# CalSAWS

California Statewide Automated Welfare System

# Design Document

CA-215662

DDID 1512 FDS: GA GR Hearing Changes

| | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
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| | Reviewed By | [individual(s) from build and test teams that reviewed document] |

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# 1 OVERVIEW

## 1.1 Current Design

The General Assistance/ General Relief (GA/GR) solution in the CalSAWS system will automatically create a hearing for GA/GR cases that have been discontinued in Los Angeles County. Other counties do not have the same requirement that each discontinuance be given a mandatory hearing, and therefore do not have the same batch processes within their respective systems. Hearings can only be manually created in CalSAWS using the Hearing Detail page associated with state hearings.

## 1.2 Requests

The Hearing Detail page will be updated to track additional data elements for manually created hearings. References to state hearings will be removed to allow the page to be used for all manual hearings.

## 1.3 Overview of Recommendations

1. Update the navigation options to remove references to state.
2. Update the Hearing Detail page to track additional data points.

## 1.4 Assumptions

1. Existing page functionality for Hearings will continue unless otherwise mentioned to be modified.

2. Changes will be hidden based on the system property for all General Assistance/General Relief changes related to the CalWIN migration effort.

3. The updates to the Hearings Detail page will not have any impact on the existing processes for programs outside of General Assistance/General Relief.

4. No reports exist to track these hearings.

# 2 RECOMMENDATIONS

## 2.1 Update State Hearings Navigation Options

### 2.1.1 Overview

The State Hearings option under the special units global navigation option is used to manually create state hearings. This link and the associated task navigation menu will be updated to remove the state reference to apply as a more generic option for state or county hearings

### 2.1.2 Description of Changes

Update the local and left-hand task navigation options to labeled 'State Hearings' to 'Hearings'.

## 2.2 Hearing Search

### 2.2.1 Overview

The Hearing Search page is used to allow workers to locate existing hearings or add new hearings. This page will be updated to display new status and status reason options available on the Hearing Detail page as well as removing reference to state-specific hearing information.

### 2.2.2 Hearing Search Mockup



**Figure 2.2.2.1 – Hearing Search**

### 2.2.3 Description of Changes

1. Add the following options to the "Status" dropdown field. Dropdown options will display in alphabetical order:
    a. Interim
2. Update the "State Hearing Number" field to "Hearing Number".

### 2.2.4 Page Location

- **Global:** Special Units
- **Local:** Hearings
- **Task:** Hearing Search

### 2.2.5 Security Updates

No additional Security Updates.

### 2.2.6 Page Mapping

No page mapping updates.

### 2.2.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

## 2.3 Hearing Detail

### 2.3.1 Overview

The Hearing Detail page is used to allow workers to track hearing information for state hearings. This page will be updated to allow county hearings to be tracked for the General Assistance/General Relief program.

## 2.3.2 Hearing Detail Mockup

# Hearing Detail

| Save | Cancel |

**Hearing Id:**
2000000000

**Case Number:**

**Hearing Number:**
CA

### Person Information 1

**Type:** ✳
Claimant

**SSN:**

**Address Line 1:** ✳
123 Main street

**Address Line 2:**

**City:** ✳
LOS ANGELES

**First Name:**
John

**State:** ✳
CA

**Last Name:** ✳
Doe

**ZIP Code:**
11111

### Phone Information

| Phone Type | Phone Number | |
|---|---|---|
| | | Add |

### Person Information 2

**Type:**

**SSN:**

**Address Line 1:**

**Address Line 2:**

**City:**

**First Name:**

**State:**

**Last Name:**

**ZIP Code:**

### Phone Information

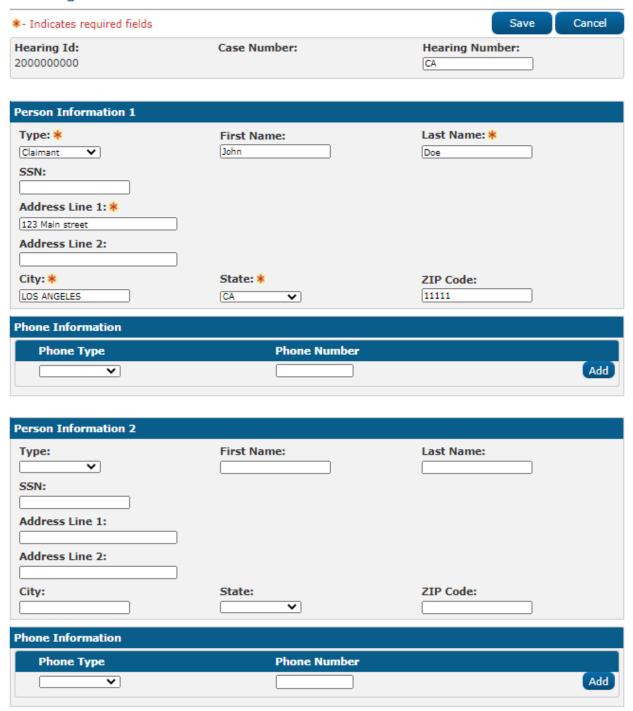| Phone Type | Phone Number | |
|---|---|---|
| | | Add |

