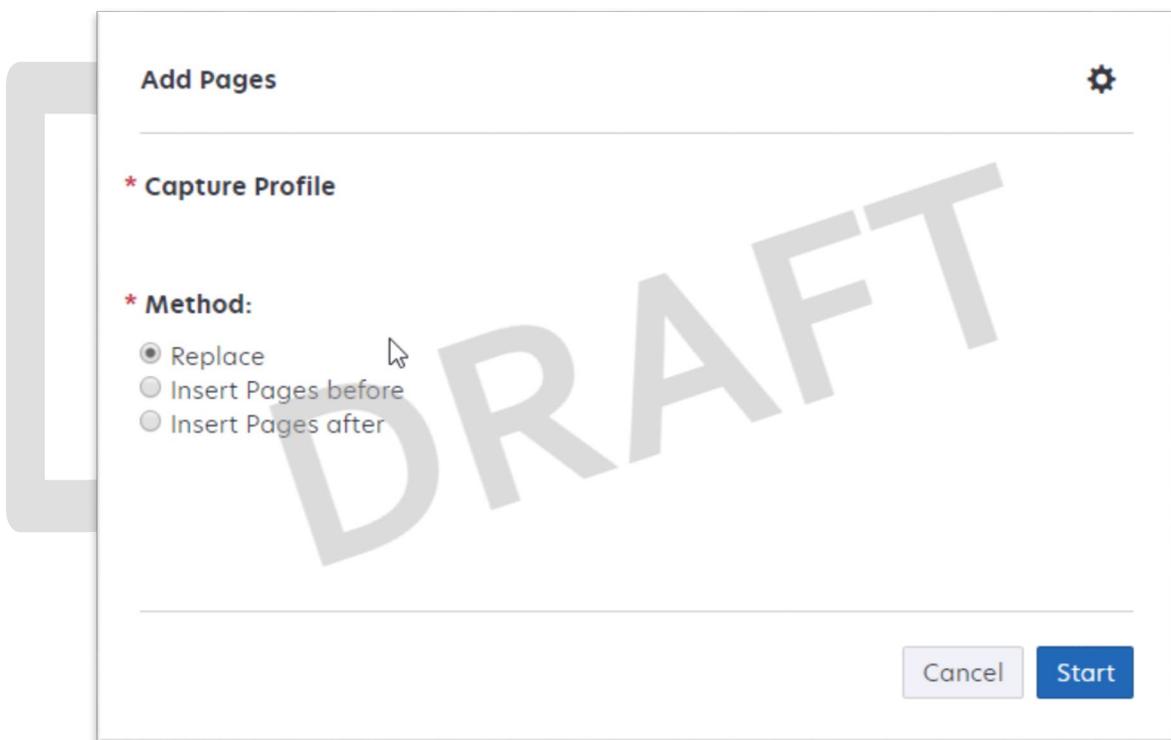


Figure 2.5.5.2 – Add Pages Mockup

3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2242	<p>The CONTRACTOR shall create the following core capture and indexing scan modes in the imaging solution:</p> <ol style="list-style-type: none"> 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case 3) Multi-case - Used to capture multiple documents from different cases 	<ul style="list-style-type: none"> • Single Case capture mode will be addressed in CA-214030 (Capture Single and Barcode Detection) 	<ul style="list-style-type: none"> • Configure Multi-Case capture mode in Experience to allow for the scanning of both barcoded, and non-barcoded documents into the Imaging Solution • Enable Virtual Printer to be used for importing non-barcoded documents into the Imaging Solution without the need to print out documents/pages first
2500	<p>The CONTRACTOR shall configure the imaging solution to have the following security driven options at the point of scanning:</p> <ol style="list-style-type: none"> 1) Task Override: Will ignore task configuration, no task will be created 2) Program Selection: Will define which worker is tasked (the list is pre-defined based on the case information and is available in single case mode or when a coversheet is used in batch mode) 3) No Change SAR7/QR7: Will prompt the CalSAWS Software to do the following: <ol style="list-style-type: none"> 3a) Mark the document as received 3b) Mark Eligibility as complete 3c) Ignore task configuration, no task will be created 4) Person Override: Will default person level documents as case level documents. 5) Confidential: Will allow designated staff to scan to confidential cases 	<ul style="list-style-type: none"> • Confidentiality, and the security driving these options will be implemented in a CA-214027 (Security) • Functionality behind these security driven options will be described in CA-214035 (Store Index Values) • Implementation of the third core scan mode "Single Case" is documented and implemented in CA-214030 (Capture Single and Barcode Detection) 	<ul style="list-style-type: none"> • Configure the system to utilize the following flags during the scan processing: <ol style="list-style-type: none"> 1) Task Override 2) Program Selection 3) No Change SAR7/QR7 4) Person Override

