CalSAWS

California Statewide Automated Welfare System

Design Document

Multiple DDIDs

CA 214030 – Capture Single and Barcode Detection

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Imaging Team
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/19/2020	1.1	Added Ignore Barcode Scan Mode	Chris Vasquez
6/5/2020	1.2	Update popup dimensions to indicate width and height. Clarified that security right will not be enabled in this SCR (a subsequent SCR at Go-Live will enable the right).	Chris Vasquez
6/8/2020	1.3	App Dev Design of webservices moved to CA-214060 to increase detail of design. Removed subsequent SCR assumption for capture button.	Chris Vasquez
8/6/2020	1.4	Updated Online Mockups and removed tracked changes.	Sarah Steimle

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1 OVERVIEW

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

Implementation of the Virtual Print, and Multi-case scan mode is documented in CA 214172.

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.

5) Confidential: Will allow designated staff to scan to confidential cases

The security driving these option will be documented and implemented in CA-214027 (Security and Auditing).

Per DDID 2198, configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to perform the following functions when a system generated barcode is recognized by the imaging solution:

1) Perform a CalSAWS Software lookup of Form Name, Form Number, Case Name, Case Number, and Document Type

2) Check the barcode against the case information entered during the scan mode

2a) Not applicable to multi-case scan mode

3) If the document is time sensitive (tracked), mark the document as received in the CalSAWS Software

3a) If the barcode is not recognized, time sensitive (tracked) documents are reviewed by designated staff to confirm the barcode

Marking time sensitive documents received and routing rules will be documented and implemented in CA-214027 (Security and Auditing).

Per DDID 2516, create a 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'

Additionally, enable the following scan modes for SIU:

1) Single Case - Used for capturing one or more documents for a single case

Implementation of the Virtual Print scan mode is documented in CA-214172. The security driving these modes will be documented and implemented in CA-214027 (Security and Auditing).

Per DDID 2517, a 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

Additionally, enable the following scan modes for Hearings:

1) Single Case - Used for capturing one or more documents for a single case

Implementation of the Virtual Print scan mode is documented in CA 214172. The security driving these modes will be documented and implemented in CA-214027 (Security and Auditing).

Per DDID 2521, create a 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

Additionally, enable the following scan modes for RDB:

1) Single Case - Used for capturing one or more documents for a single case

Implementation of the Virtual Print scan mode is documented in CA 214172. The security driving these modes will be documented and implemented in CA-214027 (Security and Auditing).

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.

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.

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 the Returned Mail scan mode will be documented and implemented in CA-214061 (Returned Mail Scan Modes). Multi-Case, and Virtual Print scan modes are documented in CA-214172.

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.

Multi-Case scan mode is documented in CA-214172, and the returned mail scan mode will be documented and implemented in CA-214061 (Returned Mail Scan Modes). Single case scan modes will not allow the use of envelopes as separators.

1.2 Overview of Recommendations

- Configure the use of a Capture button on the Case Summary screen to launch the “Single Case” capture mode
- Configure the Imaging Solution to perform a webservice call to the CalSAWS system to obtain case information
- Configure Special Investigations Unit (SIU) scan mode to allow the scanning of documents into the county Special Investigations Unit (SIU) drawer
- Configure Hearings scan mode to allow the scanning of documents into the county Hearings drawer
- Configure Resource Data Bank (RDB) scan mode to allow the scanning of documents into the county Resource Data Bank (RDB) drawer
- Configure the Imaging Solution to locate a 2D barcode at the point of scan leveraging hardware (Scanning Device) detection
- Configure the Imaging Solution to store and detect barcodes in a “Barcode” metadata field
- Configure Task Override, Program Selection, No Change SAR7/QR7 options to be available at the point of capture
- Configure all scan mode to allow the optional use of the generic separator sheets (patch code sheets) to separate documents

1.3 Assumptions

- Security driving these scan modes will be documented and implemented in CA-214027 (Security and Auditing)
- The Implementation of Multi-Case, and Virtual Printer scan modes is documented in CA 214172 (Multi, Import, Virtual Capture)
- Marking time sensitive documents received and routing rules will be implemented in CA-214035 (Store Index Values)
- Configure the scan modes to have the editable fields of "Applicable Date", "Received Date" and “Bundle ID” at the time of scan
- The Bundle ID will represent the Batch Number referenced in DDID 2501
- Multi-Case scan mode is documented in CA-214172 (Multi, Import, Virtual Capture)
- Returned Mail scan modes will be implemented in CA-214061 (Returned Mail Scan Modes)
- Single case scan modes will not allow the use of envelopes as separators
- Details surround routing of documents with or without a valid barcode are documented in CA-214058 (Environment Workflow Configuration)
- Coversheets are intended for multi-case scan modes
- 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)
- Referenced webservice calls will be documented in CA-214060

- This feature and corresponding security right will only be available when the county is enabled on the CalSAWS Imaging Solution.

2 RECOMMENDATIONS

2.1 Configure CalSAWS Capture Button

2.1.1 Overview

Update the Case Summary page in the CalSAWS System. Add a Capture button to the Case Summary page in order to initiate single case scan mode.

2.1.2 Case Summary Mockup

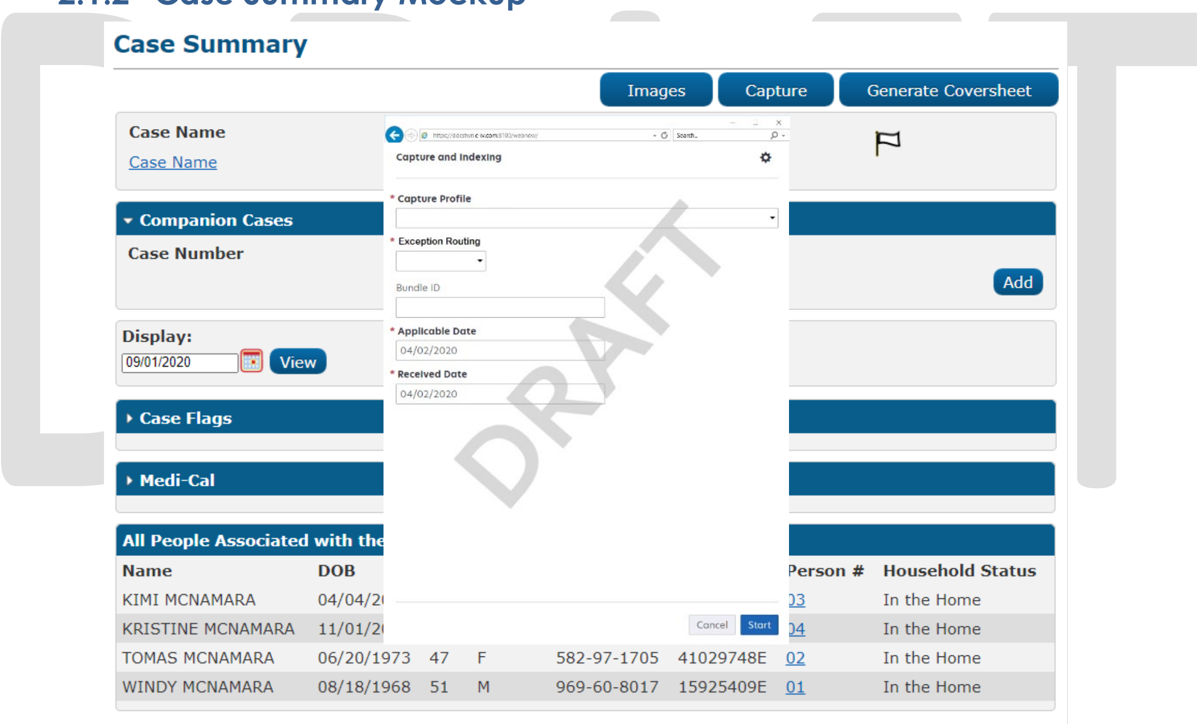


Figure 2.1.2.1 – Case Summary (Capture Button)

2.1.3 Description of Changes

Capture Button – Clicking on the capture button invokes a pop-up that will display capture options for imaging (Perceptive Experience).The dimensions for this pop up are: 850 pixels tall by 1500 pixels wide. This pop up will be resizable and the user can only open one at a time. In order to view this button, the user must have the ImagingCapture security right and the ability to see the case information. This feature and corresponding security right will only be available when the county is enabled on the CalSAWS Imaging Solution.

2.1.4 Page Location

Global: Case Info

Local: Case Summary

Task: NA

2.1.5 Security Updates

Security Rights

Security Right	Right Description	Right to Group Mapping
ImagingCapture	The ability to capture images for the case that the user is on.	Imaging Capture

Security Groups

Security Group	Group Description	Group to Role Mapping
Imaging Capture	Gives the user the ability to capture documents for the case they are on.	Child Care Supervisor, Clerical Supervisor, Eligibility Staff, Employment Services Contracted Staff, Employment Services Supervisor, Fiscal Supervisor, Hearings Supervisor, Special Investigations Supervisor, Clerical Staff, Eligibility Supervisor, System Administrator

2.1.6 Page Mapping

Add page mapping for the Case Summary page.

2.1.7 Page Usage/Data Volume Impacts

An expected volume usage of this button is 4,500,000 clicks per month.

2.2 Single Case Capture Mode

2.2.1 Imaging URL Handling

By selecting the capture button on the Case Summary screen of the CalSAWS application, the Imaging Service will be invoked. During this process, the "Get Case Info" webservice call will be performed, caching case context from CalSAWS in preparation for the scanning process. Details of Get Case Info webservice call will be documented in CA-214060.

2.2.2 Document Preparation

Documents scanned using the single case scan mode, should be arranged with the following expectations:

- Separation between individual documents may be indicated by one of the following separator options:
  - A generic separator sheet (patch sheet)
  - A new document containing a CalSAWS generated barcode

2.2.3 Capture Screen

Once the Perceptive Experience screen has been opened the user will be presented with the following capture options:

- Exception Routing
  - User modifiable
  - A dropdown populated based off of exception queue configurations documented in CA- 214058 (Environment Workflow Configuration)
  - Defaults to last selected value user select, and stored in the cloud
- Bundle ID
  - User modifiable
  - An optional batch scan identifier
  - 50 Alpha-Numeric Character Limit
  - This field will default to a system generated number
- Applicable Date
  - User modifiable
  - The date that the documents are applicable to
  - This field will default to the scanning date

- Received Date
    - User modifiable
    - The date that the documents were received on
    - This field will default to the scanning date

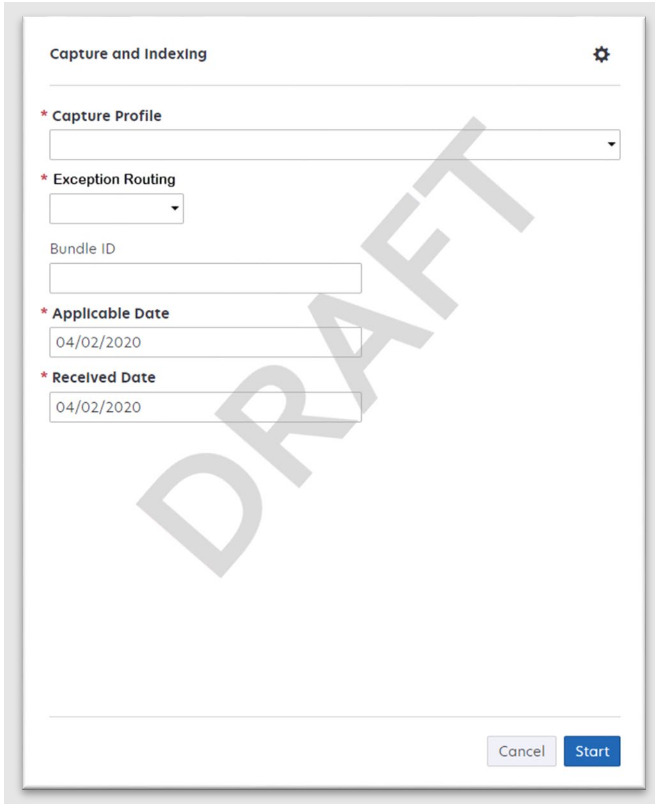


Figure 2.2.3.1 – Capture Mockup

Once the user has finished updating the desired fields, and the documents have been properly loaded into the scanner, the user selects "Start" to initiate the scanning process.

2.2.4 Scanning Status Screen

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. Upon upload completion, the user will select "Open Batch".

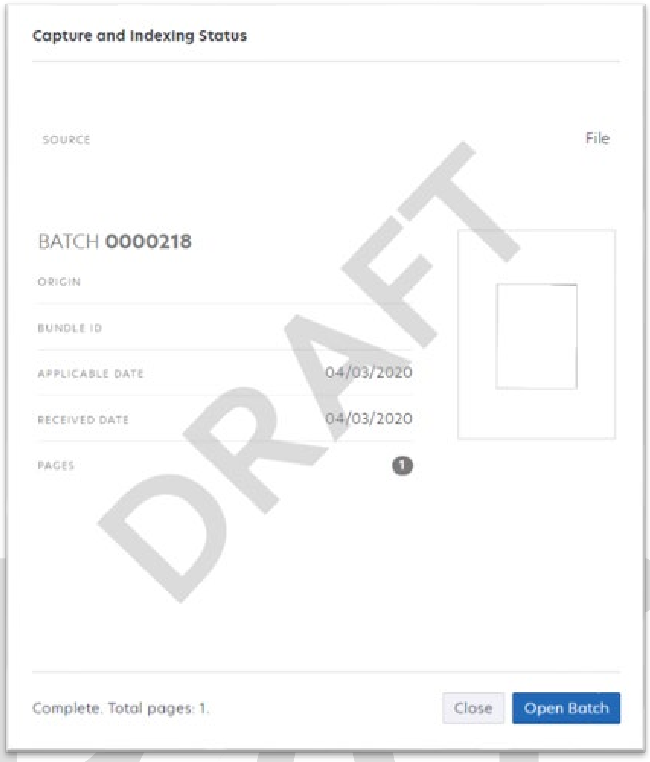


Figure 2.2.4.1 – Status Mockup

2.2.5 Barcoded Documents

In the Single Case scan mode, the CalSAWS Imaging Solution will attempt to locate a barcode. This will be configured to occur at the point of scan, and utilize hardware (Scanning Device) driven barcode detection. The specifics around the barcode used for this process are outlined in CA 214033 (Categorize Document by System Barcode).

Upon upload of the images from the scanning device, the detected barcode information will be assigned as metadata to the imaging system. This value will be stored on a page by page basis in the barcode field within the properties of each page grouping. Users will need to verify barcode numbers captured, match barcodes on the images.

Figure 2.2.5.1 – Barcode Field Mockup

2.2.6 Non-Barcoded Documents

Non-Barcoded documents will retain the cached values from the Get Case Info webservice call. All non-barcoded documents will be assigned the case name, case number, case UID, county code, active program list, and confidentiality level from that call.

2.2.7 Specialty Flags 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. 2.2.8.1). The user will be presented with a "Add Pages" dialog to replace, or add pages before/after the currently selected document (Fig. 2.2.8.2). The scanning user will need to set specialty flags on all documents, both barcoded and non-barcoded - if desired. (Note: security rights driving these flags are documented in CA- 214027 (Security and Auditing))

- Task Override
  - Ignore task configuration, no task will be created
- Person Override
  - Prevent a person level document from being indexed to a person, and instead, index the document to case level
- Program Selection
  - Select a specific program for the task to be generated for
- No Change SAR 7/QR 7
  - Will prompt the CalSAWS Software to do the following:

- Mark the document as received
- Perform needed steps to update the eligibility (Details of this will be described in a subsequent SCR)
- Ignore task configuration, no task will be created

To finalize the scan, the user will select "Submit".

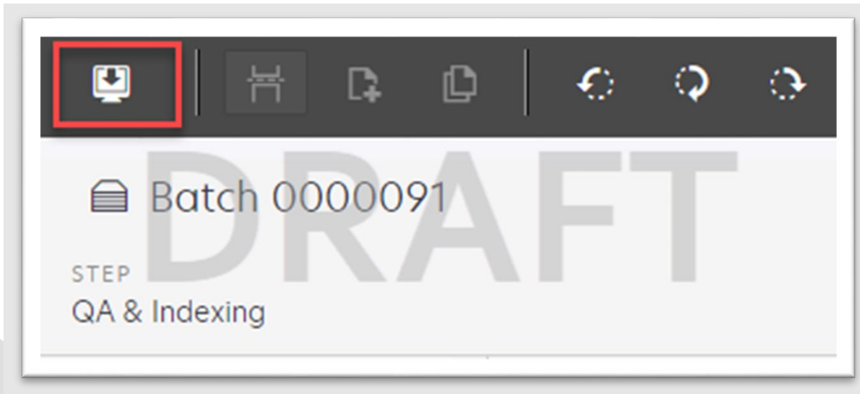


Figure 2.2.8.1 – Rescan/Capture Mockup

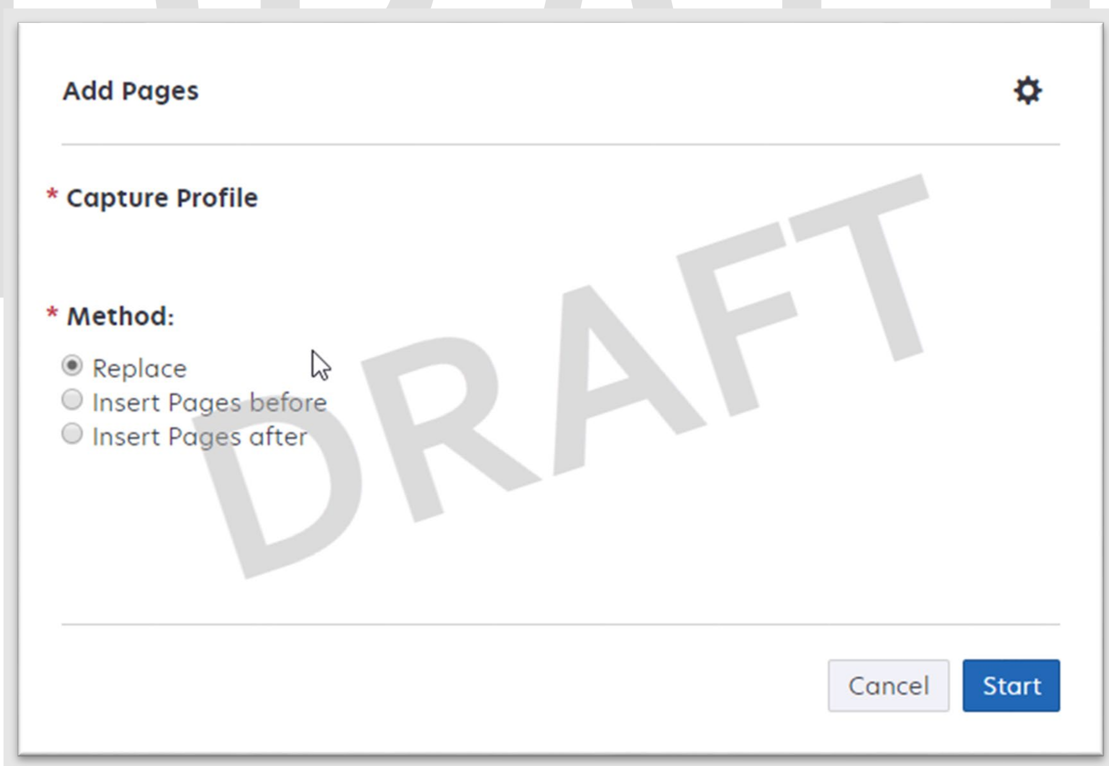


Figure 2.2.8.2 – Add Pages Mockup

2.3 Special Investigation Unit (SIU) Scan Mode

2.3.1 Overview

Cases pertaining to "Special Investigations Unit" or "Fraud" will utilize the SIU capture mode to scan documents into the County SIU Drawer. To invoke SIU scan mode, the users will navigate into the Imaging Solution and select "Capture" from the toolbar.

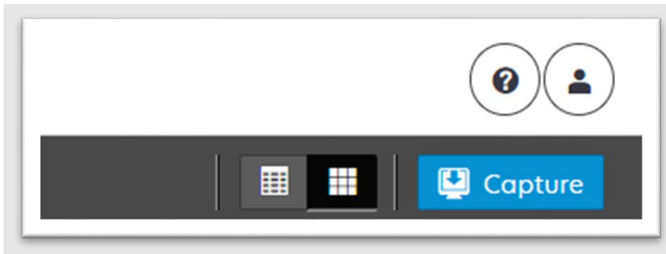


Figure 2.3.1.1 – Capture Mockup

2.3.2 Document Preparation

Documents scanned using the SIU scan mode, 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 SIU from the list of available scan modes. The "Exception Routing" dropdown will be populated based off of exception queue configurations to be documented and implemented 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".

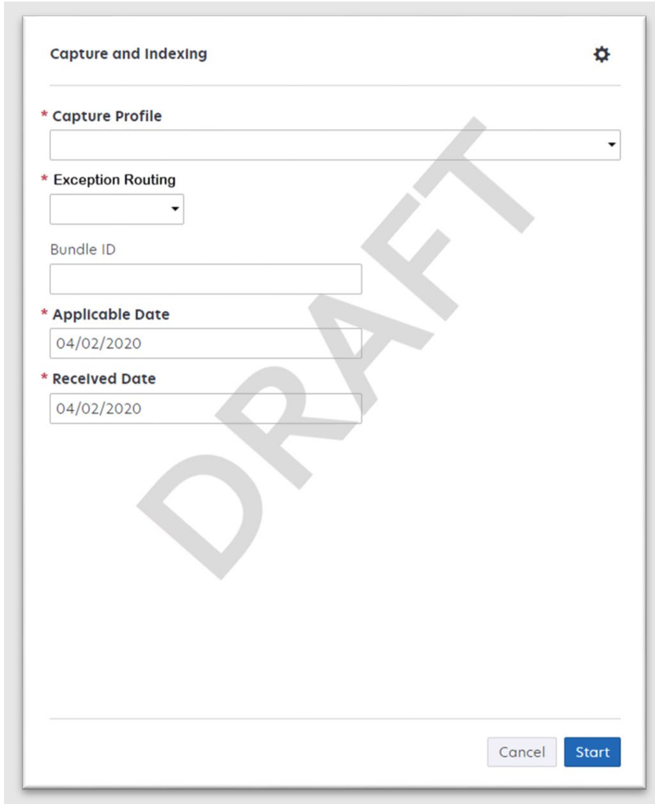


Figure 2.3.3.1 – Initiate Mockup

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 2.3.4.1 – 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. 2.3.5.1). The user will be presented with a "Add Pages" dialog to replace, or add pages before/after the currently selected document (Fig. 2.3.5.2). All documents scanned using this mode will be set to the documents type of "SIU Documents". Users will need to perform the following tasks (Fig. 2.3.5.3):

a. Verify the quality of the scanned images are clear and undistorted
b. Verify barcode numbers captured match barcodes on the images
c. Verify the Applicable and Received Dates, updating as needed
d. Separate the scan batch into individual documents
e. Enter an optional "Investigations ID"
f. Specify the following fields
    1. Case Number
    2. Form Name

For the SIU scan mode, the **Get Case Info** call will be performed leveraging the Case Number, entered by the user. If an invalid case number is provided, the user will not be able to finalize the scan. Details of Get Case Info webservice call will be documented in CA-214060. Once the user has verified that the returned case information matches the provided case number, the user will finalize the scan by selecting "Submit".

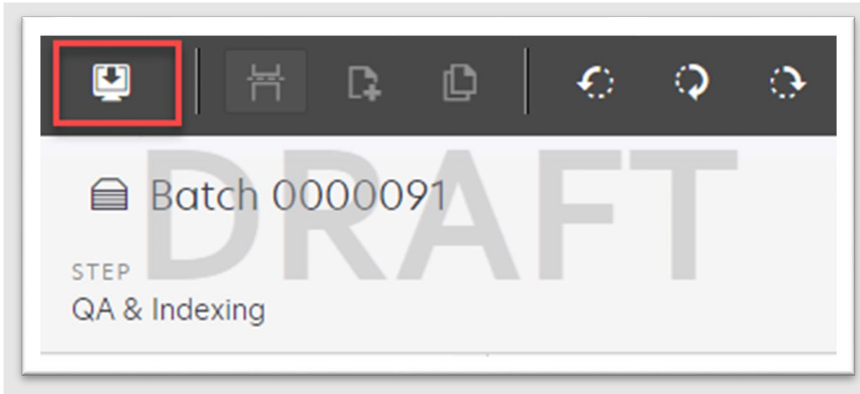


Figure 2.3.5.1 – Rescan/Capture Mockup

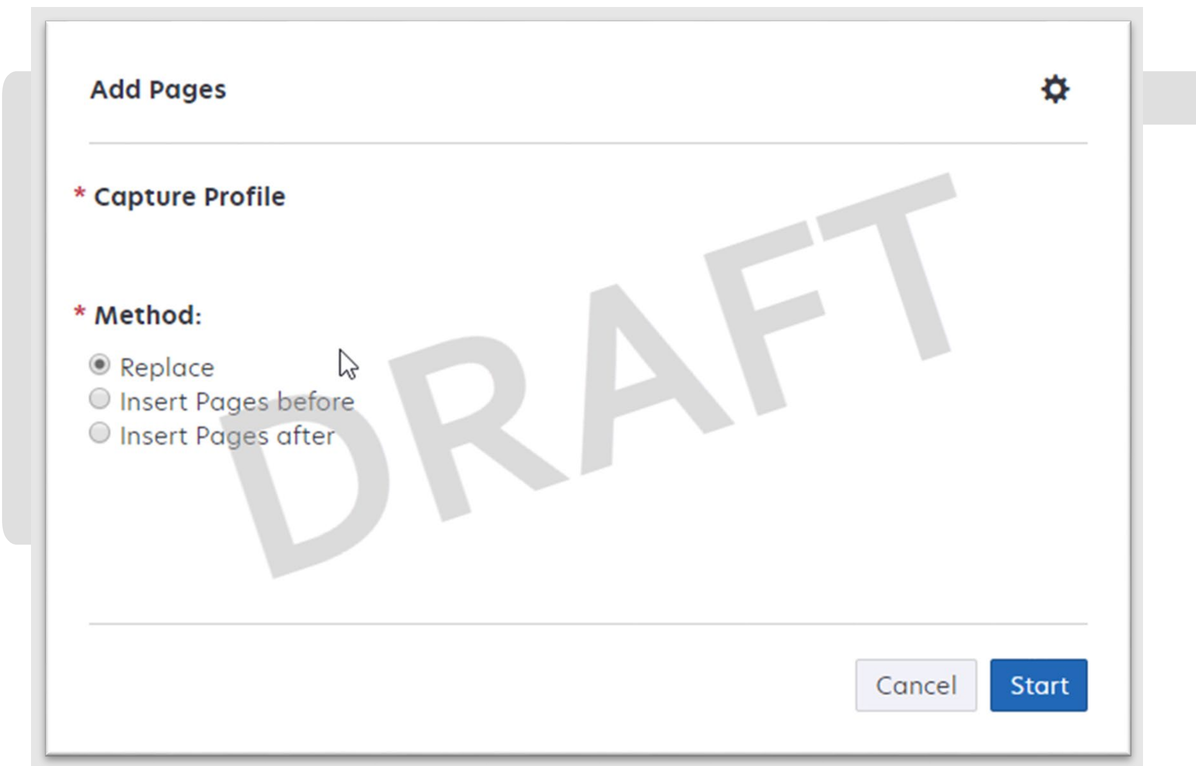


Figure 2.3.5.2 – Add Pages Mockup

Figure 2.3.5.3 – Properties Mockup

2.4 Hearings Scan Mode

2.4.1 Overview

"Hearings" capture mode is used to scan documents into the County Hearings Drawer of the Imaging Solution. To invoke "Hearings" scan mode, the user will navigate into the Imaging Solution and select "Capture" from the toolbar.

Figure 2.4.1.1 – Capture Mockup

2.4.2 Document Preparation

Documents scanned using the "Hearings" scanning modes, may be arranged with the inclusion of generic separator sheets (patch sheets) to aid in document separation.

2.4.3 Initiating Scan

A dialog box will prompt the user to select Hearings from the list of available scan modes. The "Exception Routing" dropdown will be populated based off of exception queue configurations to be documented and implemented 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".

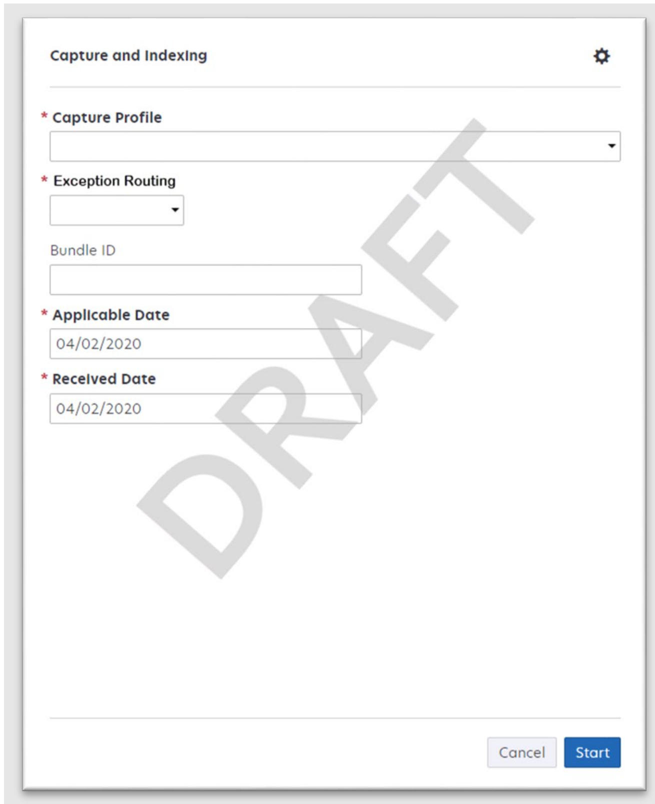


Figure 2.4.3.1 – Initiate Mockup

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 captured, the user will need to click the 'Open Batch' button in order to proceed to Quality Assurance and Finalization.

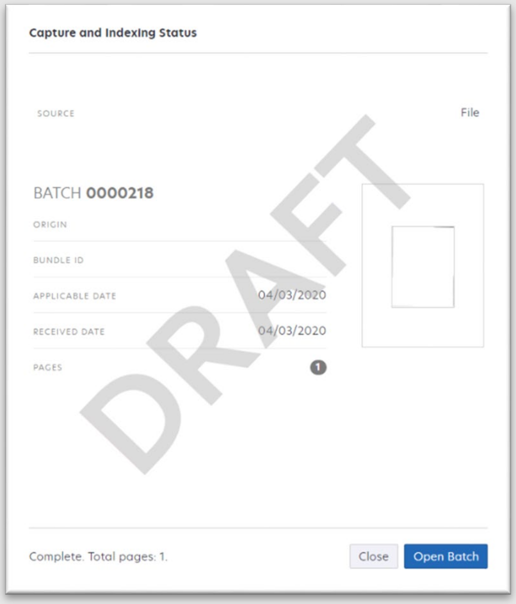


Figure 2.4.4.1 – Status Mockup

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. 2.4.5.1). 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). All documents scanned using this mode will be set to the documents type of "Court/Hearings Documents". Users will need to perform the following tasks (Fig. 2.4.5.3):

a. Verify the quality of the scanned images are clear and undistorted
b. Verify barcode numbers captured match barcodes on the images
c. Verify the Applicable and Received Dates, updating as needed
d. Separate the scan batch into individual documents
e. Enter an optional "Hearings Number"
f. Specify the following fields
    i. Case Number
    ii. Form Name

For the Hearings scan mode, the **Get Case Info** call will be performed leveraging the Case Number, entered by the user. If an invalid case number is provided, the user will not be able to finalize the scan. Details of Get Case Info webservice call will be documented in CA-214060. Once the user has verified that the returned case information matches the provided case number, the user will finalize the scan by selecting "Submit".

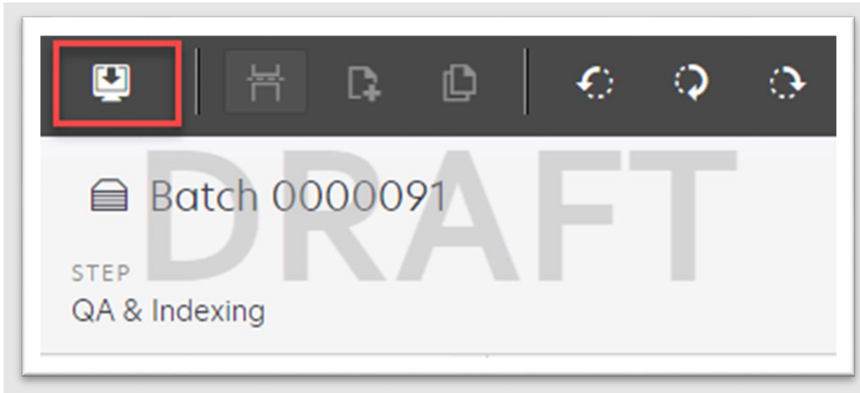


Figure 2.4.5.1 – Rescan/Capture Mockup

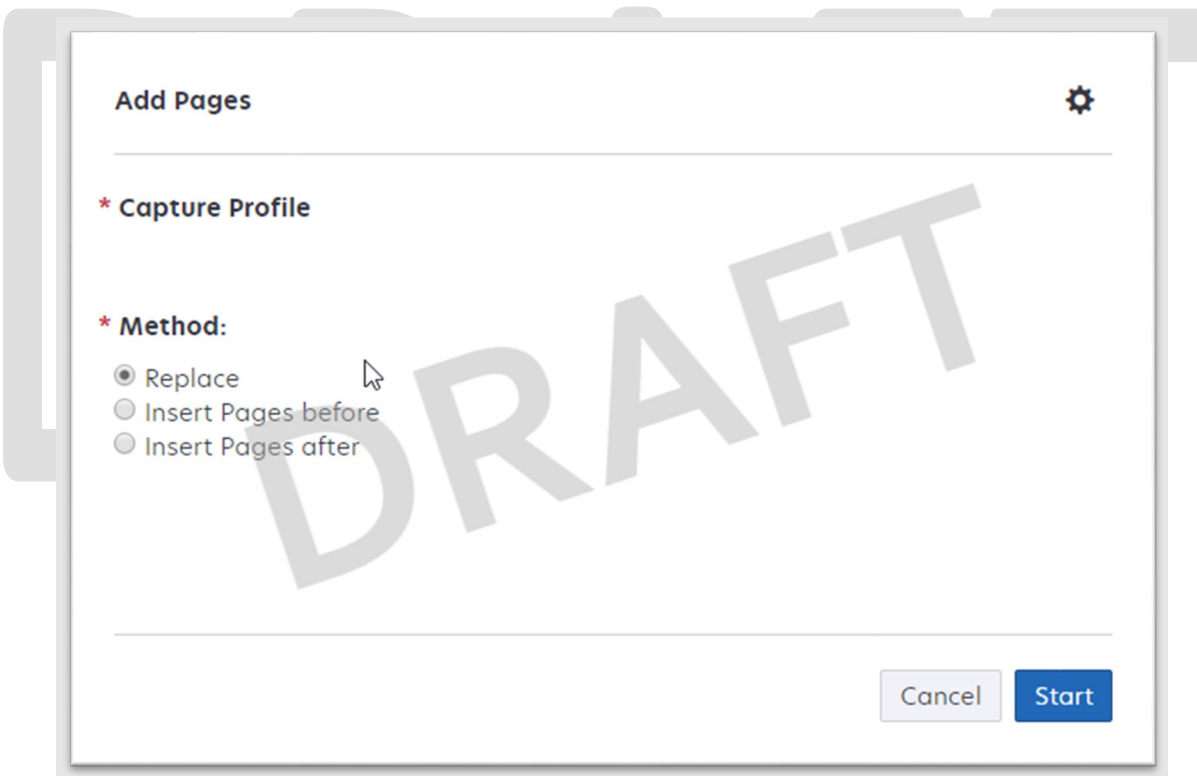


Figure 2.4.5.2 – Add Pages Mockup

Figure 2.4.5.3 – Properties Mockup

2.5 Resource Data Bank (RDB) Scan Mode

2.5.1 Overview

RDB capture mode is used to scan documents into the Resource Drawer of the Imaging Solution. To invoke RDB scan mode, the users will navigate into the Imaging Solution and select “Capture” from the toolbar.

Figure 2.5.1.1 – Capture Mockup

2.5.2 Document Preparation

Documents scanned using the RDB scan mode, may be arranged with the inclusion of generic separator sheets (patch sheets) to aid in document separation.

2.5.3 Initiating Scan

A dialog box will prompt the user to select RDB from the list of available scan modes. The “Exception Routing” dropdown will be populated based off of exception queue configurations to be documented and implemented 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".

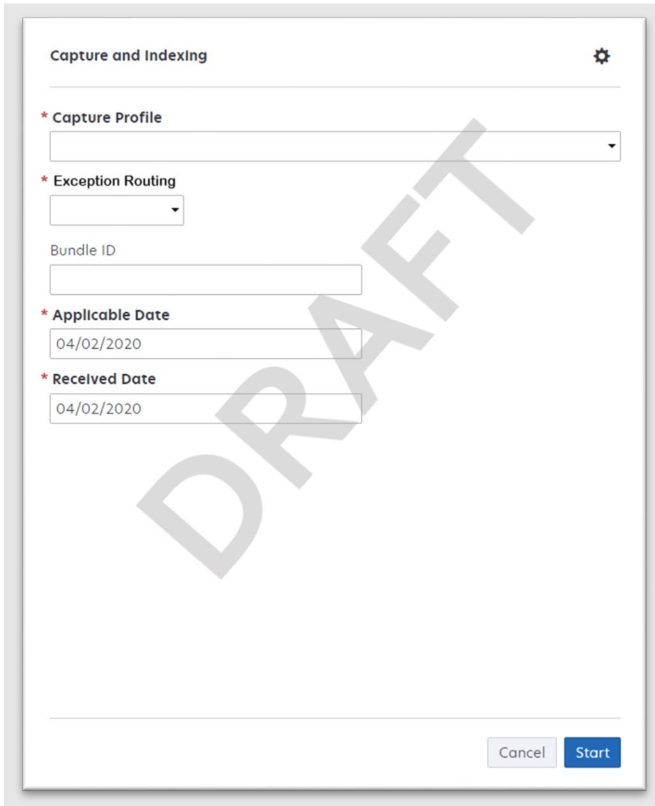


Figure 2.5.3.1 – Initiate Mockup

2.5.4 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 2.5.4.1 – Status Mockup

2.5.5 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 verify the quality of the scanned images are clear and undistorted. Additionally within the RDB scan mode, users will need to verify that the resource ID and resource name match what is on the screen in CalSAWS. Finally, the user will need to select a document type to index the documents to then finalize the scan by selecting "Submit".

2.5.6 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. 2.5.6.1). The user will be presented with a "Add Pages" dialog to replace, or add pages before/after the currently selected document (Fig. 2.5.6.2). Users will need to perform the following tasks (Fig. 2.5.6.3):

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. Specify the following fields
    i. Resource Number
    ii. Form Name

For the RDB scan mode, a webservice call will be performed leveraging the Resource Number, entered by the user. If an invalid resource number is provided, the user will not be able to finalize the scan. Details of Get RDB Info webservice call will be documented in CA-214060. Once the user has verified that the returned resource information matches the provided resource number, the user will finalize the scan by selecting "Submit".

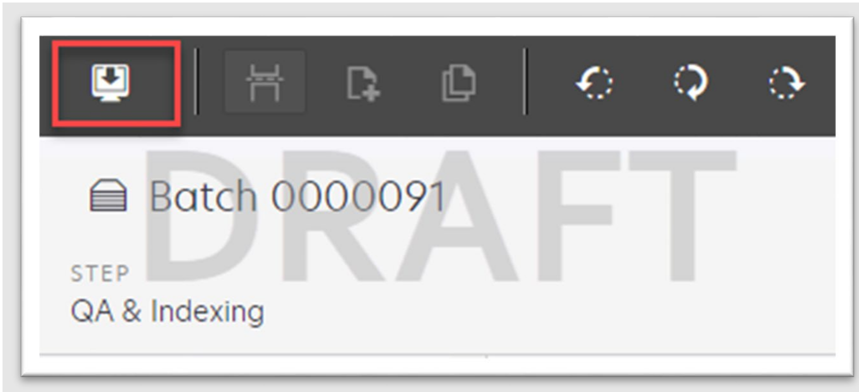


Figure 2.5.6.1 – Rescan/Capture Mockup

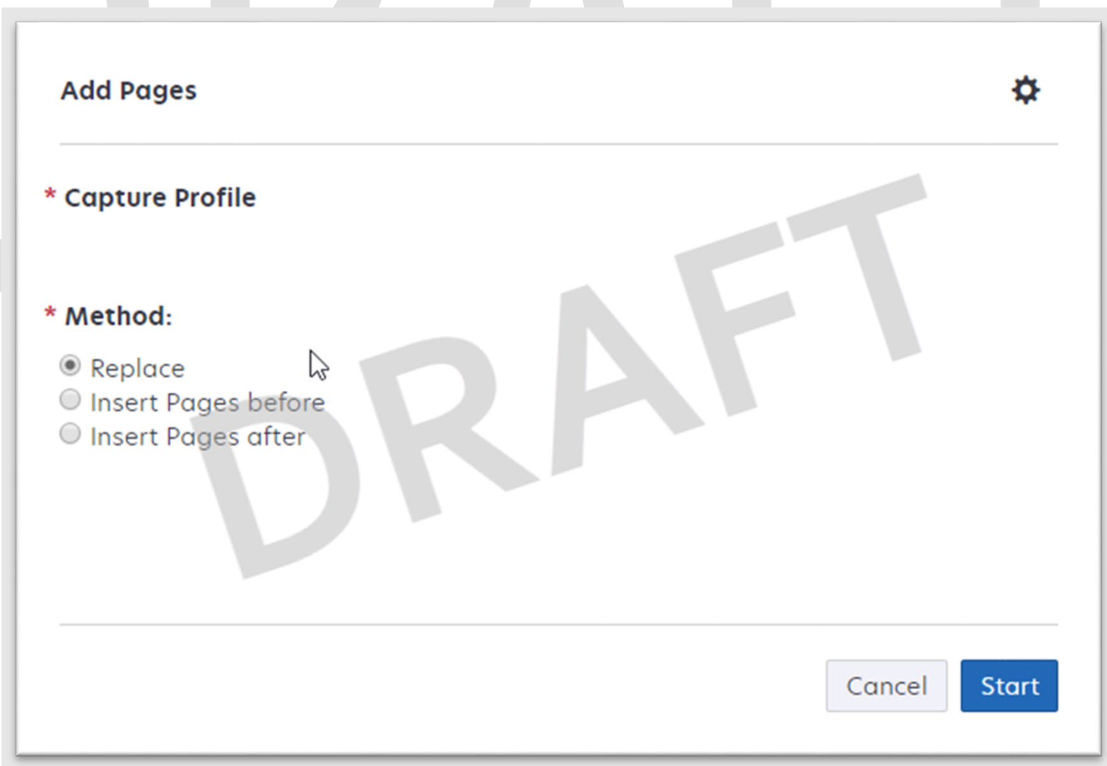


Figure 2.5.6.2 – Add Pages Mockup

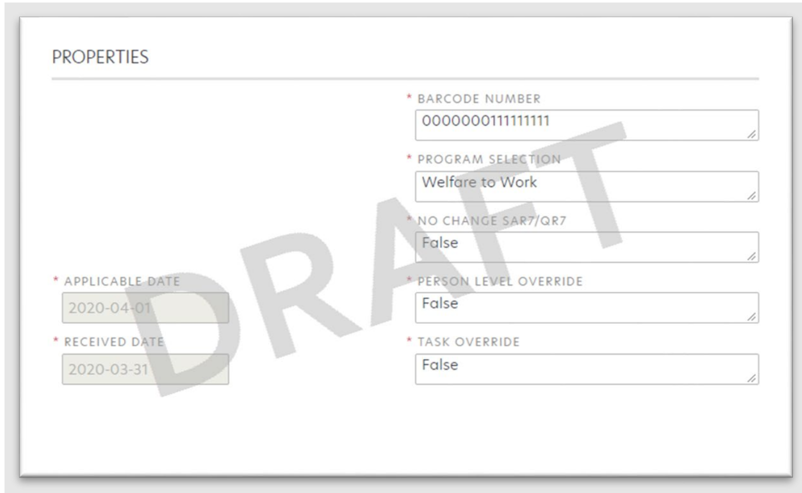


Figure 2.5.6.3 – Properties Mockup

2.6 Ignore Barcode Scan Mode

2.6.1 Overview

In cases a user wants to scan a document with no barcode recognition enabled, the Ignore Barcode capture mode can be used. To invoke the Ignore Barcode scan mode, the users will navigate into the Imaging Solution and select "Capture" from the toolbar.

Figure 2.6.1.1 – Capture Mockup

2.6.2 Document Preparation

Documents scanned using the Ignore Barcode scan mode, may be arranged with the inclusion of generic separator sheets (patch sheets) to aid in document separation.

2.6.3 Initiating Scan

A dialog box will prompt the user to select Ignore Barcode from the list of available scan modes. The "Exception Routing" dropdown will be populated based off of exception queue configurations to be documented and implemented 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".

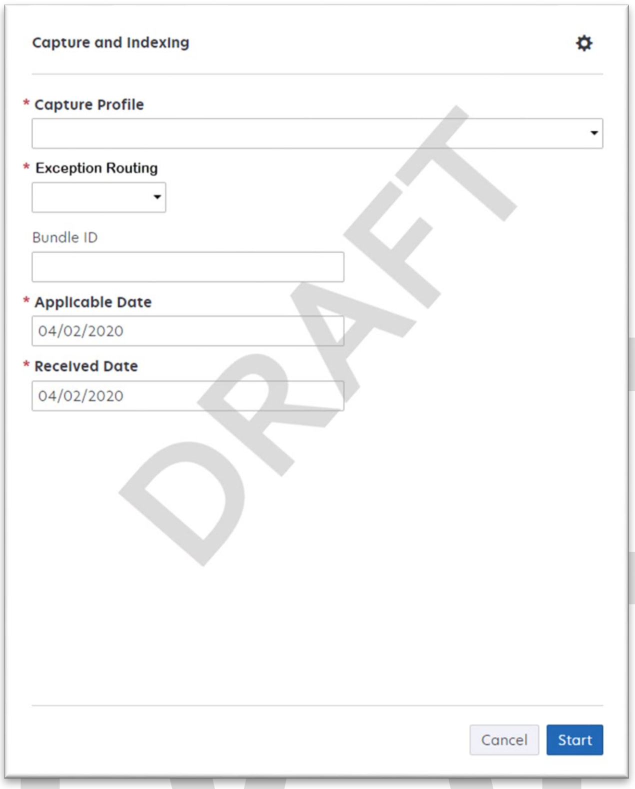


Figure 2.6.3.1 – Initiate Mockup

2.6.4 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 2.6.4.1 – Status Mockup

2.6.5 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. 2.6.5.1). The user will be presented with a “Add Pages” dialog to replace, or add pages before/after the currently selected document (Fig. 2.6.5.2).

a. The scanning user may set specialty flags on all desired documents . (Note: security rights driving these flags are documented in CA- 214027 (Security and Auditing))
    a. Task Override
    b. Person Override
    c. Program Selection
b. Verify the quality of the scanned images are clear and undistorted
c. Verify the Applicable and Received Dates, updating as needed
d. Separate the scan batch into individual documents
e. Specify the following field
    a. Case Number

For the Ignore Barcode scan mode, the **Get Case Info** call will be performed leveraging the Case Number, entered by the user. If an invalid case number is provided, the user will not be able to finalize the scan. The following values will be retained from the webservice call and applied as metadata to the document:

- Case Name

- Case Unique ID

Once the user has verified that the returned case information matches the provided case number, the user will finalize the scan by selecting "Submit".

