

DRAFT

CalSAWS

California Statewide Automated Welfare System

Design Document

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

CalSAWS	DOCUMENT APPROVAL HISTORY	
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1 OVERVIEW

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

1.1 Current Design

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

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

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

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

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

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

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

1.2 Requests

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

1.3 Overview of Recommendations

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

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

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

1.4 Assumptions

1. The "Current/Planned System Outages" box on the CalSAWS resources page will also be used as way to relay pertinent information for any unplanned outages to the YBN and C4Yourself website. Message will vary depending on the situation and discussion by all appropriate teams.

2 RECOMMENDATIONS

2.1 YourBenefitsNow! (YBN) downtime static page

2.1.1 Overview

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

2.1.2 YourBenefitsNow! (YBN) downtime static page Mockup

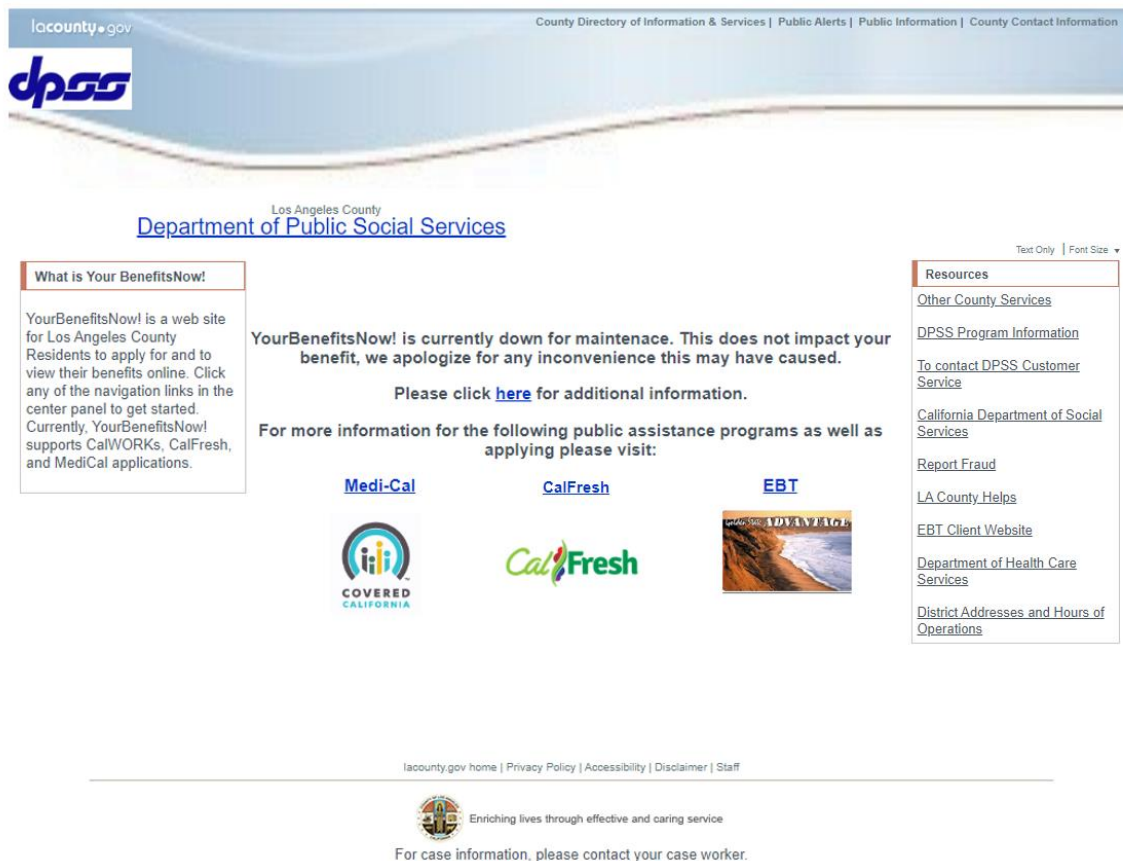


Figure 2.1.1 – YourBenefitsNow! (YBN) downtime static page Mockup

2.1.3 Description of Changes

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

later” to “YourBenefitsNow! is currently down for maintenance. This does not impact your benefit, we apologize for any inconvenience this may have caused.

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

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

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

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

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

- c. Update the "For Case Information, please contact your case worker." message located at the bottom of the page to "For case information, please contact your case worker."