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2501	<p>The CONTRACTOR shall ensure that the "Applicable Date" and "Received Date" fields are editable at point of capture otherwise they shall default to the capture date.</p> <p>The CONTRACTOR shall ensure that the "Batch Number" field is editable at point of capture otherwise it shall default to the unique system generated number.</p>	<ul style="list-style-type: none"> Implementation of the third core scan mode "Single Case" is documented and implemented in CA-214030 (Capture Single and Barcode Detection). 	<ul style="list-style-type: none"> Configure the scan modes to have the editable fields of "Applicable Date", "Received Date" and Batch Number at the time of scan.
2267	<p>The CONTRACTOR shall enable drag and drop file upload functionality.</p>		<ul style="list-style-type: none"> Configure File Upload scan mode to allow the direct upload of non-barcoded documents into the Imaging Solution
2503	<p>The CONTRACTOR shall configure the imaging solution to allow the following documents to act as separators for the capture and indexing multi-case scan mode and returned mail multi-case scan mode:</p> <ol style="list-style-type: none"> 1) Cover Sheets - Will contain a barcode with a case number or a no case identifier 2) System Generated Barcoded Documents <p>The CONTRACTOR shall configure the imaging solution to allow the optional use of generic separator sheets for all scan modes to assist in separating documents.</p> <p>The CONTRACTOR shall configure the imaging solution to allow the optional use of envelopes as separator sheets for the returned mail multi-case scan mode.</p>	<ul style="list-style-type: none"> The use of envelopes as separator sheets will be for the return mail multi-case scan mode Implementation of single case scanning is documented and implemented in CA-214030 (Capture Single and Barcode Detection) The identification of barcodes via Virtual Print will be performed with the aid advanced Optical Character Recognition, and is documented and implemented in CA-214048 (Categorize by OCR). 	<ul style="list-style-type: none"> Configure multi-case scan mode to allow the use of Cover Sheets and System Generated Barcoded Documents as separators of documents. Optional use of the generic separator sheets (patch code sheets).

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2204	<p>The CONTRACTOR shall enable other county departments to have a ""drawer"" in the imaging solution where they can upload, store, and search for documents.</p> <p>The CONTRACTOR shall create security driven scan modes of Other County Documents with the following four (4) options:</p> <ol style="list-style-type: none"> 1) Adoptions (AAP) 2) Adult Aging Services (IHSS) 3) Child Welfare Services 4) Quality Assurance/Quality Control (QA/QC) <p>The scan mode will correspond to a ""drawer"" that segments the scanned images/documents from the rest of the CalSAWS Software and is controlled via security in the CalSAWS Software.</p>	<ul style="list-style-type: none"> • No notifications will be generated for the "Other County Department" drawers 	<ul style="list-style-type: none"> • Configure Other County Department Drawers scan modes to allow the scanning of documents into the Adoptions (AAP), Adult Aging Services (IHSS), Child Welfare Services (CWS), and Quality Assurance/Quality Control (QA/QC) drawers

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DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2518	<p>The CONTRACTOR shall configure the imaging solution to allow designated staff to manually index the following values for images/documents scanned into a "Other County Department" drawer:</p> <ol style="list-style-type: none"> 1) Department (Drawer) - field will be pre-populated with chosen scan mode 2) Case Number - freeform text field 3) Document Type - pre-defined based on department 4) Applicable Date - pre-populated with system date, editable by the worker 5) Received Date - pre-populated with system date, editable by the worker <p>The above fields are mandatory to ensure that images/documents are searchable in the document management solution drawer.</p> <p>The CONTRACTOR shall provide the following "Other County Department Documents" search criteria:</p> <ol style="list-style-type: none"> 1) Department (Drawer) 2) Case Number 3) Document Type 4) Applicable Date 5) Received Date 6) Date Scanned 7) Created by 	<ul style="list-style-type: none"> • Searching of documents will be implemented in CA-214035 (Store Index Values) • The implementation of drawers will be in CA-214035 (Store Index Values) 	<ul style="list-style-type: none"> • Configure Other County Drawers scan modes to allow the scanning of documents into the Adoptions (AAP), Adult Aging Services (IHSS), Child Welfare Services (CWS), and Quality Assurance/Quality Control (QA/QC) drawers

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2516	<p>The CONTRACTOR shall create a security driven scan mode for Special Investigation Unit (SIU) with the following metadata:</p> <ol style="list-style-type: none"> 1) Case Number 2) Case Name 3) Applicable Date 4) Received Date 5) Form Name 6) Form Number 7) Document Type - All images/documents will have the value: 'SIU Documents' <p>The CONTRACTOR shall enable the following scan modes for SIU:</p> <ol style="list-style-type: none"> 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case 	<ul style="list-style-type: none"> • Single case scanning is documented and implemented in CA-214030 (Capture Single and Barcode Detection) • The security rights driving these scan modes is documented and implemented in CA-214027 (Security) • The available indexing values are documented and implemented in CA-214035 (Store Index Values) 	<ul style="list-style-type: none"> • Configure Virtual Printer to support scanning to SIU, Hearings, RDB, and Single Case Scan modes
2517	<p>The CONTRACTOR shall create a security driven scan mode for Hearings with the following metadata:</p> <ol style="list-style-type: none"> 1) Case Number 2) Case Name 3) Applicable Date 4) Received Date 5) Form Name 6) Form Number 7) Document Type - All images/documents will have the value: 'Court/Hearings Documents' 8) State Hearings Number - Optional, editable field <p>The CONTRACTOR shall enable the following scan modes for Hearings:</p> <ol style="list-style-type: none"> 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case 	<ul style="list-style-type: none"> • Single case scanning is documented and implemented in CA-214030 (Capture Single and Barcode Detection) • The security rights driving these scan modes is documented and implemented in CA-214027 (Security) • The available indexing values are documented and implemented in CA-214035 (Store Index Values) 	<ul style="list-style-type: none"> • Configure Virtual Printer to support scanning to SIU, Hearings, RDB, and Single Case Scan modes