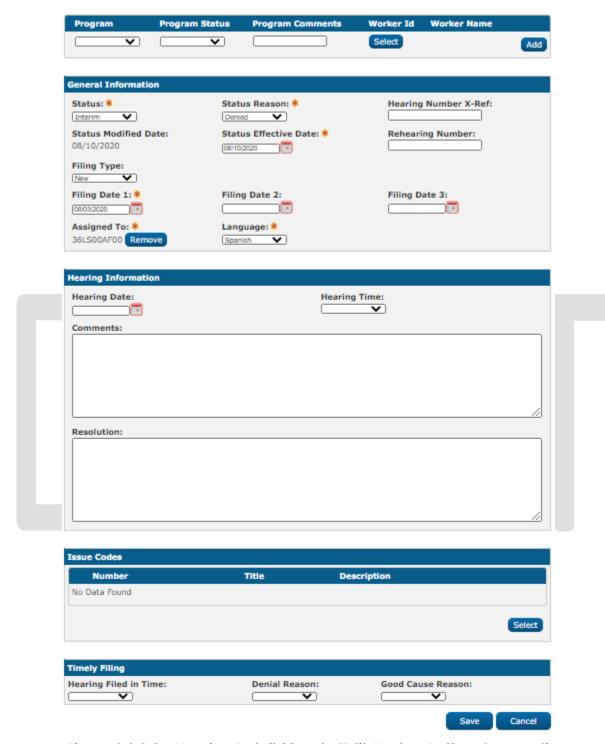**Figure 2.2.2.1 – Hearing Detail (Create/Edit Mode – Top Segment)**

**Figure 2.2.2.2 – Hearing Detail (Create/Edit Mode – Bottom Segment)**

### 2.3.3 Description of Changes

1. Update the "State Hearing Number" label to "Hearing Number".

2. Add the "Interim" option to the "Status" dropdown field. Dropdown options will display in alphabetical order. The "Status Reason" dropdown will have the "None" option available when the status is "Interim".
3. Add the following options to the "Status Reason" dropdown when the status is "Closed". Dropdown options will be alphabetically ordered.
    a. Continuance of Hearing
    b. Denied Alt Decision
    c. Denied in Part
    d. Grant in Part Alt Decision
    e. Granted Alt Decision
    f. No Outcome
    g. Partially Granted
    h. Stop Termination Action/Resume Aid
    i. Terminate Aid at Expiration of Extended Susp Prd
    j. Uphold/Proceed with Reduction/Termination Action
4. Add the "Re-Hear" option to the "Status Reason" dropdown when the status is "Active". Dropdown options will be alphabetically ordered.
5. Update the "State Hearing Number X-Ref" label to "Hearing Number X-Ref".
6. Update the "State Rehearing Number" label to "Rehearing Number".
7. Add a new section labeled "Timely Filing" The section will have the following fields:
    a. Hearing Filed in Time – This field will be a Yes/ No dropdown. It will be editable in create and edit modes. The default value will be a blank option. This field will not be required.
    b. Denial Reason – This field will be a dropdown with the following options. It will be editable in create and edit modes. This field will not be required. The default value will be a blank option alphabetically sorted:
        i. Client missing a scheduled hearing for the same topic
        ii. County action in dispute has been rescinded
        iii. Hearing request not within the time frame
        iv. No Show
        v. Not a policy issue
        vi. Time on Aid
    c. Good Cause Reason – This field will be a dropdown with the following options. This field will not be required. It will be editable in create and edit modes. The default value will be a blank option alphabetically sorted:
        i. Court Appearance/Incarceration
        ii. Death in the family
        iii. Discrimination
        iv. Employment Conflict
        v. Illness/Absenteeism
        vi. Low wages
        vii. Medical/Dental Appointment
        viii. No Transportation
        ix. Other
        x. Physical/Mental Incapacity
        xi. Re-employment Conflict
        xii. Seek Employment opportunities

    xiii.  Seek affordable housing opportunity

    xiv.  Visit children out of state

    xv.  Visit family members in military

    xvi. Visit or care for relatives

### 2.3.4  Page Location

- **Global:** Special Units
- **Local:** Hearings
- **Task:** Detail

### 2.3.5  Security Updates

No additional Security Updates.