2.1.4 Page Location

YourBenefitsNow! downtime static page

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

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

2.2.1 Overview

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

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

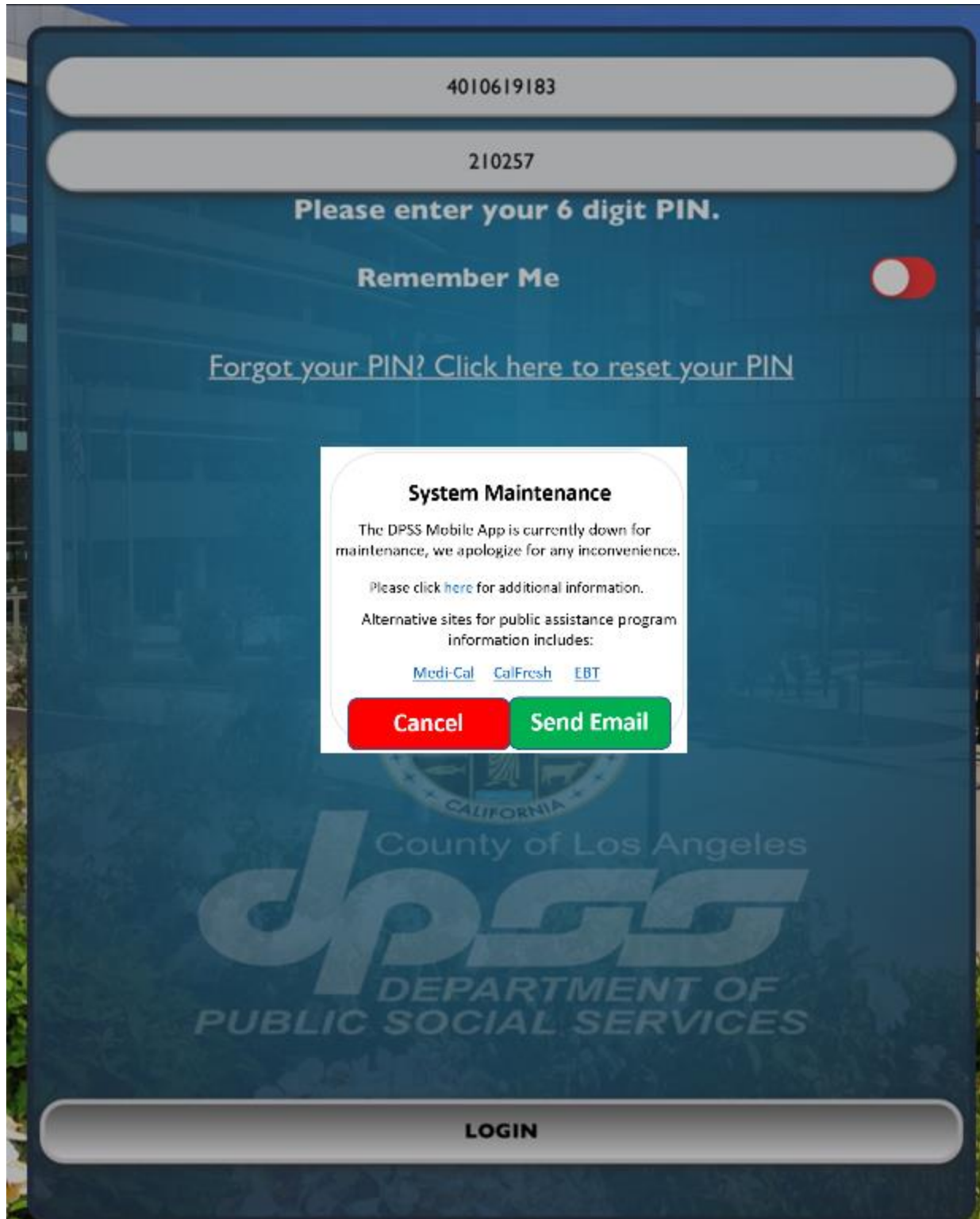


Figure 2.2.1 – Department of Public Social Services (DPSS) Mobile App downtime static pop-up Mockup