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2521	<p>The CONTRACTOR shall create a security driven scan mode for Resource Data Bank (RDB) with the following metadata:</p> <ol style="list-style-type: none"> 1) Resource ID 2) Resource Name 3) Document Type 4) Applicable Date 5) Received Date <p>The CONTRACTOR shall enable the following scan modes for RDB:</p> <ol style="list-style-type: none"> 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case 	<ul style="list-style-type: none"> • Single case scanning is documented and implemented in CA-214030 (Capture Single and Barcode Detection) • The security rights driving these scan modes is documented and implemented in CA-214027 (Security) • The available indexing values are documented and implemented in CA-214035 (Store Index Values) 	<ul style="list-style-type: none"> • Configure Virtual Printer to support scanning to SIU, Hearings, RDB, and Single Case Scan modes
2502	<p>The CONTRACTOR shall ensure that the following scan modes attempt to locate a CalSAWS Software system generated barcode:</p> <ol style="list-style-type: none"> 1) Capture and Indexing Single Case 2) Capture and Indexing Multi-Case 3) Capture and Indexing Virtual Print 4) Returned Mail <p>The CONTRACTOR shall read the CalSAWS Software system generated imaging/tracking barcodes.</p>	<ul style="list-style-type: none"> • Implementation of single case scanning is documented and implemented in CA-214030 (Capture Single and Barcode Detection) • The identification of barcodes via Virtual Print will be performed with the aid advanced Optical Character Recognition, and is documented and implemented in CA-214048 (Categorize by OCR). • Returned mail scanning mode is documented and implemented in CA-214061 (Returned Mail Scan Modes). 	<ul style="list-style-type: none"> • Configure Multi-Case capture mode in Perceptive Experience to allow for the scanning of both barcoded, and non-barcoded documents into the Imaging Solution

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2255	The CONTRACTOR shall configure the imaging solution to read a unique 2D barcode from all CalSAWS Software system generated forms. This barcode will contain the barcode number which is used to identify the document(s) metadata from the CalSAWS Software.	<ul style="list-style-type: none"> The identification of barcodes via Virtual Print will be performed with the aid advanced Optical Character Recognition, and described in CA-214048 (Categorize by OCR). 	<ul style="list-style-type: none"> Configure Multi-Case capture mode in Perceptive Experience to allow for the scanning of both barcoded, and non-barcoded documents into the Imaging Solution

DRAFT

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CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214990 | DDID-2578

Add CSF 105 – Appointment Letter

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Pramukh Karla
	Reviewed By	Raj Devidi

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/12/2020	1.0	Original	Pramukh Karla
05/29/2020	2.0	Update design document to fix DEL comments	Pramukh Karla

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1 OVERVIEW

The purpose of this change is to add CSF 105 – Appointment Letter to LRS/CalSAWS Template Repository and generate the form from Customer Appointment Detail page for 57 counties excluding Los Angeles county.

1.1 Current Design

CSF 105 – Appointment Letter does not exist in LRS/CalSAWS.

1.2 Requests

Add CSF 105 - Appointment Letter to the LRS/CalSAWS to be able to generate from Template Repository and Customer Appointment Detail page.

1.3 Overview of Recommendations

1. Add CSF 105 form to LRS/CalSAWS Template Repository.
2. Update Customer Appointment Detail page to be able to generate CSF 105 form for 57 counties excluding Los Angeles county.
3. Imaging barcode on CSF 105 will be added with SCR CA-207108 (DDID 2302 – Updates to Standardized Bar Codes)

1.4 Assumptions

1. CSF 105 form will have the LRS/CalSAWS Standard Header.
2. Comments section on CSF 105 will not be translated to threshold languages.

2 RECOMMENDATIONS

2.1 Add CSF 105 – Appointment Letter to Template Repository

2.1.1 Overview

This effort is to add CSF 105 to the LRS/CalSAWS Template Repository.

State Form: CSF 105

Programs: All

Attached Forms: N/A

Forms Category: Form

Languages: English, Spanish

2.1.2 Description of Changes

Create a new CSF 105 – Appointment Letter that can be generated from Template Repository.

1. Create CSF 105 form XDP with just 1 impression.

Form Header: LRS/CalSAWS Standard Header

Form Title: Appointment Letter

Form Number: CSF 105

Include NA Back 9: No

Form Mockup/Example: See Supporting Document #1

2. Add the CSF 105 – Appointment Letter to Template Repository. The following document parameters will be required:

Required Form Input: Case Number, Customer Name, Program, and Language.

3. Populate the following elements on the CSF 105 when the form is triggered from Template Repository.

Section	Field	Description	Comments
LRS/CalSAWS Standard Header	Date	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Date form is mailed
LRS/CalSAWS Standard Header	Case Name	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Name of Primary applicant
LRS/CalSAWS Standard Header	Case Number	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Case number

LRS/CalSAWS Standard Header	Worker Name	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Name of the worker
LRS/CalSAWS Standard Header	Worker ID	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Worker ID of the worker
LRS/CalSAWS Standard Header	Worker Phone number	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Phone number of the worker
LRS/CalSAWS Standard Header	Customer ID	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Customer ID
LRS/CalSAWS Standard Header	Mailed to Address	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case	Primary applicant's Name and Address
LRS/CalSAWS Standard Header	Return Address	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case	Address of the District Office
<9>	Text between "Appointment Type" and	Text to populate – English - "If your appointment is in a	CSF 105 form body will only populate this variable when

Commented [MA1]: Pramukh, so when the user generates it via the Template Repository the user will be responsible for completing <1-8> and <9> will populate the text you mentioned under Description, so this text will be static when triggering through TTemp. Repository correct?