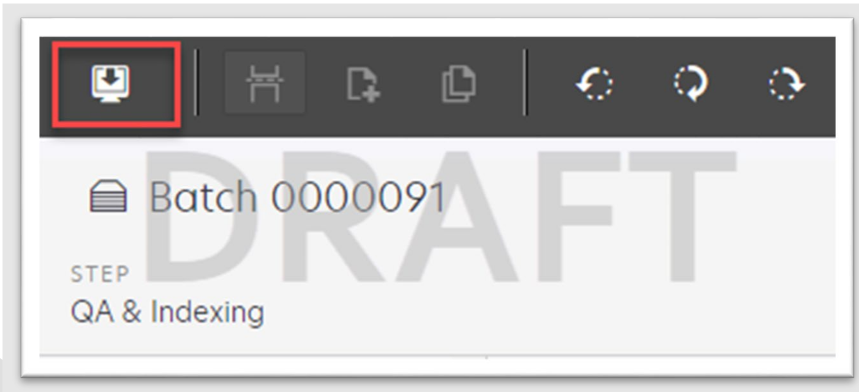


Figure 2.6.5.1 – Rescan/Capture Mockup

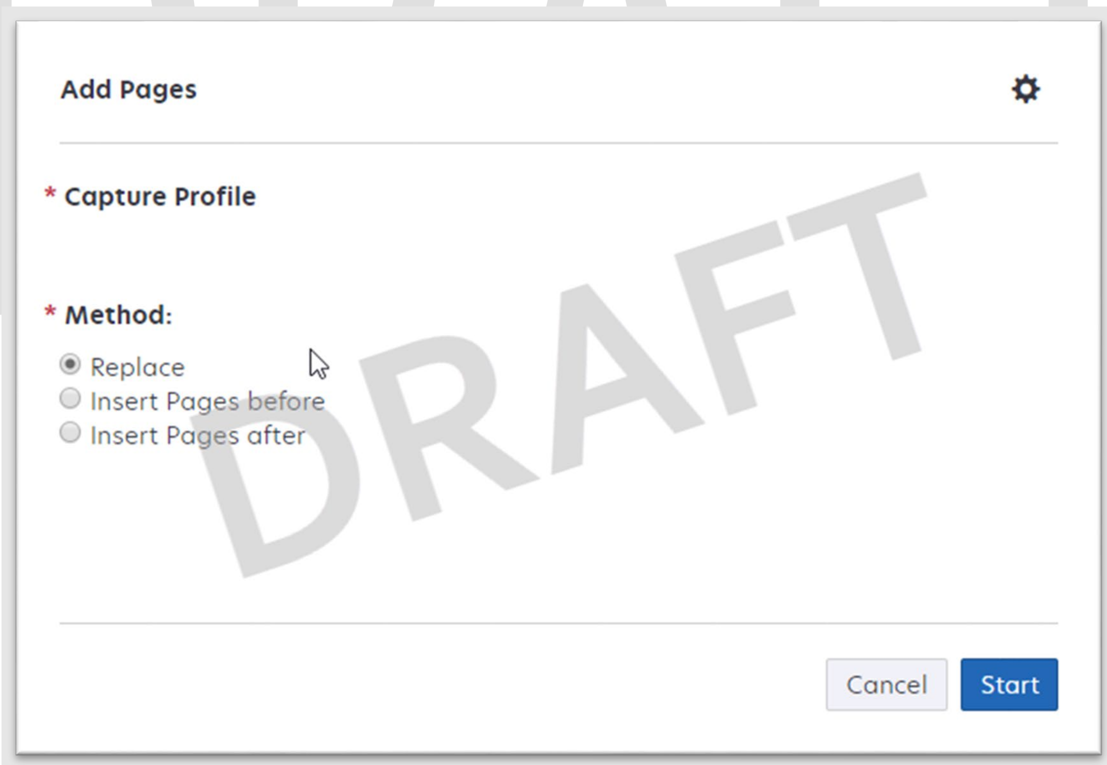


Figure 2.6.5.2 – Add Pages Mockup

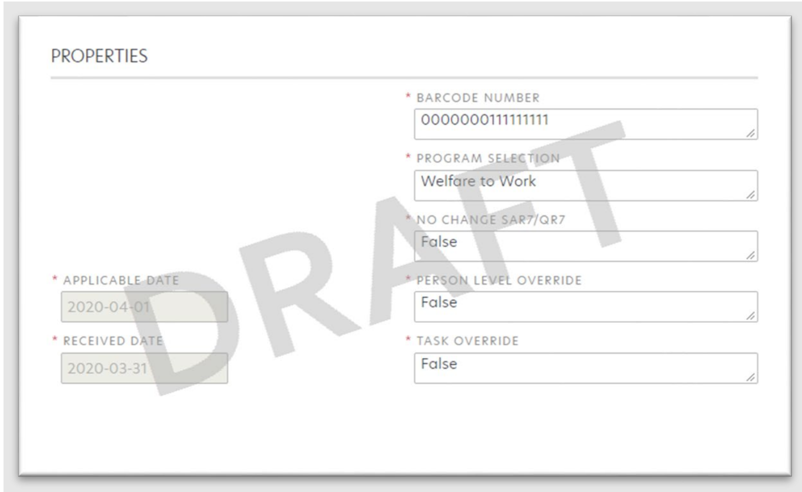


Figure 2.6.5.3 – Properties Mockup

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Online Security	This is the security matrix for the capture button being added to the Case Summary page.	Online Security Matrix

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2521	The CONTRACTOR shall 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 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	• The security driving this mode will be documented and implemented in CA-214027 (Security).	• Configure Resource Data Bank (RDB) scan mode to allow the scanning of documents into the county Resource Data Bank (RDB) drawer
2516	The CONTRACTOR shall 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	• The security driving this mode will be documented and implemented in CA-214027 (Security).	• Configure Special Investigations Unit (SIU) scan mode to allow the scanning of documents into the county Special Investigations Unit (SIU) drawer

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2517	The CONTRACTOR shall 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	• The security driving this mode will be documented and implemented in CA-214027 (Security).	• Configure Hearings scan mode to allow the scanning of documents into the county Hearings drawer
2242	The CONTRACTOR shall 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 Virtual Print, and Multi-case scan mode is documented in CA 214172.	• Configure Single Case capture mode in the Imaging Solution to allow for the scanning of both barcoded, and non-barcoded documents

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2500	The CONTRACTOR shall 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. 5) Confidential: Will allow designated staff to scan to confidential cases	• The security driving these option will be documented and implemented in CA-214027 (Security).	• Configure Task Override, Program Selection, No Change SAR7/QR7 options to be available at the point of capture
2501	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. 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.		• Configure the scan modes to have the editable fields of "Applicable Date", "Received Date" and “Bundle ID” at the time of scan

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2198	The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to perform the following functions when a system generated barcode is recognized by the imaging solution: 1) Perform a CalSAWS Software lookup of Form Name, Form Number, Case Name, Case Number, and Document Type 2) Check the barcode against the case information entered during the scan mode 2a) Not applicable to multi-case scan mode 3) If the document is time sensitive (tracked), mark the document as received in the CalSAWS Software 3a) If the barcode is not recognized, time sensitive (tracked) documents are reviewed by designated staff to confirm the barcode	• Marking time sensitive documents received and routing rules will be in a subsequent SCR. • Implementation of the Virtual Print, and Multi-case scan mode is documented in CA 214172.	• Configure the Imaging Solution to perform a webservice call to the CalSAWS system to obtain case information
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.		• Configure the Imaging Solution to locate a 2D barcode at the point of scan leveraging hardware (Scanning Device) detection
2502	The CONTRACTOR shall 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.	• Implementation of the Returned Mail scan mode will be documented and implemented in CA-214061 (Returned Mail Scan Modes). • Implementation of the Virtual Print, and Multi-case scan mode is documented in CA 214172.	• Configure the Imaging Solution to locate a 2D barcode at the point of scan leveraging hardware (Scanning Device) detection

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2503	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: 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.	• Multi-Case scan mode is documented in CA-214172, and the returned mail scan mode will be documented and implemented in CA-214061 (Returned Mail Scan Modes). • Single case scan modes will not allow the use of envelopes as separators. • Coversheets are intended for multi-case scan modes	• Configure all scan mode to allow the optional use of the generic separator sheets (patch code sheets) to separate documents

5 APPENDIX

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-50293

ACL 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages Phase 1

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jamie Ng
	Reviewed By	Lawrence Samy, Nithya Chereddy

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/04/2020	1.0	Original Draft	Jamie Ng
06/24/2020	1.1	Removed trigger updates after discussion with Fiscal	Jamie Ng
09/03/2020	1.2	Content Revision – Updates to M44-350I Changes	Phong Xiong

Table of Contents

1 OVERVIEW

This SCR is to update the following overpayment notices: M44-350I / M44-352H / M44-352A to the latest state version.

1.1 Current Design

Currently, forms that address the discovery of an overpayment needs to be updated to reflect state version.

1.2 Requests

CalWORKs Overpayment NOAs verbiage needs to be updated to reflect latest state version.

1.3 Overview of Recommendations

Revisetext and templates for the forms below (1-3):

1. M44-350I - Notice of Overpayment
2. M44-352H - Overpayment Adjustment
3. M44-352A - Notice of O/P and Demand

1.4 Assumptions

1. There is no change to current triggers on M44-350I , M44-352H and M44-352A.
2. There is no change to C-IV as it will inherit updated notices at migration.
3. Threshold languages for M44-350I / M44-352H / M44-352A will be implemented with SCR CA-216862.

2 RECOMMENDATIONS

Revise text and templates for the forms below:

1. M44-350I - Notice Of Overpayment
2. M44-352H - Overpayment Adjustment
3. M44-352A - Notice of O/P and Demand

2.1 M44-350I - Notice of Overpayment- Inform

2.1.1 Overview

M44-350I-Notice of Overpayment is an informational notice to notify clients about the discovery of an overpayment without an accompanying grant reduction.

M44-350I (11/11) is currently in the system and it is updated to reflect state version M44-350ISAR (9/13). Form name will remain as M44-350I.

State Form/NOA: M44-350I (9/13)

Programs: CalWORKs

Forms Category: NOA

Attached Forms: NA 274G

Current Languages:

English

(Add Spanish)

2.1.2 Description of Change

Update M44-350I -Notice Of Overpayment form (9/13) in English and Spanish.

2.1.2.1 Update CalWorks M44-350I Form XDP

Update M44-350I -Notice Of Overpayment form (9/13) Form with additional verbiage in English and Spanish.

Form Mockups/Examples: See Supporting Documents #1

Claim #:

Questions? Ask your Worker

1

State Hearing: If you think this overpayment is wrong, ask for a hearing. The back of this page tells how. If you stay on aid, the County can collect an overpayment by lowering your monthly grant. If you go off aid before the overpayment is paid back, the County may take what you owe out of your state income tax refund or take other legal action to collect.

2

You got paid too much cash aid. You were overpaid a total of $

from ____________ to ____________.

The over payment was

- ☐ the county's fault
- ☐ your mistake

3

- ☐ you caused the overpayment because you either failed to report something, or reported something incorrectly on purpose to try to get more aid. You may be referred for criminal charges, or you may get a notice of proposed Intentional Program Violation penalty for this act.

4

Here's why you were overpaid:

The County cannot start collecting this overpayment yet because:

- ☐ It is mid-period.
- ☐ We are already lowering your grant to collect a different overpayment.

Reg Cite : MPP 44-350.1 and MPP 44-352.4

You will get a separate notice before we start collecting on this overpayment.

The next page(s) show how much cash aid you should have had for each month you were overpaid and the total amount you owe.

You do not have to use any Social Security or SSI benefits you get to repay this overpayment.

WARNING: If you think this overpayment is wrong, or if you think it was not your fault or a mistake (not on purpose), ask for a hearing. If you stay on aid, the County can collect an overpayment by lowering your monthly grant. If you go off aid before the overpayment is paid back, the County may take what you owe out of your state income tax refund or take other legal action to collect.

5

M44-350I (11/11)

Number	Existing Text	Updated Text
1	**State Hearing:** If you think this overpayment is wrong, ask for a hearing. The back of this page tells how. If you stay on aid, the County can collect an overpayment by lowering your monthly grant. If you go off aid before the overpayment is paid back, the County may take what you owe out of your state income tax refund or take other legal action to collect.	(Enclose in black box)

2	You got paid too much cash aid. You were overpaid $	You got paid too much cash aid. You were overpaid a total of $
3	you intentionally caused the overpayment. We may charge you with a crime or bar you from aid for an intentional violation	you caused the overpayment because you either failed to report something or reported something incorrectly on purpose to try to get more aid. You may be referred for criminal charges, or you may get a notice of proposed Intentional Program Violation penalty for this act.
4	Here's why:	Here's why you were overpaid:
5	**EBT**: Keep your plastic Golden State Advantage card if you use Electronic Benefit Transfer (EBT), even if your aid is terminated. Please do not throw away. **Medi-Cal**: This notice DOES NOT change or stop Medi-Cal benefits. If there is a change in your Medi-Cal Benefits, you will receive another notice. Keep using your Plastic Benefits Identification Card(s). **CalFresh**: This notice DOES NOT stop or change your CalFresh benefits. You will get a separate notice telling you about any changes to your CalFresh benefits.	**WARNING:** If you think this overpayment is wrong, or if you think it was not your fault or a mistake (not on purpose), ask for a hearing. If you stay on aid, the County can collect an overpayment by lowering your monthly grant. If you go off aid before the overpayment is paid back, the County may take what you owe out of your state income tax refund or take other legal action to collect.

2.1.2.2 Update Form Variable Population

Claim #:

Questions? Ask your Worker

State Hearing: If you think this overpayment is wrong, ask for a hearing. The back of this page tells how. If you stay on aid, the County can collect an overpayment by lowering your monthly grant. If you go off aid before the overpayment is paid back, the County may take what you owe out of your state income tax refund or take other legal action to collect.

You got paid too much cash aid. You were overpaid a total of $ 1

from 2 to 3.

The over payment was

4

- ☐ the county's fault
- ☐ your mistake
- ☐ you caused the overpayment because you either failed to report something, or reported something incorrectly on purpose to try to get more aid. You may be referred for criminal charges, or you may get a notice of proposed Intentional Program Violation penalty for this act.

Here's why you were overpaid:

5

The County cannot start collecting this overpayment yet because:

6

- ☐ It is mid-period.
- ☐ We are already lowering your grant to collect a different overpayment.

Reg Cite : MPP 44-350.1 and MPP 44-352.4

You will get a separate notice before we start collecting on this overpayment.

The next page(s) show how much cash aid you should have had for each month you were overpaid and the total amount you owe.

You do not have to use any Social Security or SSI benefits you get to repay this overpayment.

WARNING: If you think this overpayment is wrong, or if you think it was not your fault or a mistake (not on purpose), ask for a hearing. If you stay on aid, the County can collect an overpayment by lowering your monthly grant. If you go off aid before the overpayment is paid back, the County may take what you owe out of your state income tax refund or take other legal action to collect.

M44-350I (11/11)

VARIABLE	COMMENTS	POPULATION	TEMPLATE REPOSITORY POPULATION	POPULATES WITH FORM GENERATION	EDITABLE (TEMPLATE REPOSITORY - PRE-POPULATED)
1. Amount	Amount of Overpayment.	Editable when a blank form is generated. Pre-populated and static when form is generated in the context of a case.	Y	Y	N
2. Overpayment Start date	Start date of overpayment.	Editable when a blank form is generated. Pre-populated and static when form is generated in the context of a case.	Y	Y	N
3. Overpayment End Date	Last month of overpayment.	Editable when a blank form is generated. Pre-populated and static when form is generated in the context of a case.	Y	Y	N

VARIABLE	COMMENTS	POPULATION	TEMPLATE REPOSITORY POPULATION	POPULATES WITH FORM GENERATION	EDITABLE (TEMPLATE REPOSITORY - PRE-POPULATED)
4. Overpayment Error type Checkboxes	Checkboxes for Errors: Administrative Error, Client Error, Potential Intentional Program Violator (PIPV), or Intentional Program Violator (PV).	Editable when a blank form is generated. Pre-populated and static when form is generated in the context of a case.	Y	Y	N
5. Here's Why you were overpaid	Overpayment Discrepancy reason from BV discrepancy NOA table.	Editable when form is generated from the Template Repository. Pre-populated and static when form is generated in the context of a case.	Y	Y	N
6. The county cannot collect overpayment checkboxes	Checkboxes for Collection Delay Reason.	Editable when a blank form is generated. Pre-populated and static when form is generated in the context of a case.	Y	Y	N

2.2 M44-352H (11/11) - Overpayment Adjustment

2.2.1 Overview

M44-352H (11/11) - Overpayment Adjustment will be used to notify clients that grant adjustment will now begin on a previously noticed overpayment.

State Form/NOA: M44-352H (11/11)

Current Programs: CalWORKs

Current Forms Category: NOA

Existing Languages:

English and Spanish

Attached Forms: N/A

2.2.2 Description of Change

Update M44-352H form in English and Spanish to match state version (11/11).

2.2.2.1 Update CalWorks M44-352H Form XDP

Update M44-352H form XDP to reflect state version (11/11).

Updated Languages:

English and Spanish

Questions? Ask your Worker

1 **State Hearing:** If you think this action is wrong, you can ask for a hearing. The back of this page tells you how. Your benefits may not be changed if you ask for a hearing before this action takes place.

2 As of __________, the County is changing your cash aid from $ ________ to $ ________ .

Here's why:

You were overpaid $ ________ from ________ to ________ .

The County sent you a notice about this overpayment on ________, but at that time we did not start collecting because:

☐ It is mid-quarter.

3 ☐ We were already lowering your grant to collect a different overpayment.

The next page shows how much will be taken out of each month's cash aid amount.

Please see the notice we sent you on ________ (attached), which showed how much cash aid you should have had for each month you were overpaid.

Your new cash aid amount is figured on this page.

You do not have to use any Social Security or SSI benefits you get to repay this overpayment.

WARNING: If you think this overpayment is wrong, this is your last chance ask for a hearing. The back of this page tells how. If you stay on aid, the County can collect an overpayment by lowering your monthly grant. If you go off aid before the overpayment is paid back, the County may take what you owe out of your state income tax refund or take other legal action to collect.

4

5

Rules: These rules apply; you may review them at your welfare office:
Reg Cite: 44-352.4, 44-350.1.

M44-352H Rev.(11/11) OVERPAYMENT ADJUSTMENT

NOA Mockups/Examples: See Supporting Documents #2

Number	Existing Text	Updated Text
1	**State Hearing:** If you think this overpayment is wrong, ask for a hearing. The back of this page tells how. If you stay on aid, the County can collect an overpayment by lowering your monthly grant. If you go off aid before the overpayment is paid back, the County may take what you owe out of your state income tax refund or take other legal action to collect.	(Enclose in black box)

2	MESSAGE: As of ______, the County is changing your monthly cash aid benefits from $______ to $______.	MESSAGE: As of ______, the County is changing your cash aid from $______ to $______.
3	We are already lowering your grant to collect a different overpayment.	We were already lowering your grant to collect a different overpayment.
4	You Assistant Unit (AU) size is . Your Income Reporting Threshold (IRT) is **You must call your worker within 10 days when your income goes higher than your IRT level.**	(Delete Text)
5	**EBT**: Keep your plastic Golden State Advantage card if you use Electronic Benefit Transfer (EBT), even if your aid is terminated. Please do not throw away. **Medi-Cal**: This notice DOES NOT change or stop Medi-Cal benefits. If there is a change in your Medi-Cal Benefits, you will receive another notice. Keep using your Plastic Benefits Identification Card(s). **CalFresh**: This notice DOES NOT stop or change your CalFresh benefits. You will get a separate notice telling you about any changes to your CalFresh benefits.	(Delete Text)

2.3 M44-352A (11/11) - Notice of O/P and Demand

2.3.1 Overview

M44-352A (11/11) - Notice of O/P and Demand is used for CalWORKs program at case termination when an Overpayment claim exists and collection has not been initiated, on a terminated case.

State Form/NOA: M44-352A (11/11)

Current Programs: CalWORKs

Current Forms Category: NOA

Existing Languages:

English and Spanish

Attached Forms: NA 274G; NA Back 9

2.3.2 Description of Change

Update M44-352A - Notice of O/P and Demand in English and Spanish to match state version (11/11)

2.3.2.1 Update CalWorks M44-352A Form XDP

Update M44-352A- Notice of O/P and Demand to match state version (11/11).

Updated Languages:

English and Spanish

Claim #:

Questions? Ask your Worker

1

State Hearing: If you think this action is wrong, you can ask for a hearing. The back of this page tells how. Your benefits may not be changed if you ask for a hearing before this action takes place.

While you were aided, you were overpaid. Though you stopped getting cash aid, you still owe us for your overpayment. You owe $

Here's why:
The amount you owe is now due. You must pay back the money or show the County your plan for paying it back before . If you do not, the County may take what you owe out of your state income tax refund or take other legal action to collect.

The next page(s) show the cash aid you were paid and what you should have been paid for each month you were overpaid.

If you pay by check or money order, send or bring it to:

If you pay with cash, pay in person and be sure to ask for a numbered receipt with the County's name on it.

You do not have to use any Social Security or SSI benefits you get to repay this overpayment.

Rules: These rules apply. You may review them at your Welfare Office:
MPP:44-352.4 and MPP 44-350.1

WARNING: If you think this overpayment is wrong, this is your last chance to ask for a hearing. The back of this page tell how. If you do not repay this overpayment, the County may try to collect it from someone in your cash aid family group.

2

M44-352A (11/11)

NOA Mockups/Examples: See Supporting Documents #3

Description	Existing Text	Updated Text
1	**State Hearing:** If you think this overpayment is wrong, ask for a hearing. The back of this page tells how. If you stay on aid, the County can collect an overpayment by lowering your monthly grant. If you go off aid before the overpayment is paid back, the County may take what you owe out of your state	(Enclose in black box)

	income tax refund or take other legal action to collect.	
2	**EBT:** Keep your plastic Golden State Advantage card if you use Electronic Benefit Transfer (EBT), even if your aid is terminated. **Please do not throw it away.** **Medi-Cal:** This Notice of Action does NOT change or stop Medi-Cal benefits. If there is a change in your Medi-Cal benefits, you will receive another notice. **Keep using your plastic Benefits Identification Card(s).** **CalFresh:** This notice DOES NOT stop or change your food stamp benefits. You will get a separate notice telling you about any changes to your CalFresh benefits. Receiving Medi-Cal and/or CalFresh only DOES NOT count against your cash aid time limits.	(Delete Text)

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Form	M44-350I mockup	M44-350I_EN.pdf M44-350I_SP.pdf
2	Form	M44-352H mockup	M44-352H_EN.pdf M44-352H_SP.pdf
3	Form	M44-352A mockup	M44-352A_EN.pdf M44-352A_SP.pdf

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
2.18.3.6 CAR-1242	The LRS shall produce notices, NOAs, forms, letters, stuffers, and flyers, either generated by the LRS or initiated by COUNTY-specified Users, that may be sent to an applicant, participant, caregiver, sponsor, authorized representative, Vendor, landlord, and/or any other public or private individual or agency.	Update overpayment forms in English and Spanish

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?

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-52597 | CIV-12446

CA 812 Collections Enhancement Report

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Esequiel Herrera-Ortiz
	Reviewed By	Justin Dobbs

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/19/2019	1.0	Initial Draft	Esequiel Herrera-Ortiz
10/15/2019	2.0	Incorporated recommended changes from CIT 0007-19.	Esequiel Herrera-Ortiz
10/16/2019	2.1	Adding reason why the state form was not updated to comply with ACL 19-05	Esequiel Herrera-Ortiz
02/14/2020	2.2	Included requirement to update the transaction summary by month section of the detail sheets of Lines 3a, 3b, 4a, 4b.	Esequiel Herrera-Ortiz
03/12/2020	2.3	Made some verbiage updates and fixed some errors which were discovered during committee review.	Esequiel Herrera-Ortiz
03/17/2020	2.4	Reverted the Line 2b Detail sheet requirement to repurpose the Account Status and Status Date columns. The Account Approval Date will be added as a new column.	Esequiel Herrera-Ortiz
07/08/2020	3.0	Updated Line Count and Line Amount definitions in section 7.1.	Esequiel Herrera-Ortiz
08/31/2020	4.0	Update the dynamic 'Total Amount' logic for Line 8c – Cause Code Change To Tracked and Line 8c – Cause Code Change From Tracked	Esequiel Herrera-Ortiz

Table of Contents

1 OVERVIEW

The CA 812 is a quarterly state report that contains statistical information on Collections and Overpayments for the California Work Opportunity and Responsibility to Kids (CalWORKs) program. This includes dollar amount of overpayments identified, grant reductions, cash collections, overpayments that will not be pursued, and overpayments that have been fully recovered during the quarter. This data is comprised of both client-caused and agency caused overpayments.

1.1 Current Design

The CA 812 and the CA 812 Detailed Backup Reports are generated as two separate reports. This causes users the need to open both reports and go back and forth between them when validating information. The CA 812 Detail Sheets are also limited in the number of data fields it provides to help county workers validate information reported on the CA 812. Recovery Accounts that are in pending status and have no transactions posted to them at the beginning of the reporting quarter and become 'Void' at the end of the reporting quarter are known as same quarter void Recovery Accounts. Same quarter void Recovery Accounts should not be reported on the CA 812 state report. The Line 8c – New Void Overpayments backup detail sheet lists transactions that are posted to same quarter void Recovery Accounts. This sheet is only there for informational purposes. Cash and Tax intercept transactions are being reported as adjustments due to the transactions not being mapped to Line 4a and Line 4b. The transaction amount/claim by month totals on the detail sheets of lines 3a, 3b, 4a and 4b are not calculating based on how transactions are captured on the report.

For Los Angeles county, Recovery Accounts in the LRS specific status of 'Pending Approval' will be treated similarly as the 'Pending' status. These accounts will be considered established if a transaction has been posted to them and the transaction is effective before the end of the reporting quarter.

1.2 Requests

Update the CA 812 to help counties verify the data reported on the report. Some transaction types that are currently being reported on Line 8c will be mapped to Lines 4a and 4b. Update the CA 812 to consider the LRS specific Recovery Account status of 'Pending Approval' like the 'Pending' status. This means a Recovery Account in 'Pending Approval' status is considered established if it has a transaction posted to it.

The CA 812 will not be revised to the version in ACL 19-05. The committee voted to leave the existing version as it facilitates reconciliation of the data from quarter to quarter. The counties will submit the new state form by mapping the line items from the current report to the appropriate lines on the revised report. See CA-206566 CIV-103305 for more information

1.3 Overview of Recommendations

1. Combine the CA 812 State report and the CA 812 Detailed Backup report to a single CA 812 report.
2. Create a detailed backup sheet for Line 1b - Adjustments to Item 1a.
3. Add new fields to existing detail sheets.
4. Map cash and tax intercept transactions, currently being reported on Line 8c, to Lines 4a and 4b.
5. Update the logic for transaction amount/claim by month totals on the detail sheets of lines 3a, 3b, 4a and 4b. The 'Other' transaction amount/claim totals will be removed.
6. Remove the entire Line 8c – New Void Overpayments detail sheet.
7. Update the CA 812 logic to treat Recovery Accounts in 'Pending Approval' status the same as if the account was in 'Pending' status.
8. Update the report layout to adhere to reporting cosmetic standards.

1.4 Assumptions

1. It is no longer possible in the C-IV or CalSAWS system to post transactions to a Recovery Account in any pending status.

2 RECOMMENDATIONS

The CA 812 report will be updated to improve the data validation process. Some transactions currently reported as other adjustments will be mapped to transaction lines. Recovery Accounts in the LRS specific status of 'Pending Approval' will be treated similarly as the 'Pending' status.

2.1 CA 812

2.1.1 Overview

The CA 812 report and CA 812 Detailed Backup Report will be combined into a single report. A Line 1b detailed backup sheet will be created. See the attachment CA 812 Mockup in the Supporting Documents section for the new CA 812 layout. Several detailed backup sheets will be updated to include additional fields. See Appendix 7.1 for column definitions of the new columns. Several specific transaction types will be moved from Line 8c – Miscellaneous to Lines 4a and 4b. The Line 8c - New Void Overpayments detail sheet will be removed. The logic for the transaction amount/claim by month totals found on the detail sheets of line 3a, 3b, 4a and 4b will be updated and the 'Other' totals for transaction amount/claim will be removed. Recovery Accounts in 'Pending Approval' status will be reported on the CA 812 if a transaction has been posted to it and the transaction is effective before the end of the reporting quarter. Aside from adding transaction types to line 4 and adding the LA specific Recovery Account status of 'Pending Approval' the CA 812 state report logic will remain the same in the way it processes claims and amounts.

2.1.2 CA 812 Mockup

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
DATA SYSTEMS AND SURVEY DESIGN BUREAU

Quarterly Report of Overpayments and Collections - CalWORKs

SEND ONE COPY OF THIS REPORT TO:
California Department of Social Services
Data Systems and Survey Design Bureau, M.S. 9-081
P.O. Box 944243
Sacramento, CA 94244-2430
FAX: (916) 657-2074

COUNTY NAME	REPORT QUARTER AND YEAR
Stanislaus	07/2018

Items		Claims (A)		Amounts (B)
1. Overpayments carried forward from end of last quarter **(Items a plus or minus b)**........	1	0	2	$0.00
a. Item 9 **from last quarter**........	3	0	4	$0.00
b. Adjustment to Item 1a **(positive or negative number)**........	5	0	6	$0.00
2. Overpayments identified during quarter	7	0	8	$0.00
3. Total reduction of assistance payments **(Items a plus b)**........	9	0	10	$0.00
a. Overpayment claims and amounts of grant reductions........	11	0	12	$0.00
b. Overpayments versus underpayments........	13	0	14	$0.00
4. Total cash collections **(Items a plus b)**........	15	0	16	$0.00
a. Cash collections........	17	0	18	$0.00
b. Tax intercept collections........	19	0	20	$0.00
5. Overpayments for which collection will not be pursued........	21	0	22	$0.00
6. Overpayments fully recovered........	23	0		
7. Overpayments at the end of the quarter **(CLAIMS (A) = Items 1 plus 2, minus 5, minus 6) (AMOUNTS (B) = Items 1 plus 2, minus 3, minus 4, minus 5)**........	24	0	25	$0.00
8. Overpayment adjustments **(Items a minus b plus or minus c)**........	26	0	27	$0.00
a. Claims/dollars transferred **from** other counties........	28	0	29	$0.00
b. Claims/dollars transferred **to** other counties **(negative number)**	30	0	31	$0.00
c. Other adjustments **(positive or negative number)**........	32	0	33	$0.00
9. Net overpayments at the end of the quarter **(Item 7 plus or minus 8)**........	34	0	35	$0.00
10. Total collections during the quarter **(Item 3 plus 4)**........			36	$0.00

COMMENTS

CONTACT PERSON (Print)	TELEPHONE	DATE COMPLETED
TITLE/CLASSIFICATION	FAX	

Figure 2.1.1 – CA 812

2.1.3 Description of Changes

1. Combine the CA 812 State report and the CA 812 Detailed Backup report to a single CA 812 report.
    a. The new merged CA 812 and CA 812 Detailed Backup report will be generated under the existing 'CA 812' report name and existing CA 812 navigation. All historical CA 812 reports will remain available.
    b. Deactivate the CA 812 Detailed Backup Report. All generated historical reports will remain available.
    c. The Summary sheet of the consolidated CA 812 report will be the layout of the CA 812 state report.
    d. The Table of Contents sheet found on the CA 812 Detailed Backup report will be removed entirely.
    e. Updated the CA 812 to comply with report cosmetic standards: excessive column widths will be adjusted; column alignment will

be updated; the summary hyperlinks will be relocated to the top-right of each detail sheet. Please see the attached mockup for reference.

2. Update the header of the CA 812 detail sheets.
    a. Rename the Date header on all the detail sheets to Month.
    b. Rename the 'Table of Contents' link on every detail sheet to 'Summary'.
    c. Rename the report title in the header of all backup sheets to read CA 812 instead of CA 812 Detailed Backup Report.
3. Update each line item under the Summary Sheet's Amounts (B) column to display the amount without rounding the cents. The format will be $X.XX.
4. CalSAWS Only: Update all columns on the detail sheet that display dates to 'MM/DD/YYYY' format. Currently the detail sheets on the report displays dates as 'YYYY/MM/DD'.
5. Update the CA 812 logic to treat Recovery Accounts in 'Pending Approval' status the same as Recovery Accounts that are in 'Pending' status. This means the CA 812 will consider a Recovery Account established if the Recovery Account is in 'Pending Approval status and a transaction has been posted to the Recovery Account.

Code (120)	Short Description
AP	Pending Approval

6. Create a Line 1b Detailed Backup Sheet.
    a. Create a new detailed backup sheet titled 'Line 1b – Adjustments to Line 1a'. It will be located between the Summary sheet and the Line 2 detailed backup sheet.
    b. The Line 1b detailed sheet will include the following columns:
        - Case Number
        - Case Name
        - Account Number
        - Discovery Date
        - Overpayment Total
        - Prior Quarter – Line 9 - Account Status
        - Prior Quarter - Line 9 - Transaction Total
        - Prior Quarter - Line 9 - Ending Balance
        - Current Quarter – Account Status
        - Current Quarter – Transaction Total
        - Current Quarter – Beginning Balance
        - Current Quarter – Ending Balance
        - Line Count
        - Line Amount
    c. The Line 1b – Adjustments to Line 1a detailed backup sheet will capture any Recovery Account that caused a discrepancy in the number of claims or amount between Line 9 of the prior

quarter CA 812 and Line 1 of the current quarter CA 812. The data in the backup sheet will match what is reported on Line 1b of the Summary sheet.
*Note Recovery Account that have been deleted can be identified when Prior Quarter – Line 9 information is available but the Current Quarter information is blank.

d. Add the following Static totals to the top left of the detail sheet:
    - Current Quarter Claims – Presents the number of Recovery Accounts reported on Line 1 that caused a discrepancy with the prior quarter's Line 9 Claim or Amount total. The static total is calculated as the count of every row presented in the sheet in which the Current Quarter – Account Status information is populated.
    - Current Quarter Amounts - Presents the dollar amount collected on Recovery Accounts reported on Line 1 that caused a discrepancy from the prior quarter's Line 9 Claim or Amount total. The static total is calculated as a summation over the entire Current Quarter – Beginning Balance column. The format shall be $X.XX.
    - Prior Quarter – Line 9 - Claims – Presents the number of Recovery Accounts reported in the prior quarter's Line 9 that caused a discrepancy with the Line 1 Claim or Amount total. The static total is a count of every row presented in the sheet in which the Prior Quarter – Account Status information is populated.
    - Prior Quarter – Line 9 - Amounts – Presents the amount collected on Recovery Accounts reported on the prior quarter's Line 9 that caused a discrepancy with the Line 1 Claim or Amount total. The static total is calculated as the summation over the entire Prior Quarter – Line 9 – Ending Balance column. The format shall be $X.XX.
e. Add the following dynamic total to the top right of the detail sheet:
    - Number of Claims – Presents the adjusted number of Recovery Accounts captured on the Line 1b detail sheet. The dynamic total is calculated as a count over the Current Quarter – Account Status column minus the count over the Prior Quarter – Line 9 - Account status column. The count shall change dependent on filters applied to the data set.
    - Total Amount - Presents the adjusted dollar amount collected on Recovery Accounts captured on the Line 1b detail sheet. The dynamic total is calculated as a sum over the Current Quarter – Beginning Balance column minus the sum over the Prior Quarter – Line 9 – Ending Balance. The Total Amount shall change dependent on the filters applied to the data set. The format shall be $X.XX.

7. Update Line 2 – Overpayments Identified During Quarter
   a. Add the following data fields to the detail sheet:
      - Account Program Type
      - Account Creation Date
      - First Transaction Date
      - Transaction Total
      - Line Count
      - Line Amount
      - Account Approval Date
   b. Reformat the existing static and dynamic totals. The static totals will be alighted to the left. The dynamic totals will be aligned to the right. See the attached mockup for reference. The logic to calculate the totals will remains the same.
8. Update Line 3a - Overpayment Claims and Amounts of Grant Reductions
   a. Add the following data field to the detail sheet:
      - Account Program Type
      - Related Transaction Type
      - Line Count
      - Line Amount
   b. Rename the Effective Date column in the detail sheet to Effective Month and present the data in 'MM/YYYY' format. This is to match the Transaction Summary Online page.
   c. In the detail sheet, update the existing 'Distinct Total' row label in the totals table to 'Total' and update the 'Claims' column label to 'Distinct Claims'.
   d. Add the following dynamic totals to the top right of the detail sheet:
      - Distinct Claims – The total is calculated as a count of distinct rows over the Account Number column. The count shall change dependent on filters applied to the data set.
      - Total Amount – Calculated as a sum over the Transaction Amount column. The Transaction Amount total shall change dependent on the filters applied to the data set. The format shall be $X.XX.
   e. Remove the Other – Distinct Claims and Other – Transaction Amount totals located at the top left side of the detail sheet.
   f. Update the logic for the following static totals located on the top left of the detail sheet:
      - Month 1 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the first month of the reporting quarter.
      - Month 1 – Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective

Month is equal to the first month of the reporting quarter.
- Month 2 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the second month of the reporting quarter.
- Month 2 – Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the second month of the reporting quarter.
- Month 3 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the third month of the reporting quarter.
- Month 3 - Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the third month of the reporting quarter.

9. Update the Line 3b – Overpayments Versus Underpayments
   a. Add the following data fields to the detail sheet:
      - Account Program Type
      - Related Transaction Type
      - Line Count
      - Line Amount
   b. Rename the Effective Date column in the detail sheet to Effective Month and present the data in 'MM/YYYY' format. This is to match the Transaction Summary Online page.
   c. In the detail sheet, update the existing 'Distinct Total' row label in the totals table to 'Total' and update the 'Claims' column label to 'Distinct Claims'.
   d. Add the following dynamic totals to the top right of the detail sheet:
      - Distinct Claims – Calculated as a count of distinct rows over the Account Number column. The count shall change dependent on filters applied to the data set.
      - Total Amount - Calculated as a sum over the Transaction Amount column. The Transaction Amount total shall change dependent on the filters applied to the data set. The format shall be $X.XX.
   e. Remove the Other – Distinct Claims and Other – Transaction Amount totals located at the top left side of the detail sheet.
   f. Update the logic for the following static totals located on the top left of the detail sheet:

- Month 1 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the first month of the reporting quarter.
- Month 1 – Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the first month of the reporting quarter.
- Month 2 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the second month of the reporting quarter.
- Month 2 – Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the second month of the reporting quarter.
- Month 3 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the third month of the reporting quarter.
- Month 3 - Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the third month of the reporting quarter.

10. Update Line 4a – Cash Collections
    a. Add the following data field to the detail sheet:
        - Account Program Type
        - Related Transaction Type
        - Line Count
        - Line Amount
    b. Rename the Effective Date column in the detail sheet to Effective Month and present the data in 'MM/YYYY' format. This is to match the Transaction Summary Online page.
    c. Update the line logic to include the following LRS specific transaction types to Line 4a if the transaction is posted on or before the last day of the reporting quarter and is effective during the reporting quarter or if effective month occurred in a prior quarter but the transaction was posted during the reporting quarter.

Code (412)	Short Description
CT	Collection Fee - TTC
OT	Other Agency Collection - TTC
OD	Other Agency Collection - DPSS
US	AP- USCB OCA
LB	AP-Linebarger OCA

d. Any of the below listed related transactions that are placed on the LRS specific transactions listed in 2.1.3.10(c) should be reported on Line 4a if the related transaction is posted during the same reporting quarter as the original cash transaction.

Code (412)	Short Description
AR	External Refund
BC	Bad Check
BO	Back Out
RF	Refund
RR	R & R Refund
RS	Refund Reversal
TN	Transfer

e. In the detail sheet, update the existing 'Distinct Total' row label in the totals table to 'Total' and update the 'Claims' column label to 'Distinct Claims'.

f. Add the following dynamic totals to the top right of the detail sheet:
   - Distinct Claims – Calculated as a count of distinct rows over the Account Number column. The count shall change dependent on filters applied to the data set.

- Total Amount - Calculated as a sum over the Transaction Amount column. The Transaction Amount total shall change dependent on the filters applied to the data set. The Transaction Amount total shall change dependent on the filters applied to the data set. The format shall be $X.XX.

g. Remove the Other – Distinct Claims and Other – Transaction Amount totals located at the top left side of the detail sheet.
h. Update the logic for the following static totals located on the top left of the detail sheet:
    - Month 1 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the first month of the reporting quarter.
    - Month 1 – Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the first month of the reporting quarter.
    - Month 2 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the second month of the reporting quarter.
    - Month 2 – Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the second month of the reporting quarter.
    - Month 3 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the third month of the reporting quarter.
    - Month 3 - Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the third month of the reporting quarter.

11. Update Line 4b – Tax Intercept Collections
    a. Add the following data field to the detail sheet:
        - Account Program Type
        - Related Transaction Type
        - State Cycle Number
        - Line Count
        - Line Amount

b. Rename the Effective Date column in the detail sheet to Effective Month and present the data in 'MM/YYYY' format. This is to match the Transaction Summary Online page.
c. Update the line logic to include the following transaction types to Line 4b if the transaction is posted on or before the last day of the reporting quarter and is effective during the reporting quarter or if effective month occurred in a prior quarter but the transaction was posted during the reporting quarter.

Code (412)	Short Description
FT	TI-FTB (65%)
T17	TTC 545 - IRS (17.5%)
T82	TTC 547 - IRS (82.5%)
TX	TI - IRS (17.5% State)
TY	TI - IRS (17.5% County)

d. Include the LRS specific tax intercept related transaction type to line 4b if the tax intercept related transaction is posted during the same reporting quarter as the original tax intercept transaction.

Code (412)	Short Description
AV	Advance Refund

e. Any of the below existing tax intercept related transactions types that are placed on the transactions listed in section 2.1.3.11(c), should be reported on Line 4b if the related transaction is posted during the same reporting quarter as the original tax intercept transaction.

Code (412)	Short Description
AR	External Refund

BO	Back Out
RF	Refund
RR	R & R Refund
RS	Refund Reversal
TN	Transfer

f. In the detail sheet, update the existing 'Distinct Total' row label in the totals table in the detail sheet to 'Total' and update the 'Claims' column label to 'Distinct Claims'.
g. Add the following dynamic totals to the top right of the detail sheet:
    - Distinct Claims – Calculated as a count of distinct rows over the Account Numbers column. The count shall change dependent on filters applied to the data set.
    - Total Amount - Calculated as a sum over the Transaction Amount column. The Transaction Amount total shall change dependent on the filters applied to the data set. The format shall be $X.XX.
h. Remove the Other – Distinct Claims and Other – Transaction Amount totals located at the top left side of the detail sheet.
i. Update the logic for the following static totals located on the top left of the detail sheet:
    - Month 1 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the first month of the reporting quarter.
    - Month 1 – Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the first month of the reporting quarter.
    - Month 2 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the second month of the reporting quarter.
    - Month 2 – Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective

Month is equal to the second month of the reporting quarter.
- Month 3 – Distinct Claims: The distinct Account Number count of all transactions on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the third month of the reporting quarter.
- Month 3 - Transaction Amounts: The summation of all transaction amounts on the detail sheet where the greater of the transaction's Posted Date or Effective Month is equal to the third month of the reporting quarter.

12. Update Line 5 – Overpayments for Which Collection Will Not Be Pursued – Terminated Claims
    a. Add the following data field to the detail sheet:
        - Account Program Type
        - Account Creation Date
        - Line Count
        - Line Amount
    b. Replace the existing totals at the top of the detail sheet and replace with a new static table which includes all the Line 5 – sub totals. Each row will present the static total for Claims and Amounts that the sub line items account for in the overall line item total. The first column presents the sheet name which links to the corresponding detail sheet. The second column presents the claims count for the sub line item. The third column presents the amount total for the sub line item. If the sub line item does not affect the claim or amount, the cell will be grayed out. The last row in the table will be labeled as 'Total' and will be the summation of all the sub line item's claims and amounts.
    c. Add the following dynamic total to the top right of the detail sheet.
        - Number of Claims – Calculated as a count over the Account Numbers column. The count shall change dependent on filters applied to the data set.
13. Update Line 5 – Overpayments for Which Collection Will Not Be Pursued – Terminated Transactions
    a. Add the following data field to the detail sheet:
        - Account Program Type
        - Account Creation Date
        - Termination Date
        - Ending Balance
        - Line Count
        - Line Amount
    b. Replace the existing totals at the top of the detail sheet and replace with a new static table which includes all the Line 5 – sub totals. Each row will present the static total for Claims and Amounts that the sub line items account for in the overall line

item total. The first column presents the sheet name which links to the corresponding detail sheet. The second column presents the claims count for the sub line item. The third column presents the amount total for the sub line item. If the sub line item does not affect the line item claim or amount, the cell will be grayed out. The last row in the table will be labeled as Total and will be the summation of all the sub line item's claims and amounts.

   c. Add the following dynamic total to the top right of the detail sheet.
      - Total Amount – Calculated as a sum over the Transaction Amount column. The Transaction Amount total shall change dependent on the filters applied to the data set. The format shall be $X.XX.