2.2.3 Description of Changes

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

2.2.4 Page Location

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

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 C4Yourself Website

2.3.1 Overview

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

2.3.2 C4Yourself Downtime Static Page Mockup

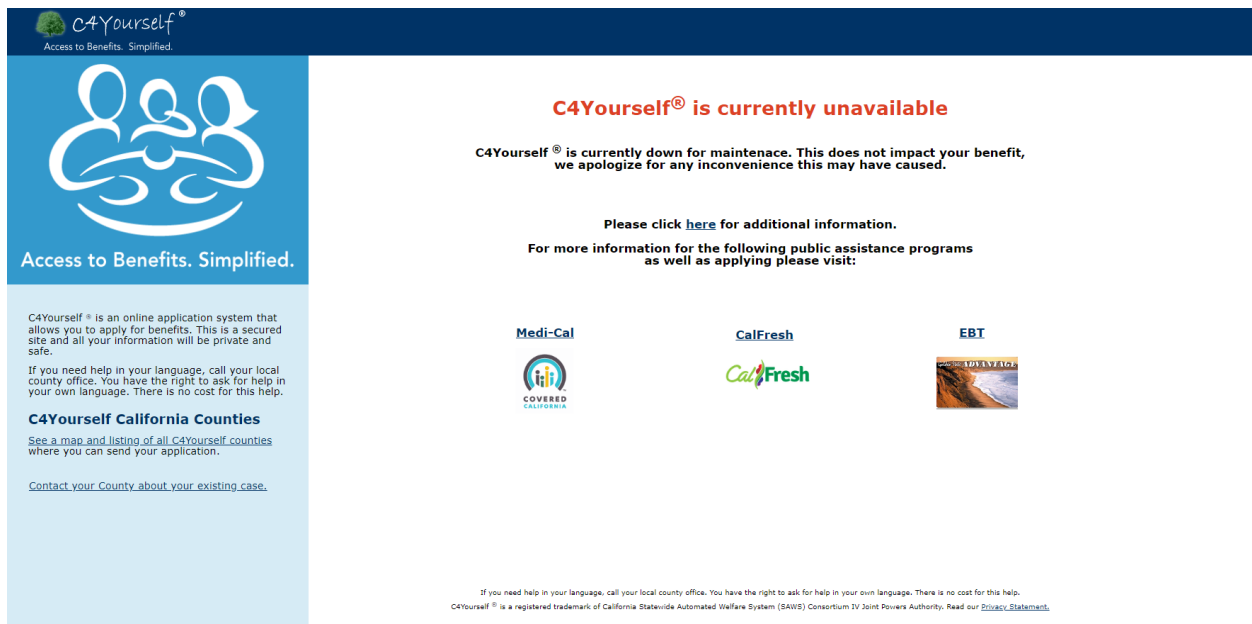
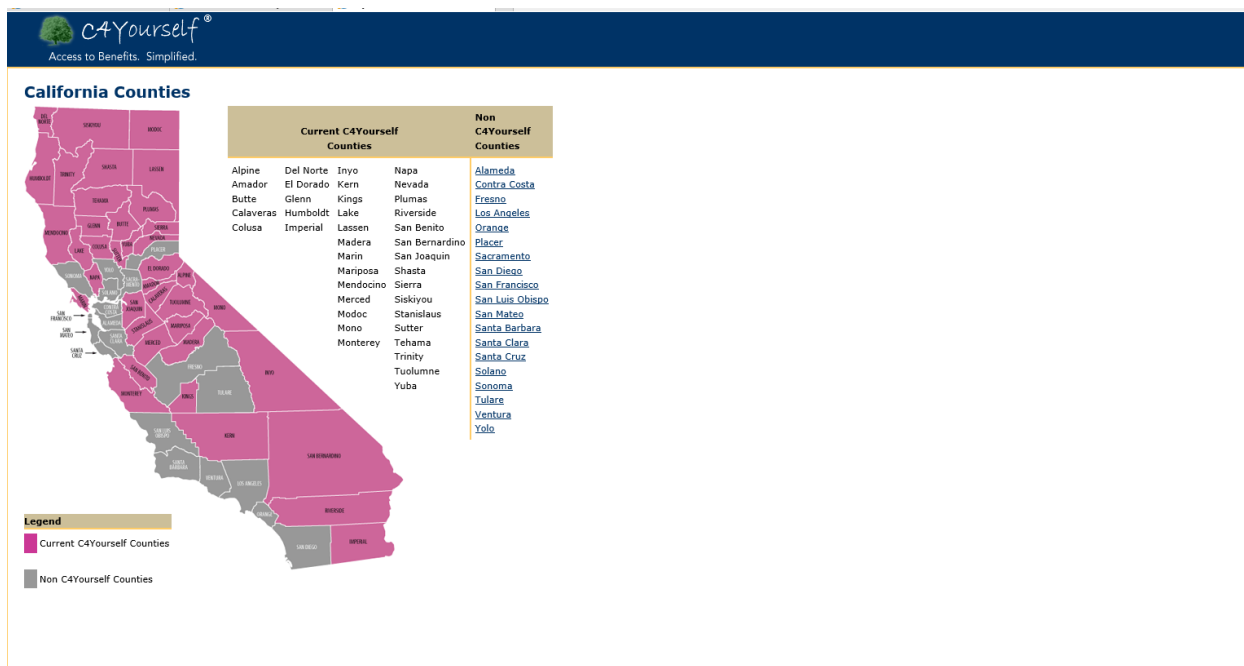