Commented [PK2R1]: @Maria Jensen Yes, that is correct. This is exactly how we have it in C-IV currently.

	<p>"Please bring the verification..." Checkbox</p>	<p>County office, please bring this letter with you to your appointment." Spanish – "Si su cita es en una oficina del condado, por favor lleve esta carta a su cita."</p>	<p>the form is generated from Template Repository. This field will be non-editable.</p>
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4. Add the following barcode options to the CSF 105 Form:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

5. Add the following print options for the CSF 105 Form:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

Mailing Requirements:

Mail-To (Recipient): Primary Applicant of the Selected Program
 Mailed From (Return): Worker's Office Address
 Mail-back-to Address: N/A
 Outgoing Envelope Type: Standard
 Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N/A
 Enclosures: N/A
 Electronic Signature: N/A
 Post to YBN/C4Y: Yes

2.2 Update Customer Appointment Detail page to generate CSF 105 form

2.2.1 Overview

With this effort CSF 105 form will be triggered from Customer Appointment Detail Page when checking the "Print Appointment Letter" Checkbox for 57 counties excluding Los Angeles county.

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2.2.2 Description of Changes

Update Customer Appointment Detail page to generate CSF 105 for 57 counties excluding Los Angeles county when "Print Appointment Letter is checked.

1. Populate the following elements dynamically on the CSF 105 when the form is triggered from Customer Appointment Detail page.

Section	Field	Description	Comments
LRS/CalSAWS Standard Header	Date	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Date form is mailed
LRS/CalSAWS Standard Header	Case Name	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Name of Primary applicant
LRS/CalSAWS Standard Header	Case Number	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Case number
LRS/CalSAWS Standard Header	Worker Name	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Name of the worker
LRS/CalSAWS Standard Header	Worker ID	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Worker ID of the worker

LRS/CalSAWS Standard Header	Worker Phone number	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Phone number of the worker
LRS/CalSAWS Standard Header	Customer ID	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case.	Customer ID
LRS/CalSAWS Standard Header	Mailed to Address	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case	Primary applicant's Name and Address
LRS/CalSAWS Standard Header	Return Address	Part of Standard Mailing Header. Editable when a blank form is generated. Pre-populated and Static when form is generated in the context of a case	Address of the District Office

Following variables will be populated on CSF 105 form when generated from Customer Appointment Detail page.

Section	Field	Description	Editable Y/N
<1>	Dear	Customer Name	Y
<2>	The following Attendees	Attendees from Customer Appointment Detail page. If multiple attendees follow the below format: Attendee 1, Attendee 2, ...	Y

<3>	Appointment on	Begin Date from Customer Appointment Detail page Format: MM/DD/YYYY		Y
<4>	at	Begin Time from Customer Appointment Detail page Format: HH:MM		Y
<5>	with	Staff Name from workers section on Customer Appointment Detail page. If multiple workers exist populate the first worker assigned to the appointment.		Y
<6>	Location	Appointment Categories	Text to Populate	
		Telephone Interview	English - "THIS IS A TELEPHONE INTERVIEW. THERE IS NO NEED TO COME TO THE OFFICE." Spanish - "ESTA ES UNA ENTREVISTA TELEFÓNICA. NO HAY NECESIDAD DE VENIR A LA OFICINA."	Y
		Telephone CW/CF RE Interview	English - "THIS IS A TELEPHONE INTERVIEW. THERE IS NO NEED TO COME TO THE OFFICE. If you prefer to be interviewed in person, please call your worker at the number above for an appointment." Spanish - "ESTA ES UNA	Y

			<p>ENTREVISTA TELEFÓNICA. NO HAY NECESIDAD DE VENIR A LA OFICINA.</p> <p>Si usted prefiere ser entrevistado en persona, por favor llame a su trabajador(a) al número mencionado arriba para una cita."</p>	
		If not Telephone Interview or Telephone CW/CF RE Interview	Office and Location values from Customer Appointment Detail page	Y
<7>	Duration	Duration from Customer Appointment Detail page		Y
		Example format: 2 Hours 5 Minutes		
<8>	Appointment Type	<p>Category from Customer Appointment Detail page</p> <p>Populate the Appointment Type Variable in the following format if the Category is "Telephone CW/CF RE Interview": Telephone CW/CF RE Interview <TAB SPACE> <Phone Number></p> <p>Note: If multiple phone numbers exist for a Customer, populate only one phone number. Select the phone number from the following phone number type hierarchy:</p> <p>1) Main 2) Home</p>		Y

		3) Cell 4) Work		
<9>	Text between "Appointment Type" and "Please bring the verification..." Checkbox	Appointment Category Telephone CW/CF RE Interview	Text to Populate English - "We will call you at the number above. If the number is not correct, you must call us and provide a number where you can be reached for your interview. It is very important that we are able to reach you. You may also want to provide an alternative phone number where you can be reached. County phone numbers may be blocked. If your phone does not accept blocked numbers, you may miss the phone call for your telephone interview, and your benefits may be delayed. You will have to reschedule your interview. If you miss the phone interview, call your worker at the number	N