14. Update Line 6 – Overpayments Fully Recovered
    a. Add the following data field to the detail sheet:
       - Line Count
       - Line Amount
    b. Reformat the existing static and dynamic totals. The static totals will be alighted to the left. The dynamic totals will be aligned to the right. See the attached mockup for reference. The logic to calculate the totals will remains the same.
15. Update Line 8a – Claims/Dollars Transferred In From Other Counties
    a. Add the following data field to the Line 8a detail sheet:
       - Line Count
       - Line Amount
    b. Reformat the existing static and dynamic totals. The static totals will be alighted to the left. The dynamic totals will be aligned to the right. See the attached mockup for reference. The logic to calculate the totals will remains the same.
16. Update Line 8b - Claims/Dollars Transferred Out to Other Counties - Transferred Out to Other Counties
    a. Add the following data field to the detail sheet:
       - Line Count
       - Line Amount
    b. Replace the existing totals at the top of the detail sheet and replace with a new static table which includes all the Line 8b – sub totals. Each row will present the static total for Claims and Amounts that the sub line items account for in the overall line item total. The first column presents the sheet name which links to the corresponding detail sheet. The second column presents the claims count for the sub line item. The third column present the amount total for the sub line item. If the sub line item does not affect the line item claim or amount, the cell will be grayed out. The last row in the table will be labeled as Total and will be the summation of all the sub line item's claims and amounts.
    c. Add the following dynamic total to the top right of the detail sheet.

- Number of Claims – Calculated as a negative count over the Account Numbers column. The count shall change dependent on filters applied to the data set.

17. Update Line 8b - Claims/Dollars Transferred Out to Other Counties – Inter County Out Transactions
    a. Add the following data field to the detail sheet:
        - Transaction Number
        - Posted Date
        - Related Transaction
        - Effective Month
        - Line Count
        - Line Amount
    b. Replace the existing totals at the top of the detail sheet and replace with a new static table which includes all the Line 8b – sub totals. Each row will present the static total for Claims and Amounts that the sub line items account for in the overall line item total. The first column presents the sheet name which links to the corresponding detail sheet. The second column presents the claims count for the sub line item. The third column presents the amount total for the sub line item. If the sub line item does not affect the line item claim or amount, the cell will be grayed out. The last row in the table will be labeled as Total and will be the summation of all the sub line item's claims and amounts.
    c. Add the following dynamic total to the top right of the detail sheet.
        - Total Amount – Calculated as a sum over the Transaction Amount column times negative one. The Transaction Amount total shall change dependent on the filters applied to the data set. The format shall be $X.XX.
18. Update Line 8c – Other Adjustments – Recovery Account Reactivations
    a. Add the following data field to the detail sheet:
        - Line Count
        - Line Amount
    b. Replace the existing totals at the top of the detail sheet and replace with a new static table which includes all the Line 8c – sub totals. Each row will present the static total for Claims and Amounts that the sub line items account for in the overall line item total. The first column presents the sheet name which links to the corresponding detail sheet. The second column presents the claims count for the sub line item. The third column presents the amount total for the sub line item. If the sub line item does not affect the line item claim or amount, the cell will be grayed out. The last row in the table will be labeled as Total and will be the summation of all the sub line item's claims and amounts.
    c. Add the following dynamic total to the top right of the page.

- Number of Claims – Calculated as a count over the Account Numbers column. The count shall change dependent on filters applied to the data set.

19. Update Line 8c – Other Adjustments – Prior Quarter Voids
    a. Add the following data field to the detail sheet:
        - Line Count
        - Line Amount
    b. Replace the existing totals at the top of the detail sheet and replace with a new static table which includes all the Line 8c – sub totals. Each row will present the static total for Claims and Amounts that the sub line items account for in the overall line item total. The first column presents the sheet name which links to the corresponding detail sheet. The second column presents the claims count for the sub line item. The third column presents the amount total for the sub line item. If the sub line item does not affect the line item claim or amount, the cell will be grayed out. The last row in the table will be labeled as Total and will be the summation of all the sub line item's claims and amounts.
    c. Add the following dynamic total to the top right of the page.
        - Number of Claims – Calculated as a negative count over the Account Numbers column. The count shall change dependent on filters applied to the data set.
20. Remove the entire Line 8c - New Void Overpayments detail sheet. The CA 812 state report does not report same quarter void Recovery Accounts.
21. Update Line 8c – Other Adjustments – Cause Code Change To Tracked
    a. Add the following data field to the detail sheet:
        - Line Count
        - Line Amount
    b. Replace the existing totals at the top of the detail sheet and replace with a new static table which includes all the Line 8c – sub totals. Each row will present the static total for Claims and Amounts that the sub line items account for in the overall line item total. The first column presents the sheet name which links to the corresponding detail sheet. The second column presents the claims count for the sub line item. The third column presents the amount total for the sub line item. If the sub line item does not affect the line item claim or amount, the cell will be grayed out. The last row in the table will be labeled as Total and will be the summation of all the sub line item's claims and amounts.
    c. Add the following dynamic total to the top right of the page.
        - Number of Claims – Calculated as a count over the Account Numbers column. The count shall change dependent on filters applied to the data set.
        - Total Amount – Calculated as a sum over the Account Balance column times negative one. The Transaction

Amount total shall change dependent on the filters applied to the data set. The format shall be as $X.XX.

22. Update Line 8c – Other Adjustments – Cause Code Change From Tracked
    a. Add the following data field to the detail sheet:
        - Line Count
        - Line Amount
    b. Replace the existing totals at the top of the detail sheet and replace with a new static table which includes all the Line 8c – sub totals. Each row will present the static total for Claims and Amounts that the sub line items account for in the overall line item total. The first column presents the sheet name which links to the corresponding detail sheet. The second column presents the claims count for the sub line item. The third column presents the amount total for the sub line item. If the sub line item does not affect the line item claim or amount, the cell will be grayed out. The last row in the table will be labeled as Total and will be the summation of all the sub line item's claims and amounts.
    c. Add the following dynamic totals to the top right of the page.
        - Number of Claims – Calculated as a negative count of distinct rows over the Account Numbers column. The count shall change dependent on filters applied to the data set.
        - Total Amount – Calculated as a sum over the Account Balance column times negative one. The Transaction Amount total shall change dependent on the filters applied to the data set. The format shall be as $X.XX.
23. Line 8c – Other Adjustments – Miscellaneous
    a. Add the following data field to the detail sheet:
        - Related Transaction Type
        - Line Count
        - Line Amount
    b. The Effective Date column in the detail sheet will be renamed to Effective Month and the data will be presented in 'MM/YYYY' format. This is to match the Transaction Summary Online page.
    c. The following transaction types have been mapped to Line 4a and Line 4b. These transaction types or any related transaction should no longer appear on Line 8c – Other Adjustments - Miscellaneous:

Code (412)	Short Description
CT	Collection Fee - TTC
OT	Other Agency Collection - TTC

OD	Other Agency Collection - DPSS
US	AP- USCB OCA
LB	AP-Linebarger OCA
FT	TI-FTB (65%)
T17	TTC 545 - IRS (17.5%)
T82	TTC 547 - IRS (82.5%)
TX	TI - IRS (17.5% State)
TY	TI - IRS (17.5% County)
AV	Advance Refund

d. Replace the existing totals at the top of the detail sheet and replace with a new static table which includes all the Line 8c – sub totals. Each row will present the static total for Claims and Amounts that the sub line items account for in the overall line item total. The first column presents the sheet name which links to the corresponding detail sheet. The second column presents the claims count for the sub line item. The third column presents the amount total for the sub line item. If the sub line item does not affect the line item claim or amount, the cell will be grayed out. The last row in the table will be labeled as Total and will be the summation of all the sub line item's claims and amounts.

e. Add the following dynamic total to the top right of the page:
   - Total Amount – Calculated as a sum over the Transaction Amount column. The Transaction Amount total shall change dependent on the filters applied to the data set. The format shall be as $X.XX.

f. Update the line logic to exclude 'Void' transactions posted to same quarter void Recovery Accounts. These transactions are being removed from Line 8c – Other Adjustment – Transactions and these same transactions should not appear on this line.

24. Update Line 8c – Other Adjustments – Transactions
   a. Add the following data field to the detail sheet:
      - Related Transaction Type
      - Line Count
      - Line Amount
   b. Any related transactions that is placed on one of the newly added transaction types listed in section 2.1.3.10(c) and

2.1.3.11(c) shall be reported on this sheet if the original transaction was reported on a prior quarter CA 812 but the related transaction was posted during the current reporting quarter.

c. Exclude 'Void' transactions that are posted to same quarter void Recovery Accounts. These 'Void' transaction was reported on this sheet to balance out the 'Void' transaction posted on Line 8c – New Void Overpayments sheet. Since the Line 8c – New Void Overpayments sheet is being removed the 'Void' transactions also need to be removed from Line 8c - Transactions to balance out the transaction down to $0. These same transactions should also not appear on Line 8c – Other Adjustments – Miscellaneous ether.

d. Replace the existing totals at the top of the detail sheet and replace with a new static table which includes all the Line 8c – sub totals. Each row will present the static total for Claims and Amounts that the sub line items account for in the overall line item total. The first column presents the sheet name which links to the corresponding detail sheet. The second column presents the claims count for the sub line item. The third column presents the amount total for the sub line item. If the sub line item does not affect the line item claim or amount, the cell will be grayed out. The last row in the table will be labeled as Total and will be the summation of all the sub line item's claims and amounts.

e. Add the following dynamic total to the top right of the page:
   - Total Amount – Calculated as a sum over the Transaction Amount column. The Transaction Amount total shall change dependent on the filters applied to the data set. The format shall be as $X.XX.

25. Update Line 9 – Net Overpayments At The End of the Quarter (Both sheets)
    a. Add the following data fields to the detail sheet:
       - Cause
       - Line Count
       - Line Amount
    b. Reformat the existing static and dynamic totals. The static totals will be alighted to the left. The dynamic totals will be aligned to the right. See the attached mockup for reference. The logic to calculate the totals will remains the same.

2.1.4 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: State**

2.1.5 Counties Impacted

All CalSAWS counties will be affected by the changes outlined in this SCR.

2.1.6 Security Updates

No security changes will be made with this SCR.

2.1.7 Report Usage/Performance

The changes outlined in this SCR will not cause any significantly change in the report's performance.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	CA 812 Mockup	CA 812 Mockup.xlsx
2	Reports	ACL 19-05	ACL 19-05 CA-812.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.1.11	The LRS shall support all reports required by federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures, including statistical, operational, workload, and fiscal reports.	The CA 812 report is a state mandated report. It is being modified in compliance with State policy.

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?
NA					

6 OUTREACH

NA

7 APPENDIX

7.1 Column Definitions

Field Name	Field Description
Account Approval Date	This column displays the date the Recovery Account first went to Active status if it occurred before the end of the reporting quarter. This information should reflect what is on the Recovery Account History section of the Recovery Account Detail page. The column will be blank if the account was not approved before the end of the reporting quarter.
Account Creation Date	This column will display the date the Recovery Account was created in the database. This information can be found on the Recovery Account Detail page.
Account Number	This column will display the system-generated unique identifying number of the Recovery Account. This information can be found on the Recovery Account Detail page.
Account Program Type	This column will display the program type for which the Recovery Account was created for. This information can be found on the Account Details section of the Recovery Account Detail page.
Case Name	This column will display the case name of the case for which the Recovery Account was created for. This information can be found on the Recovery Account Detail page.
Case Number	This column will display the case number for the case which the Recovery Account was created for. This information can be found on the Recovery Account Detail page.
Cause	This column will display the Recovery Account Cause as of the end of the reporting quarter. This information can be found under the Account Details section of the Recovery Account Detail page.
Current Quarter - Account Status	This column will display the status of the Recovery Account as of the beginning of the current reporting quarter. The column will be blank if the Recovery Account is not reported on Line 1.
Current Quarter - Beginning Balance	This column will display the balance of the recovery account as of the beginning of the reporting quarter. The column will be blank if the Recovery Account is not reported on Line 1.

Current Quarter - Ending Balance	This column will display the balance of the recovery account as of the end of the reporting quarter. The column will be blank if the Recovery Account is not reported on Line 1.
Current Quarter - Transaction Total	This column will display the transaction total posted to the recovery account as of the beginning of the reporting quarter. The column will be blank if the information is not available. An example of this column being blank is if a data change request sets these recovery accounts to an untracked cause code for the prior quarter or if the account is deleted from the database. Format: $X.XX
Discovery Date	This column will display the date of discovery of the overpayments for which the recovery account was created for. This information can be found under the Account Details section of the Recovery Account Detail page. Format: MM/DD/YYYY
Effective Month	This column will display the month in which the transaction becomes effective. This information can be found under the Transaction Detail page. Format: MM/YYYY
Ending Balance	This column will display the difference between the original balance minus the total recovered amount as of the end of the reporting quarter. Format: $X.XX
First Transaction Date	This column will display the earliest Posted Date of any transaction posted to the Recovery Account that was posted and effective before the end of the reporting quarter. This information should reflect what is seen on the Search Results Summary in the Transaction Summary page. This column will be blank if no transaction has been posted to the recovery account. Format: MM/DD/YYYY
Line Amount	This column will display the dollar amount in which the line item impacts the Net overpayment balance at the end of the reporting quarter. Depending on the line item, the column logic will be as follows: Line 1b: Equal to (Current Quarter – Beginning Balance minus Prior Quarter - Line 9 – Ending Balance). Line 2: Equal to Original Overpayment Amount. Line 3a: Equal to Transaction Amount * -1. Line 3b: Equal to Transaction Amount * -1.

	Line 4a: Equal to Transaction Amount * -1. Line 4b: Equal to Transaction Amount * -1. Line 5 Terminated Claims: Equal to $0.00. Line 5 Terminated Transactions: Equal to Transaction Amount * -1. Line 6: Equal to $0.00. Line 8a: Equal to Overpayment Total. Line 8b – Transferred Out to Other Counties: Equal to $0.00. Line 8b – Inter County Out Transactions: Equal to Transaction Amount * -1. Line 8c – Recovery Account Reactivations: Equal to $0.00. Line 8c – Prior Quarter Voids: Equal to $0.00. Line 8c – Cause Code Change To Tracked: Equal to Account Balance. Line 8c – Cause Code Change From Tracked: Equal to Account Balance * -1. Line 8c – Miscellaneous: Equal to the Amount column * -1. Line 8c – Transaction: Equal to the Amount column * -1. Line 9 - Equal to the Ending Balance column. Format: $X.XX
Line Count	This column will display 0, 1 or -1 depending how the line item record impacts the ending number of claims on the CA 812 for the given report quarter. The column logic will be as follows: Line 1b: Equal to • 1 - If the account was not part of the last quarter Line 9 count but is included in this quarter Line 1 count. • -1 – If the account was part of the last quarter Line 9 count but is not included in this quarter Line 1 count. • 0 – If the adjustment is solely an amount adjustment. Line 2: Equal to 1. Line 3a: Equal to 0. Line 3b: Equal to 0. Line 4a: Equal to 0. Line 4b: Equal to 0. Line 5 Terminated Claims: Equal to -1. Line 5 Terminated Transactions: Equal to 0. Line 6: Equal to -1. Line 8a: Equal to 1.

	Line 8b – Transferred Out to Other Counties: Equal to -1. Line 8b – Inter County Out Transactions: Equal to 0. Line 8c – Recovery Account Reactivations: Equal to 1. Line 8c – Prior Quarter Voids: Equal to -1. Line 8c – Cause Code Change To Tracked: Equal 1. Line 8c – Cause Code Change From Tracked: Equal to -1. Line 8c – Miscellaneous: Equal to 0. Line 8c – Transaction: Equal to 0. Line 9 - Equal 1.
Overpayment Total	This column will display the Overpayment amount of the Recovery Account as of the end of the reporting quarter. This information can be verified under the Original Balance field in on the Overpayment Summary page. Format: $X.XX
Posted Date	This column will display the date the transaction was posted to the Recovery Account. This information can be found on the Transaction Details Detail page. Format: MM/DD/YYYY
Prior Quarter - Line 9 - Account Status	This column will display the status of the Recovery Account as it was reported on Line 9 of the prior quarter CA 812. This column will be blank if the Recovery Account was not captured on Line 9 of the prior quarter.
Prior Quarter - Line 9 - Ending Balance	This column will display the ending balance on the he Recovery Account as it was reported on Line 9 of the prior quarter CA 812. This column will be blank if the Recovery Account was not captured on Line 9 of the prior quarter. This column will be blank if the Recovery Account was not captured on Line 9 of the prior quarter. Format: $X.XX
Prior Quarter - Line 9 - Transaction Total	This column will display the Transaction Total of the recovery account as it was reported on Line 9 of the prior quarter CA 812. This column will be blank if the Recovery Account was not captured on Line 9 of the prior quarter. Format: $X.XX
Related Transaction	This column will display the initial transaction number for which all related transactions were initiated for. This information can be verified on the Transaction Summary Detailed Results page. The column will be blank if the transaction has no related transaction.

Related Transaction Type	This column will display the Transaction Type of the Related Transaction. The column will be blank if the transaction has no related transaction. This information can be verified on the Transaction Detail page.
State Cycle Number	This column will display the corresponding TOP cycle number for the tax intercept transaction. This information can be verified in the Transaction Detail page.
Termination Date	This column will display the date the recovery account was terminated. The column will be blank if the recovery account is not terminated. Format: MM/DD/YYYY
Transaction Number	This column will display the transaction number for the transaction. This information can be found on the Transaction Details Detail page.
Transaction Total	This column will display the summation of all transactions posted to the recovery account where the posted date and effective month of each transaction occurred before the end of the reporting quarter. Format: $X.XX

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-56515 CIV-106691 – Update Overpayment Adjustment Logic to stop Excess Recoupments

DRAFT

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sidhant Garg
	Reviewed By	Kapil Santosh, Jyothirmayi Chavata, Naveen Bhumandla, Chris Larson, Himanshu Jain, Akira Moriguchi

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR

Contents

1 OVERVIEW

1.1 Current Design

Currently LRS/CalSAWS system does not consider the unposted recovery account recoupments that are associated to same recovery account and to a different case when that recovery account has multiple responsible parties and those responsible parties are receiving aid under different cases for the same benefit month.

1.2 Requests

1. Update the Overpayment Adjustment Logic to consider the unposted recovery account recoupments that are associated to same recovery account and to a different case. This happens when a recovery account has multiple responsible parties and those responsible parties are receiving aid under different cases for the same benefit month.
2. Update the Benefit Reduction Redistribution Batch EDBC Sweep to consider all the responsible parties on the recovery accounts that are on different cases which are being benefit reduced.

1.3 Overview of Recommendations

1. Update the Overpayment Adjustment Logic to consider the unposted recovery account recoupments that are associated to same recovery account and to a different case. This happens when a recovery account has multiple responsible parties and those responsible parties are receiving aid under different cases for the same benefit month.
2. Update the Benefit Reduction Redistribution Batch EDBC Sweep to consider all the responsible parties on the recovery accounts that are on different cases which are being benefit reduced.

1.4 Assumptions

1. There will be no impact or change to the existing logic for looking at Recovery accounts without multiple responsible parties.

2 RECOMMENDATIONS

2.1 Overpayment Adjustment Logic

2.1.1 Overview

The overpayment adjustment is a process where if an individual is overpaid and is eligible for benefits, then the system suggests an adjustment. This adjustment is a percentage-based calculation per the cause code of the recovery account. This helps in reducing the balance of recovery account. The transaction is posted as a Benefit Reduction.

2.1.2 Description of Changes

1. Update the Overpayment Adjustment Logic to consider the unposted recovery account recoupments that are associated to same recovery account and to a different case or same case that have the EDBC run date is last 6 months from the current run month. This happens when a recovery account has multiple responsible parties and those responsible parties are receiving aid under different cases for the same benefit month. Please refer to 'CA-56515 Scenarios.xlsx' in Section 3.

2.2 Benefit Reduction Redistribution 10-Day Cut-Off Batch EDBC Sweep

2.2.1 Overview

Benefit Reduction Redistribution Batch EDBC Sweep runs on 10-day cut-off and it identifies the recovery accounts which are being recovered through EDBC benefit recoupments and are fully recouped or will go excessively recouped in next month. Once identified, the System automatically re-triggers the EDBC so that fresh EDBC calculations can come into effect from Next month.

There are certain recovery accounts that are being over collected on and are not being picked up by our batch EDBC process to stop/adjust recoupments. The main reason for this is when we have two responsible parties on the recovery accounts that are on different cases which are being benefit reduced.

When we suggest a benefit reduction amount, it is based on the maximum that we can take for a case and it does not take into consideration other cases that we may be collecting on from the same recovery accounts. This will cause an over collection if during the same month we take two benefit reductions from different cases that give the account a negative balance

2.2.2 Description of Change

1. Update the Benefit Reduction Redistribution Batch EDBC Sweep to consider all the responsible parties on the recovery accounts that are on different cases which are being benefit reduced.

2.2.3 Execution Frequency

No Change.

2.2.4 Key Scheduling Dependencies

No Change.

2.2.5 Counties Impacted

All CalSAWS Counties

2.2.6 Data Volume/Performance

N/A.

2.2.7 Failure Procedure/Operational Instructions

N/A.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Fiscal	CA-56515 Scenarios	CA-56515%20Scenarios.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.13.2.9	The LRS shall initiate the termination of a case or payment reduction if the participant/caregiver has not met the Redetermination, Recertification, and/or Annual Agreement requirements within a COUNTY-specified period of time.	This requirement is met by enhancing the LRS/CalSAWS system to to consider the unposted recovery account recoupments that are associated to same recovery account and to a different case. This happens when a recovery account has multiple responsible parties and those responsible parties are receiving aid under different cases for the same benefit month.

5 MIGRATION IMPACTS

None.

6 OUTREACH

None.

7 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-201274

DDCR 3524 and 5032: Update Reception Log to Allow the Entry of Confidential Cases

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Michael Wu and Christine Altavilla

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/04/2020	1.0	Initial	Erika Kusnadi-Cerezo
09/02/2020	2.0	Update 'Suppressed' to '(Suppressed)' and added 4 additionals Security Rights and Groups	Erika Kusnadi-Cerezo

Table of Contents

1 OVERVIEW

The Reception Log Detail page is used by county workers in order to manage/track participants who are visiting the county offices. Through the Reception Log workers are able to send email message or send electronic messages to the Message Center.

1.1 Current Design

Currently in the LRS/CalSAWS system, all confidentiality flagged cases are able to be added to the reception log and information is not suppressed regardless of what security rights the worker is assigned.

In the C-IV system, only cases with the confidentiality type of Employee/Employee Relative are able to be added to the reception log and information is suppressed for all users, unless users have the proper confidentiality security rights.

1.2 Requests

The LRS/CalSAWS system will still allow for confidential cases to be added to the reception log, however information being displayed should be suppressed for workers that are not assigned to the proper security right.

1.3 Overview of Recommendations

1. The reception log needs to be updated so that the information being displayed for workers without proper security rights will be suppressed and remove their ability to make Edits to confidential Reception Log entries.
2. Message center will be updated so that workers without the proper security right will not have the ability to edit the confidential Reception Log entries.

1.4 Assumptions

1. Participants will continue to be able to check in via the self service portal/mobile application as current existing functionality.
2. A separate SCR will be created in order to update the C-IV self service KIOSK that will allow participants to check-in for confidential cases on their own.
3. The ability for workers to access the Case Summary page for cases that have a confidentiality type attach to them through message center will be dictated by a separate security group.
4. Any fields that are not mentioned as part of this design will continue to behave the same way as its currently existing.
5. Upddating existing Security Group: Confidentiality Reception Log View' to Confidentiality ER Reception Log View' in the CIV system will be done during conversion.

2 RECOMMENDATIONS

2.1 Reception Log List

2.1.1 Overview

Update the Reception Log List to display suppressed information when a confidential case is added to the Reception Log. Only users assigned the proper security rights are able to view unsuppressed information on the Reception Log List and make edits to the record.

2.1.2 Reception Log List Mockup

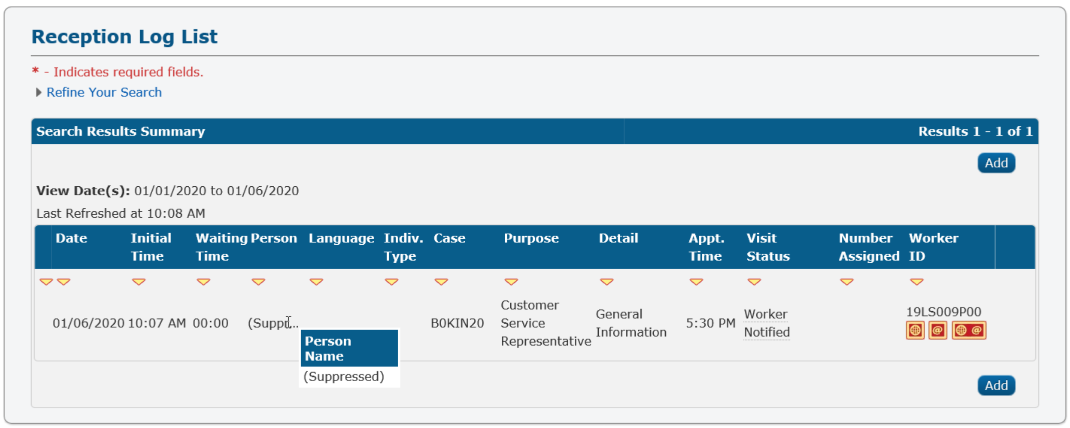


Figure 2.1.1 – Reception Log List Mockup

2.1.3 Description of Changes

1. Update the Reception Log List page as shown in Figure 2.1.1 to display suppressed information if the case that was added is marked as confidential and the worker viewing does not have the proper security rights assigned to them.
    a. 'Person' field will display '(Suppressed)' instead of the person name if the case is flagged as confidential.
    b. 'Initial Time' field will display the time of the status however, this will no longer be a hyperlink that will take the worker to the Reception Log Detail page.
    c. 'Edit' button will be hidden on the Reception Log List, so that workers that do not have the proper security rights are not able to make edits to the Reception Log entry by clicking the 'Edit' button.

Note: Please reference the Appendix section (Section 4) for further details on which security rights dictate what information is being displayed and access to the Reception Log Detail page.

2.1.4 Page Location

- **Reception Log Link on the LRS Home Page**

2.1.5 Security Updates

1. Rename existing Security Group: 'Confidentiality Reception Log View' to 'Confidentiality ER Reception Log View'.
   Note: Change is to only rename existing Security Group in order to have the naming convention match with new one that are being created below. Associated Security Right will remain unchanged.

2. Security Rights

Security Right	Right Description	Right to Group Mapping.
ConfidentialityAAPReceptionLogView	Reception Log Detail	Confidentiality AAP Reception Log View Confidentiality ALL Reception Log View
ConfidentialityKGReceptionLogView	Reception Log Detail	Confidentiality KG ReceptionLogView Confidentiality ALL Reception Log View
ConfidentialityS1ReceptionLogView	Reception Log Detail	Confidentiality S1 Reception Log View Confidentiality ALL Reception Log View
ConfidentialityS2ReceptionLogView	Reception Log Detail	Confidentiality S2 Reception Log View Confidentiality ALL Reception Log View
ConfidentialityAAReceptionLogView	Reception Log Detail	Confidentiality AA Reception Log View Confidentiality ALL Reception Log View

Security Right	Right Description	Right to Group Mapping.
ConfidentialityFCReceptionLogView	Reception Log Detail	Confidentiality FC ReceptionLogView Confidentiality ALL Reception Log View
ConfidentialityMCReceptionLogView	Reception Log Detail	Confidentiality MC ReceptionLogView Confidentiality ALL Reception Log View
ConfidentialityDVReceptionLogView	Reception Log Detail	Confidentiality DV Reception Log View Confidentiality ALL Reception Log View
ConfidentialityHPReceptionLogView	Reception Log Detail	Confidentiality HP Reception Log View Confidentiality ALL Reception Log View
ConfidentialityHTReceptionLogView	Reception Log Detail	Confidentiality HT Reception Log View Confidentiality ALL Reception Log View
ConfidentialityERReceptionLogView	Reception Log Detail	Confidentiality ALL Reception Log View

3. Security Groups

Security Group	Group Description	Group to Role Mapping
Confidentiality AAP Reception Log View	View Reception log information for CWS	See Security Matrix for mapping.

Security Group	Group Description	Group to Role Mapping
	AAP Mask Address confidential cases.	
Confidentiality KG ReceptionLogView	View Reception log information for CWS Foster Care/KinGap Mask Address confidential cases.	See Security Matrix for mapping.
Confidentiality S1 Reception Log View	View Reception log information for CWS Sealed Mask Address confidential cases.	See Security Matrix for mapping.
Confidentiality S2 Reception Log View	View Reception log information for CWS Sensitive Mask Address confidential cases.	See Security Matrix for mapping.
Confidentiality AA Reception Log View	View Reception log information for Adoptions Assistance confidential cases.	See Security Matrix for mapping.
Confidentiality FC Reception Log View	View Reception log information for Foster Care confidential cases.	See Security Matrix for mapping.
Confidentiality MC Reception Log View	View Reception log information for Minor Consent confidential cases.	See Security Matrix for mapping.
Confidentiality DV Reception Log View	View Reception log information for Domestic Violence confidential cases.	See Security Matrix for mapping.
Confidentiality HP Reception Log View	View Reception log information for High Profile confidential cases.	See Security Matrix for mapping.
Confidentiality HT Reception Log View	View Reception log information for Human Trafficking confidential cases.	See Security Matrix for mapping.

Security Group	Group Description	Group to Role Mapping
Confidentiality ALL Reception Log View	View Reception log information for all confidential cases.	See Security Matrix for mapping.

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Message Center

2.2.1 Overview

Message Center will be updated so that the Time field will no longer be a hyperlink and icons will be hidden for workers that do not have the proper security right to update or modify a reception log entry for confidential cases.

2.2.2 Message Center Mockup

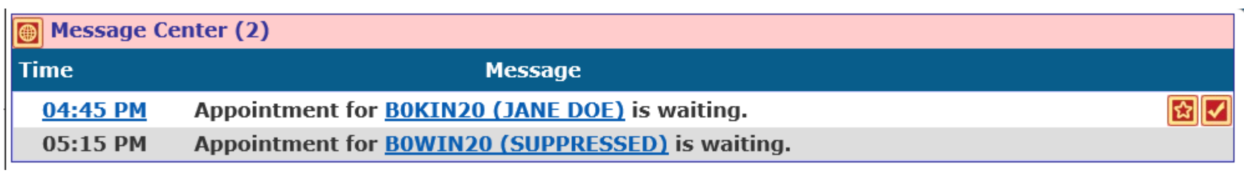


Figure 2.2.1 – Message Center Mockup

2.2.3 Description of Changes

1. Message Center will be updated as shown on Figure 2.2.1 for workers who do not have proper security rights to access and modify that specific reception log entry that's attach to a case that have a confidentiality record.
    a. 'Time' will continue to display but will no longer be a hyperlink that can navigate the worker to the Reception Log Detail page.
    b. Hide all icons from displaying in Message Center so that workers without proper security rights are not able to update status of the reception log entry for confidential cases.

c. Case name will be suppressed if the reception log entry is for a confidential case.

2. Information displayed on Message Center for Cases that have a confidentialty type will be determined at the time the message was initially created.
    a. For confidentiality added to the Case after the message is generated, will not be applied to Message Center.

Note: Workers will need generate a new message in order for the added confidentiality type to be applied to Message Center.

Note: Message Center will continue to display unmodified for reception log entry that's attach to a non-confidential cases and for workers that have appropriate security rights to view unsuppressed information and access to modify the reception log entry attached to a confidential cases.

Please reference the Appendix section (Section 4) for further details on which security rights dictate what information is being displayed in Message Center and access to the Reception Log Detail page.

2.2.4 Page Location

- **Message Center**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.2.2.1	The LRS shall provide a method of tracking the following contacts via the traffic log:	Allows tracking of traffic in the

	a. Face-to-face contacts; d. Inter-County transfer contacts; e. Traffic in the traditional office setting; f. Outreach User contacts in both fixed and non-fixed locations; g. Non-DPSS COUNTY Users; h. Non-COUNTY agencies; i. General public contacts, including e-Government; and j. Other contacts.	traditional office setting.

4 APPENDIX

Security Rights	Reception Log List	Message Center
ConfidentialityAAPReception Log View	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'CWS AAP Mask Address' confidentiality type.	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'CWS AAP Mask Address'' confidentiality type.
ConfidentialityKGReceptionLogView	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'CWS Foster Care/KinGap Mask Address' confidentiality type.	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'CWS Foster Care/KinGap Mask Address' confidentiality type.
ConfidentialityS1Reception Log View	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception

	attached to a case that has 'CWS Sealed Mask Address' confidentiality type.	log entry attached to a case that has 'CWS Sealed Mask Address' confidentiality type.
ConfidentialityS2Reception Log View	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'CWS Sensitive Mask Address' confidentiality type.	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'CWS Sensitive Mask Address' confidentiality type.
ConfidentialityAAReceptionLogView	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'Adoption Assistance' confidentiality ~~flag~~ type.	Workers will see unsuppressed information, access to the Reception Log Detail page and icons to update the reception log entry for that specific reception log entry attached to a case that has 'Adoption Assistance' confidentiality ~~flag~~ type.
ConfidentialityFCReceptionLogView	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'Foster Care' confidentiality ~~flag~~ type..	Workers will see unsuppressed information, access to the Reception Log Detail page and icons to update the reception log entry for that specific reception log entry attached to a case that has 'Foster Care' confidentiality ~~flag~~ type..

ConfidentialityMCReceptionLogView	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'Minor Consent' confidentiality ~~flag~~ type..	Workers will see unsuppressed information, access to the Reception Log Detail page and icons to update the reception log entry for that specific reception log entry attached to a case that has 'Minor Consent' confidentiality ~~flag~~ type..
ConfidentialityDVReceptionLogView	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'Domestic Violence' confidentiality ~~flag~~ type..	Workers will see unsuppressed information, access to the Reception Log Detail page and icons to update the reception log entry for that specific reception log entry attached to a case that has 'Domestic Violence' confidentiality ~~flag~~ type..
ConfidentialityHPReceptionLogView	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'High Profile' confidentiality ~~flag~~ type..	Workers will see unsuppressed information, access to the Reception Log Detail page and icons to update the reception log entry for that specific reception log entry attached to a case that has 'High Profile' confidentiality ~~flag~~ type..
ConfidentialityHTReceptionLogView	Workers will see unsuppressed information and have access to the	Workers will see unsuppressed information, access to the Reception Log

	Reception Log Detail page for that specific reception log entry attached to a case that has 'Human Trafficking' confidentiality ~~flag~~ type..	Detail page and icons to update the reception log entry for that specific reception log entry attached to a case that has 'Human Trafficking' confidentiality ~~flag~~ type..
ConfidentialityERReceptionLogView	Workers will see unsuppressed information and have access to the Reception Log Detail page for that specific reception log entry attached to a case that has 'Employee/Employee Relative confidentiality ~~flag~~ type..	Workers will see unsuppressed information, access to the Reception Log Detail page and icons to update the reception log entry for that specific reception log entry attached to a case that has 'Employee/Employee Relative' confidentiality ~~flag~~ type..

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-201377

DDCR 10002: GA/GR Solution for C-IV Counties

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Taylor Fitzhugh, Esequiel Herrera-Ortiz, Stephanie Hugo, Peterson Etienne
	Reviewed By	[individual(s) from build and test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/20/2020	0.1	Initial Draft	
05/18/2020	0.2	Added recommendation to update the Report Search page and specific report parameter pages.	Esequiel Herrera-Ortiz
08/17/2020	1.0	Content Revision – Correspondence changes Including CalWIN GA/GR program code to reports Set default values for the Fiscal Authorization and Benefit Issuance Threshold of GM program Updated verbiage for section 2.1 added clarification regarding (Non-Managed) programs to section 2.2 Updated items f and g in section 2.6.3.9 to correctly reflect the General Assistance (Non-Managed) Person Detail page	Stephanie Hugo Esequiel Herrera-Ortiz Eric Wu Taylor Fitzhugh

Table of Contents

1 OVERVIEW

This SCR will migrate the existing functionality for the Managed and Non-Managed General Assistance/General Relief (GA/GR) programs from the C-IV system into the CalSAWS solution.

1.1 Current Design

The GA/GR solution in the CalSAWS system is designed to automate the rules for the Los Angeles county's implementation as well as the automation and monitoring of their GROW program. The C-IV implementation allows the users to enter and track the (GA/GR) program using manual EDBC and issuance, but does not track employment service activities for the 39 C-IV counties.

1.2 Requests

The GA/GR program will be expanded to support the creation and maintenance of the GA/GR program for the C-IV counties' GA/GR programs. Data entry fields required for the individual county GA/GR programs, related forms, and NOAs will be migrated. Impacted fiscal reports will be updated to generate for the migrated GA/GR programs.

1.3 Overview of Recommendations

1. Migrate the existing General Assistance (Managed) and General Assistance (Non-Managed) programs.
2. Update Data Collection pages to track information related to the migrated General Assistance programs
3. Update the Codes table to add General Assistance (Managed) program.
4. Add a new page: "General Assistance (Managed) EDBC (Manual)".
5. Update Program Configuration Detail to show 'Other' for GA (Managed) program.
6. Enable and update the 'Money Management' page.
7. Update the EDBC logic to include GA (Managed) program when determining other programs.
8. Update the Needs and Payment details to include GA (Managed) program benefit type and issuance delivery.
9. Add a validation for the Service Arrangement Detail.
10. Update the Valuable Request Detail Page.
11. Update the Issuance Detail and Un-Reimbursed Assistance Pool Detail to include GA (Managed) program.
12. Update EBT Repayment Detail and Recovery Account Detail to include GA (Managed) benefit type.
13. Update fiscal stagger date logic to include the GA (Managed) program.
14. Update the skip Issuance logic to include authorized GA (Managed) program.

15. Update the Benefit Issuance Pre-Claiming, Benefit Issuance Claiming, Service Payment Issuance Claiming, Valuables Claiming, Recovery Account Claiming batch jobs to include GA (Managed) program.
16. Update the Non-Foster Care Main Payroll, Future Monthly Supplemental, Nightly EDBC Issuance and Nightly EDBC Non-FC Issuance sweeps to include GA(Managed) programs.
17. Add new C-IV county-specific GA forms to the Template Repository.
18. Update existing fiscal reports specified in the Fiscal Reports section to generate for the Managed GA/GR program.
19. Update the Program parameter in the Report Search page to display the GA / GR program that is available to the county.
20. Update Payment/Valuable Request Authorization for General Assistance (Managed) to require 1st Level Authorization. Update County Benefit Issuance Thresholds to maintain current threshold functionalities for General Assistance (Managed).

1.4 Assumptions

1. The General Assistance (Managed) program will be excluded from any existing LA county specific GA/GR EDBC Batch Sweeps.
2. The Manual EDBC page is the baseline page for all manual EDBC program so the existing fields is the same.
3. The General Assistance (Managed) page will have the same page mapping as the baseline manual EDBC page.
4. The General Assistance (Managed) is a manual only EDBC program.
5. The C-IV Migration Counties using the Managed GR program will not utilize the LA County GR automated EDBC rules.
6. The migration of C-IV SCR 951 to display the “Collect” button for EBT Service Payments will be managed by CA-299321 which is part of the 20.11 release.
7. Addition of the Pay Codes for the new General Assistance program will be done by SCR DDID 319.
8. Addition to the fund code mappings for the new General Assistance Aid Codes will be done by SCR DDID 319.
9. The enhancement made with CA-207353 as part of the 20.03 release to display multi-tier mileage rates will be available for the GA (Managed) program for the Need Category: Transportation and Type: Mileage-Private.
10. This SCR will migrate the existing Customer Need Program Mapping entries specific for General Assistance (Managed) in C-IV to CalSAWS. The reference columns in Customer Need Program Mapping used for authorization in CalSAWS for Need Category/Type will be managed by CA-213493 as part of the 20.11 release.
11. The update to the code hierarchy for Customer Need Category (CT 163) adding Limited Disability - Accommodation will be addressed in CA-207320 as part of the 21.01 release.

12. GA (Managed) program is not one of the associated programs as per the Housing Support Program fund policy.
13. GA (Managed) benefits will be excluded from the following Periodic Reporting and Redetermination Skip Issuance reasons:
    a. Periodic Report Not Received for the reporting period.
    b. Periodic Report Incomplete.
    c. Periodic Report Received After 10 Day is Not Complete.
    d. Periodic Report Does Not Exist for the Reporting Period.
    e. Recertification Received is Not Incomplete.
    f. Redetermination/Recertification not received for submit month.
    g. Redetermination received after 10-day cutoff is not complete.
    h. Redetermination/Recertification Does not Exists for submit month.
14. Existing fiscal reports that generate with GA/GR information will continue to function as normal.
15. The Money Management section will only be available for counties that opted-in for the GA (Managed) program.
16. The Money Management section will not be visible for LA county General Assistance program EDBC manual.
17. The C-IV forms being ported in this SCR will not be visible to LA county, this functionality to hide forms has been added through CA-214197 which is part of the 20.11 release.
18. The CalSAWS standard header to be used in this effort will be the updated Non-State form header implemented as part of CA-214196 which is part of the 20.11 release
19. All forms being added will have an imaging barcode. Imaging barcode functionality for non-tracked forms will be added through CA-207108, part of the 20.11 release.
20. Select forms to be implemented that are sent as standard mail will have the BRM barcode. BRM barcodes for standard mail will be added through CA-201214, part of the 20.11 release.
21. All forms added in this SCR will have the capability to be posted to the CalSAWS self-service Portal. This will be implemented through CA-216395 once details regarding the CalSAWS self-service portal are finalized.

2 RECOMMENDATIONS

2.1 Add an indicator to disable GA/GR functionality for C-IV counties

2.1.1 Overview

The GA/GR functionality will be implemented in waves and will not be required until other counties outside of LA have been migrated. The functionality will be disabled to prevent impacts to the LA GR workflow until the migration of the C-IV counties.

2.1.2 Description of Changes

Add an indicator that will allow all General Assistance (Managed) and General Assistance (Non-Managed) functionality to be activated and deactivated as a whole. This will be deactivated by default. The functionality shall be activated in work item CA-216163 at the time of the C-IV county go-live date.

2.2 Migrate the General Assistance Managed and Non-Managed programs

2.2.1 Description of Change

1. Migrate the existing General Assistance (Managed) and General Assistance (Non-Managed) programs from CT18 in C-IV. The General Assistance (Non-Managed) program will have its program code updated from 'GA' to 'GN' in order to not conflict with the General Assistance/General Relief program currently in the system. Reference Appendix item B for a list of reference table values. These values are the default values and are subject to change based on implementation needs throughout the document.
2. The following Counties will be marked as General Assistance (Managed) counties:
    a. Alpine
    b. Amador
    c. Butte
    d. Calaveras
    e. Colusa
    f. Del Norte
    g. Glenn
    h. Humboldt
    i. Imperial
    j. Inyo
    k. Kern
    l. Kings
    m. Lake

n. Lassen
o. Madera
p. Marin
q. Mariposa
r. Mendocino
s. Merced
t. Modoc
u. Mono
v. Monterey
w. Napa
x. Nevada
y. Plumas
z. Riverside
aa. San Benito
bb. San Joaquin
cc. Shasta
dd. Sierra
ee. Siskiyou
ff. Stanislaus
gg. Sutter
hh. Tehama
ii. Trinity
jj. Tuolumne
kk. Yuba

3. All C-IV counties not listed above will be marked as General Assistance (Non-Managed) counties. The General Assistance (Non-Managed) program will be available to all counties supporting either the General Assistance (Managed) or General Assistance (Non-Managed) programs.

2.3 Case Summary

2.3.1 Overview

The Case Summary page is the landing page when accessing a case. Each program and person that is present on the case will be displayed with their status for a given date in time. This page will be modified to allow the user to view and access the Managed and Non-Managed GA/GR programs.

