


CalSAWS

California Statewide Automated Welfare System

Design Document

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

 California Statewide Automated Welfare System	DOCUMENT APPROVAL HISTORY	
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1 OVERVIEW

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

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

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

1.1 Current Design

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

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

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

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

1.2 Requests

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

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

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

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

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

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

1.3 Overview of Recommendations

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

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

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

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

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

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

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

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 Eligibility Rules Update

2.1.1 Overview

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

2.1.2 Description of Changes

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

2.1.3 Programs Impacted

CF

2.1.4 Performance Impacts

None

2.2 Eligibility List (C-IV Only)

2.2.1 Overview

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

2.2.2 Description of Changes

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

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

The lists will include the Standard List Columns:

Case Name
Case Number
County
Unit
Unit Name
Office Name
Worker ID

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

2.2.3 Programs Impacted

CF

2.2.4 Performance Impacts

None

2.3 Batch

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

2.3.1.1 Overview

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

2.3.1.2 Description of Changes

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

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

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

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

2.3.1.4 Execution Frequency

Change to Daily (Mon-Sat).

2.3.1.5 Key Scheduling Dependencies

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

2.3.1.6 Counties Impacted

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

2.3.1.7 Data Volume/Performance

N/A.

2.3.1.8 Failure Procedure/Operational Instructions

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

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

2.3.2.1 Overview

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

2.3.2.2 Description of Changes

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

The following trigger conditions will be added into the batch job:

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

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

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

2.3.2.4 Execution Frequency

Change to Daily (Mon-Sat).

2.3.2.5 Key Scheduling Dependencies

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

2.3.2.6 Counties Impacted

All LRS/CalSAWS Counties.

2.3.2.7 Data Volume/Performance

N/A.

2.3.2.8 Failure Procedure/Operational Instructions

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

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

2.3.3.1 Overview

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

2.3.3.2 Description of Changes

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

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

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

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

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

2.3.3.4 Execution Frequency

Daily (Mon-Sat) exclude the Holidays.

2.3.3.5 Key Scheduling Dependencies

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

2.3.3.6 Counties Impacted

All LRS/CalSAWS Counties.

2.3.3.7 Data Volume/Performance

N/A.

2.3.3.8 Failure Procedure/Operational Instructions

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

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

2.3.4.1 Overview

In C-IV:

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

In LRS/CalSAWS:

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

2.3.4.2 Description of Changes

C-IV only:

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

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

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

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

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

2.3.4.4 Execution Frequency

Monthly batch 10 day cutoff.

2.3.4.5 Key Scheduling Dependencies

This job will run prior the Batch EDBC.

2.3.4.6 Counties Impacted

C-IV Counties.

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

2.3.4.7 Data Volume/Performance

N/A.

2.3.4.8 Failure Procedure/Operational Instructions

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

2.4 Automated Regression Test

2.4.1 Overview

Create new automated test scripts to verify the Eligibility Rules change: That SUAS based SUA is excluded from the shelter expense calculation.

Note: The non SUAS based SUA is already covered by the Regression Test Suite.

2.4.2 Description of Changes

Submit a new CalFresh application with a SUAS-based SUA expense. Run EDBC to approve the application and verify the following:

1. The SUAS Eligible indicator is 'Yes' on the CalFresh EDBC Summary page
2. The SUA amount is not counted in the shelter expense total

2 REQUIREMENTS

Project Requirements

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

3 APPENDIX

4.1 Postponed Verification Types

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

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