			<p>above or go to the above office to reschedule your interview."</p> <p>Spanish – "Nosotros le llamaremos al número de teléfono mencionado anteriormente. Si el número no es el correcto, usted tiene que llamarnos y proporcionar un número en dónde podemos llamarle para su entrevista. Es muy importante que nosotros nos podamos comunicar con usted. Usted también puede proporcionar un número de teléfono alternativo en donde lo podamos localizar. Es posible que los números de teléfono del Condado estén bloqueados. Si su teléfono no acepta números bloqueados, es</p>	
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			<p>posible que pierda la llamada para su entrevista por teléfono, y posiblemente sus beneficios se demoren. Usted tendrá que programar otra vez su entrevista. Si pierde la entrevista por teléfono, llame a su trabajador al número que aparece en la parte superior o vaya a la oficina mencionada anteriormente para volver a programar su entrevista."</p>	
		If not Telephone CW/CF RE Interview	<p>English – "If your appointment is in a County office, please bring this letter with you to your appointment."</p> <p>Spanish – "Si su cita es en una oficina del condado, por favor lleve esta carta a su cita."</p>	N
<10>	Comments	Appointment Letter Comments from Customer Appointment Detail page		Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CSF 105	CSF_105_EN.pdf CSF_105_SP.pdf

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2578	<p>The CONTRACTOR shall migrate the ADM 102 CIV - Appointment Letter to the CalSAWS Software with the following updates:</p> <p>1) Add the CalSAWS standard header information</p> <p>2) Update form title from "ADM 102 C-IV Appointment Letter" to "CalSAWS Appointment Letter"</p> <p>3) Update the sentence "If your appointment is in a County office, please bring this letter with you to your appointment to help with the check in process" to "If your appointment is in a County office, please bring this letter with you to your appointment."</p> <p>4) Update the form number from "ADM 102 CIV" to CalSAWS standard naming/numbering format</p> <p>The CONTRACTOR shall migrate into the</p>	<ol style="list-style-type: none"> 1. Estimate is for migrating the form in English and Spanish along with updating the online trigger for 57 counties. 2. Spanish translations will be provided by the Consortium. 3. See DDID 2664 assumption for listing of the threshold languages included in the estimate. 4. Estimate does NOT include any effort for modifying or creating new Functional Design Documents (FDDs) for forms being modified/migrated/created. Consortium staff will be modifying or creating FDDs. 	<p>With SCR CA-214990, CSF 105 – Appointment Letter is being added to the LRS/CalSAWS, where it can be generated from Template Repository page and Customer Appointment Detail page.</p>

<p>CalSAWS Software the C-IV functionality (online trigger) that generates an appointment letter (ADM 102) from the Appointment Detail page using the Print Appointment Letter checkbox on the Customer Appointment Detail page. The ADM 102 will render when the online page is saved. The functionality will be made available for the 57 Counties.</p> <p>NOTE: The CW 2200 will continue to render for Los Angeles county only. See template titled "Updates for ADM 102" for formatting and content.</p>		
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CalSAWS

California Statewide Automated Welfare System

Design Document

CA-215089 | DDID 2627

Update CW 2213 – RESPONSE TO REQUEST TO
INSPECT CASE RECORD CALWORKS, CALFRESH,
TCVAP, AND REFUGEE PROGRAMS Form

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Raj Devidi
	Reviewed By	Pramukh Karla

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/08/2020	1.0	Original	Raj Devidi
05/22/2020	2.0	Updated based on QA comments and updated form name to match state form name.	Raj Devidi
05/29/2020	3.0	Updating the form version number and addressed QA comments.	Raj Devidi

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1 OVERVIEW

The purpose of this change is to update the CW 2213 - LA (10/17) form in the LRS/CalSAWS to match the state version (5/20).

1.1 Current Design

CW 2213 form already exists in LRS/CalSAWS in 10/17 version.

1.2 Requests

Update CW 2213 - LA (10/17) form to match the state version of (5/20).

1.3 Overview of Recommendations

1. Update CW 2213 - LA (10/17) form to match the state version (5/20).

1.4 Assumptions

1. CW 2213 (5/20) in threshold languages will be updated to match the state version with CA-215088.
2. Page numbers will be added on the form.
3. Keep the existing coversheet for mailing purpose.
4. Updating "Los Angeles County" to "<County>" change will be done in CA-207395 DDID 1046 - Remove System, County, or Agency specific references/logos from all State forms.

2 RECOMMENDATIONS

2.1 Update **CW 2213 - LA (10/17)** – RESPONSE TO REQUEST TO INSPECT CASE RECORD CALWORKS, CALFRESH, TCVAP, AND REFUGEE PROGRAMS

2.1.1 Overview

This section will cover the updates needed to update **CW 2213 - LA (10/17)** form to match the state version (5/20).

State Form: CW 2213

Program: Cal-Learn, CalFresh, CalWORKs, Child Protective Services, GROW, General Assistance/General Relief, RCA, Welfare to Work

Attached Forms: N/A

Forms Category: Form

Languages: English, Spanish

Form Header: LRS/CalSAWS State Standard Header

Form Title: Response to Request to Inspect Case Record CalWORKs, CalFresh, TCVAP, and Refugee Programs

Include NA Back 9: No

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

2.1.2 Description of Change

Update **CW 2213 - LA (10/17)** – Response to Request to Inspect Case Record CalWORKs, CalFresh, TCVAP, And Refugee Programs form to match the latest state version (see Supporting Document #1).