2.3.2 Case Summary Mockup

Figure 2.3.2.1 – GA Managed (Pending)

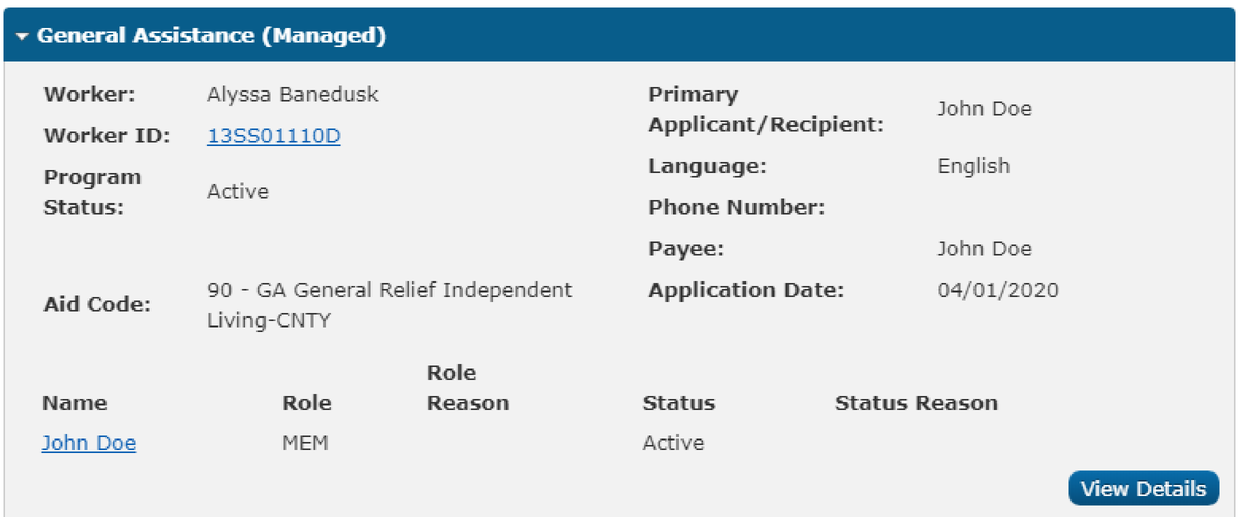


Figure 2.3.2.2 – GA Managed (Active/Denied/Ineligible)

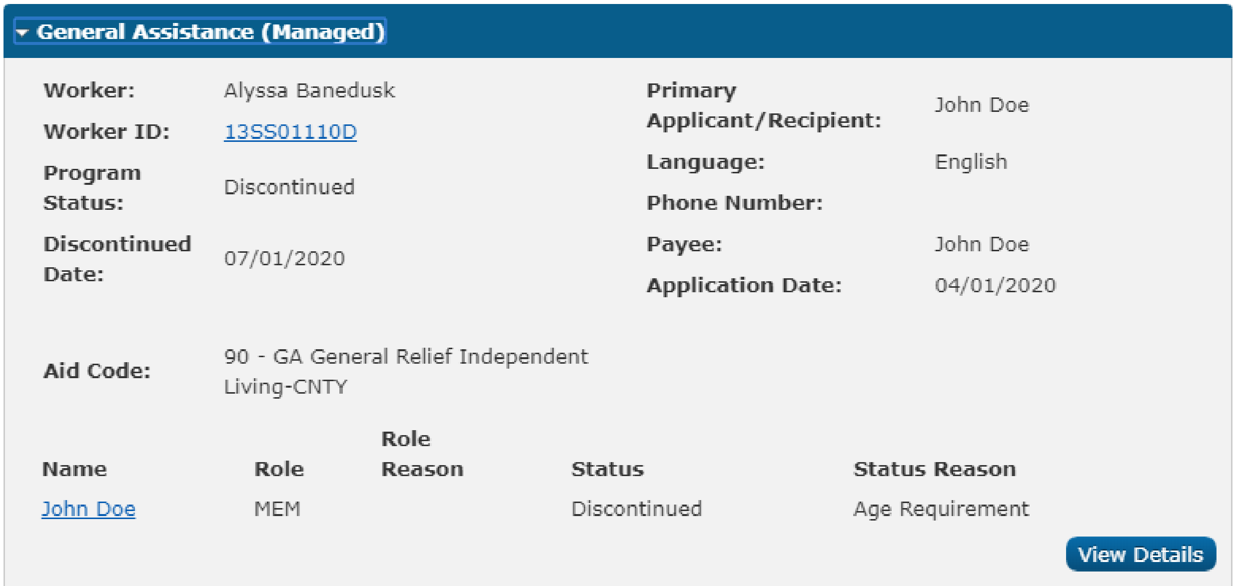


Figure 2.3.2.3 – GA Managed (Discontinued)

Figure 2.3.2.4 – GA Non-Managed (Not Discontinued)

Figure 2.3.2.5 – GA Non-Managed (Discontinued)

Figure 2.3.2.6 – GA Managed (Month prior to BDA)

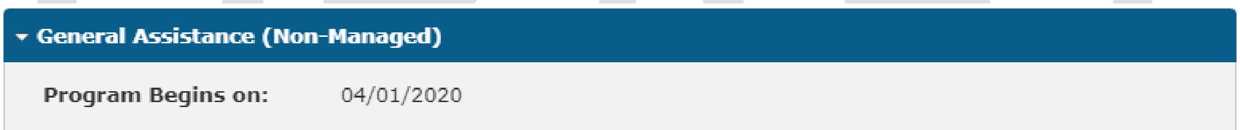


Figure 2.3.2.7 – GA Non-Managed (Month prior to BDA)

2.3.3 Description of Changes

1. Add sections for the General Assistance (Managed) and General Assistance (Non-Managed) programs. These blocks will display only for a date on or after the program's application date. When the view date is on or after the program's Beginning Date of Aid (BDA), the blocks will display with the following fields:
   a. Worker: The name of the staff assigned to the position that is assigned to the program.
   b. Worker ID: The Identifier for the position. This field will be a hyperlink to the Worker Detail page for the selected position. When no staff is assigned to the position, this field will be blank.
   c. Program Status: The status of the program on the given view Date.
   d. Discontinued Date: The date the program was Discontinued. This field will only display when the status of the program is discontinued.
   e. Aid Code: The aid code associated with the program. This field will not display for the General Assistance (Non-Managed).

f. FBU: The Family Budget Unit for the program. This field will not display for the General Assistance (Managed) program.
g. Primary Applicant/Recipient: The primary applicant of the program on the given view date.
h. Language: The spoken Language of the primary applicant.
i. Phone Number: The main phone number for the primary applicant.
j. Payee: The Payee of the program on the given view date.
k. Application Date: The date of the application associated to the status as of the given view date.
l. Name: This field will list the names of all participants on the program. Each person will have their name displayed in a single row. Each name will be a hyperlink to the Program person Detail page for the program person selected, if the user has the 'PersonHistoryView' right associated to their profile.
m. Role: The Role code of the program person at the given view date.
n. Role Reason: The Reason the role was assigned at the given view date.
o. Status: The status of the participant in the program at the given view date.
p. Status Reason: The status reason of the participant's program status at the given view date.
q. View Details: This button will navigate to the detail page for the associated program.

2. When the view date is on or after the application date of the program, but prior to the BDA, the block will display the field "Program Begins On". This field will display the BDA. (figures 2.3.2.6 and 2.3.2.7)

2.3.4 Page Location

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

2.3.5 3Security Updates

N/A

2.3.6 Page Mapping

Add page mappings for new fields that do not have page mappings.

2.3.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.4 Program Detail

2.4.1 Overview

The Program Detail page is used to select new programs to add to the case. In C-IV, if a General Assistance (Managed) program is elected in a county that does not support the General Assistance Managed program, then, validation is thrown preventing the program from being added. This functionality will be expanded to prevent any General Assistance program from being added to a county that does not support that General Assistance Program.

2.4.2 Program Detail Mockup

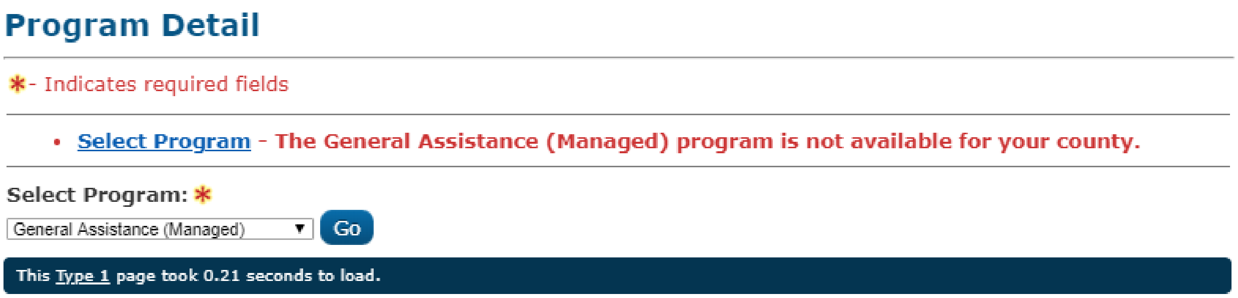


Figure 2.4.2.1 – Program Detail

2.4.3 Description of Changes

1. Add the General Assistance (Managed) and General Assistance (Non-Managed) programs to the Select Program dropdown.
2. When a General Assistance program is selected for a county that does not support that General Assistance program, display the following validation message, replacing <program name> with the name of the program: "The <program name> program is not available for your county."

2.4.4 Page Location

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

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

No new page mappings are required.

2.4.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.5 New/Reapplication Detail

2.5.1 Overview

The New/Reapplication Detail page is used to add or reopen a program for an existing case. The display for this page will be specified for the General Assistance Managed and Non-Managed programs.

2.5.2 New/Reapplication Detail Mockup

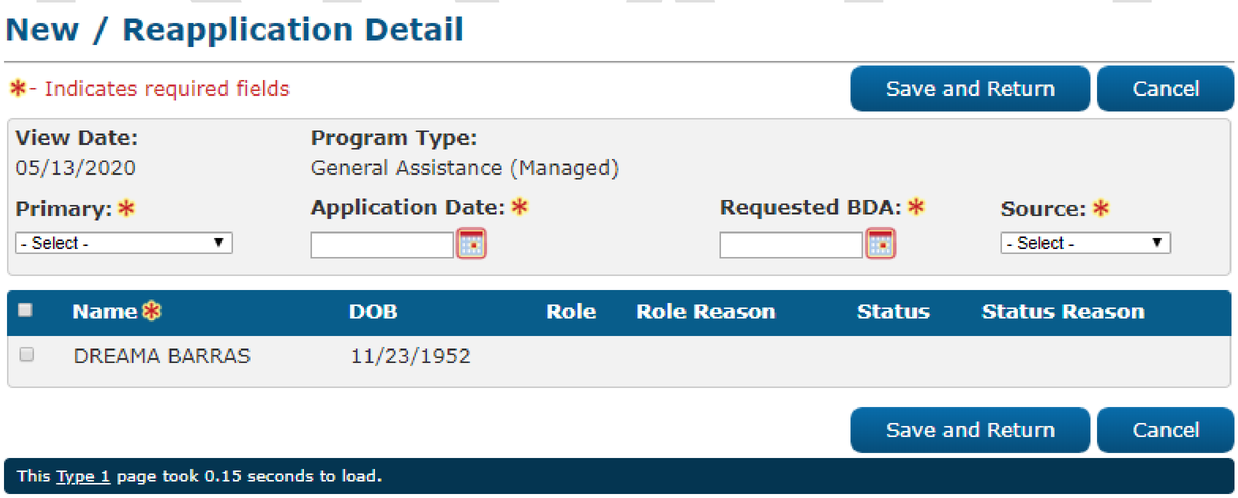


Figure 2.5.2.1 – New/Reapplication Detail

2.5.3 Description of Changes

1. Update the New/Reapplication page to display the following existing fields when the program is either 'General Assistance (Managed)' or 'General Assistance (Non-Managed)'. Standard page validation and logic will continue to apply:
    a. View Date: The Date the page is being accessed.
    b. Program Type: The type of program.
    c. Primary: The primary applicant of the program.
    d. Application Date: The date the user applied to the program.

   e. Requested BDA: The date the user is set to begin receiving aid from the program.
   f. Source: The source of the application.
2. Display the result table containing the list of participants on the case to potentially add to the program. The result table will have a checkbox to select any individuals that may be added to the program and will display the following fields:
   a. Name: The Name of the participant.
   b. DOB: The participant's date of birth.
   c. Role: The participant's role code.
   d. Role Reason: The reason for the Role code, if any.
   e. Status: The participant's status on the program.
   f. Status Reason: The reason for the status, if any.

2.5.4 Page Location

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

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

No new page mappings for the existing page .

2.5.7 Page Usage/Data Volume Impacts

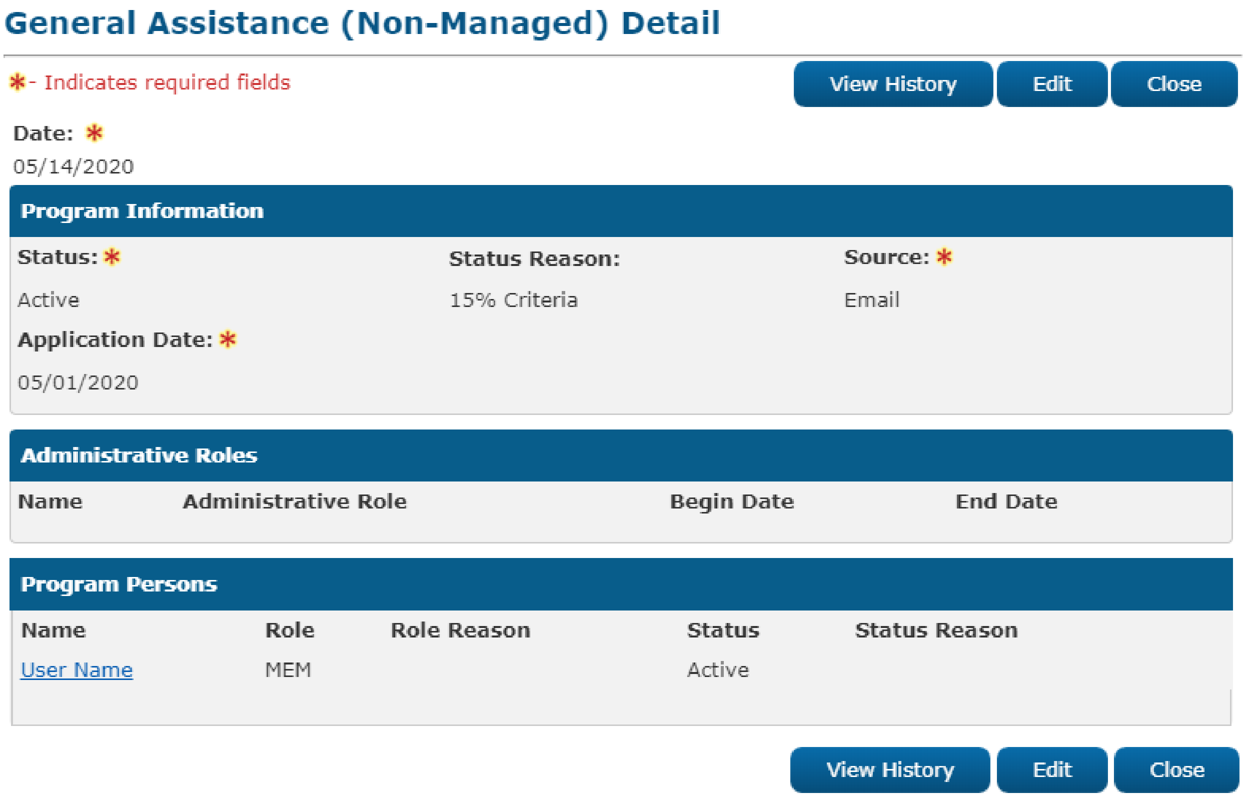
No additional page usage is expected from this update.

2.6 General Assistance (Non-Managed) Detail

2.6.1 Overview

The General Assistance (Non-Managed) Detail page will be the main view page for the General Assistance (Non-Managed) program. This page will show a collection of detailed information for the program and its participants at a specific date.

2.6.2 General Assistance (Non-Managed) Mockup



General Assistance (Non-Managed) Detail

*- Indicates required fields

View History | Edit | Close

Date: *

05/14/2020

Program Information

Status: *	Status Reason:	Source: *
Active	15% Criteria	Email

Application Date: *

05/01/2020

Administrative Roles

Name	Administrative Role	Begin Date	End Date

Program Persons

Name	Role	Role Reason	Status	Status Reason
User Name	MEM		Active	

View History | Edit | Close

Figure 2.6.2.1 – GA Non-Managed

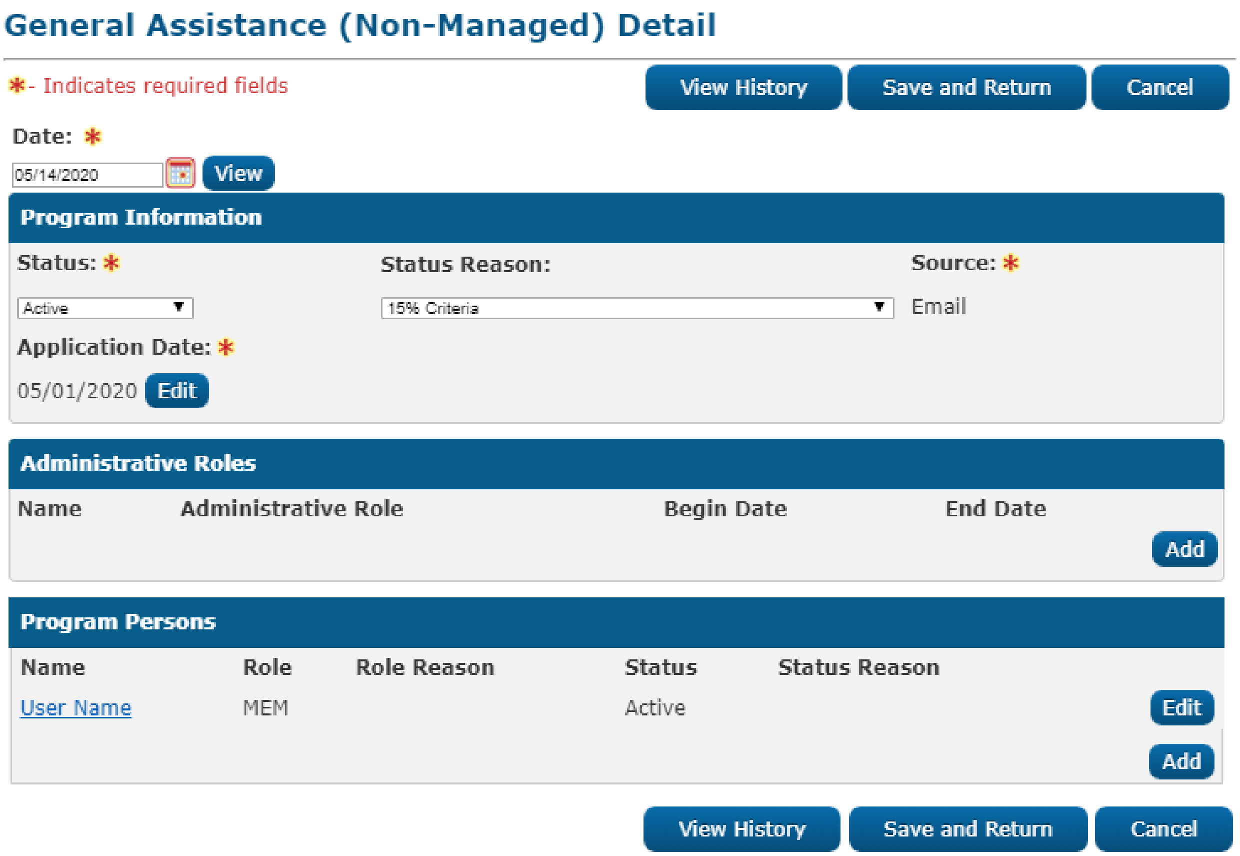


Figure 2.6.2.2 – GA Non-Managed

2.6.3 Description of Changes

1. View History button – This button will navigate the worker to the General Assistance (Non-Managed) History page.
2. Edit button – This button will refresh the page in 'Edit' mode. This button is only available in 'View' mode.
3. Close button – This button will navigate the worker to the Case Summary page. This button is only available in 'View' mode.
4. Save and Return button – Saves the changes that have been made to the General Assistance (Non-Managed) Detail page and will navigate the worker to the Case Summary page. This button is only available in 'Edit' mode.
5. Cancel button – Returns the worker to the Case Summary page. This button is only available in 'Edit' mode.
6. Date – Date which will be used to retrieve information for the page. The application that has a status as of the Date will have its information displayed. This is a required field.
    a. View Date button – Pressing this button will refresh the page with the program information as of the Date. This button is only available in 'Create'/'Edit' mode.
7. Program Information Section

a. Status – Status of the program as of the Date. This field is required. This will be a dropdown with the following options:
    i. Active
    ii. Deferred
    iii. Denied
    iv. Deregistered
    v. Discontinued
    vi. Exempt
    vii. Good Cause
    viii. Ineligible
    ix. Non-Comp
    x. Pending
    xi. Sanction
    xii. Waiting to Transfer
a. Status Reason – Reason for the value displayed in the Status column.
b. Source – Source of the application that is tied to the Status as of the Date. This field is required.
c. Application Date – Date of application for the application that is tied to the Status as of the Date. This field is required.
    i. Edit button – Pressing this button will navigate the worker to the Application Detail page.

8. Administrative Roles section
    a. Name - Name of the person assigned to the Administrative Roles as of the Date.
    b. Administrative Role – Administrative Role that is assigned to the person in the Name column.
    c. Begin Date – Date that the person in the Name column was assigned to the Administrative Role.
    d. End Date – Date that the person in the Name column ended the Administrative Role.
    e. Edit button – Navigate the worker to the Administrative Role Detail page in 'Edit' mode. This button is only available in 'Create'/'Edit' mode.
    f. Add button - Navigate the worker to the Administrative Role Detail page in 'Create' mode. This button is only available in 'Create'/'Edit' mode.
9. Program Person section
    a. Name – Name of the Program Person.
    b. Role – Role of the Person as of the Date.
    c. Role Reason – Reason for the value displayed in the Role column.
    d. Status – Status of the Person as of the Date.
    e. Status Reason – Reason for the value displayed in the Status column.
    f. Edit button – Navigates the worker to the General Assistance (Non-Managed) Person Detail page in 'Edit' mode. This button is only available in 'Create'/'Edit' mode.

g. Add button – Navigates the worker to the General Assistance (Non-Managed) Person Detail page in 'Create' mode. This button is only available in 'Create'/'Edit' mode.

2.6.4 Page Location

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

2.6.5 Security Updates

N/A

2.6.6 Page Mapping

Add page mappings for new page.

2.6.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.7 General Assistance (Managed) Detail

2.7.1 Overview

The General Assistance (Managed) Detail page will be the main view page for the General Assistance (Managed) program. This page will show a collection of detailed information for the program and its participants at a specific date.

2.7.2 General Assistance (Managed) Mockup

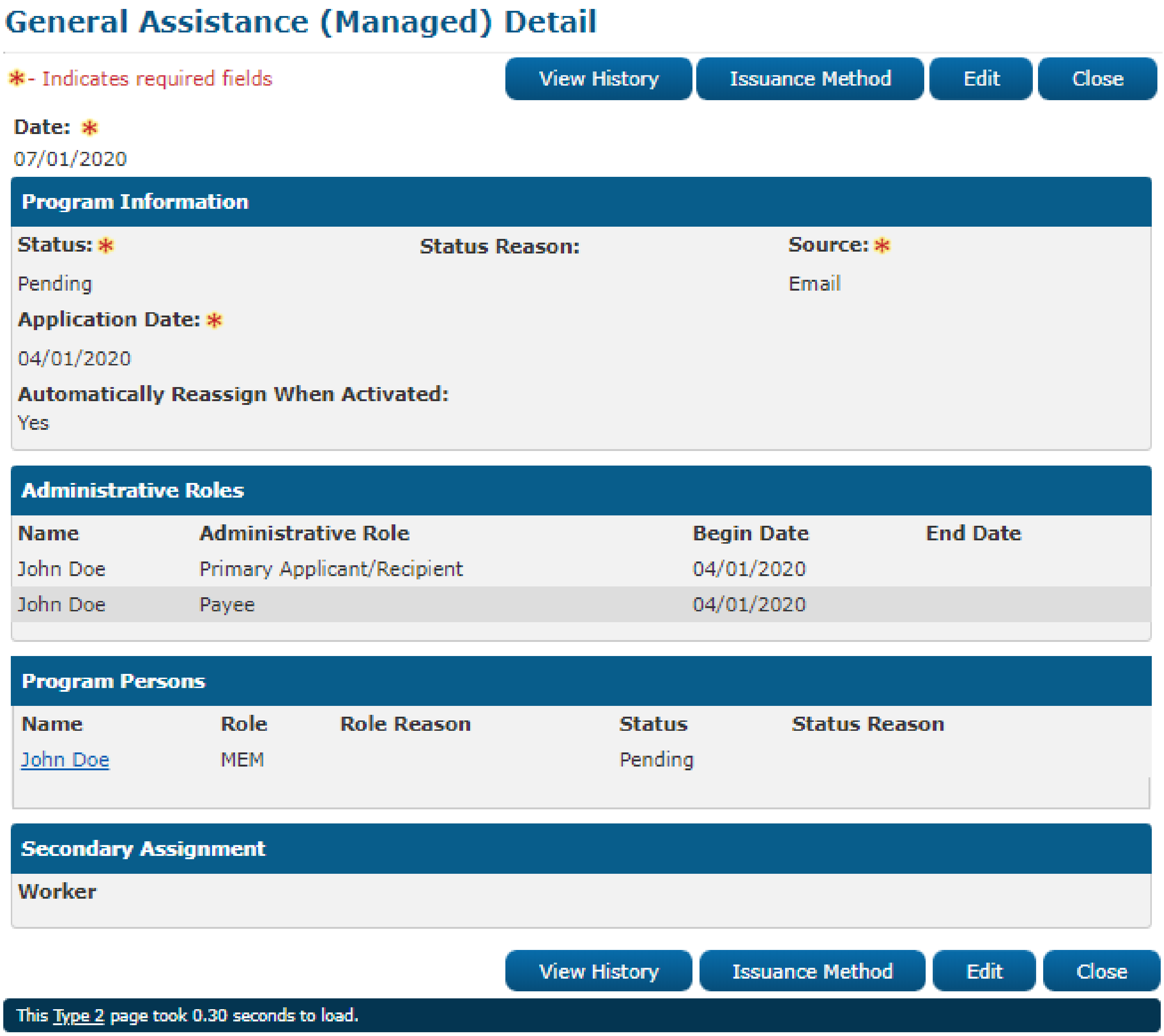


Figure 2.7.2.1 – GA Managed (View Mode)

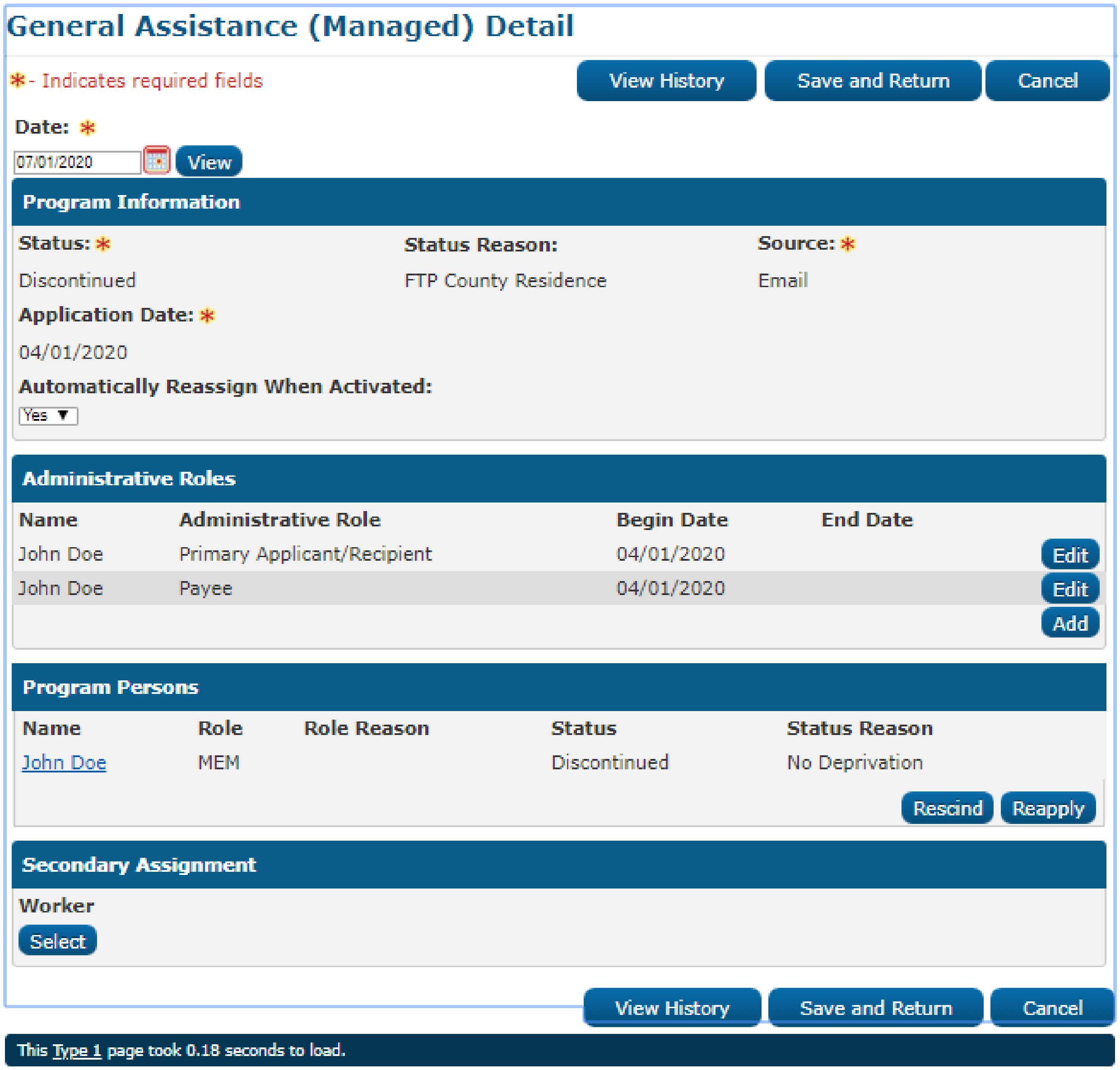


Figure 2.7.2.2 – GA Managed (Edit Mode)

2.7.3 Description of Changes

1. View History button – This button will navigate the worker to the General Assistance (Managed) History page.
2. Edit button – This button will refresh the page in 'Edit' mode. This button is only available in 'View' mode.
3. Close button – This button will navigate the worker to the Case Summary page. This button is only available in 'View' mode.
4. Save and Return button – Saves the changes that have been made to the General Assistance (Managed) Detail page and will navigate the worker to the Case Summary page. This button is only available in 'Edit' mode.

5. Cancel button – Returns the worker to the Case Summary page. This button is only available in ‘Edit’ mode.
6. Date – Date which will be used to retrieve information for the page. The application that has a status as of the Date will have its information displayed. This is a required field.
    a. View Date button – Pressing this button will refresh the page with the program information as of the Date. This button is only available in ‘Create’/’Edit’ mode.
7. Program Information Section
    a. Status – Status of the program as of the Date. This field is required.
    b. Status Reason – Reason for the value displayed in the Status column.
    c. Source – Source of the Application that is tied to the Status as of the Date. This field is required.
    d. Application Date – Date of application for the application that is tied to the Status as of the Date. This field is required.
        i. Edit button – Pressing this button will navigate the worker to the Application Detail page.
8. Administrative Roles section
    a. Name - Name of the person assigned to the Administrative Roles as of the Date.
    b. Administrative Role – Administrative Role that is assigned to the person in the Name column.
    c. Begin Date – Date that the person in the Name column was assigned to the Administrative Role.
    d. End Date – Date that the person in the Name column ended the Administrative Role.
    e. Edit button – Navigate the worker to the Administrative Role Detail page in ‘Edit’ mode. This button is only available in ‘Create’/’Edit’ mode.
    f. Add button - Navigate the worker to the Administrative Role Detail page in ‘Create’ mode. This button is only available in ‘Create’/’Edit’ mode.
9. Program Person section
    a. Name – Name of the Program Person.
    b. Role – Role of the Person as of the Date.
    c. Role Reason – Reason for the value displayed in the Role column.
    d. Status – Status of the Person as of the Date.
    e. Status Reason – Reason for the value displayed in the Status column.
    f. Edit button – Navigates the worker to the General Assistance (Managed) Person Detail page in ‘Edit’ mode. This button is only available in ‘Create’/’Edit’ mode.
    g. Rescind button – Navigates the worker to the Rescind Detail page. This button is only available in ‘Create’/’Edit’ mode.

h. Reapply button – Navigates the worker to the New/Reapplication detail page. This button is only available in 'Create'/'Edit' mode.
i. Add button – Navigates the worker to the General Assistance (Managed) Person Detail page in 'Create' mode. This button is only available in 'Create'/'Edit' mode.

10. Secondary Worker Assignment section
    a. Worker – Name of the Worker that is assigned as a secondary assignment. Clicking on the Worker will navigate the worker to the Worker Detail page.
        i. Select button – Pressing button will navigate the worker to the Select Worker page to find a worker for the secondary assignment. This button is only available in 'Create'/'Edit' mode.
        ii. Remove button – Pressing the button will Remove the secondary assignment. This button is only available in 'Create'/'Edit' mode.

2.7.4 Page Location

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

2.7.5 Security Updates

N/A

2.7.6 Page Mapping

Add page mappings for new page.

2.7.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.8 Administrative Role Detail

2.8.1 Overview

The Administrative Role Detail page is used to assign administrative roles to the program such as Payee and Primary applicant. This page will be updated to have unique options for the migrated General Assistance programs.

2.8.2 Administrative Detail Mockup

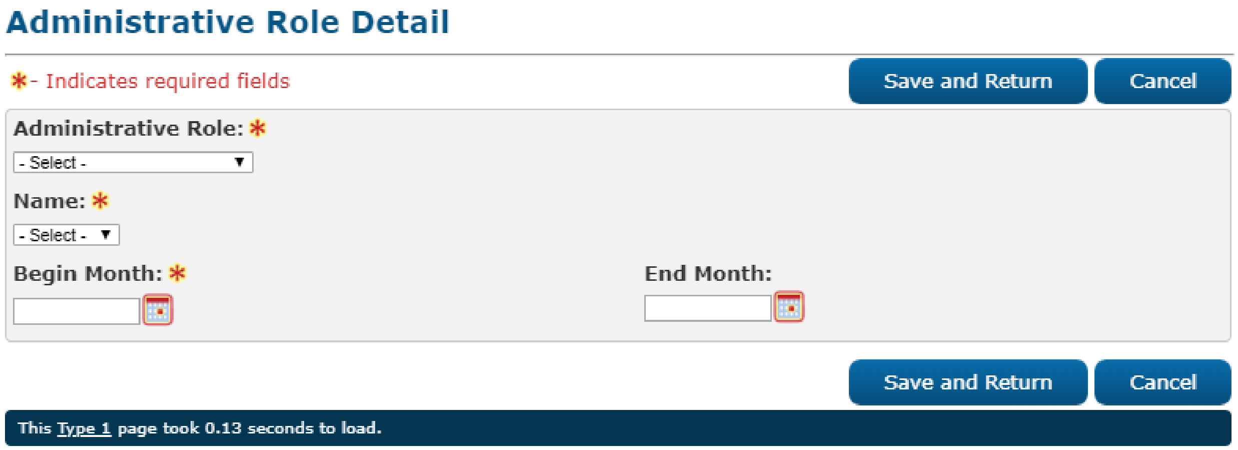


Figure 2.8.2.1 – Administrative Role Detail

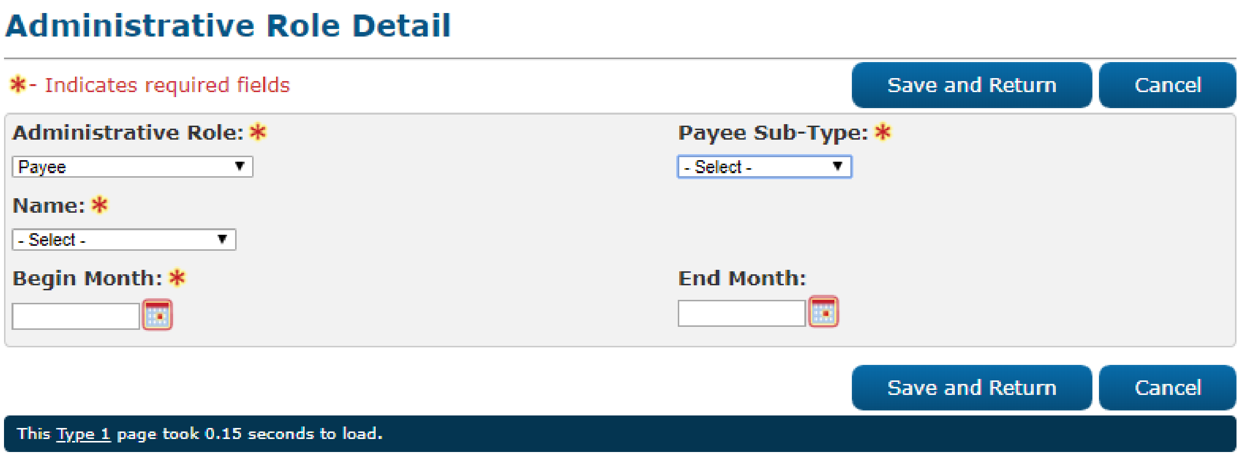


Figure 2.8.2.1 – Administrative Role Detail (Payee Selected)

2.8.3 Description of Changes

1. Update the Administrative Role field to display the following options when the program type is General Assistance (Managed):
   a. Payee
   b. Primary Applicant/ Recipient
2. Update the Administrative Role field to display only the 'Primary Applicant/ Recipient 'option when the program type is General Assistance (Non-Managed):

   Note: All existing page logic tied to these fields will continue to apply.

2.8.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Position

2.8.5 Security Updates

N/A

2.8.6 Page Mapping

No new page mappings for the existing page.

2.8.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.9 Rescind Detail

2.9.1 Overview

The Rescind Detail page is used to reopen denied and discontinued programs. Each program has a unique set of rescind reasons based on the date and status of the program being rescinded.

2.9.2 Rescind Detail Mockup

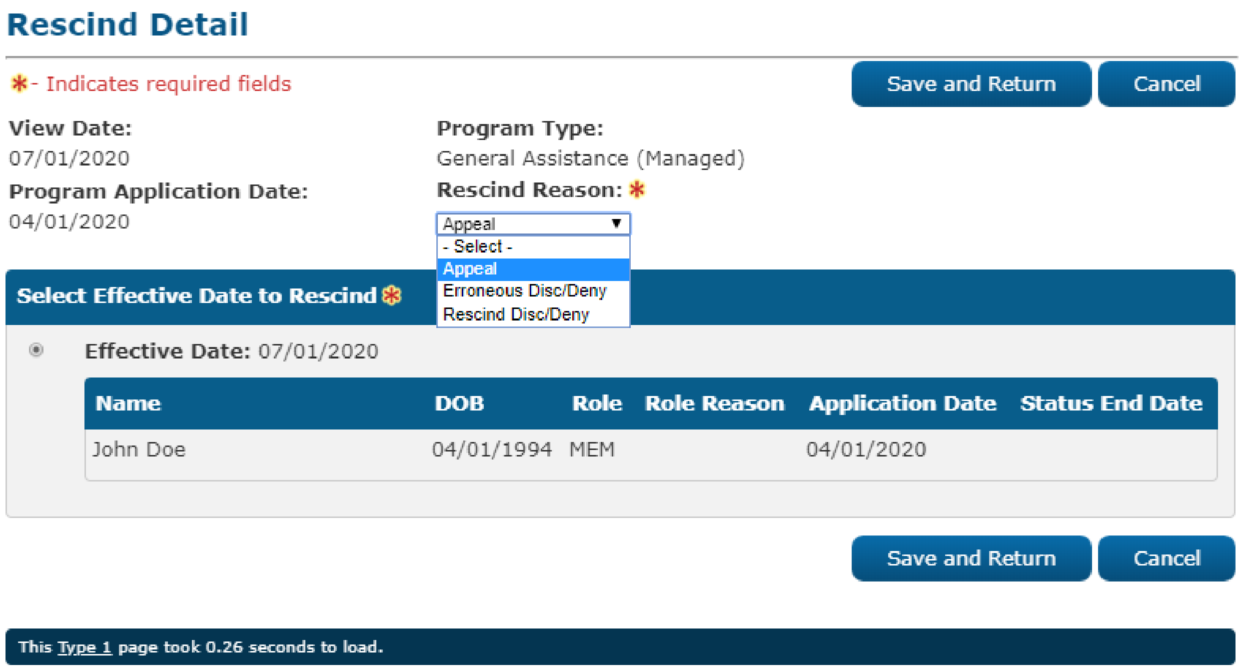


Figure 2.9.2.1 – Rescind Detail (Discontinuance)

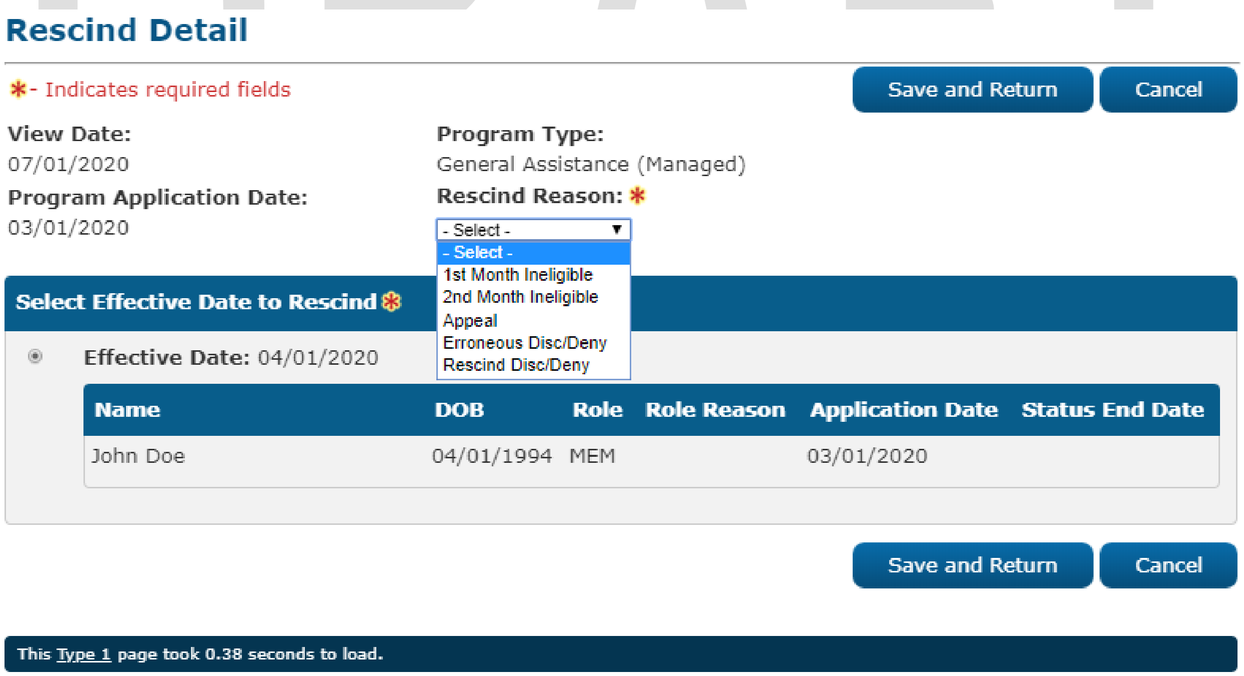


Figure 2.9.2.2 – Rescind Detail (Denied)

2.9.3 Description of Changes

1. Display the following options when rescinding a Denied status for the General Assistance (Managed) program.

    a. 1st Month Ineligible
    b. 2nd Month Ineligible
    c. Appeal
    d. Erroneous Disc/Deny
    e. Rescind Disc/Deny

    Note: 1st Month Ineligible and 2nd Month Ineligible options will be removed from the list based on existing logic, if applicable.
2. Display the following options when rescinding a Discontinued status for the General Assistance (Managed) program.
    a. Appeal
    b. Erroneous Disc/Deny
    c. Rescind Disc/Deny

2.9.4 Page Location

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

2.9.5 Security Updates

N/A

2.9.6 Page Mapping

No page mappings required.

2.9.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.10 General Assistance (Managed) Person Detail

2.10.1 Overview

The General Assistance (Managed) Person Detail page will display detailed information for the General Assistance (Managed) program person.

2.10.2 General Assistance (Managed) Person Detail Mockup

Figure 2.10.2.1 – GA Managed Person Detail (View)

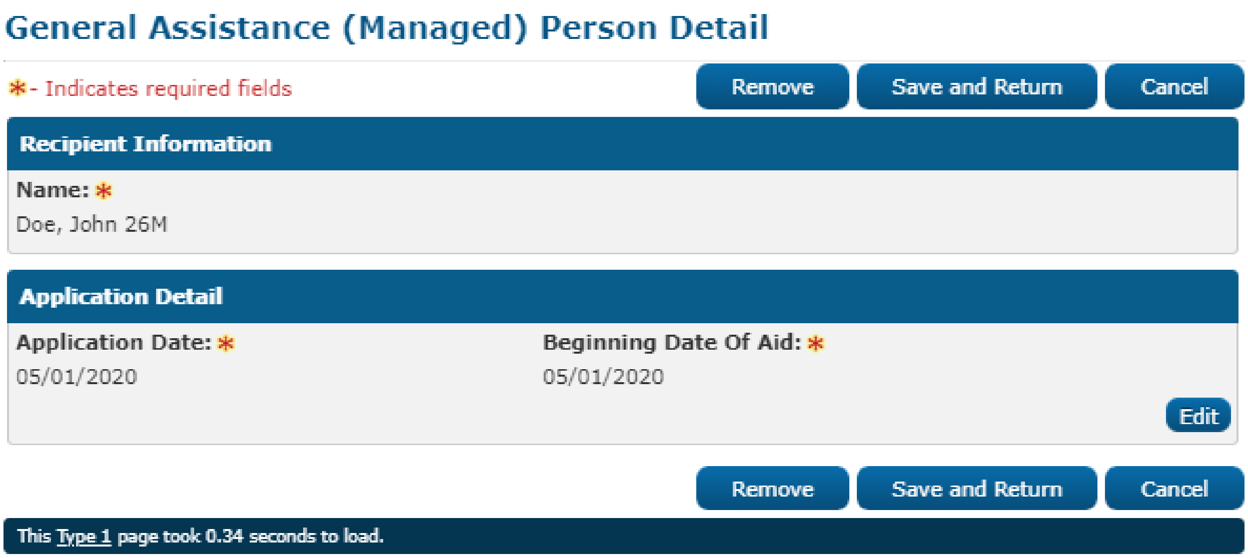


Figure 2.10.2.2 – GA Managed Person Detail (Edit)

2.10.3 Description of Changes

1. Display the Recipient Information section with the name field. The Name will display in the format: "Last Name, First Name AgeGender". This field will be a multi select dropdown in Create Mode.
2. Display the Application Detail Section with the following fields
    a. Application Date: The Date of the person's application for the status related to the view month from the General Assistance (Managed) Detail page. This field will only be editable in Create Mode. This field will have the standard Date constraint and calendar icon, when editable.

b. Beginning Date of Aid: The BDA of the person's application for the status related to the view month from the General Assistance (Managed) Detail page. This field will only be editable in Create Mode. This field will have the standard Date constraint and calendar icon, when editable.
c. Edit: This button will navigate the user to the Application Detail page in Edit Mode. This button will only display in Edit mode.

3. Display the following buttons at the top and bottom of the page:
   a. Cancel: This button will only display in Create and Edit Mode. This button will navigate the user to the General Assistance (Managed) Detail page.
   b. Close: This button will only display in View Mode. This button will navigate the user to the General Assistance (Managed) Detail page.
   c. Edit: This button will only display in View Mode. This button will reload the General Assistance (Managed) Person Detail page in Edit Mode.
   d. Remove: This button will only display in Edit Mode. This button will remove the program person from the General Assistance Managed program and navigate the user to the General Assistance (Managed) Detail page.
   e. Save and Return: This button will commit any changes that have been made on the page and navigate the user to the General Assistance (Managed) Detail page. This button will only appear in Create and Edit modes.

2.10.4 Page Location

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

2.10.5 Security Updates

N/A

2.10.6 Page Mapping

Add page mappings for the new page.

2.10.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.11 General Assistance (Non-Managed) Person Detail

2.11.1 Overview

The General Assistance (Non-Managed) Person Detail page will display detailed information for the General Assistance (Non-Managed) program person.