Figure 2.3.1 – C4Yourself Downtime Static page Mockup



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

Figure 2.3.2 – C4Yourself California Counties Mockup



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Figure 2.3.3 – C4Yourself contact information for Mockup

2.3.3 Description of Changes

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

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

2.3.4 Page Location

C4Yourself downtime static page

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 C4Yourself Mobile Application

2.4.1 Overview

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

2.4.2 C4Yourself Mobile App downtime static pop-up Mockup

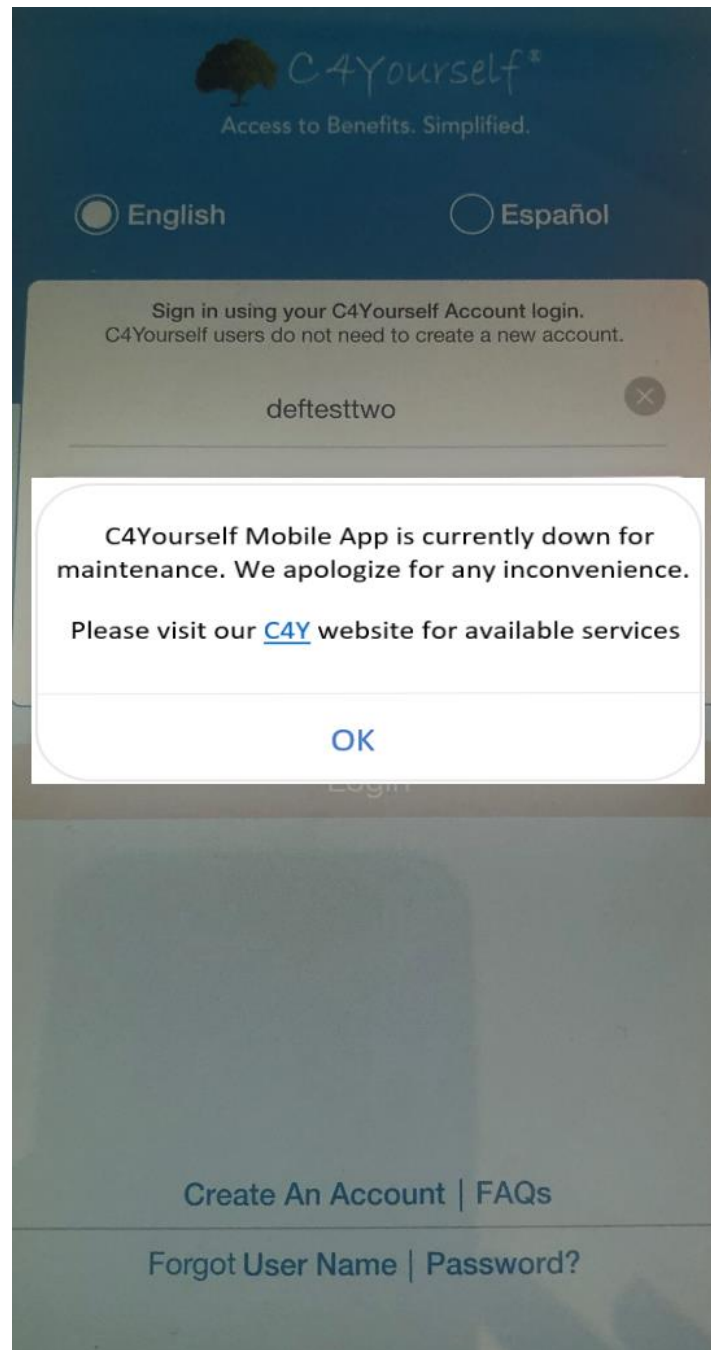


Figure 2.4.1 – C4Yourself Mobile App downtime static pop-up Mockup

2.4.3 Description of Changes

1. Update the C4Yourself Mobile Application downtime static pop-up as shown on Figure 2.4.1

- a. Update the existing C4Yourself Mobile App downtime static pop-up message from “Due to technical difficulties, we are unable to process your request now. Please try later.” to “C4Yourself Mobile App is currently down for maintenance. We apologize for any inconvenience. Please visit our [C4Y](#) website for available services.”
 - i. New downtime static pop-up message will also be available in Spanish:
 1. “La aplicación móvil C4Yourself está actualmente fuera de servicio por mantenimiento. Disculpe las molestias. Visite el sitio web de [C4Y](#) para conocer los servicios disponibles.”
 - ii. [C4Y](#) will be a hyperlink that will take the participants to the C4Yourself website for both English and Spanish version of the message.
 1. C4Yourself website:
<https://c4yourself.com/c4yourself/index.jsp>

Note: Current downtime static pop-up message for the C4Yourself mobile app is available in Spanish, thus, the new message will also be available in Spanish as well.

2.4.4 Page Location

C4Yourself mobile application downtime static pop-up

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

N/A

2.4.7 Page Usage/Data Volume Impacts