### 2.3.6  Page Mapping

Page mappings are required for the new fields.

### 2.3.7  Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

## 2.4  Select Issue Code

### 2.4.1  Overview

The Select Issue Code page is used to select the Issue Code associated with the hearing. Additional Issue Category selections will be added to allow users to create hearings for the General Assistance/General Relief program. No issue code numbers will be associated with the new issues as issue code numbers are provided by the state.

### 2.4.2 Select Issue Code Mockup

**Select Issue Code**



**Figure 2.4.2.1 – Select Issue Code**

### 2.4.3 Description of Changes

Add a new "General Assistance/General Relief" option to the Issue Category dropdown. All issue code titles related to this category will not have an issue code related to it. The following Issue Titles will be added for this new category:

a. Client Requested Hearing
b. Program Denial/Discontinuance

### 2.4.4 Page Location

- **Global:** Special Units
- **Local:** Hearings
- **Task:** Detail

### 2.4.5 Security Updates

No additional Security Updates.

### 2.4.6 Page Mapping

No page mappings are required.

### 2.4.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

## 2.5 Proceeding Detail

### 2.5.1 Overview

The Proceeding Detail page is used to track changes during the hearing's proceedings. This page will be updated to remove state-specific references to allow the page to be used for all manual hearings.

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### 2.5.2 Proceeding Detail Mockup

## Proceeding Detail

✳ - Indicates required fields        [ Save ]   [ Cancel ]

**Hearing Id:**      **Case Number:**      **Hearing Number:**
2000000001                                          [ CT00000 ]

| Program | Program Status | Program Comments | Worker Id | Worker Name |
|---------|----------------|------------------|-----------|-------------|
| No Data Found | | | | |

**General Information**

| | | |
|---|---|---|
| **Status:** ✳ | **Status Reason:** ✳ | **Hearing Number X-Ref:** |
| Active | In Review | |
| **Status Modified Date:** | **Status Effective Date:** ✳ | **Rehearing Number:** |
| 08/17/2020 | 08/04/2020 | |
| **Filing Date 1:** ✳ | **Filing Date 2:** | **Filing Date 3:** |
| 08/11/2020 | | |
| **Assigned To:** ✳ | **Language:** ✳ | |
| 36LS00AF00 | Spanish | |

**Proceeding Information**

| | |
|---|---|
| **Position Statement Completed Date:** | **ALJ State ID Number:** |
| [ ] 📅 | [ ] |
| **Decision Adopted Date:** | **ALJ Name:** |
| [ ] 📅 | [ ] |
| **Decision Received Date:** | |
| [ ] 📅 | |

**Compliance Information**

| | |
|---|---|
| **Compliance NOA Date:** | **Compliance Effective Date:** |
| [ ] 📅 | [ ] 📅 |
| **Compliance Code:** | |
| [ County has Offered Assistance to the Participant in Obtaining Reimbursement ⌄ ] | |

**Figure 2.5.2.1 – Proceeding Detail (Segment)**

### 2.5.3 Description of Changes

1. Update the "State Hearing Number" label to "Hearing Number".
2. Update the "State Hearing Number X-Ref" label to "Hearing Number X-Ref".
3. Update the "State Rehearing Number" label to "Rehearing Number".

4. Add the option "County has Offered Assistance to the Participant in Obtaining Reimbursement" to the "Compliance Code" dropdown.

### 2.5.4 Page Location

- **Global:** Special Units
- **Local:** Hearings
- **Task:** Proceeding

### 2.5.5 Security Updates

No additional Security Updates.

### 2.5.6 Page Mapping

Page mappings are required.

### 2.5.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

## 2.6 Withdrawal Detail

### 2.6.1 Overview

The Withdrawal Detail page is used to track information regarding the withdrawal of a hearing. This page will be updated to remove state specific references to allow all types of manual hearings to be recorded.
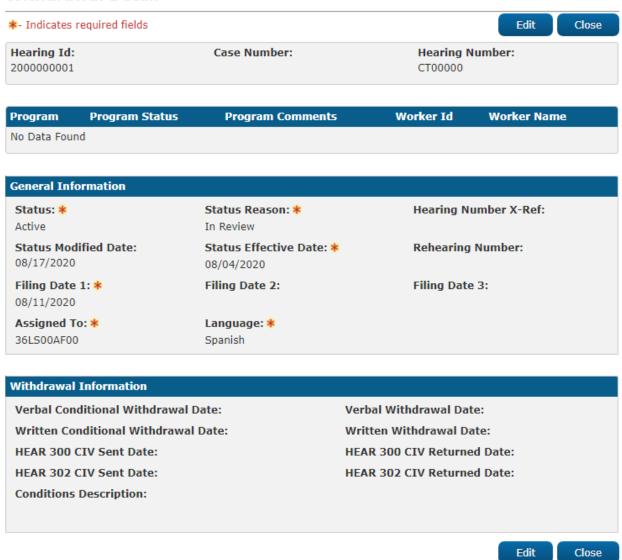
### 2.6.2 Withdrawal Detail Mockup