2.11.2 General Assistance (Non-Managed) Person Detail Mockup

Figure 2.11.2.1 – GA Non-Managed Person Detail

2.11.3 Description of Changes

1. Display the Recipient Information section with the name field. The Name will display in the format: "Last Name, First Name AgeGender". This field will be a multi select dropdown in Create Mode.
2. Display the Application Detail Section with the following fields
    a. Application Date: The Date of the person's application for the status related to the view month from the General Assistance (Non-Managed) Detail page. This field will only be editable in Create Mode. This field will have the standard Date constraint and calendar icon, when editable.
    b. Beginning Date of Aid: The BDA of the person's application for the status related to the view month from the General Assistance (Non-Managed) Detail page. This field will only be editable in Create Mode. This field will have the standard Date constraint and calendar icon, when editable.

   c. Edit: This button will navigate the user to the Application Detail page in Edit Mode. This button will only display in Edit mode.
3. Display a sub-section with the following fields:
   a. Status: This field will only be editable in Create and Edit modes. This will be a dropdown with the following options:
      i. Active
      ii. Deferred
      iii. Denied
      iv. Deregistered
      v. Discontinued
      vi. Exempt
      vii. Good Cause
      viii. Ineligible
      ix. Non-Comp
      x. Pending
      xi. Sanction
      xii. Waiting to Transfer
   b. Status Reason: This field will only be editable in Create and Edit modes. This field will display a list of status reason options.
4. Display the following buttons at the top and bottom of the page:
   a. Cancel: This button will only display in Create and Edit Mode. This button will navigate the user to the General Assistance (Non-Managed) Detail page.
   b. Close: This button will only display in View Mode. This button will navigate the user to the General Assistance (Non-Managed) Detail page.
   c. Edit: This button will only display in View Mode. This button will reload the General Assistance (Non-Managed) Person Detail page in Edit Mode.
   d. Remove: This button will only display in Edit Mode. This button will remove the program person from the General Assistance (Non-Managed) program and navigate the user to the General Assistance (Non-Managed) Detail page.
   e. Save and Return: This button will commit any changes that have been made on the page and navigate the user to the General Assistance (Non-Managed) Detail page. This button will only appear in Create and Edit modes.

2.11.4 Page Location

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

2.11.5 Security Updates

N/A

2.11.6 Page Mapping

Add page mappings for the new page.

2.11.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.12 Money Management List

2.12.1 Overview

The Money Management List page displays a listing of the money management records associated with the case. This page will be updated to display the General Assistance program associated with the county.

2.12.2 Money Management List Mockup

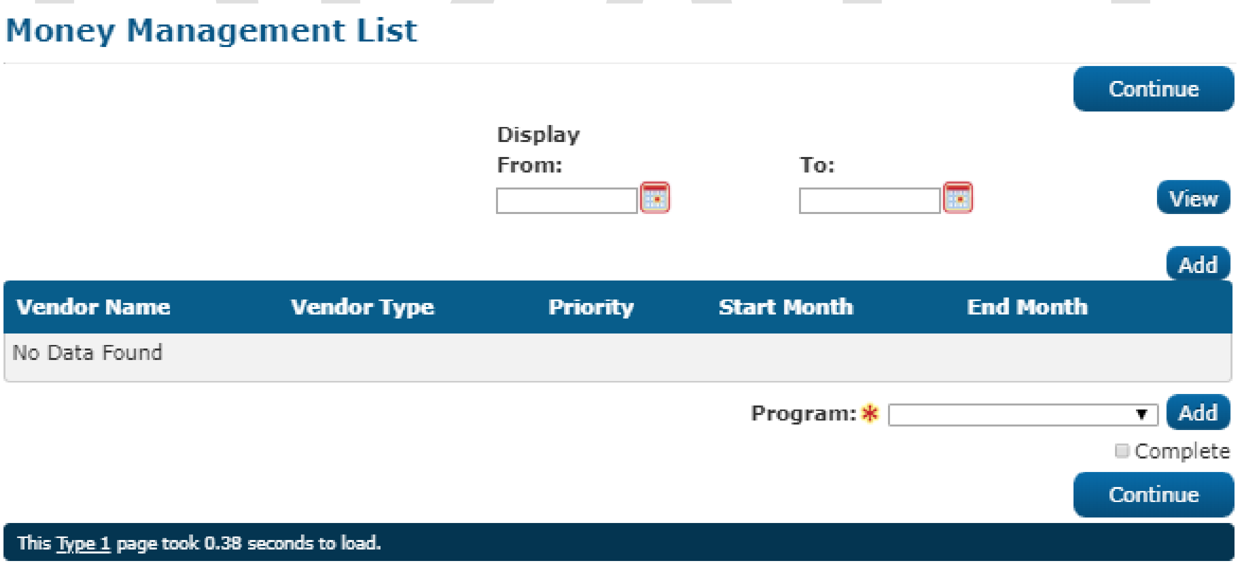


Figure 2.12.2.1 – Money Management List

2.12.3 Description of Changes

1. Update the program field to display the General Assistance (Managed) option. This option will only display if the user is in a county that supports the General Assistance (Managed) program.

2. The logic for displaying programs will be updated to display the General Assistance/ General Relief program related to the county of the logged in user.

2.12.4 Page Location

- **Global:** Eligibility
- **Local:** Customer information
- **Task:** Money Mngmt

2.12.5 Security Updates

N/A

2.12.6 Page Mapping

No page mapping updates.

2.12.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.13 Money Management Detail

2.13.1 Overview

The money management detail page is used to track payment limits to vendors for housing, utilities and other vendor types. This page will be updated to display options specific to the General Assistance (Managed) program.

2.13.2 Money Management Detail Mockup

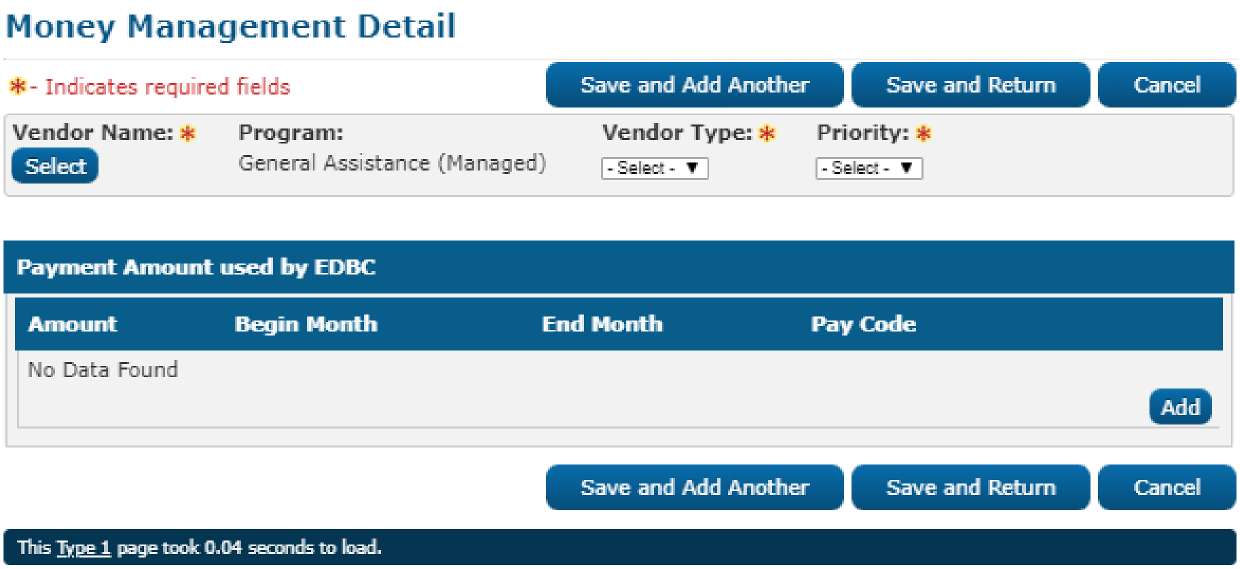


Figure 2.13.2.1 – Money Management Detail

2.13.3 Description of Changes

1. Display the following fields when the program type is 'General Assistance (Managed)':
    a. Vendor Type – This field will display the name of the vendor associated with the money. This field will also have a Select button that will link the user to the 'Select Money Management Resource page' when in Create or Edit Mode.
    b. Program – This field will display the program associated to the Money Management Detail record.
    c. Vendor Type – This field will be a required dropdown with the following options:
        i. – Select –
        ii. Other
        iii. Housing
        iv. Utilities
    d. Priority – This field will be a required dropdown with the following options:
        i. – Select –
        ii. 1
        iii. 2
        iv. 3
        v. 4
        vi. 5
        vii. 6
        viii. 7
        ix. 8

x. 9
xi. 10

2. Display the Payment Amount Used by EDBC Section. This section will use the currently existing logic and fields.

   Note: The select options will only appear when no value exists for the field and will act as the default value, if no value is selected.

2.13.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Money Mngmt

2.13.5 Security Updates

N/A

2.13.6 Page Mapping

No new page mappings for the existing page.

2.13.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.14 Position Detail

2.14.1 Overview

The Position Detail page is used to record information to help regulate the worker's access, capabilities and caseload capacity. This page contains a section for programs that a worker can be automatically assigned to that will be updated to include the migrated General Assistance (Managed) program.

2.14.2 Position Detail Mockup

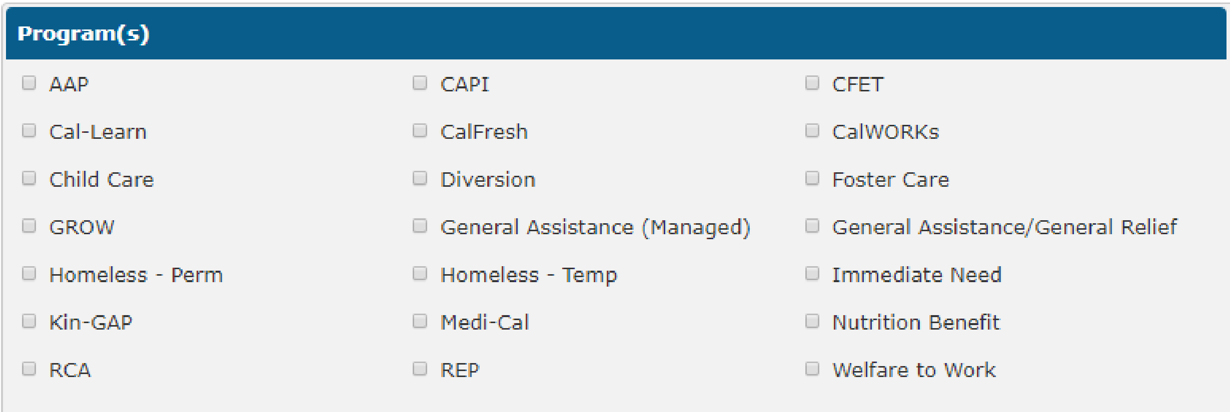


Figure 2.14.2.1 – Position Detail (Program Section)

2.14.3 Description of Changes

Add the General Assistance (Managed) program to the program Section on the Position Detail page. The default alphabetical ordering will continue to apply.

2.14.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Position

2.14.5 Security Updates

N/A

2.14.6 Page Mapping

No new page mappings for the existing page.

2.14.7 Page Usage/Data Volume Impacts

No additional page usage is expected from this update.

2.15 Update Authorization logic

2.15.1 Overview

Update the authorization logic to include GA (Managed) program.

2.15.2 Description of Changes

1. Update the Authorization logic to include GA (Managed) program.

2.16 Update EDBC logic

2.16.1 Overview

Update EDBC logic to reference GA (Managed) program when determining for other programs. Also, send EBT benefit type “GA” via host to host when rushing a General Assistance (Managed) program code “GM” issuance on the EDBC summary page.

2.16.2 Description of Changes

1. Update EDBC logic to use General Assistance (Managed) payments as unearned income for CalFresh.
2. Update CalFresh EDBC to treat the Cal Fresh program as Categorically Eligible if all household members are eligible to GA (Managed).

2.16.3 Programs Impacted

Cal fresh.

2.17 Add a new page: General Assistance (Managed) Manual EDBC

2.17.1 Overview

Add a new General Assistance (Managed) EDBC page to the CalSAWS System”. Include on the “General Assistance (Managed) EDBC (Manual)” page the 'Money Management' section.

2.17.2 General Assistance (Managed) EDBC (Manual) Mockup

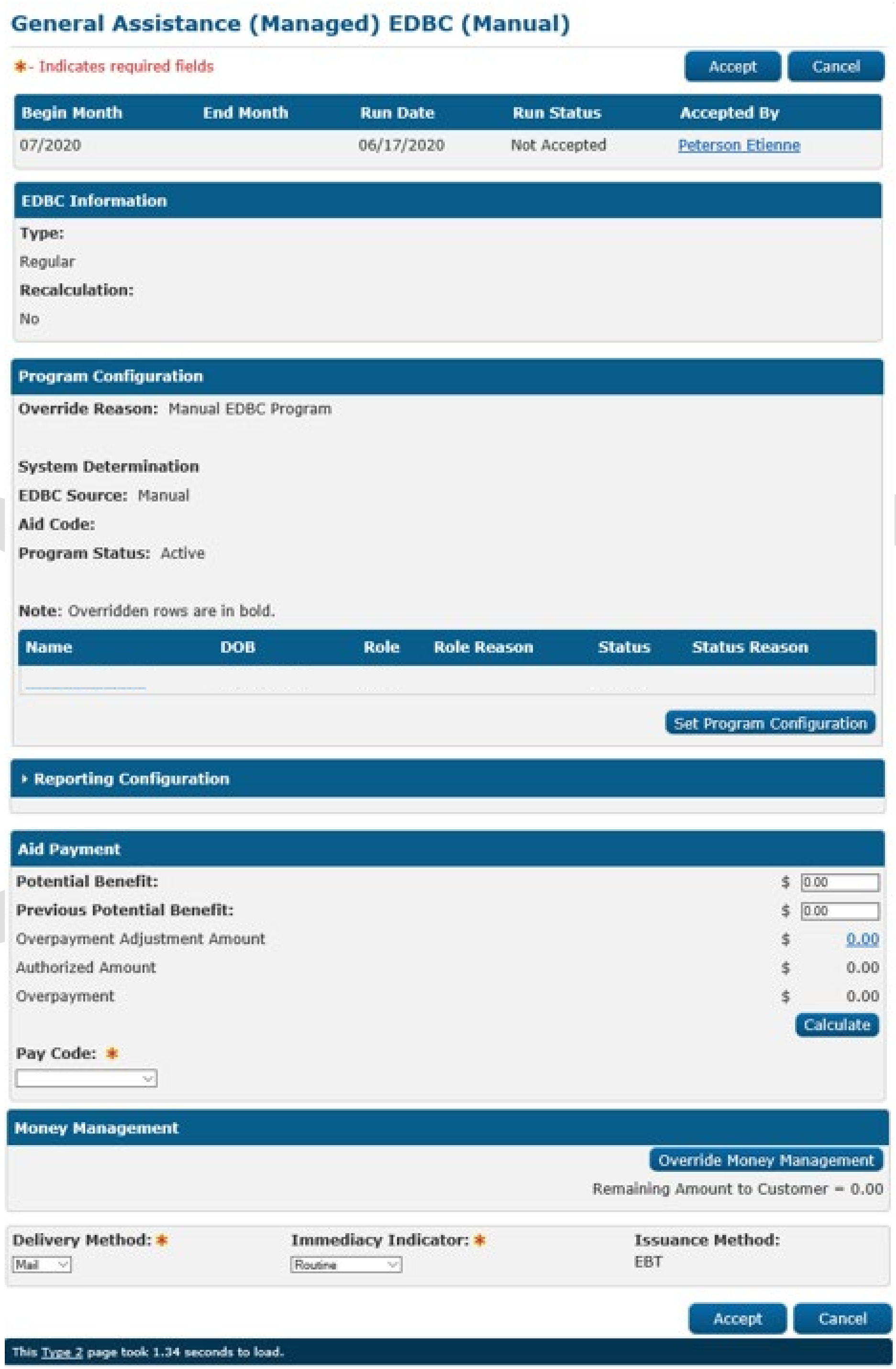


Figure 2.17.2.1 – GA (Managed) EDBC Manual

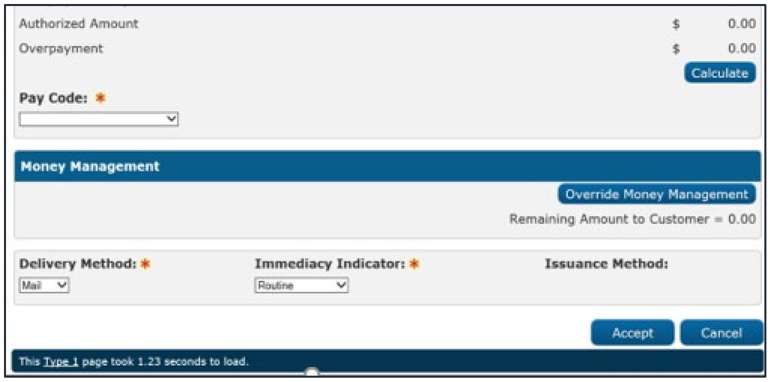


Figure 2.17.2.2 – Money Management Section

2.17.3 Description of Changes

1. Add "General Assistance (Managed) EDBC (Manual)" page which will be the manual EBDC page repurposed for GA (Managed) program. This page will include the following fields:
    a. Potential Benefit - An editable money field that is used in determining the authorized amount and overpayment. This is generally the final benefit amount minus any penalties.
        i. This field will be pre-populated as 0.00.
        ii. The standard money validation field will apply to this field
    b. Previous Potential Benefit - An editable money field that represents the amount already paid.
        i. This field will initially be populated with an amount that represents the total issuances for the same program and benefit month that the issuance has not been cancelled. This field will also factor in GM recovery account transactions for the same program and benefit month.
        ii. This field will be constrained to be a non-negative value.
        iii. The standard money validation field will apply to this field
    c. Overpayment Adjustment Amount - A calculated field that represents a benefit reduction due to any open recovery accounts.
        i. This field will initially be populated with 0.00.
    d. Authorized Amount - A static field that represents the total benefit amount that the EDBC authorizes to be paid to the payee.
        i. This will be pre-populated with a value based on the default values for the fields displayed and updated when the user clicks the Calculate button.

    e. Overpayment - A static field that represents the amount that was previously overpaid to the payee through this program.
        i. This will be pre-populated with a value based on the default values for the fields displayed and updated when the user clicks the Calculate button.
    f. Calculate Button - When clicked causes the calculated fields to be updated based on the user entered data as described below;
    g. Immediacy indicator - A drop down that contains Routine, Rush and Manual.
    h. Delivery Method – A drop down that contains the method by which the resulting payment is to be delivered with the option Mail or Pickup.
    i. Issuance Method – A static field which will show the issuance method as of the EDBC processing date.
    j. Pay Code - A required Drop down field from which user must select the value. The values will be the pay code description and it will be populated based on County option.

2. There will be a Money Management section set after the Aid Payment. This section will allow the user to add new money management records to the GA (Managed) EDBC (Manual) page. This section will include the following fields:
    a. 'Override Money Management' button – When clicked will lead to a new 'Money Management' page.
    b. Remaining Amount to Customer – This is a static field that shows the total benefit amount authorized by the EDBC minus the vendor payments added that will be paid to the payee.
3. The Money Management section will only display if there is an existing money management record present for the benefit month.
4. Add the following hard page validations so the "General Assistance (Managed) EDBC (Manual)" cannot be accepted:
    a. If any editable field has been modified since the Calculate button was last clicked: "EDBC must be recalculated before Accepting new changes. Click the Calculate button to update the EDBC."
    b. If the program status is Pending: "The program status must be active to save this EDBC. Please set the program status to active."
    c. If the Authorized amount exceeds the Issuance Threshold and the user does not have appropriate security rights: "The authorization amount of your issuance exceeds the county limit. Please correct the EDBC authorization amount or see your supervisor for assistance."

d. If the program status is Active and a member who is open does not have the claim code set: “At least one active member is missing one or more of the following: Claim Code.”
e. If the program status is Active and a member who is open does not have the Adult/Child code set: “At least one active member is missing one or more of the following: Adult/Child Code.”
f. If the program status is Active and a Member is open does not have a claim code set: “An aid code is required to save the Manual EDBC detail page. Please go to the program configuration override page to set the aid code.”
g. If the program status is Discontinued and there is a non-zero overpayment amount: “An EDBC with an overpayment amount cannot be saved with a status of 'Discontinued'.”
h. If the program status is Active and the Issuance Method for the program has not been set: “Please set the Issuance Method for <program> program.”
i. If the Immediacy is set to Manually Issued and the issuances would be skipped: “EDBC could not be accepted because a Manual Issuance could not be created for the following reason: <skip reason>.”
j. If the Immediacy is set to Rush and the issuances would be skipped: “EDBC could not be accepted because a Rush Issuance could not be created for the following reason: <skip reason>.”
k. If the Immediacy is set to Rush and the Begin Date of the EDBC is after the current month: “Unable to rush future month benefits.”

2.17.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Manual EDBC > General Assistance (Managed) EDBC (Manual)**

2.17.5 Page Mapping

N/A

2.17.6 Page Usage/Data Volume Impacts

N/A

2.18 Update Program Configuration Detail

2.18.1 Overview

Update Program Configuration Detail page to show 'Other' in the Claiming Code drop-down list for GA (Managed) program aid codes.

These aid codes are shared between LA County General Assistance/General Relief and C-IV General Assistance (Managed) since both General Assistance program uses the same aid codes and descriptions. In the backend each solution uses their own sperate program code so that it does not affect each other.

CalSAWS will translate the aid codes for General Assistance (Managed) to 9G and report the same to MEDS. This change will be added to CalSAWS system as part of 21.01 release with CA-215681.

2.18.2 Description of Changes

1. Set the following for CT 184 GA (Managed) Aid Code reference column Fed/Non-Fed to 'OT'.
    a. 90 - GA General Relief Independent Living-CNTY
    b. 91 - GA General Relief-B/C Non-Independent Living-CNTY
    c. 92 - GA General Relief-R/B Non-Independent Living-CNTY

2.18.3 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Manual Edbc > General Assistance (Managed) EDBC (Manual) > Program Configuration List > Program Configuration Detail**

2.18.4 Security Updates

N/A

2.18.5 Page Mapping

N/A

2.18.6 Page Usage/Data Volume Impacts

N/A

2.19 Enable the Money Management

2.19.1 Overview

Enable the ‘Money Management’ page to the CalSAWS System. This page will be populated when clicking on the 'Override Money Management' button located above the ‘Remaining Amount to Customer’ field.

2.19.2 Money Management Mockup

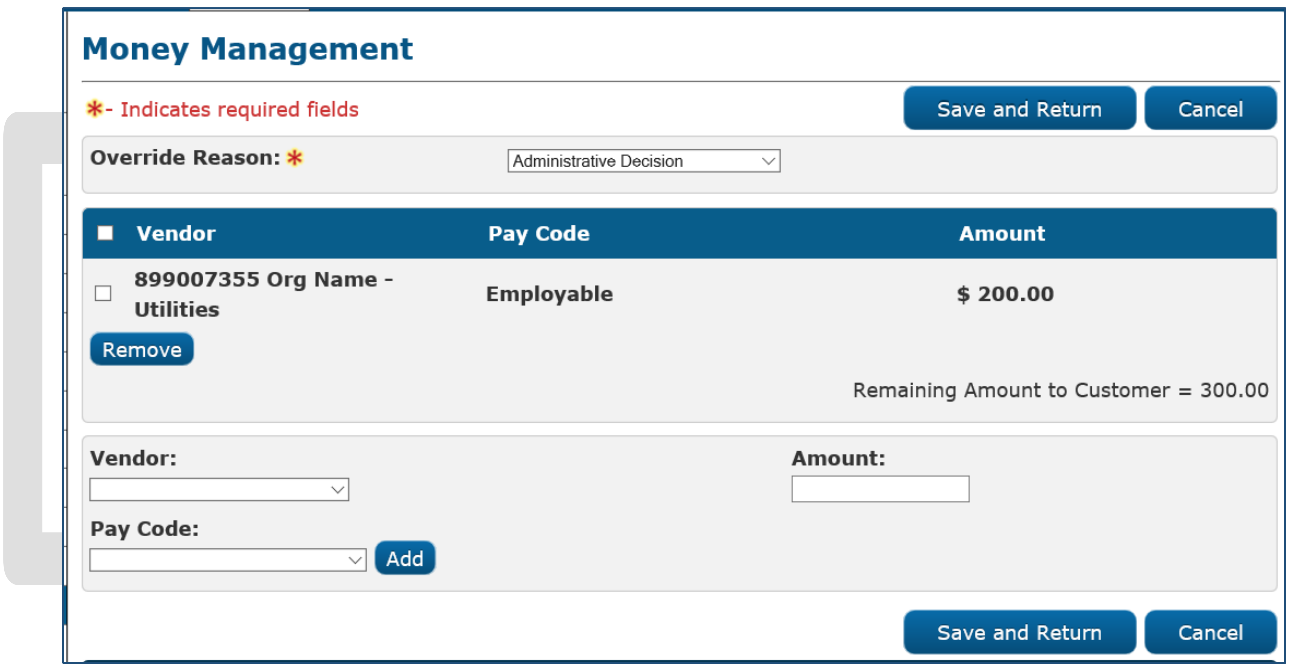


Figure 2.19.2.1 The Money Management page that will populate when clicking on the ‘Override Money Management’ button.

2.19.3 Description of Changes

1. Money Management page will allow the user to create Money management records and can be added to the GA (Managed) EDBC (Manual) page. This page will contain the fields:
   a. Override Reason – a dropdown field that contains (CT325 EDBC Override Reason Codes) – The reason why the money management configuration was overridden.
   b. Vendor – a dropdown field that contains existing Vendors established in the Money Management Data Collection page set for the case.
   c. Pay Code – a dropdown field that holds the existing Pay Code (CT623 Pay Code) set specifically for county for the program

code ‘GM’ reference CA-201377 DDCR 10002 GAGR Solution for C-IV Counties PayCode.xlsx for the county pay codes.

d. Amount – A static money field that represents the amount.
e. Add button – a button which takes the user inputs and saved as shown in figure 2.2.1.
f. Remove button – a button that will appear only when an entry is added by the user. This button will remove the entry that was added by the user and indicated by a checked box.

2. Add the following hard page validations so the “Money Management” page cannot be accepted when the add button is clicked:
   a. If the vendor payment amount is blank: “Amount - Please enter a vendor payment amount.”
   b. If the vendor is not picked: “Vendor - Please select a vendor.”
   c. If the Override Reason field is not chosen: “Override Reason - Field is required. Please enter a value.”
   d. If the vendor payment is larger than the authorized amount: “Vendor Payments - The total amount of vendor payments cannot exceed the authorized amount.”

2.19.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Manual EDBC > Override Money Management**

2.19.5 Page Mapping

N/A

2.19.6 Page Usage/Data Volume Impacts

N/A

2.20 Allow Multi-Month Manual EDBC

2.20.1 Overview

In LRS users have the capability of running multi month manual EDBC. This functionality will be updated to include General Assistance (Managed).

This functionality will be updated in CalSAWS to include General Assistance (Managed). Users can run manual EDBC for a month. Once it is accepted users will be provided with an option to generate a manual EBDC program for up to 5 months from the begin month.

Once the desired end month is selected a "not accepted" manual EDBC will be generated for the requested months. Users will have to enter the desired authorization amount for each EDBC generated and accept the EDBC before accepting and saving the results.

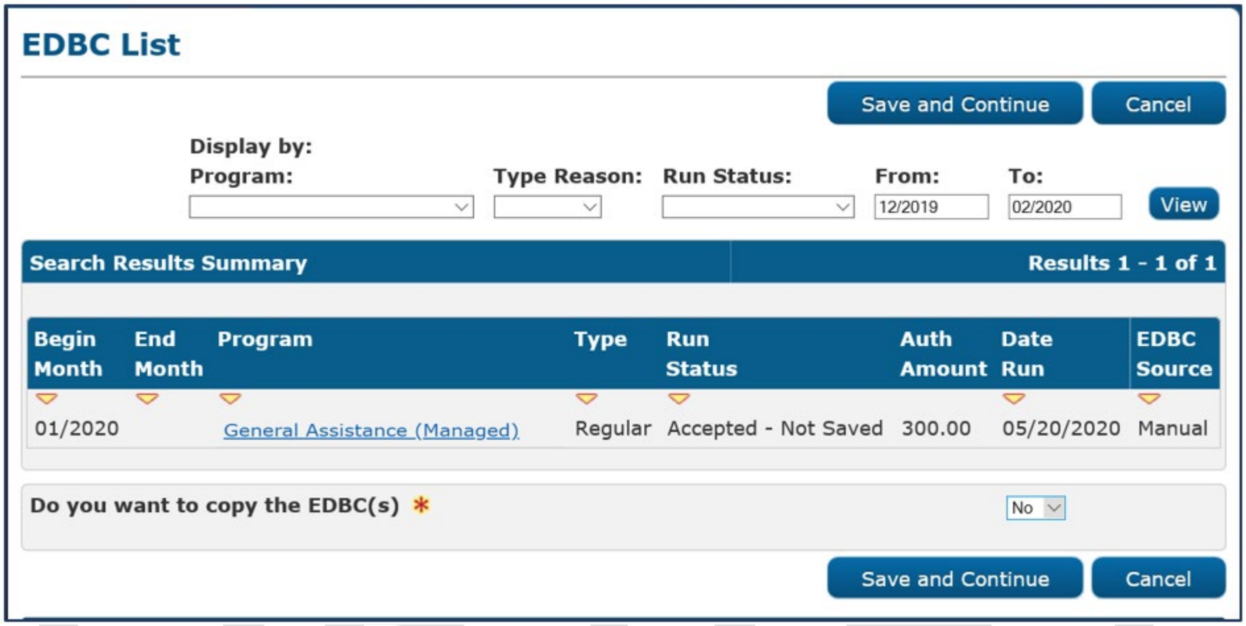


Figure 2.19.1.1 – The "Do you want to copy the EDBC(s)" option will appear.

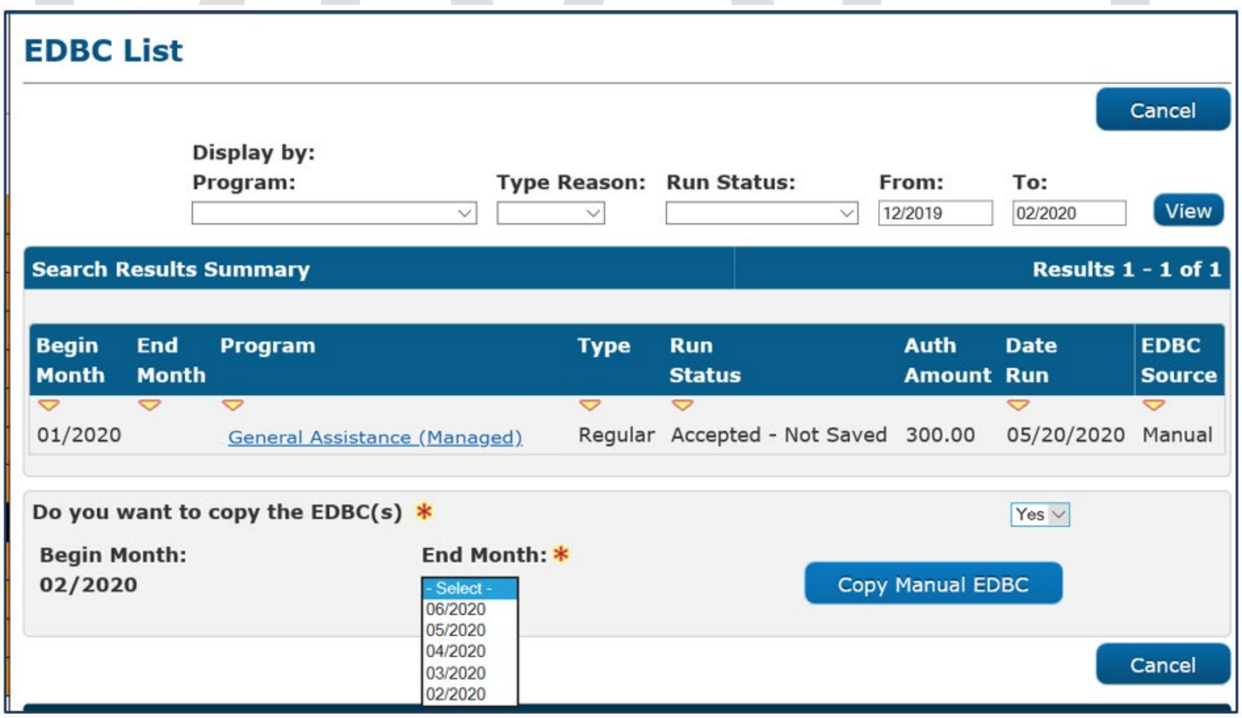
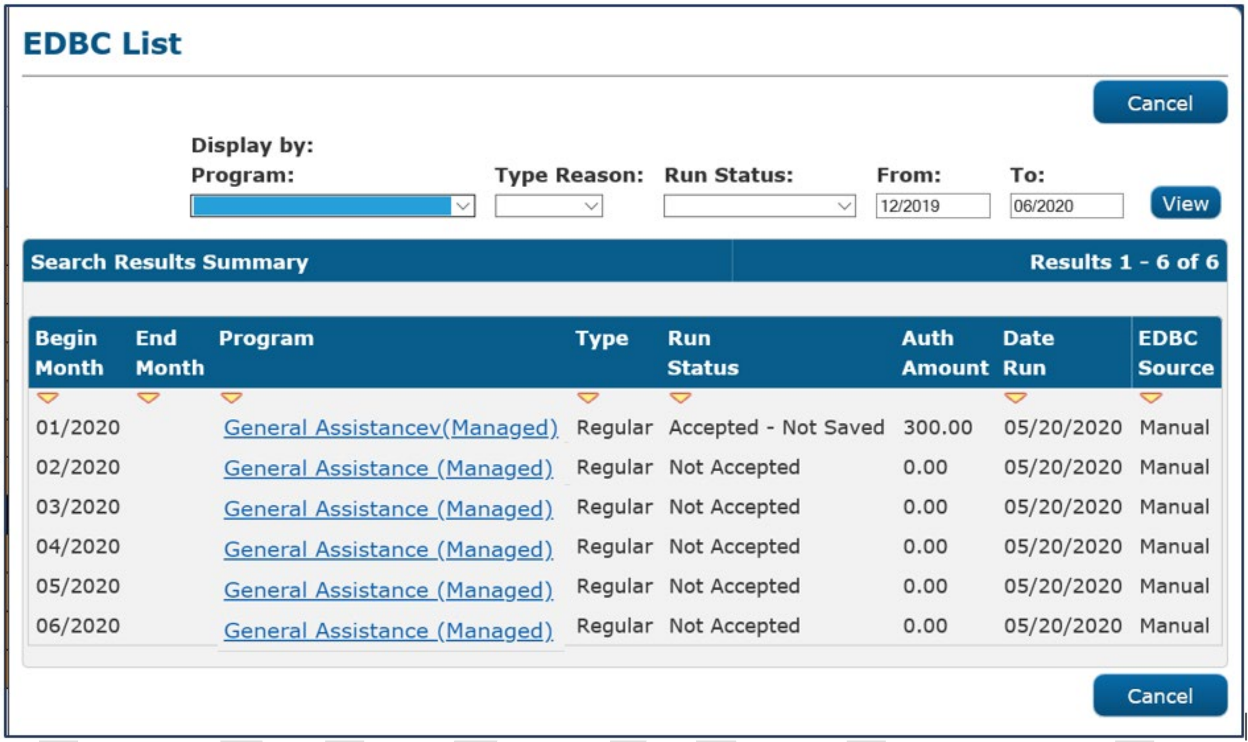


Figure 2.19.1.2 – Indicating Yes, the Begin Month will be the following month and the user can choose the desired End Month.



EDBC List

Cancel

Display by:

Program: | Type Reason: | Run Status: | From: 12/2019 | To: 06/2020 | View

Search Results Summary — Results 1 - 6 of 6

Begin Month	End Month	Program	Type	Run Status	Auth Amount	Date Run	EDBC Source
01/2020		General Assistancev(Managed)	Regular	Accepted - Not Saved	300.00	05/20/2020	Manual
02/2020		General Assistance (Managed)	Regular	Not Accepted	0.00	05/20/2020	Manual
03/2020		General Assistance (Managed)	Regular	Not Accepted	0.00	05/20/2020	Manual
04/2020		General Assistance (Managed)	Regular	Not Accepted	0.00	05/20/2020	Manual
05/2020		General Assistance (Managed)	Regular	Not Accepted	0.00	05/20/2020	Manual
06/2020		General Assistance (Managed)	Regular	Not Accepted	0.00	05/20/2020	Manual

Cancel

Figure 2.19.1.3 – By clicking "Copy Manual EDBC" Button it will generate the following "Not Accepted" EDBC for that program.

2.21 Eligibility - Update Code table to include General Assistance (Managed)

2.21.1 Overview

Update the code table to enable General Assistance (Managed).

2.21.2 Description of Changes

1. Add three new columns in the code table (CT 73 Program Reason Codes) and set the indicated status reasons in the table reference in the appendix A to allow them to be used to close the program in a GA (Managed) manual EDBC.
    a. The three new columns will be used to reference:
        i. GM Close Program reason
        ii. GM Close Person reason
        iii. General Assistance (Managed)
2. Add a new column named 'GM' for Program Statuses (CT 72) and set the indicator as in table to allow GA (Managed) manual EDBC to have the following statuses.

Status	GM
Pending	Y
Ineligible	Y
Discontinued	Y
Active	Y
Denied	Y

3. Add a new status reason "General Assistance program not Available for County" for the GA (Managed) program. This status reason will be a program closure.

Column	Entry
Code_num_identif	A9
Catgry_ID	73
Short_Decode_name	General Assistance program not Available for County

Set by Eligibility	Y
Notice of Action Reason code	NOA not Required
GM Close Program	Y
General Assistance (Managed)	Y

4. Create a new column named 'GM' for Program Person Roles in the code table (CT 201) to show as the role for the GA (Managed) program person:

Role	GM
Unaided Person	Y
Family Size Only	N
Member	Y
Financially Responsible - Included	N
Medi-Cal Member Only	N
Financially Responsible - Excluded	N

5. Use the existing C-IV second program reference column for the following Aid Codes (CT 184) to be available for the GA (Managed) program:

Column	Description	90	91	92
Short Decode	Short Textual description used for display	90 - GA General Relief Independent Living-CNTY	91 - GA General Relief-B/C Non-Independent Living-CNTY	92 - GA General Relief-R/B Non-Independent Living-CNTY
Long Decode	Long Textual description used for display	90 - General Assistance	91 - General Assistance	92 - General Assistance
Second C-IV Program	Internal system identifier for an additional Program which can use this Aid Code	GM	GM	GM

2.22 Issuance Threshold Updates

2.22.1 Overview

Issuance thresholds are established to determine the amount of benefits or service payments that can be approved by an Eligibility worker without requiring a supervisor override.

The code table (CT 562) Issuance threshold will be updated to include the issuance threshold values for General Assistance (Managed) for each C-IV opted in county. Reference appendix C for the threshold issuance amounts for the corresponding counties.

2.23 Update the Need Detail

2.23.1 Overview

Update the Need Detail page to include need types for GA (Managed) program for participants/benefactors associated to the case.

2.23.2 Description of Changes

1. Add two additional Customer Need Type in the code table Customer Need Type (CT 164):

Code Number	Short Description	Long Description
GA	GA Incidentals	GA Incidentals
GO	GA Other	GA Other

2. Add the following mapping for Customer Need Category and Customer Need type for GA (Managed) program to the code table Customer Need to Program mapping (CT 1870). Reference CA-201377 DDCR 10002 GAGR Solution for C-IV Counties Customer Need Program Mapping.xlsx for the Customer Need type, Customer Need Category and program mapping.

2.23.3 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Need**

2.23.4 Security Updates

N/A

2.23.5 Page Mapping

N/A

2.23.6 Page Usage/Data Volume Impacts

N/A

2.24 Update Service Arrangement Detail

2.24.1 Overview

Update the Service Arrangement page to include a new validation for GA (Managed) program.

2.24.2 Service Arrangement Detail Mockup

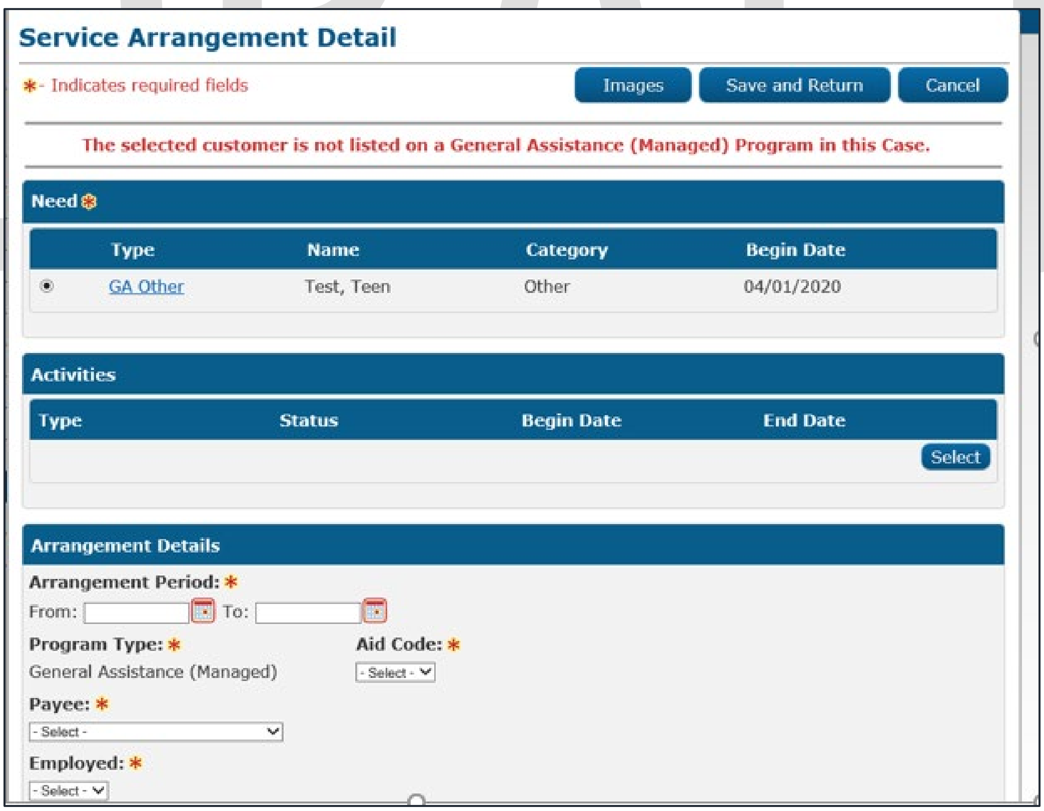


Figure 2.24.2.1 Service Arrangement Detail with the Validation

2.24.3 Description of Changes

1. Update Service Arrangement Detail page to trigger validation, "The selected customer is not listed on a GA (Managed) Program in this Case" when all these conditions are met:
    a. The GA (Managed) program is selected from the Program Type drop down list.
    b. The selected customer is not listed on the GA (Managed) program.
    c. The Validation will be triggered upon clicking Save and Return button.

2.24.4 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Service Arrangements > Service Arrangement ID link**

2.24.5 Security Updates

N/A

2.24.6 Page Mapping

N/A

2.24.7 Page Usage/Data Volume Impacts

N/A

2.25 Update Valuable Request Detail

2.25.1 Overview

Update the Valuable Request Detail page to show only the GA (Managed) Pay Codes in the Pay Code field drop down if the Valuable Request is created for the GA (Managed) Program.

2.25.2 Page Location

- **Global: Eligibility**
- **Local: Customer Information**
- **Task: Service Arrangements > Service Arrangement ID > Create Valuable Request**

2.25.3 Security Updates

N/A

2.25.4 Page Mapping

N/A

2.25.5 Page Usage/Data Volume Impacts

N/A

2.26 Update Un-Reimbursed Assistance Pool Detail

2.26.1 Overview

Currently this page is not used in LRS. This page will be ported over from the existing Un-Reimbursed Assistance Pool Detail page from the C-IV system to LRS.

2.26.2 Description of Changes

1. Update Un-Reimbursed Assistance Pool Detail page to include General Assistance (Managed) in the Program dropdown field.
2. Add the following aid codes for the aid code dropdown list for the program GM:
   a. 90 – GA General Relief Independent Living – CNTY
   b. 91 – GA General Relief – B/C Non-Independent Living – CNTY
   c. 92 – GA General Relief – R/B Non-Independent Living - CNTY

2.26.3 Page Location

- **Global: Eligibility**
- **Local: Case Summary**
- **Task: Issuance History > Process UAP button**

2.26.4 Security Updates

N/A

2.26.5 Page Mapping

N/A

2.26.6 Page Usage/Data Volume Impacts

N/A

2.27 Update Issuance Detail

2.27.1 Overview

Update the Issuance Detail page to make the Pay Code field required when the program is "General Assistance (Managed)".

Update the page to send an EBT Benefit Type of "GA" via host to host when rushing a "GA (Managed)" issuance.

2.27.2 Page Location

- **Global: Case Info**
- **Local: Case Information**
- **Task: Issuance History > Issuance Detail**

2.27.3 Security Updates

N/A

2.27.4 Page Mapping

N/A

2.27.5 Page Usage/Data Volume Impacts

N/A

2.28 EBT Repayment Detail

2.28.1 Overview

Update the EBT Repayment page to include GA (Managed) program EBT Benefit Type when posting a repayment.

2.28.2 Description of Changes

1. Update the following Code Detail values for CT 2055 EBT Benefit Type Code, GA Code_Num_Identif 25:
   a. Long Description: General Assistance.
   b. Aid Code: 90, 91, 92.

2. Update the EBT Repayment Detail page to include "GA" on the Benefit Type drop down field.

2.28.3 Page Location

- **Global: Eligibility**
- **Local: Case Summary**
- **Task: EBT Account List > EBT Repayment List**

2.28.4 Security Updates

N/A

2.28.5 Page Mapping

N/A

2.28.6 Page Usage/Data Volume Impacts

N/A

2.29 Update the Recovery Account Detail

2.29.1 Overview

Add additional values under the "Reason" drop-down field when General Assistance/General Relief or General Assistance (Managed) is the selected "Program Type".

2.29.2 Description of Changes

1. Add the additional "Reason" values when creating a General Assistance/General Relief program or General Relief (Managed) program Recovery Account on the Recovery Account Detail page

    a) Aid Paid Pending - State Hearing
    b) Bounce Check Charge
    c) Collection Fee
    d) Court Fees
    e) Electronic Theft
    f) General Assistance / General Relief
    g) Sheriffs Service Fee
    h) Unreported Income - Other

2.29.3 Page Location

- **Global: Fiscal**

- **Local: Payment**
- **Task: Create External Recovery Account**

2.29.4 Security Updates

N/A

2.29.5 Page Mapping

N/A

2.29.6 Page Usage/Data Volume Impacts

N/A

2.30 Payment Request Detail

2.30.1 Overview

Update the payment request detail page to allow EBT issuance for the GA (Managed) program.