Form Number: CW 2213

Form Mockups: Please refer to Section 3.0 – Supporting Document #1

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CW 2213	CW2213_EN.pdf CW2213_SP.pdf

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2627	<p>Original: The CONTRACTOR shall update the CW 2213 in the CalSAWS Software as follows: 1) Update "County of Los Angeles" to "<County>"</p> <p>Revised: The CONTRACTOR shall update the State form CW 2213 - LA (10/17) to match (5/20) version in the CalSAWS Software. The CW 2213 will be made available in the Template Repository in the CalSAWS Software for the 58 Counties.</p>	<ol style="list-style-type: none"> 1. Estimate is for updating the form in English and Spanish. 2. Spanish translations will be provided by the Consortium. 3. See DDID 2664 assumption for listing of the threshold languages included in the estimate. 4. Estimate does NOT include any effort for modifying or creating new Functional Design Documents (FDDs) for forms being modified/migrated/created. Consortium staff will be modifying or creating FDDs. 	<p>With CA-215089 CW 2213 English and Spanish language forms will be updated to match the latest state version.</p> <p>Updating "Los Angeles County" to "<County>" change will be done in CA-207395 DDID 1046 - Remove System, County, or Agency specific references/logos from all State forms, not part of this SCR's requirement.</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-215105 | DDID 2635

Update CW 2201 (6/09) - Unemployment
Insurance Benefits Referral Form

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Raj Devidi
	Reviewed By	Pramukh Karla

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/07/2020	1.0	Initial Revision	Raj Devidi
05/12/2020	2.0	Modified design document according to DEL comments	Raj Devidi
05/25/2020	3.0	Modified design document according to DEL comments	Raj Devidi

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1 OVERVIEW

1.1 Current Design

CW 2201 (6/09) form already exists in LRS/CalSAWS in 06/09 version.

1.2 Requests

The system change request will update the CW 2201 (6/09) form in LRS/CalSAWS.

1.3 Overview of Recommendations

Update the State form CW 2201 (6/09) – Unemployment Insurance Benefits Referral Form in the CalSAWS Software as follows:

- 1) Update “Los Angeles County” to “<County>”
- 2) Update “Eligibility Worker” to “Worker”
- 3) Add Medi-Cal as a program
- 4) Populate Case name, Case name, Case Number and Date on form body with standard header data.

1.4 Assumptions

1. CW 2201 (6/09) form will have the LRS/CalSAWS Standard Header.
2. All the prepopulated fields will be editable on the CW 2201 (6/09) form.
3. Page numbers will be added on the form.
4. The implementation of the CW 2201 (6/09) in the threshold languages will be done with CA-215104 - Add CW 2201 (6/09) form in threshold languages.

2 RECOMMENDATIONS

2.1 Update the state form CW 2201 (6/09) – Unemployment Insurance Benefits Referral Form

2.1.1 Overview

This section will cover the updates needed to CW 2201 (6/09) form.

State Form: CW 2201

Attached Forms: N/A

Forms Category: Form

Languages: English, Spanish

Form Header: LRS/CalSAWS State Standard Header

Form Title: Unemployment Insurance Benefits Referral Form

Include NA Back 9: No

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	Y	Y	Y

2.1.2 Description of Change

Update the State form CW 2201 (6/09) – Unemployment Insurance Benefits Referral Form.

1. Update “Los Angeles County” to “<County>”
Populate the county name dynamically on the form.
2. Update “Eligibility Worker Name” to “Worker Name”.
Form Mockups: Please refer to **Section 3.0 – Supporting Document #1**.
3. Add Medi-Cal program for CW 2201 (6/09) form.
Program: Medi-Cal (CalWORKs program already exist)
4. Populate Case name, Case Number and Date on form body with standard header data

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	CW 2201 (6/09)	CW2201_EN.pdf CW2201_SP.pdf

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2635	<p>Original: The CONTRACTOR shall update the State form CW 2201 – Unemployment Insurance Benefits Referral Form in the CalSAWS Software as follows:</p> <ul style="list-style-type: none"> 1) Update “Los Angeles County” to “<County>” 2) Update “Eligibility Worker” to “Worker” 3) Add Medi-Cal as a program. 	<ul style="list-style-type: none"> 1. Estimate is for updating the form in English and Spanish. 2. Spanish translations will be provided by the Consortium. 3. See DDID 2664 assumption for listing of the threshold languages included in the estimate. 4. Estimate does NOT include any effort for modifying or creating new Functional Design Documents (FDDs) for forms being modified/migrated/created. Consortium staff will be modifying or creating FDDs. 	<p>With CA-215105 CW 2201 English and Spanish language forms will be updated to match recommendations.</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-215118 | DDID 2642

Add PUB 388 form to the Template Repository

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Pramukh Karla
	Reviewed By	Raj Devidi

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/10/2020	1.0	Initial Revision	Pramukh Karla

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1 OVERVIEW

1.1 Current Design

The state form PUB 388 (08/17) is not available in LRS/CalSAWS system.

1.2 Requests

The system change request will add the new PUB 388 form (08/17) to LRS/CalSAWS.

1.3 Overview of Recommendations

1. Add PUB 388 (08/17) form to LRS/CalSAWS Template Repository.

1.4 Assumptions

1. PUB 388 (08/17) form will not have a Standard Header.
2. PUB 388 (08/17) will be added in threshold languages with CA-215119 change request.
3. Page numbers on the forms will be added with Standard footer.

2 RECOMMENDATIONS

2.1 Add PUB 388 (08/17) – California Electronic Benefit Transfer (EBT) Card Publication to the Template Repository

2.1.1 Overview

Add the State form PUB 388 (08/17) to the LRS/CalSAWS Software. The PUB 388 (08/17) will be made available in the Template Repository in the LRS/CalSAWS Software for the 58 Counties.