## Withdrawal Detail

✱ - Indicates required fields      [Edit] [Close]

| Hearing Id: | Case Number: | Hearing Number: |
|---|---|---|
| 2000000001 | | CT00000 |

| Program | Program Status | Program Comments | Worker Id | Worker Name |
|---|---|---|---|---|
| No Data Found | | | | |

### General Information

| Status: ✱ | Status Reason: ✱ | Hearing Number X-Ref: |
|---|---|---|
| Active | In Review | |
| Status Modified Date: | Status Effective Date: ✱ | Rehearing Number: |
| 08/17/2020 | 08/04/2020 | |
| Filing Date 1: ✱ | Filing Date 2: | Filing Date 3: |
| 08/11/2020 | | |
| Assigned To: ✱ | Language: ✱ | |
| 36LS00AF00 | Spanish | |

### Withdrawal Information

| Verbal Conditional Withdrawal Date: | Verbal Withdrawal Date: |
|---|---|
| Written Conditional Withdrawal Date: | Written Withdrawal Date: |
| HEAR 300 CIV Sent Date: | HEAR 300 CIV Returned Date: |
| HEAR 302 CIV Sent Date: | HEAR 302 CIV Returned Date: |
| Conditions Description: | |

[Edit] [Close]

**Figure 2.6.2.1 – Withdrawal Detail**

### 2.6.3 Description of Changes

1. Update the "State Hearing Number" label to "Hearing Number".
2. Update the "State Hearing Number X-Ref" label to "Hearing Number X-Ref".
3. Update the "State Rehearing Number" label to "Rehearing Number".

### 2.6.4 Page Location

- **Global:** Special Units
- **Local:** Hearings
- **Task:** Withdrawal

### 2.6.5 Security Updates

No additional Security Updates.

### 2.6.6 Page Mapping

Page mappings are required.

### 2.6.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

## 2.7 Hearing Status History

### 2.7.1 Overview

The Hearing Status History page tracks changes in the status of a hearing. This page will be updated to remove the references to State specific hearings to match the Hearing Detail page.

### 2.7.2 Hearing Status History Mockup

**Hearing Status History**

| Hearing Id: | | Case Number: | | Hearing Number: |
|---|---|---|---|---|

| Status | Status Reason | Status Modified Date | Status Effective Date |
|---|---|---|---|
| Active | In Review | 08/17/2020 | 08/04/2020 |

**Figure 2.7.2.1 – Hearing Status History**

### 2.7.3 Description of Changes

Update the "State Hearing Number" label to "Hearing Number".

### 2.7.4 Page Location

- **Global:** Special Units
- **Local:** Hearings
- **Task:** Status History

### 2.7.5 Security Updates

No additional Security Updates.

### 2.7.6 Page Mapping

Page mappings are required for the renamed field.

### 2.7.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

# 3 REQUIREMENTS

## 3.1 Migration Requirements

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 1512 | The CONTRACTOR shall update the GA/GR Hearings page as follows:<br><br>1) Add security to the GR/GROW Hearings page to be controlled by each CONSORTIUM County. The security right of the page will be evaluated at Migration to determine if it will be included in the security groups which will be used by the 58 Counties.<br><br>2) Evaluate the Automatic GA/GR discontinuance batch job to determine for which counties it will run.<br><br>3) Evaluate the Task functionality which creates a Task upon a reversal of a GA/GR | Requirement 1<br>Update the GA/GR Hearing page to make the records creatable by county.<br><br>Requirement 2<br>LA County batch jobs will be run only for LA GA/GR program. Up to 20 New CalWIN county related GA/GR batch sweep will be created to address existing MU triggers.<br><br>There are no batch jobs for C-IV GA/GR program currently and it will continue to be same after migration for C-IV GA/GR program. | The Hearing Detail page will be updated to allow users to created county hearings through the page without the use of automation. This will be controlled by security rights to be administered by the counties at their discretion. |

| | | |
|---|---|---|
| hearing decision by the Administrative Law Judge (ALJ) to determine for which counties it will generate. | Requirement 3 Task configurability will be handled under unified task management solution | |

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