2.30.2 Description of Changes

1. Allow EBT as an Issuance Method on the Payment Request Detail page for the GA (Managed) when these conditions are met:
    a) The Issuance Method is EBT.
    b) The program payee and the payee on the Service Arrangement Detail page are same.
2. In all other scenarios the Issuance Method for the GA (Managed) program will be defaulted to 'Warrant' without EBT as an option.
3. Allow GA (Managed) issuances to be issued as EBT, Warrant and Direct Deposit.
    a) Add a new reference column 'GM' in the code table Issuance Type (CT 112).
    b) Indicate the following issuances in the code detail table Issuances type (CT 112) to be applicable for reference column 'GM':
        i) EBT.
        ii) Warrant.
        iii) Direct Deposit.
4. Update the Payment Request Detail page to show only the GA Pay Codes in the Pay Code field drop down if:

a) the Payment Request is created for the GA (Managed) Program.

5. Add a hard validation if the program is GA (Managed) and there is no pay code selected.
   a) 'Pay Code – Please select a pay code'.
6. Allow a GA (Managed) program Payment Request to be approved only if the GA (Managed) program is:
   a) Active for the Service Month indicated on the Payment Request
7. If the Approve button is selected and the GA (Managed) program status is not active for the indicated service month, display the following validation message: "The General Assistance (Managed) Payment cannot be issued unless the program is active during the service month."
8. All the Payment Requests for the GA (Managed) Program will be issued as Service Payments.

2.30.3 Page Location

- **Global: Fiscal**
- **Local: Payment Request**
- **Task: Payment Request Search**

2.30.4 Security Updates

N/A

2.30.5 Page Mapping

N/A

2.30.6 Page Usage/Data Volume Impacts

N/A

2.31 Update Expungement Detail

2.31.1 Overview

Update the Expungement detail page for GA (Managed) program.

2.31.2 Expungement Detail Mockup

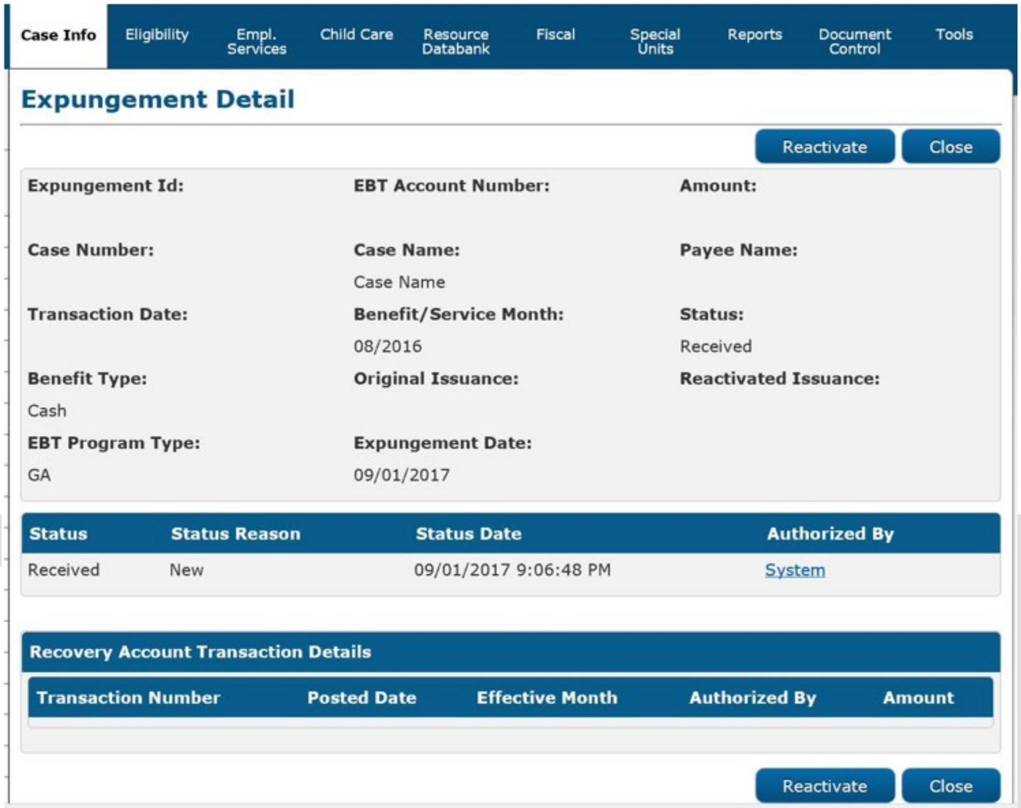


Figure 2.31.2.1 Expungement Detail with the Reactivate Button.

2.31.3 Description of Changes

1. Display a "Reactivate" button to the left of the "Close" button on the "Expungement Detail" page, only when all the following conditions are met:
   a. The Expunged Benefit Type is "General Assistance".
   b. The County is a C-IV opted-in GA (Managed) county.
   c. The Expungement Status is "Received".
   d. The latest EBT Cash Account Type on the case is "Active".
   e. The user has the "Expungement Reactivate" security group.
2. When the "Reactivate" button is clicked, update the status of the General Assistance expungement to "Pending Reactivation" so that the nightly batch issuance process will reactivate and create a reactivated issuance for this expungement.
   a. After the status has been updated, reload the Expungement Detail page with the updated status information. NOTE: The "Reactivate" button will not show after the page reloads since the status will be "Pending Reactivation".

2.31.4 Page Location

- **Global: Fiscal**
- **Local: Expungements**
- **Task: Expungement Search > Search > Expungement ID**

2.31.5 Security Updates

N/A

2.31.6 Page Mapping

N/A

2.31.7 Page Usage/Data Volume Impacts

N/A

2.32 Update Fiscal logic

2.32.1 Overview

Update the GA (Managed) program to follow the staggering logic already set.

2.32.2 Description of Changes

1. Stagger the Available Date for all General Assistance (Managed) Main Payroll EBT issuances (unless there is a Staggered Issuance Exemption for this program) over the first three days following the same Cash EBT Stagger Date logic as CalWORKs.

2.33 Update the skip issuance logic

2.33.1 Overview

Issuance Batch is responsible for creating an Issuance record for each authorization that is subject to be paid on a Monthly/Nightly basis. This update is to configure the Issuance Batch to process authorizations for 'General Assistance (Managed)' program.

2.33.2 Description of Changes

1. Update the Skip Issuance logic in the Issuance Batch to apply the following skip issuance reasons to the EDBC authorizations associated to 'General Assistance (Managed)' program:
    a. Future Month Issuance Cannot be Created Before Last Business Day.
    b. Payee Mailing Address Cannot be Determined.

2.34 Update Benefit Issuance Pre-Claiming (PBXXF201)

2.34.1 Overview

Update the Benefit Issuance Pre-Claiming to include the GA (Managed) program to identify issuances for claiming where the status is updated to Issued, Manually Issued, or Canceled between the Last Success Date and Batch Date.

2.34.2 Description of Changes

Update the Benefit Issuance Pre-Claiming module to include all GA (Managed) issuances that are Issued, Manually Issued, or Canceled between the Last Success Date and Batch Date.

Update the Benefit Issuance Adjustment Pre-Claiming module to include all Accepted and Saved recalculated EDBCs for GA (Managed) that are run between the Last Success date and Batch Date.

Update the Benefit Issuance Expungement Pre-Claiming module to include all expungements for GA (Managed) received between the Last Success date and Batch Date.

2.35 Update Benefit Issuance Claiming (PBXXF204)

2.35.1 Overview

Update the Benefit Issuance Claiming to include the GA (Managed) program. This will be done by migrating the C-IV General Assistance Managed Claiming logic into CalSAWS.

2.35.2 Description of Changes

Update the Benefit Issuance and Benefit Issuance Adjustment modules to calculate the following data points for GA (Managed) issuances. All calculations will be based on the EDBC that authorized the GA (Managed) issuance for Benefit Issuance claiming or the latest Accepted and Saved Recalculated EDBC in the benefit month for Benefit Issuance Adjustment claiming.

Federal Adult Count – The field will be 0.

Federal Child Count – This field will be 0.

Federal Amount – This field will be $0.

Non-Federal Adult Count – This field will be 0.

Non-Federal Child Count – This field will be 0.

Non-Federal Amount – This field will be $0.

Other Adult Count – This field will be the sum of all Active Adults in the program with a Role Code of Member and Claiming Code is 'Other'. The value will be 0 if the Other Adult Count is already claimed in another GA (Managed) issuance for the same program and benefit month. This will be an unduplicated count.

Other Child Count – This field will be the sum of all Active Children in the program with a Role Code of Member and Claiming Code is 'Other'. The value will be 0 if the Other Child Count is already claimed in another GA (Managed) issuance for the same program and benefit month. This will be an unduplicated count.

Other Amount – This field will be the Issuance Amount.

Update the Issuance Expungement Claiming Batch Module to claim the expungement amount as a negative transaction using the following rules:

Other Amount – This field will be the Expungement Amount.

Non-Federal Amount – This field will be $0.

Federal Amount – This field will be $0.

2.36 Update Service Payment Issuance Claiming (PBXXF203)

2.36.1 Overview

Update the Service Payment Issuance Claiming to include the GA (Managed) program.

2.36.2 Description of Changes

Update the Service Payment Issuance and Service Payment Adjustment modules to claim the General Assistance (Managed) Program Payment Requests with zero person counts.

Federal Adult Count – The field will be 0.

Federal Child Count – This field will be 0.

Non-Federal Adult Count – This field will be 0.

Non-Federal Child Count – This field will be 0.

Other Adult Count – This field will be 0.

Other Child Count – This field will be 0.

Update the Service Payment Issuance and Service Payment Adjustment modules to claim the payment amount using the following rules:

Federal Amount – This field will be $0.

Non-Federal Amount – This field will be $0.

Other Amount – This field will be the Issuance Amount.

2.37 Update Valuables Claiming (PBXXR202)

2.37.1 Overview

Update the Valuables Claiming to include the GA (Managed) program.

2.37.2 Description of Changes

Update the Valuables Issuance and Valuables Adjustment modules to claim the General Assistance (Managed) Program Valuable Requests with zero person counts.

Federal Adult Count – The field will be 0.

Federal Child Count – This field will be 0.

Non-Federal Adult Count – This field will be 0.

Non-Federal Child Count – This field will be 0.

Other Adult Count – This field will be 0.

Other Child Count – This field will be 0.

Update the Valuables Issuance and Valuables Adjustment modules to claim the valuable amount using the following rules:

Federal Amount – This field will be $0.

Non-Federal Amount – This field will be $0.

Other Amount – This field will be the Valuable Amount.

2.38 Update Non-Foster Care Main Payroll Sweep (PB00F300)

2.38.1 Overview

Include GA (Managed) program to this sweep which identifies any high dated EDBCs where an issuance has not been created for the upcoming month.

2.38.2 Description of Change

Update Non-Foster Care Main Payroll Sweep (PB00F300) to include the GA (Managed) program.

2.38.3 Execution Frequency

No changes to the current execution Frequency.

2.38.4 Key Scheduling Dependencies

No changes to the current scheduling dependencies.

2.38.5 Counties Impacted

All counties in CalSAWS system that opted in GA (Managed)

2.38.6 Data Volume/Performance

No measurable change to the volume or performance.

2.38.7 Failure Procedure/Operational Instructions

No change to the current failure procedures and operational instructions.

2.39 Update Recovery Account Claiming (PBXXR203)

2.39.1 Overview

Update the Recovery Account Claiming to include the GA (Managed) program.

2.39.2 Description of Changes

Update Recovery account claiming module to claim the GA (Managed) recovery account transaction amounts and regular GM recovery accounts using the following rules:

Other Amount – This field will be the total recovery account transaction amount.

Non-Federal Amount – This field will be $0.

Federal Amount – This field will be $0.

The following recovery account transactions will be in the scope for GA (Managed) reference Appendix D.

2.40 Update Future Monthly Supplemental sweep (PB00F308)

2.40.1 Overview

Update existing Future Monthly Supplemental sweep (PB00F308) to include the GA (Managed) program.

2.40.2 Description of Change

Update sweep (PB00F308) to identifies GA (Managed) EDBCs that are effective for the upcoming month where an issuance has not been created yet.

2.40.3 Execution Frequency

No changes to the current scheduling dependencies.

2.40.4 Key Scheduling Dependencies

N/A

2.40.5 Counties Impacted

All counties currently in the CalSAWS that opted in GA Managed

2.40.6 Data Volume/Performance

No measurable change to the volume or performance.

2.40.7 Failure Procedure/Operational Instructions

No change to the current failure procedures and operational instructions.

2.41 Update Nightly EDBC Issuance sweep (PB00F302)

2.41.1 Overview

Update existing Nightly EDBC Issuance sweep (PB00F302) to include the GA (Managed) program.

2.41.2 Description of Change

Update this sweep to identify any high dated GA (Managed) EDBCs where an issuance has not been created for the current month.

2.41.3 Execution Frequency

No changes to the current execution frequency.

2.41.4 Key Scheduling Dependencies

No changes to the current scheduling dependencies.

2.41.5 Counties Impacted

All counties that is in the CalSAWS system that opted in GA (Managed)

2.41.6 Data Volume/Performance

No measurable change to the volume or performance.

2.41.7 Failure Procedure/Operational Instructions

No change to the current failure procedures and operational instructions.

2.42 Update Nightly EDBC Non-FC Issuance sweep (PB00F303)

2.42.1 Overview

Update existing Nightly EDBC Non-FC Issuance sweep (PB00F303) to include the GA (Managed) program.

2.42.2 Description of Change

This sweep identifies any recalculated EDBCs where an issuance has not been created yet and the EDBC was run in the last six months.

2.42.3 Execution Frequency

No changes to the current execution frequency.

2.42.4 Key Scheduling Dependencies

No changes to the current scheduling dependencies.

2.42.5 Counties Impacted

No counties should be impacted

2.42.6 Data Volume/Performance

No measurable change to the volume or performance.

2.42.7 Failure Procedure/Operational Instructions

No change to the current failure procedures and operational instructions.

2.43 Add New Forms in Template Repository

Existing GA forms in C-IV are being migrated into CalSAWS. The GA Free Format NOA was implemented in C-IV through CIV-104855 in the 20.01 release. All other forms were implemented in C-IV as part of CIV-4400 in the 20.07 release.

A system-wide flag is implemented per Recommendation 2.1. This flag determines whether the functionality added with this SCR will be visible in the system. As part of this, the forms added in the following recommendations will need to be hidden/displayed depending on the flag.

The forms will be using the CalSAWS Non-State form standard header (see below figure). Form numbers and titles wil be changed from the C-IV implementation to match new CalSAWS standards.

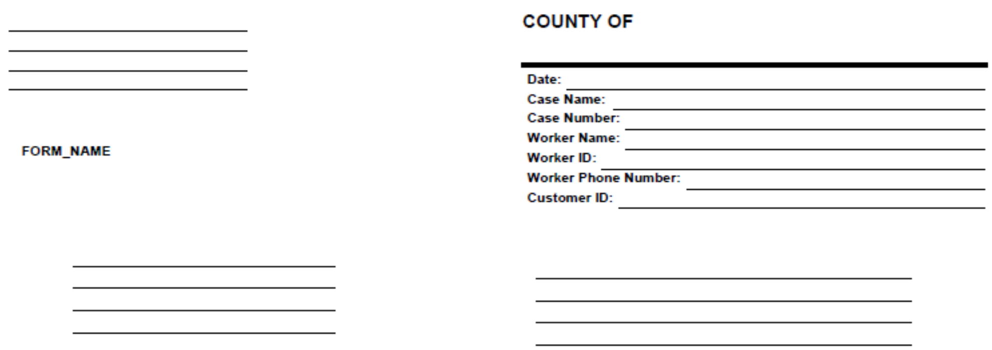


Figure 2.43.1 CalSAWS Non-State Form Standard Header

Note: The dynamic header that may be used by the Non-State forms will be implemented in CalSAWS through CA-214196 which may not exactly match the above image.

2.43.1 Add CSF 106 - Free Format General Assistance/General Relief NOA

2.43.1.1 Overview

This recommendation will add the GA/GR Free Form NOA to Template Repository.

State Form: N/A, this is a C-IV specific GA Form

Programs: General Assistance (Managed)

Attached Forms: GA/GR NA Back 9

Forms Category: NOA

Languages:

English

2.43.1.2 Create CSF 106 XDP

Form Header: Existing LRS/CalSAWS Standard Header
Form Title: GA/GR Free Format Notice of Action
Form Number: CSF 106
Include NA Back 9: GA/GR NA Back 9

Form Mockups/Examples: See Supporting Documents #1 (English CSF 106 and GA/GR NA Back 9) and #9 (Spanish GA/GR NA Back 9)

2.43.1.3 Add CSF 106 to Template Repository

This Template will be added to the Template Repository in English only

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

2.43.1.4 Add CSF 106 Form Control

Add an Imaging Barcode for the GA/GR Free Format NOA.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

2.43.1.5 CSF 106 Print Options and Mailing Requirements

The print options checked below will be available for this form.

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

Mailing Requirements:

Mail-To (Recipient): Person selected in the Document's Parameter page
Mailed From (Return): Standard Population
Mail-back-to Address: N/A
Outgoing Envelope Type: Standard
Return Envelope Type: None

Additional Requirements:

Special Paper Stock: N/A
Enclosures: N/A
Electronic Signature: No

2.43.1.6 GA/GR NA Back 9

On the back of the first page of all the NOAs, also known as the second page, the GA/GR NA Back 9 will generate. This GA/GR NA

Back 9 was created using existing GA NOAs from samples provided by several C-IV counties. The page number and page total will generate at the bottom of the page (see supporting document # 1 and 9 for mockup).

The 90 days fields and toll free/TDD phone numbers will be editable text boxes.

2.43.1.7 NA Back 9 Form Population

The NA Back 9 has pre-populated values that will be editable.

Pre-populated value	Description	Formatting	Template Repository Population	Populates with Form Generation
90	Number of days to ask for a hearing	Arial Font Size 10	Y	Y
1-800-952-5253	State Toll-free number	Arial Font Size 10 bold	Y	Y
1-800-952-8349	State TDD Number	Arial Font Size 10 bold	Y	Y
<County>	User's County	Arial Font Size 10 Underline	Y	Y

2.43.2 Add CSF 107 – GA/GR Approval NOA

2.43.2.1 Overview

This recommendation will add the CSF 107 GA/GR Approval NOA to Template Repository. There will be no variable population aside from the existing population logic for the CalSAWS Standard Header.

State Form: N/A, this is a C-IV specific GA Form

Programs: General Assistance (Managed)

Attached Forms: GA/GR NA BACK 9

Forms Category: NOA

Languages:

English and Spanish

2.43.2.2 Create CSF 107 – GA/GR Approval NOA XDP

A new XDP will be created for the GA/GR Approval NOA. This GA NOA will have the GA NOA BACK 9 on the back of the first page. There will be no variable population aside from the existing population logic for the LRS/CalSAWS Standard Header.

Form Header: Existing LRS/CalSAWS Standard Header
Form Title: GA/GR Approval
Form Number: CSF 107
Include NA Back 9: Yes, the GA/GR NA BACK 9
Form Mockups/Examples: See Supporting Documents #2 (English) and #10 (Spanish)

2.43.2.3 Add Form Control for CSF 107

Add an Imaging Barcode for the CSF 107.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

2.43.2.4 Add CSF 107 – GA/GR Approval NOA to Template Repository

Add the CSF 107 GA/GR Approval NOA to the Template Repository.

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

2.43.2.5 CSF 107 Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the CSF 107 GA/GR Approval NOA.

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

Mailing Requirements:
Mail-To (Recipient): Person selected in the Document's Parameter page
Mailed From (Return): Standard Population
Mail-back-to Address: N/A
Outgoing Envelope Type: Standard
Return Envelope Type: None

Additional Requirements:
Special Paper Stock: N/A
Enclosures: N/A
Electronic Signature: No

2.43.3 Add CSF 108 – GA/GR Denial NOA

2.43.3.1 Overview

This recommendation will add the CSF 108 GA/GR Denial NOA to Template Repository.

State Form: N/A, this is a C-IV specific GA Form
Programs: General Assistance (Managed)
Attached Forms: GA/GR NA BACK 9
Forms Category: NOA

Languages:
English and Spanish

2.43.3.2 Create CSF 108 – GA/GR Denial NOA XDP

A new XDP will be created for the GA/GR Denial NOA. This GA NOA will have the GA NOA BACK 9 that was added with the GA Free Format NOA. There will be no variable population aside from the existing population logic for the LRS/CalSAWS Standard Header.

Form Header: Existing LRS/CalSAWS Standard Header
Form Title: GA/GR Denial
Form Number: CSF 108
Include NA Back 9: Yes, the GA/GR NA BACK 9

Form Mockups/Examples: See Supporting Documents #3 (English) and #10 (Spanish)

2.43.3.3 Add Form Control for CSF 108

Add an Imaging Barcode for CSF 108.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

2.43.3.4 Add CSF 108 Denial NOA to Template Repository

Add the CSF 108 GA/GR Denial NOA to the Template Repository.

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

2.43.3.5 Add CSF 108 Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the CSF 108 GA/GR Denial NOA.

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

Mailing Requirements:

Mail-To (Recipient): Person selected in the Document's Parameter page
Mailed From (Return): Standard Population
Mail-back-to Address: N/A
Outgoing Envelope Type: Standard
Return Envelope Type: None

Additional Requirements:
Special Paper Stock: N/A
Enclosures: N/A
Electronic Signature: No

2.43.4 Add CSF 109 – GA/GR Discontinuance NOA

2.43.4.1 Overview

This recommendation will add the CSF 109 GA/GR Discontinuance NOA to Template Repository.

State Form: N/A, this is a C-IV specific GA Form
Programs: General Assistance (Managed)
Attached Forms: GA/GR NA BACK 9
Forms Category: NOA

Languages:

English and Spanish

2.43.4.2 Create CSF 109 – GA/GR Discontinuance NOA XDP

A new XDP will be created for the GA/GR Discontinuance NOA. This GA NOA will have the GA NOA BACK 9 that was added with the GA Free Format NOA. There will be no variable population aside from the existing population logic for the LRS/CalSAWS Standard Header.

Form Header: Existing LRS/CalSAWS Standard Header
Form Title: GA/GR Discontinuance
Form Number: CSF 109
Include NA Back 9: Yes, the GA/GR NA BACK 9
Form Mockups/Examples: See Supporting Documents #4 (English) and #10 (Spanish)

2.43.4.3 Add Form Control for CSF 109

Add an Imaging Barcode for CSF 109.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

2.43.4.4 Add CSF 109 Discontinuance NOA to Template Repository

Add the CSF 109 GA/GR Discontinuance NOA to the Template Repository.

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

2.43.4.5 Add CSF 109 Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the CSF 109 GA/GR Discontinuance NOA.

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

Mailing Requirements:
Mail-To (Recipient): Person selected in the Document's Parameter page
Mailed From (Return): Standard Population
Mail-back-to Address: N/A
Outgoing Envelope Type: Standard
Return Envelope Type: None

Additional Requirements:
Special Paper Stock: N/A
Enclosures: N/A
Electronic Signature: No

2.43.5 Add CSF 110 – GA/GR Benefit Change NOA

2.43.5.1 Overview

This recommendation will add the CSF 110 GA/GR Benefit Change NOA to Template Repository.

State Form: N/A, this is a C-IV specific GA Form
Programs: General Assistance (Managed)
Attached Forms: GA/GR NA BACK 9
Forms Category: NOA

Languages:

English and Spanish

2.43.5.2 Create CSF 110 – GA/GR Benefit Change NOA XDP

A new XDP will be created for the GA/GR Benefit Change NOA. This GA NOA will have the GA NOA BACK 9 that was added with the GA Free Forma NOA. There will be no variable population aside from the existing population logic for the LRS/CalSAWS Standard Header.

Form Header: Existing LRS/CalSAWS Standard Header
Form Title: GA/GR Benefit Change
Form Number: CSF 110
Include NA Back 9: Yes, the GA/GR NA BACK 9
Form Mockups/Examples: See Supporting Documents #5 (English) and #10 (Spanish)

2.43.5.3 Add Form Control for CSF 110

Add an Imaging Barcode for CSF 110.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

2.43.5.4 Add CSF 110 Benefit Change NOA to Template Repository

Add the CSF 110 GA/GR Benefit Change NOA to the Template Repository.

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

2.43.5.5 Add CSF 110 Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the CSF 110 GA/GR Benefit Change NOA.

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

Mailing Requirements:
Mail-To (Recipient): Person selected in the Document's Parameter page
Mailed From (Return): Standard Population
Mail-back-to Address: N/A
Outgoing Envelope Type: Standard
Return Envelope Type: None

Additional Requirements:
Special Paper Stock: N/A
Enclosures: N/A
Electronic Signature: No

2.43.6 Add CSF 111 – GA/GR Supplement NOA

2.43.6.1 Overview

This recommendation will add the CSF 111 GA/GR Supplement NOA to Template Repository.

State Form: N/A, this is a C-IV specific GA Form
Programs: General Assistance (Managed)
Attached Forms: GA/GR NA BACK 9
Forms Category: NOA

Languages:
English and Spanish

2.43.6.2 Create CSF 111 – GA/GR Supplement NOA XDP

A new XDP will be created for the GA/GR Supplement NOA. This GA NOA will have the GA NOA BACK 9 that was added with the GA Free Format NOA. There will be no variable population aside from the existing population logic for the LRS/CalSAWS Standard Header.

Form Header: Existing LRS/CalSAWS Standard Header
Form Title: GA/GR Supplement
Form Number: CSF 111
Include NA Back 9: Yes, the GA/GR NA BACK 9
Form Mockups/Examples: See Supporting Documents #6 (English) and #10 (Spanish)

2.43.6.3 Add Form Control for CSF 111

Add an Imaging Barcode for CSF 111.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

2.43.6.4 Add CSF 111 Supplement NOA to Template Repository

Add the CSF 111 GA/GR Supplement NOA to the Template Repository.

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

2.43.6.5 Add CSF 111 Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the CSF 111 GA/GR Supplement NOA.

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

Mailing Requirements:
Mail-To (Recipient): Person selected in the Document's Parameter page
Mailed From (Return): Standard Population
Mail-back-to Address: N/A
Outgoing Envelope Type: Standard
Return Envelope Type: None

Additional Requirements:
Special Paper Stock: N/A

Enclosures: N/A
Electronic Signature: No

2.43.7 Add CSF 112 – GA/GR Periodic Report Form

2.43.7.1 Overview

This recommendation will add the CSF 112 GA/GR Periodic Report Form to Template Repository.

State Form: N/A, this is a C-IV specific GA Form
Programs: General Assistance (Managed)
Attached Forms: None
Forms Category: Administrative

Languages:

English and Spanish

2.43.7.2 Create CSF 112 – GA/GR Periodic Report Form XDP

A new XDP will be created for the GA/GR Periodic Report Form. There will be no variable population aside from the existing population logic for the LRS/CalSAWS Standard Header and Mailing Cover Sheet.

Form Header: Existing LRS/CalSAWS Standard Header
Form Title: GA/GR Periodic Report
Form Number: CSF 112
Include NA Back 9: No
Form Mockups/Examples: See Supporting Documents #7 (English) and #11 (Spanish)

2.43.7.3 Add Form Control for CSF 112

Add an Imaging and BRM Barcode for CSF 112.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	Yes	Yes

2.43.7.4 Add CSF 112 Periodic Report Form to Template Repository

Add the CSF 112 GA/GR Periodic Report Form to the Template Repository.

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

2.43.7.5 Add CSF 112 Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the CSF 112 GA/GR Periodic Report Form. This form will use a Mailing Cover Sheet in order to provide a Mail-Back address.

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

Mailing Requirements:
Mail-To (Recipient): Person selected in the Document's Parameter page
Mailed From (Return): Standard Population
Mail-back-to Address: District Office Name and Address
Outgoing Envelope Type: Standard
Return Envelope Type: BRM

Additional Requirements:
Special Paper Stock: N/A
Enclosures: N/A
Electronic Signature: No

2.43.8 Add CSF 113 – GA/GR Reimbursement Agreement Form

2.43.8.1 Overview

This recommendation will add the CSF 113 GA/GR Reimbursement Agreement Form to Template Repository.

State Form: N/A, this is a C-IV specific GA Form
Programs: General Assistance (Managed)
Attached Forms: None
Forms Category: Administrative

Languages:
English and Spanish

2.43.8.2 Create CSF 113 – GA/GR Reimbursement Agreement Form XDP

A new XDP will be created for the GA/GR Reimbursement Agreement Form. There will be no variable population aside from the existing population logic for the LRS/CalSAWS Standard Header and Mailing Cover Sheet.

Form Header: Existing LRS/CalSAWS Standard Header
Form Title: GA/GR Reimbursement Agreement
Form Number: CSF 113
Include NA Back 9: No

Form Mockups/Examples: See Supporting Documents #8 (English) and #12 (Spanish)

2.43.8.3 Add Form Control for CSF 113

Add an Imaging and BRM Barcode for CSF 113.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	Yes	Yes

2.43.8.4 Add CSF 113 Reimbursement Agreement Form to Template Repository

Add the CSF 113 GA/GR Reimbursement Agreement Form to the Template Repository.

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

2.43.8.5 Add CSF 113 Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the CSF 113 GA/GR Reimbursement Agreement Form. This form will use a Mailing Cover Sheet in order to provide a Mail-Back address.

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

Mailing Requirements:
Mail-To (Recipient): Person selected in the Document's Parameter page
Mailed From (Return): Standard Population
Mail-back-to Address: District Office Name and Address
Outgoing Envelope Type: Standard
Return Envelope Type: BRM

Additional Requirements:
Special Paper Stock: N/A
Enclosures: N/A
Electronic Signature: No

2.44 Fiscal Reports

2.44.1 Overview

In the C-IV system, several fiscal reports were updated with SCR 1093 to generate for the GA/GR program. The same reports will be updated as part of this SCR.

2.44.2 Description of Change

1. Update the following monthly fiscal reports to generate for the Managed GA/GR program and aid codes listed below. All other programs and aid codes the reports generate for should remain the same. For LA county and the CalWIN counties, the listed fiscal reports will generate with the first occurring regular scheduled run of the reports after the SCR is implemented while for C-V counties, the scheduling of the reports will occur at the time of migration.
    a. Integrated Payroll Summary Report
    b. Integrated Payroll Benefit Issuance Detail Claiming Report
    c. Integrated Payroll Benefit Issuance Detail Claiming Report by Case
    d. Main Payroll Benefit Issuance EBT Register
    e. Main Payroll Benefit Issuance Direct Deposit Register
    f. Main Payroll Benefit Issuance Warrant Register

County	Program Code (18)	Program Description	Aid Code
Los Angeles	GA	General Assistance / General Relief	90

County	Program Code (18)	Program Description	Aid Code
Los Angeles	GA	General Assistance / General Relief	91
Los Angeles	GA	General Assistance / General Relief	92
All C-IV counties	GM	General Assistance (Managed)	90
All C-IV counties	GM	General Assistance (Managed)	91
All C-IV counties	GM	General Assistance (Managed)	92
All CalWIN Counties	GR	General Assistance / General Relief	90
All CalWIN Counties	GR	General Assistance / General Relief	91
All CalWIN Counties	GR	General Assistance / General Relief	92

2.44.3 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: Fiscal**

2.44.4 Counties Impacted

All CalSAWS counties will be impacted by the changes outlined in this section.

2.45 Report Search and Report Parameter Pages

1. Update the 'Program' parameter in the Report Search page to display the appropriate General Assistance / General Relief option(s) available to the county. All other program values should remain the same.

   Global: Reports
   Local: Scheduled
   Task: [All tasks]

County	Program Code (18)	Display Value
Los Angeles	GA	General Assistance / General Relief
All C-IV counties	GM	General Assistance (Managed)
All C-IV counties	GN	General Assistance (Non-Managed)
All CalWIN Counties	GR	General Assistance / General Relief

2. Update the Program parameter for the following reports to display the appropriate General Assistance / General Relief option(s) available to the county. All other program values should remain the same:

   Global: Reports

   Local: On Request

   Task: Administrative

   Reports:

   Batch Eligibility Report

   Release Note Report

   Unassigned Program List

   Unverified E-Notification Request Report

   Global: Reports

   Local: On Request

   Task: Case Activity

   Reports:

Application Activity Report
Override / Manual EDBC Report
Pending Applications Report

Global: Reports
Local: On Request
Task: Employment Services
Reports: Activity Report
Employment Services Program Assignment Report

2.46 Data Change Request

2.46.1 Overview

Default the values to maintain current General Assistance (Managed) benefit thresholds for C-IV counties. Also default Payment/Valuable Requests Authorization to require 1st Level Authorization for General Assistance (Managed).

2.46.2 Description of Change

1. Perform data change to the file 'CA-201377 Auth Lvl And Benefit Threshold For GM.xlsx' for Los Angeles and C-IV counties.

2.46.3 Estimated Number of Records Impacted/Performance

Approximately 120 records.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	GA Free Format NOA with GA NA Back 9(English)	"CSF 106 with GA NA Back 9.pdf"
2	Correspondence	GA Approval NOA (English)	"CSF 107.pdf"
3	Correspondence	GA Denial NOA (English)	"CSF 108.pdf"

4	Correspondence	GA Discontinuance NOA (English)	"CSF 109.pdf"
5	Correspondence	GA Benefit Change NOA (English)	"CSF 110.pdf"
6	Correspondence	GA Supplement NOA (English)	"CSF 111.pdf"
7	Correspondence	GA Agreement to Reimburse (English)	"CSF 112.pdf"
8	Correspondence	GA Periodic Report Form (English)	"CSF 113.pdf"
9	Correspondence	GA NA Back 9 (Spanish)	"GA NA Back 9 Spanish Translation.pdf)
10	Correspondence	GA NOA Spanish Translations	"CA-201377 GA NOA Translations.xlsx"
11	Correspondence	GA Agreement to Reimburse (Spanish)	"CSF 112 Spanish Translation.pdf"
12	Correspondence	GA Periodic Report Form (Spanish)	"CSF 113 Spanish Translation.pdf"
13	DCR	Fiscal Authorization and Benefit Issuance Threshold default values for GM	CA-201377 Auth Lvl And Benefit Threshold For GM.xlxs

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1457	The CONTRACTOR shall migrate the value of "DMV Fees/License" in the "Type" dropdown field when the Category of Transportation is selected on the Needs Detail page.		Need Detail information is being populated
2686	The CONTRACTOR shall integrate the CalWIN GA/GR rules into the CalSAWS Software. The Contractor shall migrate the existing C-IV GA/GR functionality which includes: - Creation of a GA/GR (Managed/Non-Managed) case - Ability to select the Issuance Method to EBT, Direct Deposit, or Warrant (check) - Ability to run a Manual EDBC to issue benefits to the customer, landlord or utility vendor - Ability to create a Service Arrangement/Payment Request to issue services / valuables	CalWIN GA/GR rules will be integrated into the CalSAWS solution in a future set of SCRs	The General Assistance (Managed) and General Assistance (Non-Managed) will be migrated into CalSAWS.
2315	The CONTRACTOR shall update the CalSAWS Software to provide the following GA/GR	CalWIN GA/GR rules will be integrated into the	The General Assistance (Managed) and General Assistance (Non-Managed) will

	functionality for the 58 Counties: 1) Prorate benefit amounts based upon the Beginning Date of Aid for the GA/GR Program 2) Add a hard validation message at EDBC when the GA/GR residency arrival date field on the Residency Detail Page is not completed. The validation message shall only display for those counties that opt into the 15-day residency rule. The CalSAWS Software should not allow the user to run EDBC when this validation occurs. Add a batch exception reason when the case is ran in batch. 3) Update the Pre-Screening-Mandatory Substance Use Disorder Recovery Program (MSUDRP) page to allow the 58 Counties to add additional pre-screening questions based on each of the 58 Counties GA/GR eligibility rules. The CalSAWS Software shall only display the Pre-Screening questions based on the county of the logged in user. 4) Add the ability to display prior GA/GR aid received in other counties within the CalSAWS Software (sanctions, Unemployable, Employable status, BDA, reapplication within a 12-month period and their time on aid in GR). Note:	CalSAWS solution in a future set of SCRs. Other updates targeted for all 58 counties will be addressed at that time.	be migrated into CalSAWS.

	The requirement is contingent upon county agreement and legal review 5) Create an automatic task when a participant has applied for SSI for the GA/GR program. The task hall be customizable by county and all 58 Counties shall have the ability to opt in/opt out of the task 6) Add the ability to issue a GA/GR need or supplement prior to approving the GR program (i.e. immediate need). 7) Add the ability to determine eligibility for GA/GR aid paid pending based on the eligibility rules of each of the 58 Counties. 8) Add the ability to allow each county to determine the income multiplier based on each of the 58 Counties GA/GR eligibility rules. 9) Add a verification field on the GR Work Requirement page when a work requirement type has been selected. If the verification field is left pending it shall populate on the county specific verification checklist for GA/GR. This functionality for the 58 Counties shall be opt in/out. 10) Create an automated task when the vendor for GA/GR is no longer going to get paid based on the Money Management		

	Detail page end month. This functionality will be based on each counties GA/GR program rules 11) Add GA/GR specific page(s) to capture physical and mental disability details as it relates to GA/GR assessment screening. The new page(s) shall be controlled via security to allow the 58 counties to opt in/out. NOTE: Page(s) should function similar to the MSDURP Assessment page. 12) Add the ability to automatically create a CalFresh CFET record when the customer is already participating in GA/GR for reporting purposes. The CalSAWS Software should not have the user enter a CFET record when GA/GR exists. The 58 Counties must have the ability to opt in/out of this functionality 13) Update all GA/GR related supportive services need types on the Needs List and Need Detail pages when the category of GROW is selected to be inclusive of all 58 counties. 14) Auto create and register a GA/GR ES program for employable individuals when there is a GA/GR/CF combo case when a county does not have CFET program active in their county. This functionality shall be made configurable for counties to opt in or out.		

	15) Auto create and register a GA/GR ES program for employable individuals who are on a GA/GR program only. This functionality shall be made configurable for counties to opt in or out 16) Add additional non-compliance types for GA/GR on the GA/GR Non-Compliance page. The Non-Compliance types shall be specific to each of the 58 Counties GA/GR policy rules 17) Migrate the existing C-IV GA/GR Functionality into the CalSAWS Software		

5 APPENDIX

A. Code Detail Table Category 73 Program Reason Codes

Status Reason	Code Identif	GM Close Program	GM Close Person	General Assistance (Managed)
$0 Allotment	71	Y	Y	
1st Instance	W9		Y	Y
1st instance sanction	HA		Y	Y
2nd Instance	WN		Y	Y
2nd instance sanction	HB		Y	Y
3-Month time limit	3M	Y	Y	Y
3rd Instance	WO		Y	Y
3rd instance sanction	HC		Y	Y
Added to CW AU	68		Y	
Adult in home to provide care	ID		Y	Y
Age	81		Y	Y
Age Requirement	DK		Y	Y
Already Got Exception	D2		Y	
Application Opened in Error	09	Y	Y	
Applied for or Receiving Unemployment	WR		Y	
Approved for CW	67			Y
Calif. Residence	05	Y	Y	Y
Child	IH		Y	
Child Applied for Self	CR		Y	
Chronic Truant	GD		Y	
County Residence	DY	Y	Y	Y
Customer Requested	I7			Y
Declined Elig	04			Y
Deceased	JK		Y	
Did not SFIS	CB		Y	Y
Didn't Apply for SSI	DF		Y	Y
Didn't Co-Op JS #1	L3		Y	Y
Didn't Co-Op JS #2	L4		Y	Y
Didn't Co-Op JS #3	L5		Y	Y
Didn't Co-op with SP-DDSD	CU		Y	
Didn't Cooperate	DG	Y	Y	Y

Didn't Go to Job #1	BR		Y	Y
Didn't Go to Job #2	BS		Y	Y
Didn't Go to Job #3	BT		Y	Y
Didn't Meet WTW #1	BL			Y
Didn't Meet WTW #2	BM			Y
Didn't Meet WTW #3	BN			Y
Didn't Register EDD	CS		Y	Y
Didn't Sign WTW	BI			Y
Didn't Sign WTW #2	BJ			Y
Didn't Sign WTW #3	BK			Y
Doesn't Meet Program Req.	E8		Y	Y
Drug/Alcohol program Participant	WU		Y	Y
Due to employment	HS		Y	Y
Duplicate Application	10	Y	Y	
Earnings - Other Person	44		Y	
End of Cert Period	KZ	Y	Y	Y
Failed Property	G2	Y	Y	Y
Failed to Complete Determination	16	Y	Y	Y
Failed to Complete ES Requirements	KV	Y	Y	
Failed to Complete Redetermination	RD	Y	Y	Y
Failed to meet work req.	IE	Y	Y	Y
Failure to Provide School Attendance	KF		Y	
Failure to Provide	GC			Y
False Residence/ID	B4		Y	Y
Fleeing Felon	C1		Y	
FTP Age Verification	JU		Y	
FTP County Residence	ES	Y	Y	
FTP Eligibility Forms	82	Y	Y	
FTP HIC #	CK		Y	
FTP Income	DW	Y	Y	
FTP INS Document	61		Y	
FTP Multiple Vehicles	KQ	Y	Y	
FTP Name/Identity	CJ		Y	
FTP One Vehicle	KP		Y	
FTP Property	C8	Y	Y	
FTP Required Info	I8	Y	Y	
FTP Sponsor Dependents	C5		Y	
FTP Sponsor Income	C6	Y	Y	

FTP Sponsor Property	C7	Y	Y	
FTP Sponsor SOF	AE	Y	Y	
FTP Vendor Information	JY	Y	Y	
FTP Verification	83	Y	Y	Y
Gets AAP	FU		Y	
Gets APTC	ZT		Y	
Gets ARC	FG		Y	
Gets CalWORKs	77		Y	Y
Gets CAPI	Y8		Y	
Gets CF Inside HH	JG		Y	
Gets CF Outside HH	JN		Y	
Gets FC	FV		Y	
Gets IHSS	CT		Y	
Gets Kin-GAP	FT		Y	
Gets RCA	FS		Y	
Gets SSI	JW		Y	
Gets SSI/SSP	25		Y	Y
Gets Tribal TANF	KD		Y	
Gets Waiver	EF	Y	Y	
Has $100 in LR	78	Y	Y	
Has No Exception	CZ	Y	Y	
Has No Housing Costs	D4	Y	Y	
Incomplete application	IF	Y	Y	Y
Incomplete re-certification	IC	Y	Y	Y
Ineligible Non Citizen	93		Y	Y
Institutionalized	08		Y	
Inter-County Transfer	85			Y
Mandatory/Optional Rules	21		Y	Y
Need Met by CF	56	Y	Y	
Need Met by Community Resource	F6	Y	Y	
Need Met by HA	57	Y	Y	
Need Met by MC	58	Y	Y	
No Apparent CW Elig.	66	Y	Y	
No Appl - Req Person	22	Y	Y	Y
No Deprivation	95		Y	
No Eligible Mem	11	Y		
No Open Application	GB		Y	
No Remaining Benefits	F5	Y	Y	Y
No SAR7 for Prior Month	SB	Y	Y	
No Show/FTP #1	BO	Y	Y	

No Show/FTP #2	BP	Y	Y	
No Show/FTP #3	BQ	Y	Y	
No Valid Emergency	65	Y	Y	
Not a Permanent Place	D9	Y	Y	
Not Eligible for CW	D5	Y	Y	
Not participating in activity	H2	Y	Y	
Not providing proof of satisfactory progress in assigned activity	WQ	Y	Y	
Not Seeking Housing	D8	Y	Y	
Not signing the WtW Plan	H1	Y	Y	Y
Off aid - other reason	HF	Y	Y	Y
Off aid due to employment	HE	Y	Y	Y
Off Cash Aid	OC	Y	Y	Y
On Aid Another Case	CN		Y	
Out of the Home	19		Y	Y
Out of the Home – Incarcerated	OI		Y	
Over $100 Limit	D6	Y	Y	
Over Income	39	Y	Y	Y
Over Resources	12	Y	Y	Y
Probation/Parole Violator	C3		Y	
Quit Job	B9		Y	Y
Quit Job #1	EZ		Y	
Quit Job #2	BA		Y	
Quit Job #2	F1		Y	
Quit Job #3	BB		Y	
Quit Job #3	F2		Y	
Quitting a job	H4		Y	
Reduced Earnings	BF	Y	Y	
Reduced Earnings #2	BG	Y	Y	
Reduced Earnings #3	BH	Y	Y	
Reduced Hours #1	BU		Y	
Reduced Hours #2	BV		Y	
Reduced Hours #3	BW		Y	
Reducing their earnings	H5		Y	
Refused DIB	32		Y	Y
Refused Inc-Collect Debt	EB		Y	
Refused Inc-Life Ins	EA		Y	
Refused Job	B6		Y	Y

Refused Job #2	B7		Y	
Refused Job #3	B8		Y	
Refused Military Ben	35		Y	
Refused Retirement	33		Y	
Refused SDI	34		Y	Y
Refused UIB	30		Y	Y
Refused VA	31		Y	Y
Refused Wkr Cmp	36		Y	Y
Requested Disc. – Verbal	06	Y	Y	Y
Requested Disc. – Written	K4	Y	Y	Y
Requested Exclusion	E4		Y	Y
SAR 7 Incomplete	SC			
SAR 7 Not Received	SD			
Shelter Not Valid	DA	Y	Y	
Sponsor Met AU's Needs	AD	Y	Y	
Sponsor Met Mem's Needs	AC	Y	Y	
Sponsor Status	DM	Y	Y	
Spouse	EL		Y	Y
Spouse of FTP Income	K7		Y	
SSA	48		Y	Y
SSA/SSI Denied within 12 Months	K9		Y	
Student Half Time or More	WV		Y	
Support from Absent Parent	46		Y	
Support from Other Person	47		Y	
Support serv temp unavail	FC		Y	
Turned Down a Job #1	EW		Y	Y
Turned Down a Job #2	EX		Y	Y
Turned Down a Job #3	EY		Y	Y
UIB	51		Y	Y
Unrelated Prim Appl	23		Y	
Verbal Withdrawal	E5	Y	Y	Y
Veteran's Benefits	50		Y	
Vital Statistics Unverified	KT		Y	
Waiting for CalWORKs	WC	Y	Y	
Welfare to Work / Alternative Employment Program	WX	Y	Y	
Whereabouts Unknown	07	Y	Y	Y

WPR	15	Y	Y	
Written Withdrawal	18	Y	Y	Y

B. Program Code Reference Values

Code_Num_Identif	GN	GM
SHORT_DECODE_NAME	General Assistance (Non-Managed)	General Assistance (Managed)
Program Code	N	Y
Other Assistance Program Code	Y	Y
Considered Public Assistance	N	N
FS Count in Allotment	Y	Y
Multiple Programs Allowed	N	Y
Organization as Payee	Y	N
Intake Program	N	Y
Report Inter-County Transfer	N	N
Eligibility EDBC Indicator	N	N
NOABenefitType		
Caseload Search Indicator		
Intake Redetermination Flag	N	N
WDTIP Program Codes		
External Programs	Y	
Manual EDBC Indicator	N	Y
Redetermination Indicator	N	N
Recovery Account Indicator	Y	Y
Allow Service Arrangement		Y
Aid Code Base Program		
Un-Reimbursed Assistance Program Codes	N	Y
SIU Referred Program	Y	Y
RA Uncollectible Status	N	N
Uncollectible Cash		
IPV Programs	C	C
Is Application Considered	Y	Y
Time Limits Program		
C4Yourself		
Managed Application	N	Y
EICT		
EICT Programs		
Reception Log Program Codes	GA	
RCC Programs		
Call Log Program Codes	General Assistance	
LALegacyPgmCodes		
Case Flag Programs		Y

Receipt Programs		
Program Hierarchy	2	2
YBN_Outbound		
Job Development Activity		
ES Search Code		
Change Reason Program		
Distinguish between DCFS and DPSS Programs		
Spanish		
Pending Authorization Days To Complete		
Program Code to Display	GN	GM
EBT Stagger Program		
YBN_EW_Communication		
Program Rescission Time Limit	0	0
Leader Program Name	GA	GA
Authorized Representative		
Program to display online		Y
Activity Agreement programs	General Assistance (Non-Managed)	General Assistance (Managed)
Program Code	N	N

C. Code Table (CT 562) Set the Issuance Threshold Amounts based on the table below:

County	Issuance Threshold Amount
Alpine	$1000.00
Amador	$500.00
Butte	$1,000.00
Calaveras	$1,000.00
Colusa	$1,121.00
Del Norte	$500.00
Glenn	$500.00
Humboldt	$465.00
Imperial	$393.00
Inyo	$600.00
Kern	$1,000.00
Kings	$1,000.00
Lake	$500.00
Lassen	$0.00
Madera	$881.00
Marin	$387.00
Mariposa	$800.00
Mendocino	$2000.00
Merced	$407.00
Modoc	$296.00

Mono	$1,000.00
Monterey	$1499.00
Napa	$1,000.00
Nevada	$400.00
Plumas	$500.00
Riverside	$436.00
San Benito	$500.00
San Joaquin	$474.00
Shasta	$700.00
Sierra	$1000.00
Siskiyou	$562.00
Stanislaus	$604.00
Sutter	$260.00
Tehama	$600.00
Trinity	$500.00
Tuolumne	$700.00
Yuba	$2000.00

D. recovery account transactions.

TRANSACTION TYPES:
Payment Types
Benefit Reduction
Cash
Check
Compromised
Courtesy Collection
Credit/Debit Card
EBT – CalFresh
EBT – Cash
Equitable Estople
Expungement
ICT In from another County
Judgement
Lein
Lost Adjustment
Money Order
Offset
Other Agency Collection
Payment Reduction
Prior Collection
R&R Collection
R&R Refund
Recoveries of Aid – SSI
Reimbursement of Aid
Returned Warrant
Tax Intercept Reversal
TI - FTB (cash)
TI - FTB (CF)
TI - IRS (17.5% State)
TI - IRS (17.5% County)
TI - IRS (35%)
TI - IRS (65%)
TI - Process Refund
Transfer to General Fund
Wage Garnishment
Written Off

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-202177

Modifications to the Medi-Cal Renewal E-Hit Dashboard and DPSS Performance Measures Dashboard – Medi-Cal Renewals

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Esequiel Herrera-Ortiz
	Reviewed By	Vallari Bathala

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/15/2019	1.0	Initial Revision	Esequiel Herrera-Ortiz
02/04/2020	1.1	Added new requirements per committee input.	Esequiel Herrera-Ortiz
03/03/2020	1.2	Updated the logic to calculate the Administrative Renewal percentages.	Esequiel Herrera-Ortiz
07/02/2020	2.0	Update to the Admin Renewed eHit % metric definition to align with recommendation 2. Update to requirements 2 and 4. Added recommendation 8.	Esequiel Herrera-Ortiz

Table of Contents

1 OVERVIEW

In the CalHEERS system, a Soft Pause is placed on individual(s) with linkage to Non-MAGI Medi-Cal when losing eligibility to MAGI Medi-Cal due to a change in circumstance. The All County Welfare Directors Letter (ACWDL) 17-35 established the policies and procedures for removing Soft Pause in the Statewide Automated Welfare System (SAWS). The ACWDL states that when a beneficiary is on Soft Pause, MAGI Medi-Cal benefits will continue until an evaluation for all other Medi-Cal programs is completed. A case with a Soft Pause individual cannot go through the Auto-Authorization process, now known as Administrative Renewal, until the Non-MAGI screening process has been completed and the Soft Pause has been removed. For a program to have gone through an Administrative Renewal there must not be any packet information and the renewal due date must be automatically advanced through CalHEERS via E-Hit (Batch Job).