N/A

2.5 CalSAWS.org Resources page


2.5.1 Overview

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

2.5.2 Resources Page on CalSAWS Website Mockup



NewsMeetings ▼System UpdatesProcurementResourcesCareersAbout Us ▼[Ask CalSAWS](#)




Resources


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


Outages

Current/Planned System Outages

If you have been routed to this page from C4Y or YBN, the system is currently unavailable. If no planned outage is listed below, the C4Y or YBN issue is being investigated. Please consider using the resources below while the system is unavailable.

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

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

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

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

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

Los Angeles ▼

IVR Contact Number: 866-613-3777
These counties are currently accepting new applications.

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

Outages

Current/Planned System Outages

If you have been routed to this page from C4Y or YBN, the system is currently unavailable. If no planned outage is listed below, the C4Y or YBN issue is being investigated. Please consider using the resources below while the system is unavailable.



Full C4Yourself Outage – Wednesday, March 25, 2020 at 8:00PM until 10:00PM

During this period, users will be unable to access the C4Y application.



Full YBN Outage – Friday, April 3, 2020 at 6:00AM until 11:00AM

During this period, users will be unable to access the YBN application.



Full C4Yourself Outage – Wednesday, April 8, 2020 at 1:00PM until 3:00PM

During this period, users will be unable to access the C4Y application.

Alternative sites for information include:

Medi-Cal: [Covered California](#)

CalFresh: [GetCalFresh](#)

EBT General Information: [EBT Project](#)

EBT Account Login: [EBT CardHolder Portal](#)

Apply by Phone:

What County are you applying with? (during business hours)