State Form: PUB 388

Program: CalFresh

Attached Forms: N/A

Forms Category: Forms

Languages: English and Spanish

2.1.2 Description of Change

Create a new PUB 388 (08/17) - California Electronic Benefit Transfer (EBT) Card Publication form that can be generated from the Template Repository.

1. Create the PUB 388 Form XDP with 6 impressions.

Form Header: N/A

Form Title: California Electronic Benefit Transfer (EBT) Card Publication

Form Number: PUB 388

Include NA Back 9: No

Form Mockups: Please refer to Supporting Document #1

2. Add PUB 388 form to the Template Repository with the following parameters.

Required Form Input: Case Number and Language.

PUB 388 is a static form and will not have any fields to be prepopulated.

3. Add the following barcode options to the PUB 388 Form:

Tracking Barcode

BRM Barcode

Imaging Barcode

N	N	Y
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4. Add the following print options to the PUB 388 Form:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
Y	Y	Y	N	Y	N

Mailing Requirements:

Mail-To (Recipient): N/A

Mailed From (Return): N/A

Mail-back-to Address: N/A

Outgoing Envelope Type: N/A

Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N/A

Enclosures: N/A

Electronic Signature: N/A

Post to YBN/C4Y: No

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	PUB 388	PUB388_EN.pdf PUB388_SP.pdf

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2642	<p>Original: The CONTRACTOR shall migrate the State form PUB 388 – California Electronic Benefit Transfer (EBT) Card to the CalSAWS Software. The PUB 388 will be made available in the Template Repository in the CalSAWS Software for 58 Counties.</p>	<ol style="list-style-type: none"> 1. Estimate is for migrating the new STATIC form in English and Spanish. 2. Spanish translations will be provided by the State. 3. See DDID 2664 assumption for listing of the threshold languages included in the estimate. 4. Estimate does NOT include any effort for modifying or creating new Functional Design Documents (FDDs) for forms being modified/migrated/created. Consortium staff will be modifying or creating FDDs. 	<p>The functionality to generate the PUB 388 form from the Template Repository page is added.</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-215774 | CIV-107088

Update Last Month of Reversal for SSI/SSP Cash
Out Population

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mark Keehn
	Reviewed By	Jason Francis

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
4/24/2020	1	Initial write up	Mark Keehn

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1 OVERVIEW

This SCR will extend the last benefit month for which an SSI/SSP reversal is expected for a CalFresh (CF) program. This change will apply to LRS/CalSAWS and C-IV.

The implementation of the SSI/SSP Cash Out Reversal policy started with **SCR CA-203103/CIV-101471– CalFresh Ending SSI Cash-Out**. When implemented, this SCR expected the last possible reversal date to be in the benefit month of 10/2020 (i.e., no reversals were expected after 10/2020).

Prior to the CF household's reversal month, an SSI/SSP person would be excluded from the CF program with the role of 'Unaided Person' (UP) and role reason of 'Gets SSI/SSP'. Once the SSI/SSP person has reversed, the SSI/SSP person can be included in the CF program and the system determines whether a Nutrition Benefit (NB) program should be created.

Due to actions taken in response to COVID-19, Recertifications and SAR7s with a due date of March, April, and May of 2020 are not being actioned. Because of this, EDBC will not be reversing CF programs with SSI/SSP persons during those months. This means the auto creation of Supplemental Nutrition Benefit (SNB) and Transitional Nutrition Benefit (TNB) programs will also be suppressed. While EDBC will reverse these cases at the next SAR, SARA, or Recertification, some of these reversals will occur after 10/2020, which was previously expected to be the last month for which it was possible to have a reversal.

1.1 Current Design

While the EDBC logic will automatically reverse a CalFresh program after 10/2020, there were assumptions made in other parts of the system that certain actions should not occur after 10/2020. Sections of the system impacted are as follows:

1. **LSR/CalSAWS Only** – The CalFresh Yellow Banner to indicate that the program was "Eligible for SSI/SSP Reversal Determination" is only available until 10/2020.
2. A page validation on the SSI/SSP Reversal Detail page prevents any Reversal Month greater than 10/2020.
3. The 'Get SSI/SSP' (CT73-25) Status Reason is not valid for a CF program for any month after 10/2020. A user performing an EDBC override would not be able to use this Status Reason after 10/2020.

1.2 Requests

Change the last expected reversal month from 10/2020 to 10/2021.

1.3 Overview of Recommendations

1. **LRS/CalSAWS Only:** Update the CF yellow banner logic to account for the last possible reversal month. The yellow banner is used to alert the user when a CalFresh program is eligible for an SSI/SSP reversal determination.
2. Update the validation message and logic which is triggered on the CalFresh SSI/SSP Reversal Detail page to account for the last possible reversal month.
3. Update Code Table 73 to extend the time period for which the 'Gets SSI/SSP' (CT73 - 25) Status Reason is available to account for the last possible reversal month.

1.4 Assumptions

1. The State will not extend the initial COVID-19 policy that prevented recertifications and SAR7 determinations for March, April, and May 2020 beyond the May 2020 benefit month.

2 RECOMMENDATIONS

2.1 Online – Case Summary – CalFresh Yellow Banner

2.1.1 Overview

In the LRS/CalSAWS system the yellow banner is used to alert the user when a CalFresh program is eligible for an SSI/SSP reversal determination.

The last possible date for an SSI/SSP Reversal Month will be extended to 10/2021.