For MAGI Medi-Cal, an income earner is any household member, regardless of the member's status or role, whose income counts in the MAGI budget to determine MAGI eligibility. Cases that contain at least one income earner who does not have a Social Security Number (SSN), Individual Taxpayer Identification Number (ITIN) or Adoption Taxpayer Identification Number (ATIN) will not go through an Administrative Renewal due to the Federal Hub not being able to verify the income due to no SSN/ITIN/ATIN.

This design will outline the necessary changes needed to modify the Medi-Cal Renewal E-Hit dashboard and the Performance Measure Dashboard to more accurately report Administrative Renewal statistics when accounting for cases that contain at least one active MAGI member with Soft Pause or cases that contain at least one income earner who has no SSN/ITIN/ATIN.

1.1 Current Design

The Medi-Cal Renewal E-Hit dashboard is a monthly view of several Medi-Cal renewal E-Hit metrics that is refreshed daily. These metrics include cases due for renewal, cases subject to E-Hit, cases Auto Authorized, renewal packets sent, and renewals processed.

The DPSS Performance Measures Dashboard contains a monthly statistical summary of CalWORKs, General Relief, CalFresh, Cash Assistance Program for Immigrants, Refugee Cash Assistance and Medi-Cal. The information is grouped by Applications, Renewals, Recertifications, Redeterminations, Quarterly Reporting and Semi-Annual Reporting reports processed timely in the report month. This information is used by DPSS executives and managers to have an at-a-glance view of the operations and measures at different levels.

When reporting statistics on programs that have gone through the Administrative Renewal process, neither dashboard is excluding cases that contain at least one active MAGI member with Soft Pause or cases that contain at least one income earner who has no SSN/ITIN/ATIN.

1.2 Requests

Update the Medical Renewal E-Hit Dashboard and the DPSS Performance Measures Dashboard to more accurately report Administrative Renewal statistics.

1.3 Overview of Recommendations

1. Update the E-Hit Summary Dashboard and DPSS Performance Measures Dashboard's metric labels to refer the new Administrative Renewal process name.
2. Update the E-Hit Summary Dashboard and the DPSS Performance Measures Dashboard's Administrative Renewal percentage calculation to exclude cases that contain income earner(s) that have no SSN/ITIN/ATIN and cases that contain individual(s) under Soft Pause. This metric will only evaluate for cases which were Subject to Admin RE at the time the administrative renewal process occurred. The calculation change will only apply for the RE due months which are evaluated for after this SCR is implementation. Historical RE Due months will continue to be calculated as they currently are.
3. Update the E-Hit Summary Dashboard to include two new metrics which will capture the MAGI cases that contain income earner(s) that have no SSN/ITIN/ATIN and/or MAGI cases that contain individual(s) under Soft Pause. These metrics must dill down to a case list.
4. Update the E-Hit Summary Dashboard and the DPSS Performance Measures Dashboard to exclude cases that contain at least one active MAGI member under Soft Pause at the time the administrative renewal process occurred from the Administrative Renewed metric. The calculation change will only apply for the RE due months which are evaluated for after this SCR is implementation. Historical RE Due months will continue to be calculated as they currently are.
5. Update the Medi-Cal Renewal E-Hit Summary report – Mixed Cases – Case List to include a Soft Pause indicator column.
6. Update the column arrangement for all case lists in the Medi-Cal Renewal E-Hit Summary Dashboard.
7. Remove the 'Cases Discontinued' metric in the Medi-Cal Renewal E-Hit Summary report's Bar Chart.
8. Make the following metrics be captured at the time of the administrative renewal process:
    - Cases Subject to eHit
    - Cases Subject to Admin RE
    - Cases Not Subject to Admin RE
    - Mixed Cases
    - Soft Pause Cases
    - No SSN/ITIN/ATIN
    - Admin Renewed via eHit
    - Admin Renewed eHit %

These metrics will update daily up until the last batch night of the month for the administrative renewal process for the RE Due month. This is because the information for Soft Pauses Cases and the Administrative Renewal responses are received form CalHEERS which can occur days after the response is sent.

Example:

The Administrative Renewal Process for the RE Due month of September 2020 begins July 1st, 2020. The above listed metrics will update on every batch night from July 1st until July 31st for the RE Due month of September 2020. After this the administrative renewal information will no longer be updated for the RE Due month of September 2020.

1.4 Assumptions

1. If this SCR is introduced into system before SCR CA-58123 CIV-10791 Prevent Advancing Medi-Cal Renewal with a Soft Pause Individual, the "Admin RE via eHit" metric in the Medi-Cal Renewal E-Hit Dashboard and DPSS Performance Measures Dashboard will exclude valid Admin RE cases that contain at least one active MAGI member under Soft Pause.
2. The changes outlined in this SCR will only impact LA County as the dashboard is only available to LA county. Expansion to other counties will be addressed in a future SCR.

2 RECOMMENDATIONS

The Medi-Cal Renewal E-Hit dashboard and DPSS Performance Measures Dashboard contain statistics on Medi-Cal Administrative Renewals (Admin RE). The dashboards will no longer consider the following cases as eligible for the Admin RE process if either condition holds true during the administrative renewal process:

- If the case contains at least one active MAGI member with Soft Pause during the administrative process.
  and/or
- If the case contains at least one income earner who has no SSN/ITIN/ATIN.

2.1 Medi-Cal Renewal E-Hit Dashboard

2.1.1 Overview

The Medi-Cal Renewal E-Hit Dashboard will be updated to more accurately report Administrative Renewal statistics.

2.1.2 Page Description

Table 1 – Page

Dashboard Name	Page Name
E-Hit Summary Dashboard	**Statistical Reports**

2.1.3 Metric Definition

Table 2 – Metrics

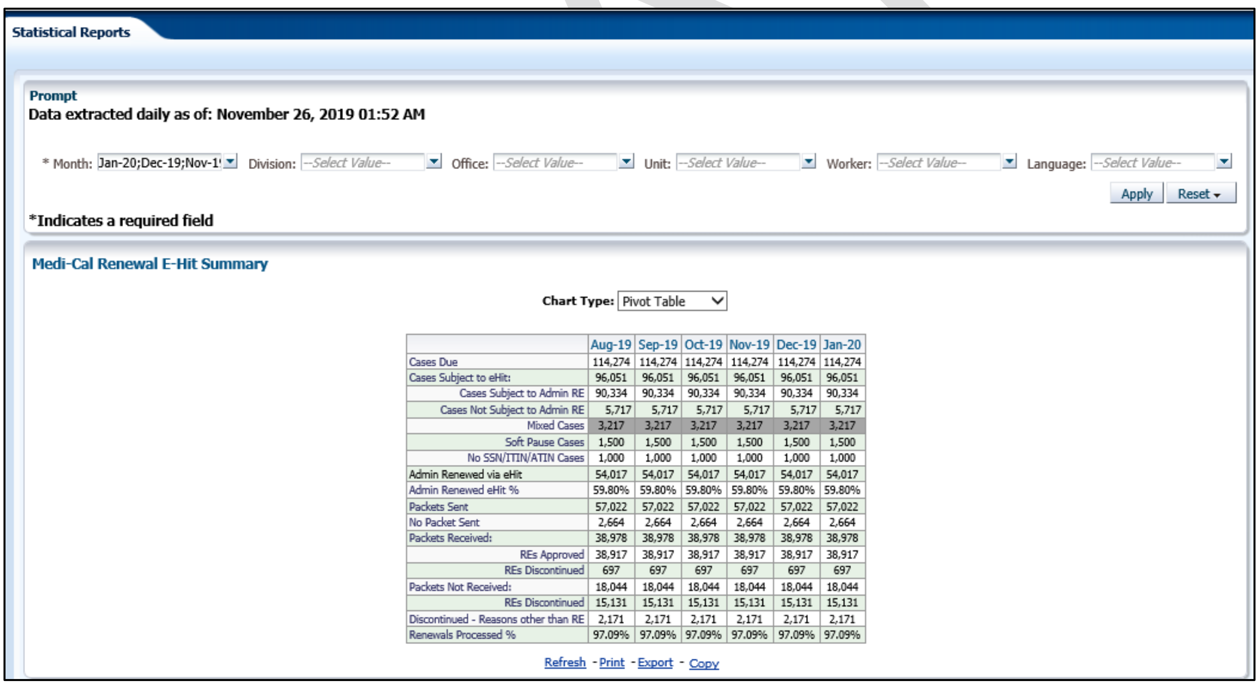
Metric Name	Metric Definition	Related Widget
Admin Renewed via eHit	Total number of cases that were Admin Renewed via E-Hit during the administrative renewal process for the RE Due month. (This will no longer include cases that contain an individual who were in Soft Pause during the administrative renewal process for the RE Due month).	Medi-Cal Renewal E-Hit Summary Report
Admin Renewed eHit %	Percentage of the number of Admin Renewed via eHit cases over the number	Medi-Cal Renewal E-Hit

	Cases Subject to Admin RE during the administrative renewal process for the RE Due month.	Summary Report
Cases Not Subject to Admin RE	The total number of cases that are not subjected to Admin RE during the administrative renewal process for the RE Due month. Each case will fall into one of the following sub metrics: • Mixed Cases • Soft Pause Cases • No SSN/ITIN/ATIN Cases	Medi-Cal Renewal E-Hit Summary Report
Cases Subject to Admin RE	Total number of MAGI cases during the administrative renewal process for the RE Due month with the exclusion of: • Soft Pause Cases • No SSN/ITIN/ATIN Cases • Mixed Cases	Medi-Cal Renewal E-Hit Summary Report
No SSN/ITIN/ATIN Cases	Total number of MAGI cases that contain at least one income earner who has no SSN/ITIN/ATIN and does not contain an individual under Soft Pause during the administrative renewal process for the RE Due month. See Appendix 6.1 for reference.	Medi-Cal Renewal E-Hit Summary Report
Soft Pause Cases	Total number of MAGI cases that contain at least one active MAGI member under Soft Pause during the administrative renewal process for the RE Due month. See Appendix 6.1 for reference.	Medi-Cal Renewal E-Hit Summary Report

Renewals Processed %	Percent of Medi-Cal renewals processed. The calculation is as follows: (**Admin-Renewed via ehit** + Packets Received: Res Approved + Packets Received: Res Discontinued + Discontinued due to Packets Not Received + Discontinued – Reasons other than RE)/ Cases Due	Medi-Cal Renewal E-Hit Summary Report

Note – The MAGI / Mixed status of the

2.1.4 Medi-Cal Renewal E-Hit Summary Mockup


Statistical Reports

Prompt
Data extracted daily as of: November 26, 2019 01:52 AM

* Month: Jan-20;Dec-19;Nov-1! Division: --Select Value-- Office: --Select Value-- Unit: --Select Value-- Worker: --Select Value-- Language: --Select Value--

Apply Reset

*Indicates a required field

Medi-Cal Renewal E-Hit Summary

Chart Type: Pivot Table

	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
Cases Due	114,274	114,274	114,274	114,274	114,274	114,274
Cases Subject to eHit:	96,051	96,051	96,051	96,051	96,051	96,051
Cases Subject to Admin RE	90,334	90,334	90,334	90,334	90,334	90,334
Cases Not Subject to Admin RE	5,717	5,717	5,717	5,717	5,717	5,717
Mixed Cases	3,217	3,217	3,217	3,217	3,217	3,217
Soft Pause Cases	1,500	1,500	1,500	1,500	1,500	1,500
No SSN/ITIN/ATIN Cases	1,000	1,000	1,000	1,000	1,000	1,000
Admin Renewed via eHit	54,017	54,017	54,017	54,017	54,017	54,017
Admin Renewed eHit %	59.80%	59.80%	59.80%	59.80%	59.80%	59.80%
Packets Sent	57,022	57,022	57,022	57,022	57,022	57,022
No Packet Sent	2,664	2,664	2,664	2,664	2,664	2,664
Packets Received:	38,978	38,978	38,978	38,978	38,978	38,978
REs Approved	38,917	38,917	38,917	38,917	38,917	38,917
REs Discontinued	697	697	697	697	697	697
Packets Not Received:	18,044	18,044	18,044	18,044	18,044	18,044
REs Discontinued	15,131	15,131	15,131	15,131	15,131	15,131
Discontinued - Reasons other than RE	2,171	2,171	2,171	2,171	2,171	2,171
Renewals Processed %	97.09%	97.09%	97.09%	97.09%	97.09%	97.09%

Refresh - Print - Export - Copy

2.1.4.1 Widget Details

Update the Medi-Cal Renewal E-Hit Summary Report as follows:

1. Rename the "MAGI Cases" metric to "Cases Subject to Admin RE" in the Pivot Table and Bar Chart views.

2. In the Pivot Table, create a new metric between the "Cases Subject to Admin RE" and "Mixed Cases" titled, "Cases Not Subject to Admin RE".
3. In the Pivot Table, add the following sub metrics to "Cases Not Subject to Admin RE":
   i. Mixed Cases (Moved from "Cases Subject to eHit")
   ii. Soft Pause Cases
   iii. No SSN/ITIN/ATIN Cases
4. The "Cases Subject to eHit" metric will be equal to the summation of the sub metrics:
   - Cases Subject to Admin RE
   - Cases Not Subject to Admin RE
5. The "Cases Not Subject to Admin RE" metric will be equal to the summation of the sub metrics:
   i. Mixed Cases
   ii. Soft Pause Cases
   iii. No SSN/ITIN/ATIN Cases
6. In the Bar Chart view, add the "Cases Not Subject to Admin RE" metric between the "Cases Subject to Admin RE" and "Admin Renewed via eHit".
7. The cases captured under "Cases Not Subject to Admin RE" metric must be captured in only one of the subcategories using the following hierarchy:
   i. Mixed Cases
   ii. Soft Pause Cases
   iii. No SSN/ITIN/ATIN Cases.
8. Rename the "Auto Advanced via eHit" metric to "Admin Renewed via eHit" in the Pivot Table and the Bar Chart.
9. Rename the "Auto Advanced eHit %" metric to "Admin Renewed eHit %" in the Pivot Table and the Line-Bar Chart.
10. Update the "Admin Renewed via eHit" metric logic to exclude cases that contain at least one active MAGI member under Soft Pause during the administrative renewal process.
11. In the E-Hit Summary report, for the "Mixed Cases" case list, add a new column titled, "Soft Pause (Y/N)". The column displays a Y/N indicator to indicate whether the Mixed Case contained at least one active MAGI member under Soft Pause during the administrative renewal process.

12. Update the 'Auto Authorized' value in the Renewal Type column in all the case lists in the E-Summary Report to 'Admin Renewed'. This will apply for all historical information.
13. Update the "Admin Renewed eHit %" logic to calculate as follows:
    Numerator: The number of cases Admin Renewed via eHit during the administrative renewal process for the RE Due month.
    Denominator: The number of Cases Subject to Admin RE during the administrative renewal process for the RE Due month.

    Note: This calculation will update every batch night until the last day of the RE Due month that is being evaluated. This is because redetermination responses can be received days after the determination request is sent.
14. Update the following metric's case lists column order:

Case Due, Cases Subject to eHit, Cases Subject to Admin RE, Admin Renewed via eHit, Packets Sent, No Packet Sent, Packets Received, REs approved, Packets Not Received

Column order from left to right:

1. Case Number
2. Case Name
3. Division
4. Office
5. Unit
6. Worker
7. Language
8. MediCal Type
9. Renewal Type
10. Packet Status
11. RE Due Date

15. Update the following metric's case lists column order:
    Packet Received - REs Discontinued, Packets not Received - REs Discontinued, Discontinued - Reasons other than RE

    Column order from left to right:

    1. Case Number
    2. Case Name
    3. Division
    4. Office
    5. Unit
    6. Worker
    7. Language
    8. Renewal Type
    9. Packet Status
    10. RE Due Date

16. Update the Mixed Cases metric's case list column order as follows from left to right:

    1. Case Number
    2. Case Name
    3. Division
    4. Office
    5. Unit
    6. Worker
    7. Language
    8. MediCal Type
    9. Renewal Type
    10. Packet Status

11. RE Due Date
12. Soft Pause (Y/N)

17. Update the Medi-Cal Renewal E-Hit Summary report's Bar Graph to remove the Cases Discontinued metric.

Medi-Cal Renewal E-Hit Summary

Chart Type: Pivot Table

	Oct-19
Cases Due	114,274
Cases Subject to eHit:	96,051
Cases Subject to Admin RE	90,334
Cases Not Subject to Admin RE	5,717
Mixed Cases	3,217
Soft Pause Cases	1,500
No SSN/ITIN/ATIN Cases	1,000
Admin Renewed via eHit	54,017
Admin Renewed eHit %	59.80%
Packets Sent	
No Packet Sent	2,664
Packets Received:	38,978
REs Approved	38,917
REs Discontinued	697
Packets Not Received:	
REs Discontinued	15,131
Discontinued - Reasons other than RE	2,171
Renewals Processed %	97.09%

Refresh - Print - Export - Copy

Figure 2.1.4.1 - 1 - Medi-Cal Renewal E-Hit Summary Report - Pivot Table

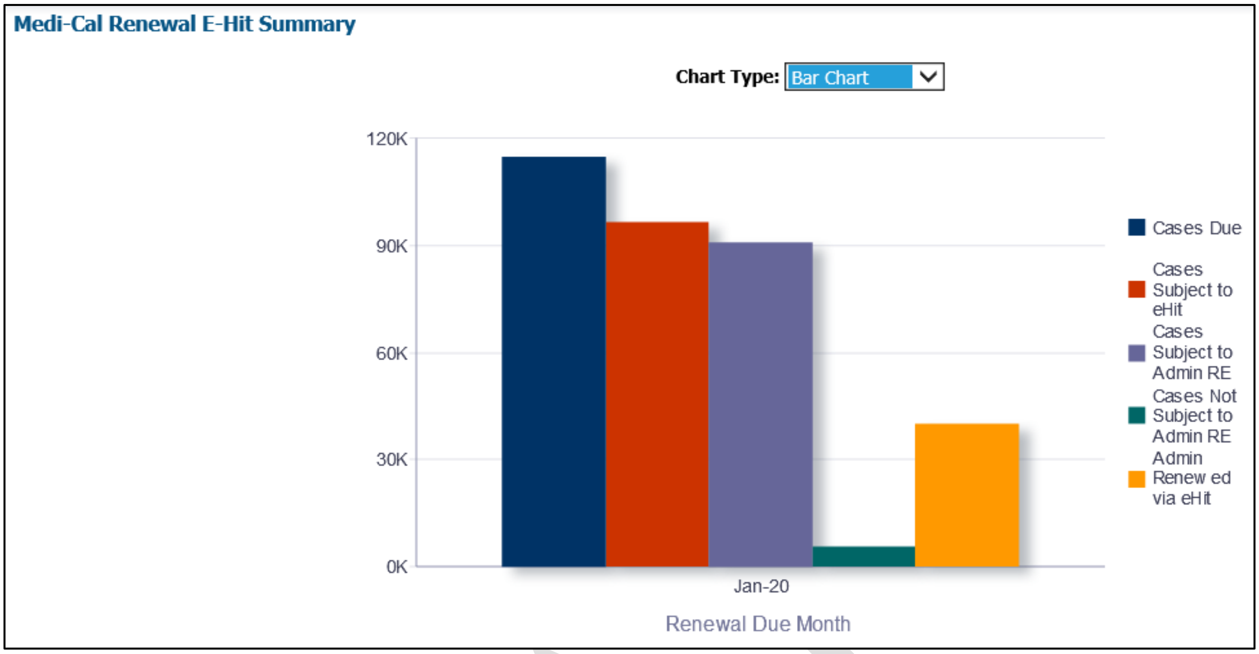


Figure 2.1.4.1 - 2 - Medi-Cal Renewal E-Hit Summary Report – Bar Chart

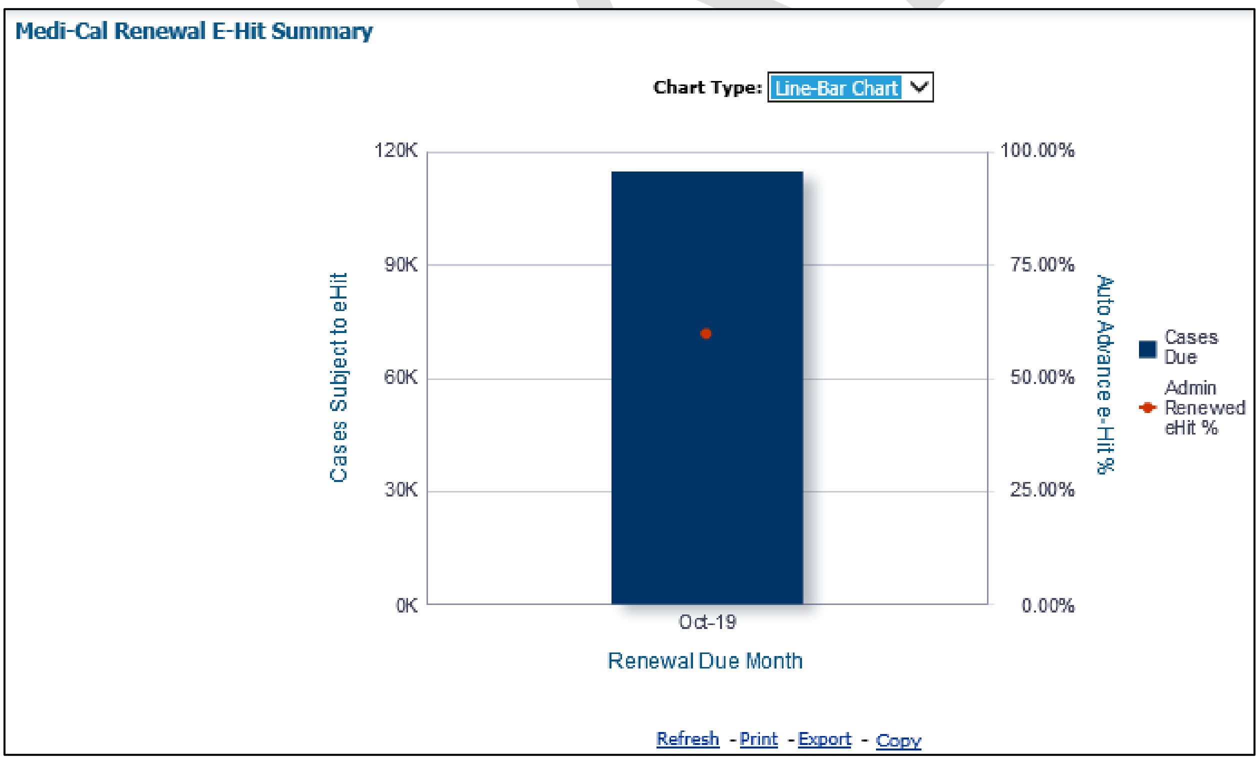


Figure 2.1.4.1 - 3 - Medi-Cal Renewal E-Hit Summary Report – Line-Bar Chart

2.1.5 Case List

Where applicable, widgets will link to each of these case lists.

2.1.5.1 Medi-Cal Renewal E-Hit Summary Report – Mixed Cases

Include a "Soft Pause" indicator to the Mixed Cases case list.

Table 3 - The logic of the Medi-Cal Renewal E-Hit Summary Report – Mixed Cases – Soft Pause (Y/N) will be as follows:

Medi-Cal Renewal E-Hit Summary Report	
Case List	**Addition**
Medi-Cal Renewal E-Hit Summary Report	• **Add** "Soft Pause (Y/N)" - Indicates if an individual in the case was under soft pause during the E-Hit renewal process. Populate with one of the following options: - 'Y' if the case contains at least one active MAGI member under Soft Pause during the E-Hit renewal process. - 'N' if the case does not contain at least one active MAGI member under Soft Pause during the E-Hit renewal process.

Medi-Cal Renewal E-Hit Summary

Case Number	Case Name	Division	Office	Unit	Worker	Language	MediCal Type	Renewal Type	Packet S	Re Due Date	Soft Pause (Y/N)
H000000	Case Name1	03	002 Glendale	2K - MC APPROVED	19DP000000	English	Mixed	Renewal	Complete- EDBC Accepted	30-Nov-19	Y
H000001	Case Name2	01	034 Lancaster	69	19DP000001	English	Mixed	No Packet	Unknown	30-Nov-19	N

Figure 2.1.5.1 - Medi-Cal Renewal E-Hit Summary Report – Mixed Cases

2.1.5.2 Medi-Cal Renewal E-Hit Summary Report - Cases Not Subject to Admin RE

The "Cases Not Subject to Admin RE" metric will drill down to a case list in the Pivot Table and Bar Chart.

Table 4 - The logic of the Medi-Cal Renewal E-Hit Summary Report - Cases Not Subject to Admin RE will be as follows:

Medi-Cal Renewal E-Hit Summary Report	
Case List	**Addition**

Medi-Cal Renewal E-Hit Summary Report	• **Add** "Case Number" - The case number of the case that is associated to the Medi-Cal program.
	• **Add** "Case Name" - The case name of the case that is associated to the Medi-Cal program.
	• **Add** "Division" - The division code of the division to which the program assigned worker belongs to. The column will populate with 'Unknown' if the Division is unknown.
	• **Add** "Office" - Populate with the office name that the current program assigned worker belongs to.
	• **Add** "Unit" - The unit name of the unit that the current program assigned worker belongs to.
	• **Add** "Worker" - The worker number of the worker currently assigned to the Medi-Cal program.
	• **Add** "Language" - The primary language of the primary applicant. The column will be populated with 'Unknown' if the primary language of the applicant is unknown.
	• **Add** "Medi-Cal Type" - Populate with one of the following options:
	    - 'MAGI' if the case includes only MAGI participants.
	    - 'Mixed' if the case includes both MAGI and Non-MAGI participants.
	• **Add** "Renewal Type" - Populate with one of the following options:
	    - 'Admin Renewed' if the program went through an administrative renewal for the RE due month.
	    - 'No Packet' if the program was not Auto Authorized and the renewal has no associated renewal packet.

<table>
<tr><th colspan="2">Medi-Cal Renewal E-Hit Summary Report</th></tr>
<tr><th>Case List</th><th>Addition</th></tr>
<tr><td></td><td>
- ‘Renewal’ if the program was not Auto Authorized and the renewal has an associated renewal packet.
- ‘Unknown’ if a program was discontinued for reasons not related to the renewal process.
• Add “Packet Status“ - The latest status of the renewal packet associated to the renewal. The column will be populated with ‘Unknown’ if the packet has not been generated.
• Add “RE Due Date“ - The month in which a renewal is due for the Medi-Cal program.
Format: dd-Mon-YY.
• Add “Soft Pause (Y/N)” - Indicates if an individual in the case was under soft pause during the E-Hit renewal process. Populate with one of the following options:
- ‘Y’ if the case contains at least one active MAGI member under Soft Pause during the E-Hit renewal process.
- ‘N’ if the case does not contain at least one active MAGI member under soft Pause during the E-Hit renewal process.
</td></tr>
</table>

Medi-Cal Renewal E-Hit Summary

Case Number	Case Name	Division	Office	Unit	Worker	Language	MediCal Type	Renewal Type	Packet S	Re Due Date	Soft Pause (Y/N)
H000000	Case Name1	03	002 Glendale	2K - MC APPROVED	19DP000000	English	MAGI	Renewal	Complete- EDBC Accepted	30-Nov-19	Y
H000001	Case Name2	01	034 Lancaster	69	19DP000001	English	MAGI	No Packet	Unknown	30-Nov-19	N

Figure 2.1.5.2 - Medi-Cal Renewal E-Hit Summary Report – Cases Not Subject to Admin RE

2.1.5.3 Medi-Cal Renewal E-Hit Summary - Soft Pause Cases and No SSN/ITIN/ATIN Cases

The "Soft Pause Cases" and "No SSN/ITIN/ATIN Cases" metrics will drill down to a case list in the Pivot Table and Bar Chart.

Table 5 - The logic of the Medi-Cal Renewal E-Hit Summary Report - Soft Pause Cases and No SSN/ITIN/ATIN Cases will be as follows:

Medi-Cal Renewal E-Hit Summary Report	
Case List	**Addition**
Medi-Cal Renewal E-Hit Summary Report	• **Add** "Case Number" - The case number of the case that is associated to the Medi-Cal program. • **Add** "Case Name" - The case name of the case that is associated to the Medi-Cal program. • **Add** "Division" - The division code of the division to which the program assigned worker belongs to. The column will populate with 'Unknown' if the division is unknown. • **Add** "Office" - Populate with the office name that the current program assigned worker belongs to. • **Add** "Unit" - The unit name of the unit that the current program assigned worker belongs to. • **Add** "Worker" - The worker number of the worker currently assigned to the Medi-Cal program. • **Add** "Language" - The primary language of the primary applicant. The column will be populated with 'Unknown' if the primary language of the applicant is unknown. • **Add** "Medi-Cal Type" - Populate with one of the following options: - 'MAGI' if the case includes only MAGI participants. - 'Mixed' if the case includes both MAGI and Non-MAGI participants. • **Add** "Renewal Type" - Populate with one of the following options:

Medi-Cal Renewal E-Hit Summary Report	
Case List	**Addition**
	- 'Admin Renewed' if the program went through an administrative renewal for the RE due month. - 'No Packet' if the program did not go through an administrative renewal and the renewal has no associated renewal packet. - 'Renewal' if the program was not Auto Authorized and the renewal has an associated renewal packet. - 'Unknown' if a program was discontinued for reasons not related to the renewal process. • **Add** "Packet Status" - The latest Status of the renewal packet associated to the renewal. The column will be populated with 'Unknown' if the packet has not been generated. • **Add** "RE Due Date" - The month in which a renewal is due for the Medi-Cal program. Format: dd-Mon-YY.

Medi-Cal Renewal E-Hit Summary

Case Number	Case Name	Division	Office	Unit	Worker	Language	MediCal Type	Renewal Type	Packet S	Re Due Date
H000000	Case Name1	03	002 Glendale	2K - MC APPROVED	19DP000000	English	MAGI	Renewal	Complete- EDBC Accepted	30-Nov-19
H000001	Case Name2	01	034 Lancaster	69	19DP000001	English	MAGI	No Packet	Unknown	30-Nov-19

Figure 2.1.5.3 - Medi-Cal Renewal E-Hit Summary Report –Soft Pause Cases and No SSN/ITIN/ATIN Cases

2.2 DPSS Performance Measures Dashboard

2.2.1 Overview

The DPSS Performance Measures Dashboard will be updated to more accurately report Administrative Renewal statistics.

2.2.2 Page Description

Table 6 – Page

Dashboard Name	Page Name
DPSS Performance Measures Dashboard	**Performance Measures Department**

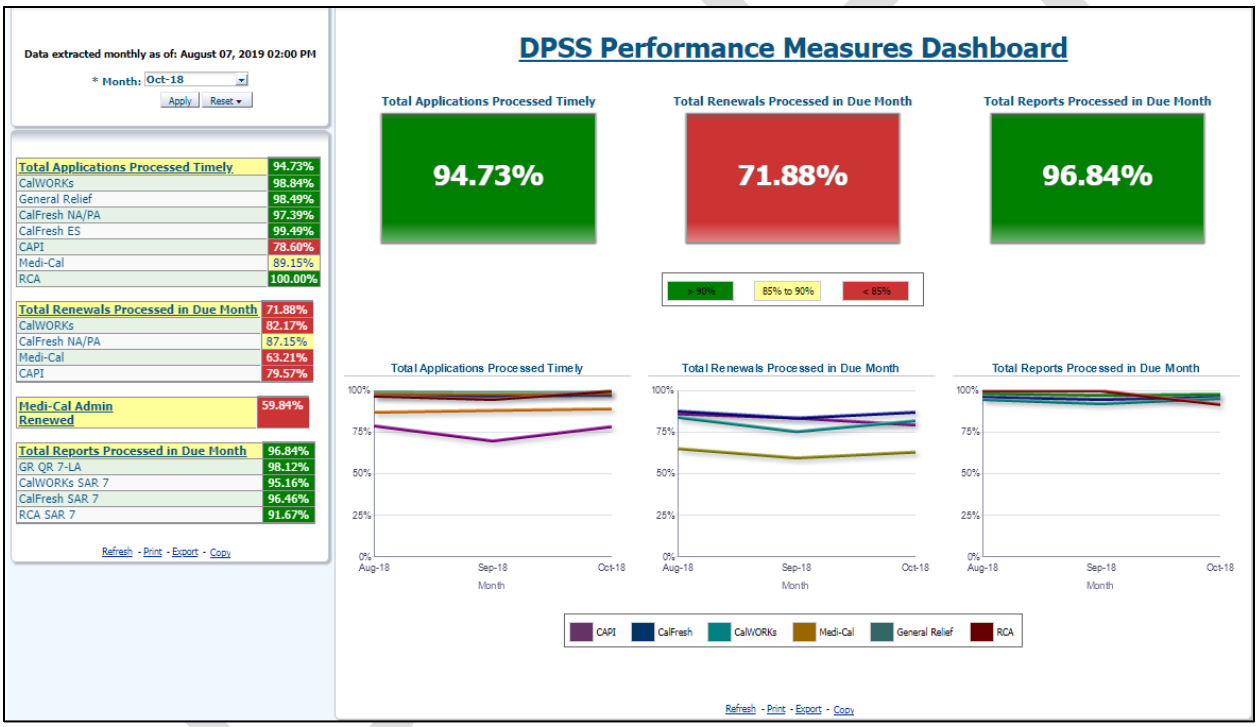
2.2.3 Metric Definition

Table 7 – Metrics

Metric Name	Metric Definition	Related Widget
Medi-Cal Admin Renewed	Total number of cases that were Admin Renewed via E-Hit that also contains no active members who were under Soft Pause during the administrative renewal process for the RE Due month.	• DPSS Performance Measures Dashboard • DPSS Division View • DPSS Office View • DPSS Unit View
Cases Subject to Admin RE	Total number of MAGI cases that do not contain any members under Soft Pause or income earner without an SSN/ITIN/ATIN during the administrative renewal process for the RE Due month.	Medi-Cal Renewals Report
Admin Renewed	Total number of cases that were Admin Renewed via E-Hit that also contains no individual who were under Soft Pause during the administrative renewal process	Medi-Cal Renewals Report

	for the RE Due month.	
% Admin Renewed	Number of cases that went through an administrative renewal out of the total Cases Subject to Admin RE during the administrative renewal process for the RE Due month.	Medi-Cal Renewals Report

2.2.4 DPSS Performance Measures Dashboard Mockup



2.2.4.1 Widget Details

Update the DPSS Performance Measures Dashboard as follows:

1. Rename the "Medi-Cal Auto Authorized" metric to "Medi-Cal Admin Renewed" in the DPSS Performance Measures Dashboard and the DPSS Division View report and update the metric logic to exclude cases that contain at least one active MAGI member who was under Soft Pause during the administrative renewal process.
2. Rename the "MAGI Only Cases" metric to "Cases Subject to Admin RE" in the Medi-Cal Renewals report and update the metric logic to exclude

cases which contain at least one income earners who has no SSN/ITIN/ATIN as well as cases that contain at least one active MAGI member under Soft Pause during the administrative renewal process.

3. Rename the "Auto Authorized" metric to "Admin Renewed" in the Medi-Cal Renewals report and update the logic to exclude cases that contain at least one active MAGI member who was under Soft Pause during the administrative renewal process.
4. Rename the "% Auto Authorized" metric in the Medi-Cal Renewals report to "% Admin Renewed" and update the logic calculation as shown below. The changes will only apply to RE due months that occur after this SCR is implemented.

   Numerator: The number of cases that went through an admin renewal during the administrative renewal process for the RE Due month.

   Denominator: The number of Cases Subject to Admin RE during the administrative renewal process for the RE Due month.

DPSS Division View

	01	02	03	04	06	Unknown
Total Applications Processed Timely	96.54%	94.93%	94.78%	96.19%		49.79%
CalWORKs	99.23%	96.56%	99.52%	98.77%		100.00%
General Relief	98.41%	97.71%	98.99%	98.65%		0.00%
CalFresh NA/PA	97.90%	95.99%	97.83%	97.29%		
CalFresh ES	99.39%	99.24%	99.82%	99.45%		
CAPI		78.60%				
Medi-Cal	92.56%	93.59%	87.99%	91.34%		49.79%
RCA	100.00%	100.00%	100.00%	100.00%		

	01	02	03	04	06	Unknown
Total Renewals Processed in Due Month	78.03%	68.12%	69.02%	73.34%		100.00%
CalWORKs	82.56%	79.22%	82.19%	83.43%		
CalFresh NA/PA	90.79%	84.86%	87.93%	83.73%		
Medi-Cal	70.05%	63.04%	57.10%	65.24%		100.00%
CAPI		79.57%				

	01	02	03	04	06	Unknown
Medi-Cal Admin Renewed	60.87%	59.39%	57.91%	61.59%	0.00%	1.41%

	01	02	03	04	06	Unknown
Total Reports Processed in Due Month	97.55%	96.44%	97.31%	96.06%		50.00%
GR QR 7-LA	99.29%	97.51%	99.17%	97.12%		100.00%
CalWORKs SAR 7	95.25%	95.28%	94.62%	95.58%		
CalFresh SAR 7	97.15%	95.99%	97.03%	95.45%		0.00%
RCA SAR 7	83.33%	100.00%		100.00%		

Calendar Month Name is equal to **Oct-18**

Return - Refresh - Print - Export - Copy

Figure 2.2.4.1 - 1 DPSS Division View Report

Medi-Cal Renewals

	Aug-18	Sep-18	Oct-18
Total Due	27,404	26,967	27,069
Received*	9,101	8,491	7,947
Processed	6,231	5,608	5,567
% Processed	68.47%	66.05%	70.05%
Terminations	372	290	300
Continue Eligibility	8,225	7,680	7,123
Rescissions (Not a subset of due)	2,084	1,722	2,061

	Aug-18	Sep-18	Oct-18
Admin Renewed	12,784	12,704	13,077
Cases Subject to Admin RE	21,123	20,884	21,485
% Admin Renewed	60.52%	60.83%	60.87%

Figure 2.2.4.1 - 2 - Medi-Cal Renewals

DPSS Office View

Office	002 Glendale	003 Pasadena	011 East Valley	032 San Fernando Branch	034 Lancaster	051 Santa Clarita Branch	067 Lancaster General Relief Office	082 West Valley
Total Applications Processed Timely	90.14%	94.17%	98.06%	97.45%	90.78%	91.68%	99.16%	96.53%
CalWORKs	100.00%	99.03%	99.75%		99.38%	100.00%		100.00%
General Relief	97.79%	99.20%		98.86%	0.00%		99.09%	
CalFresh NA/PA	97.16%	94.14%	98.55%	98.96%	95.91%	98.54%	99.36%	98.26%
CalFresh ES	99.50%	99.02%	99.72%	99.38%	99.73%	100.00%	99.85%	99.73%
CAPI								
Medi-Cal	74.92%	89.62%	96.77%	90.16%	73.24%	78.21%	98.85%	93.23%
RCA	100.00%							66.67%

	002 Glendale	003 Pasadena	011 East Valley	032 San Fernando Branch	034 Lancaster	051 Santa Clarita Branch	067 Lancaster General Relief Office	082 West Valley
Total Renewals Processed in Due Month	46.63%	72.39%	69.48%	81.02%	44.69%	57.00%	78.85%	71.23%
CalWORKs	79.72%	67.74%	59.40%		66.20%	66.67%		77.26%
CalFresh NA/PA	85.31%	81.16%	76.25%	83.04%	63.00%	56.80%	80.47%	77.28%
Medi-Cal	18.97%	69.13%	68.48%	69.39%	25.06%	53.57%	71.43%	67.92%
CAPI								

	002 Glendale	003 Pasadena	011 East Valley	032 San Fernando Branch	034 Lancaster	051 Santa Clarita Branch	067 Lancaster General Relief Office	082 West Valley
Medi-Cal Admin Renewed	64.12%	62.51%	55.41%	76.04%	58.67%	44.02%	66.47%	57.93%

	002 Glendale	003 Pasadena	011 East Valley	032 San Fernando Branch	034 Lancaster	051 Santa Clarita Branch	067 Lancaster General Relief Office	082 West Valley
Total Reports Processed in Due Month	68.92%	74.16%	95.26%	98.53%	95.33%	94.97%	99.40%	89.38%
GR QR 7-LA	91.57%	97.40%		98.05%	100.00%		99.31%	
CalWORKs SAR 7	66.49%	66.04%	94.77%		93.86%	92.31%		89.67%
CalFresh SAR 7	59.28%	61.61%	95.32%	99.77%	95.62%	95.28%	99.72%	89.35%
RCA SAR 7	100.00%							100.00%

Figure 2.2.4.1 - 3 - DPSS Office View

DPSS Unit View

Unit	00	14 - SSS Approved	16 - Medical	A1 - 501	A3 - APPROVED/PASHYAN	AE - SAR7/QR7/JACKSON
Total Applications Processed Timely		99.23%	99.20%	87.50%	89.83%	99.81%
CalWORKs						
General Relief		99.57%	99.23%	88.24%	85.71%	100.00%
CalFresh NA/PA		99.04%	99.48%	85.71%	100.00%	99.77%
CalFresh ES		100.00%	100.00%	50.00%	100.00%	100.00%
CAPI						
Medi-Cal		98.72%	98.63%			99.31%
RCA						

	00	14 - SSS Approved	16 - Medical	A1 - 501	A3 - APPROVED/PASHYAN	AE - SAR7/QR7/JACKSON
Total Renewals Processed in Due Month		100.00%		85.40%	73.41%	
CalWORKs						
CalFresh NA/PA		100.00%		85.84%	75.89%	
Medi-Cal				83.33%	62.50%	
CAPI						

	00	14 - SSS Approved	16 - Medical	A1 - 501	A3 - APPROVED/PASHYAN	AE - SAR7/QR7/JACKSON
Medi-Cal Admin Renewed		33.33%	0.00%	62.02%	70.53%	50.00%

	00	14 - SSS Approved	16 - Medical	A1 - 501	A3 - APPROVED/PASHYAN	AE - SAR7/QR7/JACKSON
Total Reports Processed in Due Month	100.00%	100.00%	91.67%	99.56%	99.37%	100.00%
GR QR 7-LA	100.00%	100.00%	91.67%	99.62%	99.20%	100.00%
CalWORKs SAR 7						
CalFresh SAR 7	100.00%			99.34%	100.00%	
RCA SAR 7						

Figure 2.2.4.1 - 4 - DPSS Unit View

2.3 Update the Auto Authorized Renewal Action

2.3.1 Overview

The Auto Advanced process is now referred to as Admin Renewal. The E-Hit Summary Dashboard will be updated via DCR to display ‘Admin Renewed’ rather than ‘Auto Advanced’ when applicable.