Choose a County

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

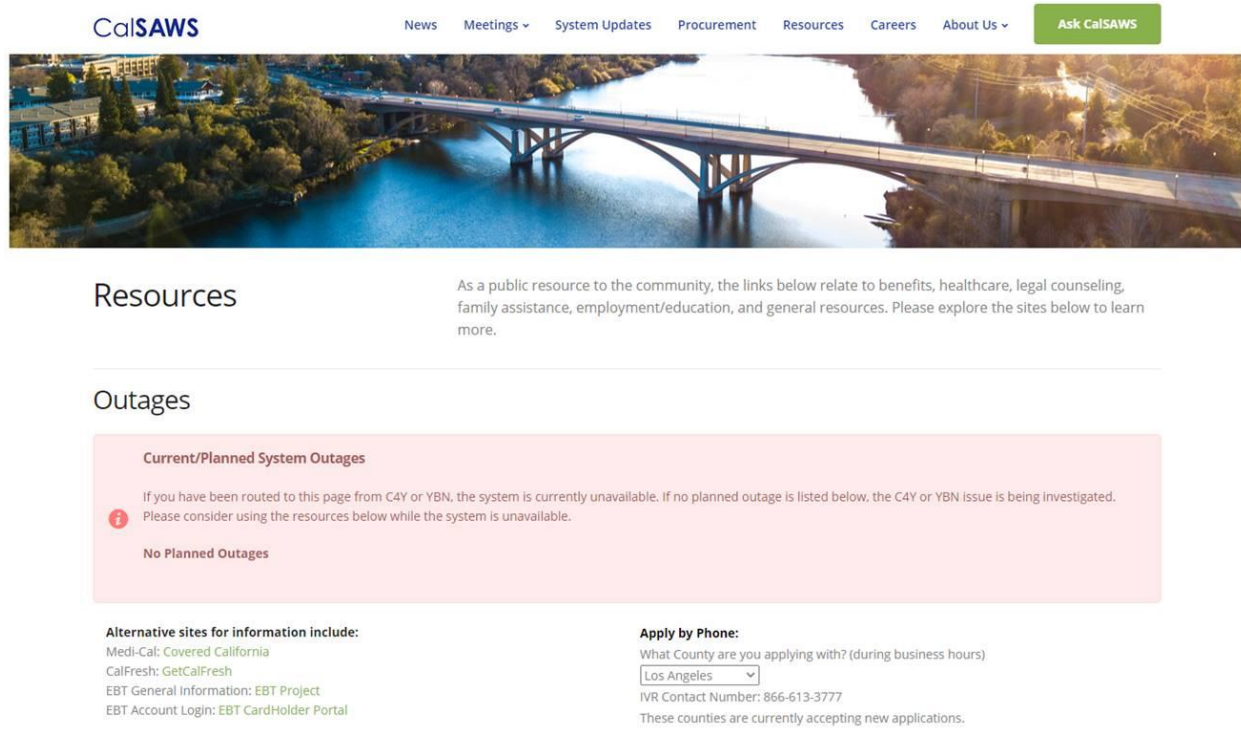


Figure 2.5.3 – Resources Page on CalSAWS Website Mockup for no outages (Web Version)

Resources

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

Outages

Current/Planned System Outages



If you have been routed to this page from C4Y or YBN, the system is currently unavailable. If no planned outage is listed below, the C4Y or YBN issue is being investigated. Please consider using the resources below while the system is unavailable.

No Planned Outages

Alternative sites for information include:

Medi-Cal: [Covered California](#)

CalFresh: [GetCalFresh](#)

EBT General Information: [EBT Project](#)

EBT Account Login: [EBT CardHolder Portal](#)

Apply by Phone:

What County are you applying with? (during business hours)

Choose a County ▼

IVR Contact Number:

These counties are currently accepting new applications.

Figure 2.5.4 – Resources Page on CalSAWS Website Mockup for no outages (Mobile Version)

2.5.3 Description of Changes

1. Update the existing Resources page on the CalSAWS Website (CalSAWS.org) to include an “Outages” section.
 - a. Add a “Current System Outages” “Current/Planned System Outages” box to inform participants about any upcoming YBN

or C4Yourself system outages and for outages that are currently happening. (this section will only display if there is a current outage to the YBN or C4Yourself website).

- i. This box will display the YBN/C4Y logos (Appendix section Figure 4.1.4 and 4.1.5), date, duration, and if the users will/will not be able to access the application during the outage.
 - ii. The box will display the YBN/C4Y logos (Appendix section Figure 4.1.4 and 4.1.5), date, duration, and if the users will/will not be able to access the application for the upcoming planned outages.
 - iii. This box will display the following message "If you have been routed to this page from C4Y or YBN, they system is currently unavailable. If no planned outage is listed below, the C4Y or YBN issue is being investigated. Please consider using the resources below while the system is unavailable."
 1. This message will be displayed at all times.
 - iv. The "Current/Planned System Outages" box will be displayed 'No Planned Outages' when there are no outages for YBN/C4Yourself.
- b. Include the following links as alternative public assistance sites for information:
- i. <https://www.coveredca.com/>
 - ii. <https://www.getcalfresh.org/>
 - iii. <http://www.ebtproject.ca.gov/>
 - iv. <https://www.ebt.ca.gov/cardholder/>
- c. Include section for participants who are applying by phone with the corresponding IVR Contact Number.
- i. This will include a drop down field that will list LA County and all the C-IV Counties. The corresponding IVR contact number will be displayed based on the County that is selected.
- d. ~~Add a "Scheduled System Outages" box to inform participants about any scheduled YBN or C4Yourself system outages that are planned for a future date. This box will automatically be "opened" showing all the details, if there are any known outages scheduled for the near future. Otherwise, the box will remain "closed". The box will display the YBN/C4Y logos (Appendix section Figure 4.1.4 and 4.1.5), date, duration, and if the users will/will not be able to access the application during the outage.~~

2.5.4 Page Location

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

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

N/A

2.5.7 Page Usage/Data Volume Impacts

N/A

3 REQUIREMENTS

3.1 Project Requirements

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

4 APPENDIX



Figure 4.1.1 – Covered California Logo



Figure 4.1.2 – CalFresh Logo



Figure 4.1.3 – EBT card picture



Figure 4.1.4 – YBN Logo



Figure 4.1.5 – C4Yourself Logo