This updates section 2.1.3.3 in the original implementation of **SCR CA-203103/CIV-101471– CalFresh Ending SSI Cash-Out**.

2.1.2 Case Summary

▼ CalFresh [Eligible for SSI/SSP Reversal Determination]			
Worker:	James Howlett	Primary Applicant/Recipient:	Clark Kent

Figure 2.1.1 – Case Summary – CalFresh Yellow Banner (LRS/CalSAWS only)

▼ CalFresh [Anticipated program termination for the following month] [Eligible for SSI/SSP Reversal Determination]			
Worker:	James Howlett	Primary Applicant/Recipient:	Clark Kent

Figure 2.1.2 – Case Summary – CalFresh Yellow Banner with system date in RE Due Month (LRS/CalSAWS only)

2.1.3 Description of Changes

Update the following CF yellow banner logic to account for the last possible reversal month.

1. **Current:** Update the CalFresh Notification Banner to display a notification to alert the worker that a person on the CalFresh program has yet to have their SSI/SSP Reversal Determination.
 - a. The notification text will be '[Eligible for SSI/SSP Reversal Determination]'. This will appear after the program termination message if it appears in the notification banner.
 - b. In addition to existing notification banner criteria, the notification banner with this message will display when the following are true:
 - i. A High Dated Active person detail record exists for a CalFresh Program Person with a Role code of 'UP' and a Role Reason code of 'Gets SSI/SSP'.
 - ii. The system date is between 06/01/2019 and 10/31/2020.
2. **Updated:** Update the CalFresh Notification Banner to display a notification to alert the worker that a person on the CalFresh program has yet to have their SSI/SSP Reversal Determination.
 - a. The notification text will be '[Eligible for SSI/SSP Reversal Determination]'. This will appear after the program termination message if it appears in the notification banner.
 - b. In addition to existing notification banner criteria, the notification banner with this message will display when the following are true:
 - i. A High Dated Active person detail record exists for a CalFresh Program Person with a Role code of 'UP' and a Role Reason code of 'Gets SSI/SSP'.
 - ii. The system date is between 06/01/2019 and **10/31/2021**.

2.1.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: Case Summary**

2.1.5 Security Updates

No changes.

2.1.6 Page Mapping

No changes.

2.1.7 Page Usage/Data Volume Impacts

No impacts to page usage or data volume impacts.

2.2 Online – CalFresh SSI/SSP Reversal Detail

2.2.1 Overview

The CalFresh SSI/SSP Reversal Detail page can be used by the worker to request the SSI/SSP Reversal and view the results of the reversal. This page can be updated by EDBC or by a Worker.

The last possible date for an SSI/SSP Reversal Month will be extended to 10/2021.

This updates section 2.4.4.3 in the original implementation of **SCR CA-203103/CIV-101471– CalFresh Ending SSI Cash-Out**.

2.2.2 Description of Changes

Update the following validation message which is triggered on the CalFresh SSI/SSP Reversal Detail page. Update the logic which displays this message to account for the new date.

3. **Current:** SSI/SSP Reversal Month – Month cannot be after 10/2020.
 - a. Triggered when the SSI/SSP Reversal Month is set to a month after 10/2020
4. **Updated:** SSI/SSP Reversal Month – Month cannot be after 10/2021.
 - a. Triggered when the SSI/SSP Reversal Month is set to a month after **10/2021**

2.2.3 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: Case Summary**

2.2.4 Security Updates

No changes.

2.2.5 Page Mapping

No changes.

2.2.6 Page Usage/Data Volume Impacts

No impacts to page usage or data volume impacts.

2.3 Eligibility – Nutrition Benefit EDBC Detail

2.3.1 Overview

The Nutrition Benefit EDBC Detail page provides a summary of the EDBC and allows the user to override that EDBC if needed. The 'Get SSI/SSP' Status Reason should not be available during overrides after the last possible reversal month.

This updates section 2.27.3.7 in the original implementation of **SCR CA-203103/CIV-101471– CalFresh Ending SSI Cash-Out**.

2.3.2 Description of Changes

Update Code Table 73 to extend the time period for which the 'Gets SSI/SSP' (CT73 - 25) is available.

1. **Current:** Update Code Table 73, Program Reason Codes, to effective date code value 'Gets SSI/SSP' (CT73 - 25) so that 'Gets SSI/SSP' is not valid for the CF program or CF program persons after October 31, 2020. This will prevent 'Gets SSI/SSP' from displaying as a valid selection if the user chooses to override the EDBC and is setting program person roles and role reasons.
2. **Updated:** Update Code Table 73, Program Reason Codes, to effective date code value 'Gets SSI/SSP' (CT73 - 25) so that 'Gets SSI/SSP' is not valid for the CF program or CF program persons after **October 31, 2021**. This will prevent 'Gets SSI/SSP' from displaying as a valid selection

if the user chooses to override the EDBC and is setting program person roles and role reasons.

2.3.3 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: EDBC Results**

2.3.4 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

2. Security Groups

Security Group	Group Description	Group to Role Mapping

2.3.5 Page Mapping

No new mappings.

2.3.6 Page Usage/Data Volume Impacts

No impacts.

3 SUPPORTING DOCUMENTS

None

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.1.21	The LRS shall automate eligibility determination and benefit calculation for certain individual and case changes.	New eligibility logic for SNB/TNB program.

5 MIGRATION IMPACTS

None

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

6 OUTREACH

None.