2.3.2 Description of Change

1. Update the ‘Auto Authorized’ value in the MC_RENEWAL_TYPE column of the W_RENEW_MC_TYPE_D table to ‘Admin Renewed’.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	ACWDL 17-35	ACWDL 17-35.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
3.4.4.2.20(a)(b)	The LRS shall utilize industry standard packages and applications for the extraction and processing of LRS Data from the LRS databases, including: a. OBIEE 2. b. COUNTY data warehouse(s) using Oracle tools and processes.	The Medi-Cal Renewal E-Hit Dashboard and DPSS Performance Measures Dashboard are existing OBIEE reports. They will be updated as to follow standards.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
N/A	Not Applicable	Not Applicable	Not Applicable

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?
N/A	LRS County Specific Functionality	This functionality applies only to L.A. County and does not impact the other counties.	This functionality applies only to L.A. County and does not impact the other counties.	N/A	No

6 APPENDIX

6.1 Cases Subject to E-Hit's Sub metrics and Conditions

This table demonstrates the different combinations a case subject to E-Hit can have and the subcategory it shall be reported on. An 'X' represents a confirmation.

Note that a case should not be reported in more than one of the listed sub metrics.

sub metrics	Case is a Mixed Case?	Case has an Active MAGI member with a Soft Pause?	Case has an income earner with no SSN/ITIN/ATIN?	Case is a MAGI Case?
Case Not Subject to Admin RE - Mixed Cases	X	X	X	
	X	X		
	X		X	
	X			
Case Not Subject to Admin RE - Soft Pause Cases		X	X	X
		X		X
Case Not Subject to Admin RE - No SSN/ITIN/ATIN Cases			X	X
Case Subject to Admin RE				X

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-211746 | DDID 11

Update LRS TEMP NA 1232 Form

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Pramukh Karla
	Reviewed By	Harish Katragadda

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/17/2020	1.0	Original	Pramukh Karla

Table of Contents

1 OVERVIEW

The purpose of this change is to update the TEMP NA 1232-1 and TEMP NA 1232-2 forms in LRS/CalSAWS System.

1.1 Current Design

Multiple versions of TEMP NA 1232 (TEMP NA 1232-1 and TEMP NA 1232-2) exist in LRS/CalSAWS System.

1.2 Requests

Update LRS TEMP NA 1232 form to 06/11 version.

1.3 Overview of Recommendations

1. Add TEMP NA 1232 (06/11) form to Template Repository in LRS/CalSAWS System.
2. Remove TEMP NA 1232-1 and TEMP NA 1232-2 from Template Repository.
3. Update PIXXF400 job to generate TEMP NA 1232 instead of TEMP NA 1232-1 and TEMP NA 1232-2 forms.

1.4 Assumptions

1. TEMP NA 1232 will have the LRS/CalSAWS Standard Header.
2. TEMP NA 1232 will be added to LRS/CalSAWS for all 58 counties.
3. Comment section on the CF 29 form will not be translated to threshold languages when a threshold language version of CF 29 form is generated.
4. PIXXF400 will be added for all CalWIN counties, but only PI19F400 job will be actively running in LRS/CalSAWS System.
5. PIXXF400 batch trigger conditions will not be updated.
6. Imaging Barcode on TEMP NA 1232 will be added with CA-207108 (DDID 2302 – Updates to Standardized Bar Codes)

2 RECOMMENDATIONS

2.1 Add TEMP NA 1232 (06/11) - CalFresh Notice of Action EBT Account form to Template Repository

2.1.1 Overview

This section will cover the updates needed to add TEMP NA 1232 form to the LRS/CalSAWS.

State Form: TEMP NA 1232

Programs: CalFresh

Attached Forms: N/A

Forms Category: Form

Languages: English and Spanish

2.1.2 Description of Change

Create TEMP NA 1232 – CalFresh Notice of Action EBT Account that can be generated from Template Repository.

1. Create TEMP NA 1232 Form XDP with 2 impressions. First impression will have TEMP NA 1232 and Second impression will have NA Back 9

   Form Header: LRS/CalSAWS Standard Header

   Form Title: CalFresh Notice of Action EBT Account

   Form Number: TEMP NA 1232

   Include NA Back 9: Yes

   Form Mockup/Example: See Supporting Document #1

2. Add the TEMP NA 1232 - CalFresh Notice of Action EBT Account form to Template Repository. The following parameters will be required:

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

3. TEMP NA 1232 form will be blank when generated from the template repository. LRS/CalSAWS Standard Header will be populated with worker and case information.

4. Populate the following fields on TEMP NA 1232 when triggered from Batch.

Section	Field	Description
<1>	Checkbox	Will be checked if the program is CalFresh and Account Type is Inactive
<2>	Date Text Field	Will be populated with EBT Status Date if the program is CalFresh and Account Type is Inactive. Date Format: MM/DD/YYYY

<3>	Checkbox	Will be checked if the program is CalFresh and Account Type is Dormant.
<4>	Date Text Field	Will be populated with EBT Status Date if the program is CalFresh and Account Type is Dormant. Date Format: MM/DD/YYYY

5. Add the following barcode options for the TEMP NA 1232 Form:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

6. Add the following print options for the TEMP NA 1232 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): Applicant selected on the Document Parameters page

Mailed From (Return): Worker's Office Address

Mail-back-to Address: Worker's Office Mailing Address

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 Remove TEMP NA 1232-1 and TEMP NA 1232-2 forms from Template Repository

2.2.1 Overview

Since TEMP NA 1232 replaces TEMP NA 1232-1 and TEMP NA 1232-2 forms in LRS/CalSAWS, these forms will be removed from Template Repository.

2.2.2 Description of Change

1. Remove TEMP NA 1232-1 and TEMP NA 1232-2 forms from Template Repository.

2.3 Update PIF400 Account Aging Reader batch job to generate new TEMP NA 1232 form

2.3.1 Overview

Currently PIXXF400 batch job generates TEMP NA 1232-1 and TEMP NA 1232-2 if the aging account status is Inactive/Dormant. Since TEMP NA 1232 will replace TEMP NA 1232-1 and TEMP NA 1232-2, update PIXXF400 batch job to generate TEMP NA 1232 going forward.

2.3.2 Description of Change

1. Update PIXXF400 batch job to generate TEMP NA 1232 instead of TEMP NA 1232-1 and TEMP NA 1232-2.
2. Add county specific batch jobs for all CalWIN counties.
   Note: PIXXF400 batch job will be added for CalWIN counties but only PI19F400 will be actively running in LRS/CalSAWS System.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	TEMP NA 1232	TEMP_NA1232_EN.pdf TEMP_NA1232_SP.pdf

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
11	The contractor shall update the LRS TEMP NA 1232 CalFresh Notice of Action EBT Account form to the (06/11) version. NOTE: Batch jobs will need to be evaluated to determine County options	1. Estimate is for updating the form in English and Spanish. 2. Estimations including batch configuration changes for county opt in/opt out feature. 2. Spanish translations will be provided by the Consortium. 3. Other threshold languages are NOT included in this 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.	With SCR CA-211746 we are adding TEMP NA 1232 form to Template Repository which will replace TEMP NA 1232-1 and TEMP NA 1232-2. Also, updating PIXXF400 job to generate TEMP NA 1232 going forward instead of TEMP NA 1232-1 and TEMP NA 1232-2 forms.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-211756

Update SAWS 2A SAR (04/15)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Harish Katragadda
	Reviewed By	Pramukh Karla

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/03/2020	1.0	Original	Harish Katragadda
09/10/2020	2.0	Added New Header Recommendation	Harish Katragadda

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1 OVERVIEW

The purpose of this change is to Update the SAWS 2A SAR (04/15) Rights & Responsibilities & other Important Information form in existing languages and add SAWS 2A SAR (04/15) in threshold languages which are currently not in LRS/CalSAWS Template Repository.

1.1 Current Design

SAWS 2A SAR (04/15) Rights & Responsibilities & other Important Information form currently exist in LRS/CalSAWS in English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, Vietnamese languages

1.2 Requests

Update SAWS 2A SAR (04/15) in the Existing languages and Add SAWS 2A SAR (04/15) form in Arabic, Farsi, Hmong and Lao.

1.3 Overview of Recommendations

1. Update Form Name on the footer for SAWS 2A SAR (04/15) Rights & Responsibilities & other Important Information form for the existing languages.
2. Add SAWS 2A SAR (04/15) Rights & Responsibilities & other Important Information in Arabic, Farsi, Hmong and Lao forms to LRS/CalSAWS Template Repository.

1.4 Assumptions

1. SAWS 2A SAR (04/15) Arabic, Farsi, Hmong and Lao forms will not have the LRS/CalSAWS Standard Header.
2. Print options remain same for SAWS 2A SAR (04/15) current forms and the same will be applicable to the forms that are being added in Arabic, Farsi, Hmong and Lao.
3. All the Requirements for the Arabic, Farsi, Hmong and Lao forms will be the same as the existing forms.

2 RECOMMENDATIONS

2.1 Update and Add SAWS 2A SAR (04/15) Rights & Responsibilities & other Important Information form

2.1.1 Overview

This section will cover the updates needed for SAWS 2A SAR (04/15) Rights & Responsibilities & other Important Information in existing languages and the requirements for adding Arabic, Farsi, Hmong and Lao forms.

2.1.2 Description of Change

Update SAWS 2A SAR (04/15) Rights & Responsibilities & other Important Information form in existing languages and add Arabic, Farsi, Hmong and Lao version of the form to template repository.

Update Forms in the following Language: English, Spanish, Armenian

Cambodian, Chinese, Korean, Russian, Tagalog, Vietnamese

1. Update the Form Name in the footer of the form
2. Update the Header to match the State version

   Updates Required: See Supporting Document #1

Add Forms in the following Languages: Arabic, Farsi, Hmong and Lao

1. Create SAWS 2A SAR (04/15) form XDP in Arabic, Farsi, Hmong and Lao languages with 12 impressions

   Form Mockup/Example: See Supporting Document #2

2. Add the SAWS 2A SAR (04/15) Rights & Responsibilities & other Important Information form in Arabic, Farsi, Hmong and Lao to the Template Repository.

3. Add the following barcode options to the SAWS 2A SAR (04/15) Rights & Responsibilities & other Important Information for the four new forms

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

Additional Requirements:

Post to YBN/C4Y: No

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	SAWS 2A SAR Footer Form Name Updates	SAWS2ASAR_Update.docx
2	Correspondence	SAWS 2A SAR Arabic, Farsi, Hmong, Lao	SAWS2ASAR_AR.pdf SAWS2ASAR_FA.pdf SAWS2ASAR_HM.pdf SAWS2ASAR_LA.pdf

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
	The contractor shall update the LRS Version SAWS 2A SAR (04/15) version in the CalSAWS software with the following: 1) Add the following additional threshold languages Arabic, Farsi, Hmong and Lao.	1. Estimate is for updating the form in English and all available threshold languages in LRS. 2. Estimations include to add new additional Threshold languages. 3. 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.	With SCR CA-211756, SAWS 2A SAR (04/15) Rights & Responsibilities & other Important Information form will be updated in Existing languages, and added to CalSAWS repository in Arabic, Farsi, Hmong and Lao

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-212943

Update Issuance Threshold Functionality To Be County Configurable

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Eric Wu
	Reviewed By	Sidhant Garg, Jyothirmayi Chavata, Kapil Santosh, John Besa

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/14/2020	1.0	Initial Draft	Eric Wu
8/27/2020	1.1	Content Revision to include changes on County Benefit Issuance Threshold List page and EDBC summary page	Eric Wu

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1 OVERVIEW

1.1 Current Design

Issuance Thresholds are established to determine the amount of benefits or services payments for each Program that can be approved by an Eligibility Worker without requiring a supervisor override. When an EW tries to generate an EDBC or a Service arrangement with benefit amount over the threshold limit, the system will fail the EDBC or prevent Service Arrangement from being saved.

In LRS/CalSAWS, additional thresholds can be set per customer need type to validate the amount of benefits of Payment Requests. Each request can go through the following validations which cannot be overrode by a supervisor:

1. Check the benefit amount of a Payment Request against the threshold amount. If the requested amount exceeds the threshold, the system displays a warning message **'Warning: Requested Amount exceeds issuance threshold'** after the request is saved.
2. Accumulate the benefit amount of non-disapproved Payment Requests over a period and check it against the threshold amount. If the total amount exceeds the threshold, the system will display an error message '**Maximum period amount has been reached**' and prevent the payment request from being saved.
3. Accumulate the quantity of new, approved, and pending-approval Valuable Requests over a period and check it against the threshold. If the total quantity exceeds the threshold, the system will display an error message '**Maximum period quantity has been reached**' and prevent the valuable request from being saved.

In both CIV and LRS/CalSAWS systems, all benefit issuance thresholds are managed in database only, and any update will require a SCR.

1.2 Requests

1. Allow counties to manage established Issuance Thresholds by programs for benefits or service payments.
2. Allow counties to limit the number of Valuables to be authorized per worker.
3. Allow counties to configure Fiscal authorization process and to require only one level of approval when deemed necessary.

1.3 Overview of Recommendations

1. Add new functionalities to allow the counties to configure and manage issuance threshold to limit the amount of benefit or service payments in LRS/CalSAWS system.
2. Default the values to maintain current benefit thresholds for Los Angeles and CIV counties. CalWIN counties will have default values based on San Bernardino county thresholds and can be modified later by the county admin user as deemed appropriate.

3. Remove the Issuance Threshold validation on Service Arrangement Detail page.
4. Update Payment Request Detail page to perform Issuance Threshold validation when users click ‘Save’ button. Only users with ‘ApproveServiceArrangementOverThreshold’ security right can save an over-threshold Payment Request.
5. Update Valuable Request Detail page to Validate the total dollar amount of Valuables instead of the quantity. Validation will be performed when users click ‘Save’ button. Only users with ‘ApproveServiceArrangementOverThreshold’ security right can save an over-threshold Valuable Request.
6. Update EDBC Summary page to use new County Benefits Issuance Threshold to validate the benefit amount.
7. Create new Job Aid for the county-configurable issuance thresholds (SCR 218070).

1.4 Assumptions

1. Issuance Threshold validation on EDBCs will not be changed in this SCR.
2. SCR CA-212943 Update to Fiscal Authorization in 20.11 release and CA-207102 Updates to Authorization in 20.07 release will address the Request 3 - Allow counties to configure Fiscal authorization process and to require only one level of approval when deemed necessary.
3. Audit Trail for County Benefit Issuance Threshold will be implemented with SCR CA-217634.
4. General Assistance (Managed) will not be available when this SCR is implemented for 20.11. A DCR will be included to set benefit issuance threshold in SCR ‘CA-201377 DDCR 10002: GA/GR Solution for C-IV Counties’ for 21.01’.
5. CalWIN’s General Assistance/ General Relief will be excluded from this SCR as it is not currently in the LRS/CalSAWS. A DCR will be included to set benefit issuance thresholds in SCR CA-215914 DDID 2313 FDS: GA GR Employment Services Phase 2.
6. Bus Token and Bus Pass No Valid Month for the GROW program current is validated by the quantity only. This function will continue to be maintained as hardcoded logic in the system for L.A county and does not impact other counties. Any changes of quantity threshold in future will require a CER.

2 RECOMMENDATIONS

2.1 County Benefit Issuance Thresholds

2.1.1 Overview

This new page will allow users to access all benefit issuance threshold settings for each program.

2.1.2 County Benefit Issuance Thresholds Mockup

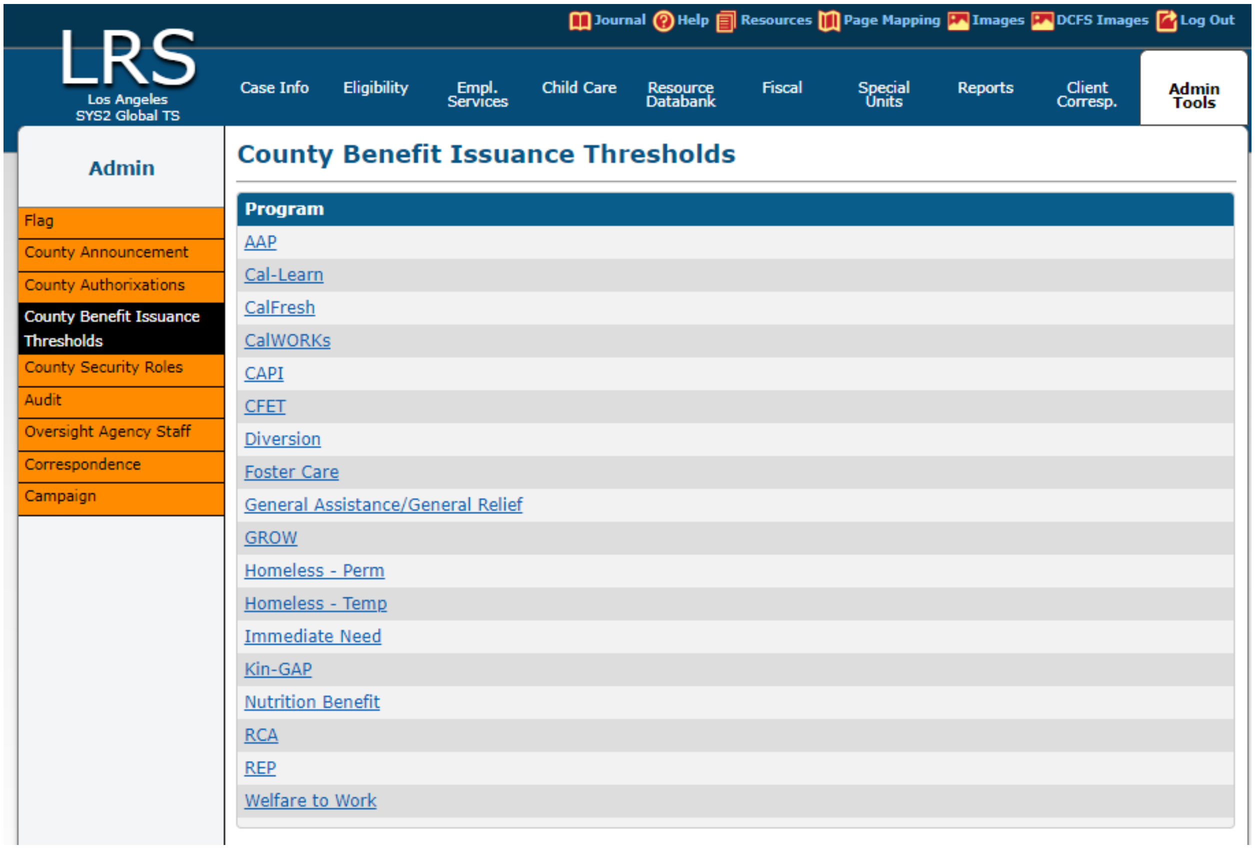

Figure 2.1.1 – County Benefit Issuance Thresholds for Los Angeles County

2.1.3 Description of Changes

1. Add a new County Benefit Issuance Thresholds page to display all programs available for EDBC and Service Arrangements for each county in alphabetical order. Each program will be a hyperlink which navigates users to the County Benefit Issuance Threshold List page (section 2.2).

2.1.4 Page Location

- **Global:Admin Tools**
- **Local:Admin**
- **Task:County Benefit Issuance Thresholds**

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsView	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Thresholds View

2. Security Groups

Security Group	Group Description	Group to Role Mapping
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion

2.1.6 Page Mapping

Program: 18 – Programs for counties to configure benefit issuance thresholds.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 County Benefit Issuance Threshold List

2.2.1 Overview

This new page will allow users to manage thresholds for EDBC, Payment Requests, and Valuable Requests for one program.

2.2.2 County Benefit Issuance Threshold List Mockup

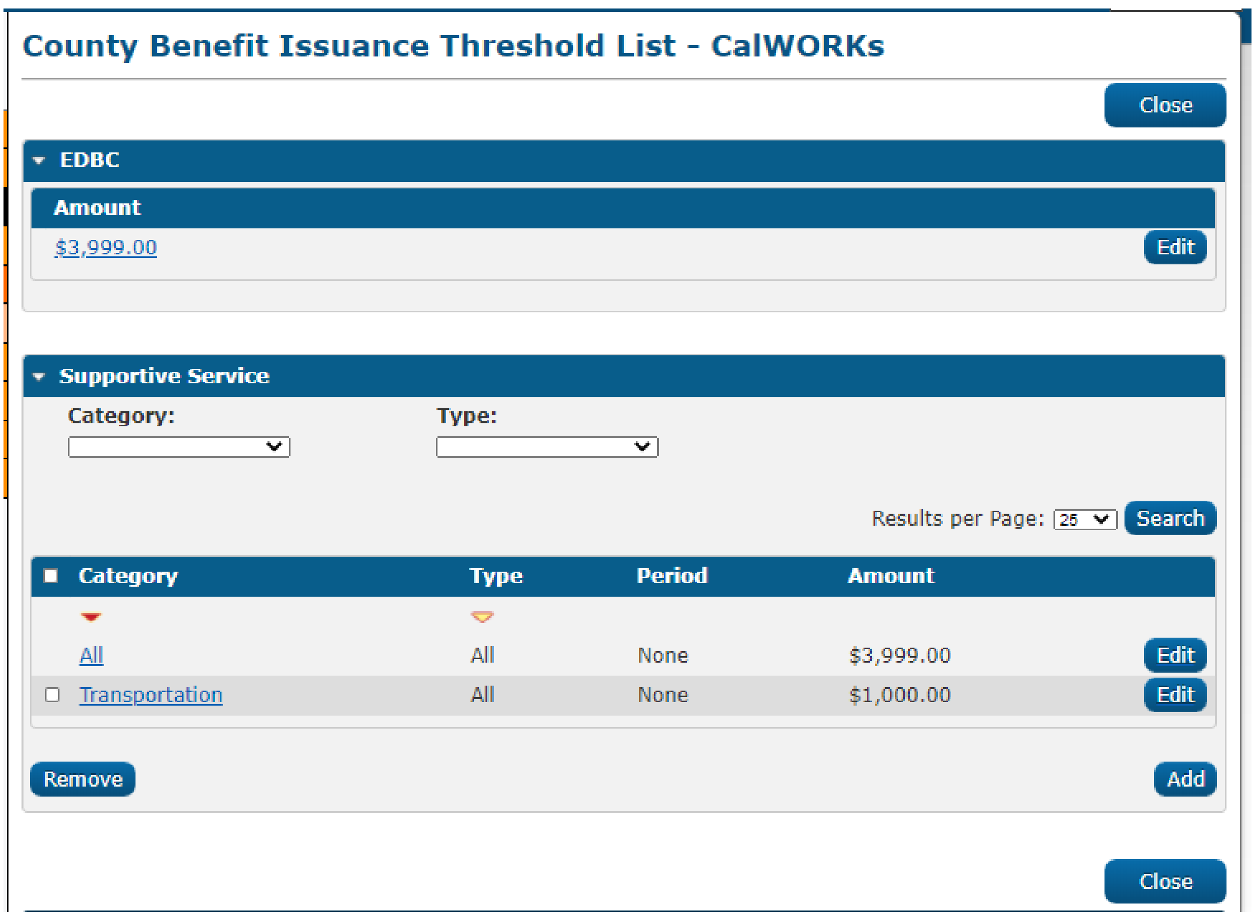

Figure 2.2.1 – County Benefit Issuance Threshold List for Cal-WORKs

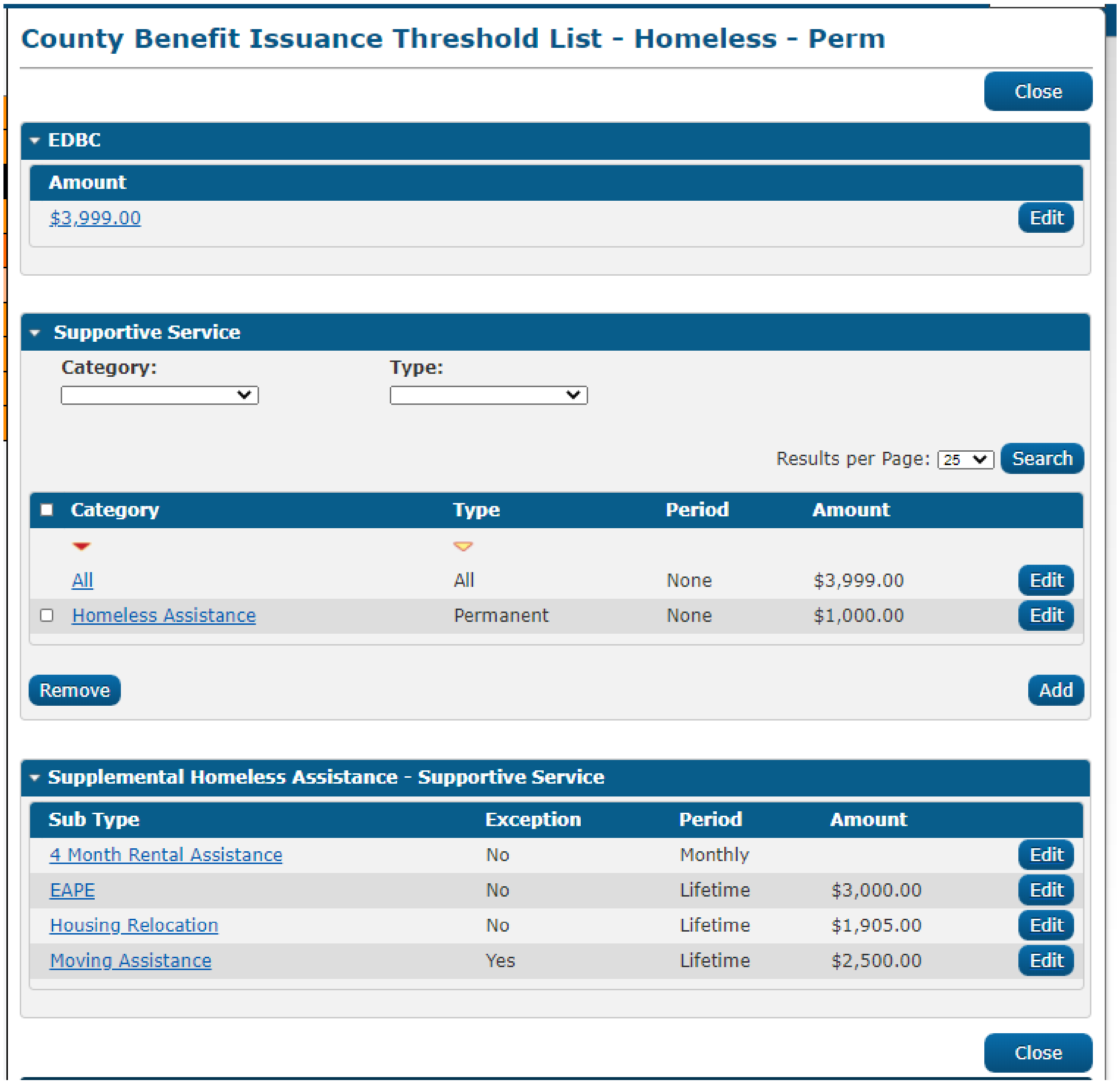

Figure 2.2.2 – County Benefit Issuance Threshold List for HP (Los Angeles County)

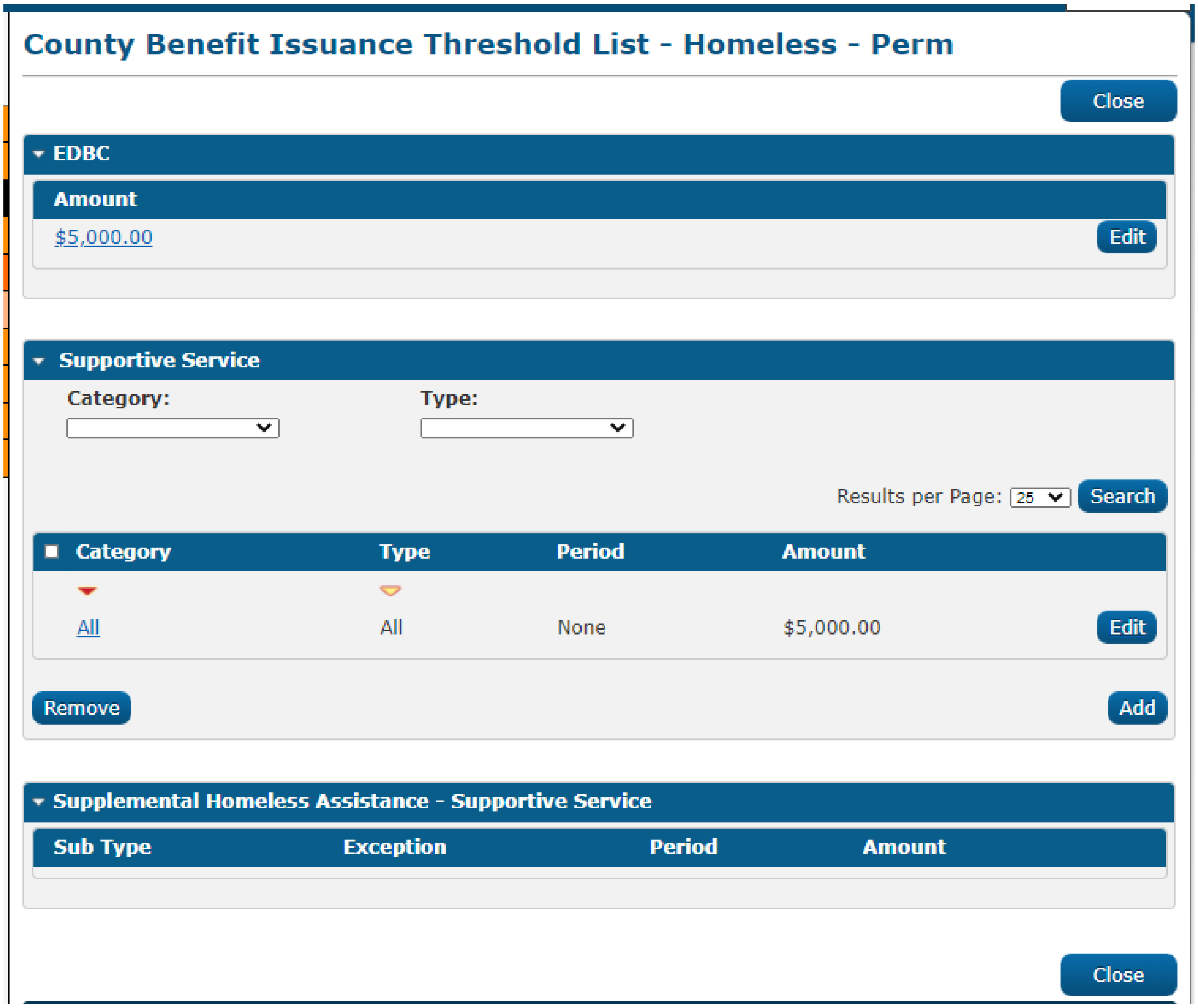

Figure 2.2.3 – County Benefit Issuance Threshold List for HP with All Sections Expand (Other Counties – San Bernardino)

2.2.3 Description of Changes

1. Add a new County Benefit Issuance Threshold List page. Users with 'CountyBenefitIssuaneThresholdsView' security right can navigate to this page from County Benefit Issuance Thresholds.
    a. The header format will be 'County Issuance Threshold List – [program]'.
2. A collapsible 'EDBC' section will have the following field:
    a. Amount – This field indicate the maximum EDBC benefit amount that can be authorized by an EW without requiring a supervisor override and will be a hyperlink that can navigate users to EDBC Threshold Detail page in view mode (section 2.3).
    b. Edit – This button will be visible for users with 'CountyBenefitIssuaneThresholdsEdit' security right and

navigate users to EDBC Threshold Detail page (section 2.3) in Edit mode.

Only programs that issue benefits through EDBC will have a threshold amount in this section. For non-EDBC program, this section will have threshold amount blank and will be collapsed when the page loads.

3. A collapsible 'Supportive Service' section with paginations will have the following filters:
    a. Category – A drop-down field will contain an 'All' option and Need Categories available for the program. The default value is blank.
    b. Type – A drop-downfield will contain an 'All' option and Need Types available for the program. The default value is blank.
    c. Result per Page – A drop down field to set how many records to be display per page after clicking 'Search' button. Options are 25, 50, 75, and 100. The default value is 25.

    This section will have following fields:
    a. Check Box – This field will allow users to remove a Supportive Service Threshold Detail record. It will be visible for users with 'CountyBenefitIssuaneThresholdsEdit' security right. This check box will not be visible for the threshold set up on the program level, which has Category 'All' and Type 'All'.
    b. Category – The field will indicate the need category of the Supportive Service Threshold Detail. It will be a hyperlink and navigate users to Supportive Service Threshold Detail in View Mode (section 2.4).
    c. Type – The field will indicate the need type of Supportive Service Threshold Detail.
    d. Period – This field will indicate the time frame of the threshold amount. Possible values are below:
        - None
        - Monthly
        - Quarterly
        - Yearly
        - Biennial (Every Two years)
        - Lifetime

        For period 'None', the value of the Amount field will be the threshold to validate each Payment or Valuable request.

        Other Periods indicate that the value of the Amount field should be applied over the specified time frame. For example, A combination of Period 'Yearly' and Amount $100.00 means that $100.00 should be the threshold for the specified Need Type that a customer can receive under the same program within a year.
    e. Amount – This field will indicate the threshold amount for the specified category and type.
    f. Edit - This button will be visible for users with 'CountyBenefitIssuanceThresholdsEdit' security right and

navigate users to Supportive Service Detail in Edit Mode (section 2.4).

g. Search results will be paginated.
h. Sortable columns will be Category and Type.
i. The default sort will be Category, and the order will begin with Category 'All' and is followed by the rest in alphabetical order. Within the same categories, the order will begin with Type 'All' and is followed by the rest types in alphabetical order.
j. Remove - This button will allow users to delete a Supportive Service threshold. This button will be visible when following conditions are met:
    i. There are any Supportive Service thresholds with checkboxes available.
    ii. Users have 'CountyBenefitIssuanceThresholdsEdit' security right.
k. Add - This button navigates users to Supportive Service Threshold Detail page in Create Mode (section 2.4), and will be visible when the following conditions are met:
    i. There are Customer Need Categories and Types set up for the program.
    ii. The program allows benefits being issued through service arrangements.
    iii. Users have 'CountyBenefitIssuanceThresholdsEdit' security right.

If the program does not issue benefits by service arrangements, this section will not have any thresholds and be collapsed.
Note:

EDBC Thresholds and program level Supportive Service Thresholds, which has Category 'All' and Type 'All', will be created for each county by the DCR in section 2.10. When implementing a new program in the future, it is recommended to set both thresholds with a DCR.

4. A collapsible 'Supplemental Homeless Assistance – Supportive Service' section will be only visible for HP and HT program. This section will allow L.A. county to set threshold amount for the following HA sub program types.
   Homeless Perm (see figure 2.2.2) -
      i. 4 Month Rental Assistance
      ii. EAPE
      iii. Housing Relocation
      iv. Moving Assistance
   Homeless Temp -
      i. THAP+ 14
   Other counties will not have any HA sub program types available (figure 2.2.5), and this section will be collapsed when page loads.
   a. Sub Type – This field will indicate the HA program sub type of Supplemental Homeless assistance benefits and will be a

hyperlink that navigates users to Supplemental Homeless Assistance Threshold Detail page in view mode (section 2.5).

b. Exceptions – This field will indicate whether the over-threshold benefits amount is allowed when a payment request has one of the following Pay Codes:
    i. MA – Exception Other
    ii. MA – Exception DV
    iii. THAP+14 – Exception Other
    iv. THAP+14 – Exception DV

    'Yes' will allow requested amount to exceed the threshold.
c. Period – This field will indicate the time frame for the threshold amount. (same as 2.2.3 d)
d. Amount – This field will indicate the threshold amount for the specified Supplemental Homeless Assistance Service Type. This field is empty when threshold amount is based on the AU size.
e. Edit - This button will be visible for users with 'CountyBenefitIssuanceThresholdsEdit' security right and navigate users to Supplemental Homeless Assistance Threshold Detail in Edit Mode (section 2.5).
f. Close – This button will be only available in View mode and navigate users to County Benefit Issuance Thresholds page.

2.2.4 Page Location

- **Global:Admin Tools**
- **Local:Admin**
- **Task:County Benefit Issuance Thresholds**

2.2.5 Security Updates

3. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsView	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass	County Benefit Issuance Thresholds View, County Benefit Issuance Threshold Edit

Security Right	Right Description	Right to Group Mapping
	No Valid Month Threshold Detail page	
CountyBenefitIssuanceThresholdsEdit	Add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Threshold Edit

4. Security Groups

Security Group	Group Description	Group to Role Mapping
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion
County Benefit Issuance	Giver Users the ability to add, create, edit, and remove Supportive County Benefit Issuance	County Discretion

Security Group	Group Description	Group to Role Mapping
Thresholds Edit	Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	

2.2.6 Page Mapping

Add page mapping for the County Benefit Issuance Threshold List page.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 EDBC Threshold Detail

2.3.1 Overview

This new page will allow users to manage EDBC threshold amount for a program.

2.3.2 EDBC Threshold Detail Mockup

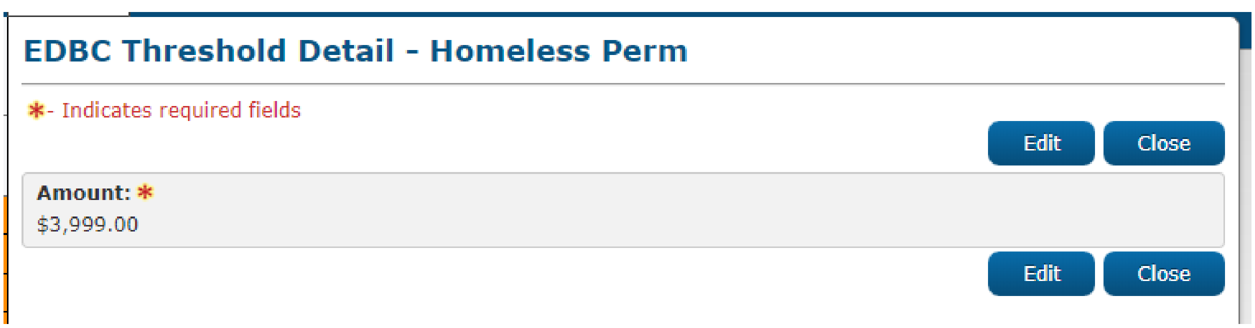

Figure 2.3.1 – EDBC Threshold Detail in View Mode

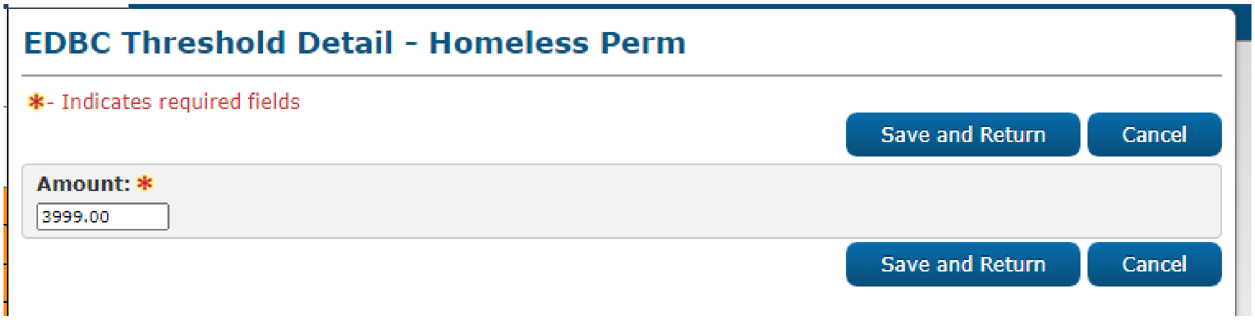

Figure 2.3.2 – EDBC Threshold Detail in Edit Mode

2.3.3 Description of Changes

1. Add a new EDBC Threshold Detail page (figure 2.3.1) Users with 'CountyBenefitIssuanceThresholdView' or 'CountyBenefitIssuanceThresholdEdit' security right can navigate to this page from County Benefit Issuance Threshold List page.
2. This page will have view and edit modes only.
3. Amount – This field will indicate the maximum EDBC benefit amount that can be authorized by an EW without requiring a supervisor override and will be editable in edit mode.
4. Edit – This button will change the page to the edit mode and will only be available in view mode. The security right of 'CountyBenefitIssuanceThresholdEdit' will be required to view this button.
5. Close – This button will be only available in View mode and navigate users to County Benefit Issuance Threshold List page.
6. Cancel – This button will only be available in edit mode. It will not save any changes made by users and navigate them to the page from where edit mode is accessed.
7. Save and Return – This button will only be available in edit mode. It will be used to save the changes made by users and navigate them back to the County Benefit Issuance Threshold List page.
8. Add validation 'Please enter a positive amount in xx,xxx,xxx.xx format.' and prevent data from being saved.

2.3.4 Page Location

- **Global:Admin Tools**
- **Local:Admin**
- **Task:County Authorizations**

2.3.5 Security Updates

5. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsView	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Thresholds View, County Benefit Issuance Threshold Edit
CountyBenefitIssuanceThresholdsEdit	Add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Threshold Edit

6. Security Groups

Security Group	Group Description	Group to Role Mapping
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion
County Benefit Issuance Thresholds Edit	Giver Users the ability to add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion

2.3.6 Page Mapping

Add page mapping for the EDBC Threshold Detail page.

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Supportive Service Threshold Detail

2.4.1 Overview

This new page will allow users to manage benefit thresholds of Supportive Service.

2.4.2 Supportive Service Threshold Detail Mockup

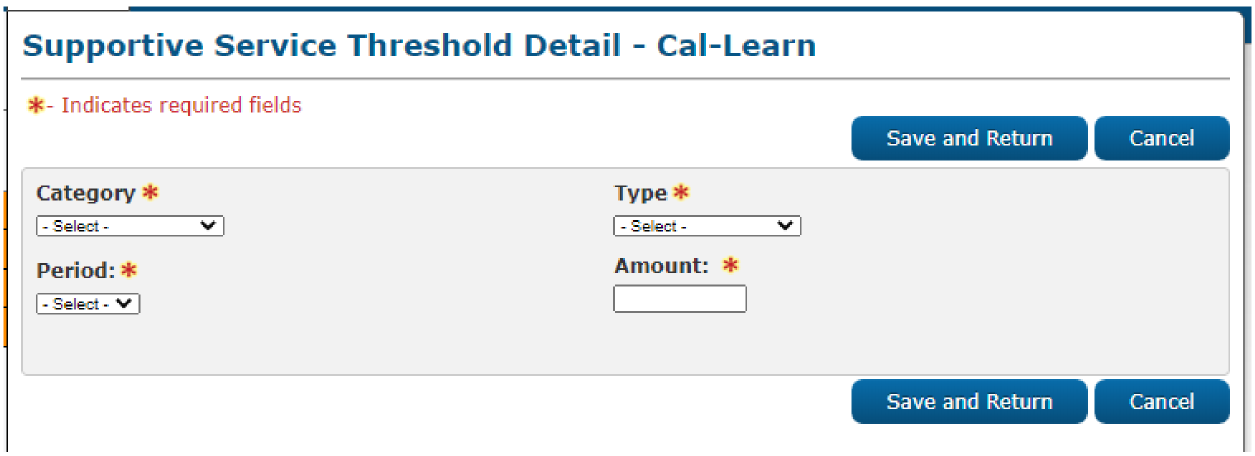

Figure 2.4.1 – Supportive Service Threshold Detail in Create Mode

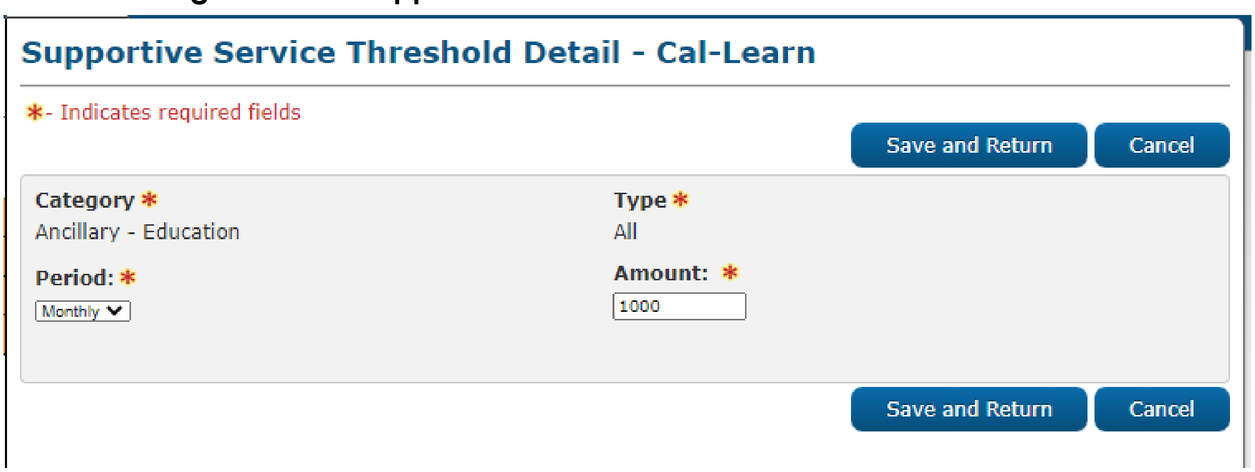

Figure 2.4.2 – Supportive Service Threshold Detail in Edit Mode (non-Program Level Threshold)

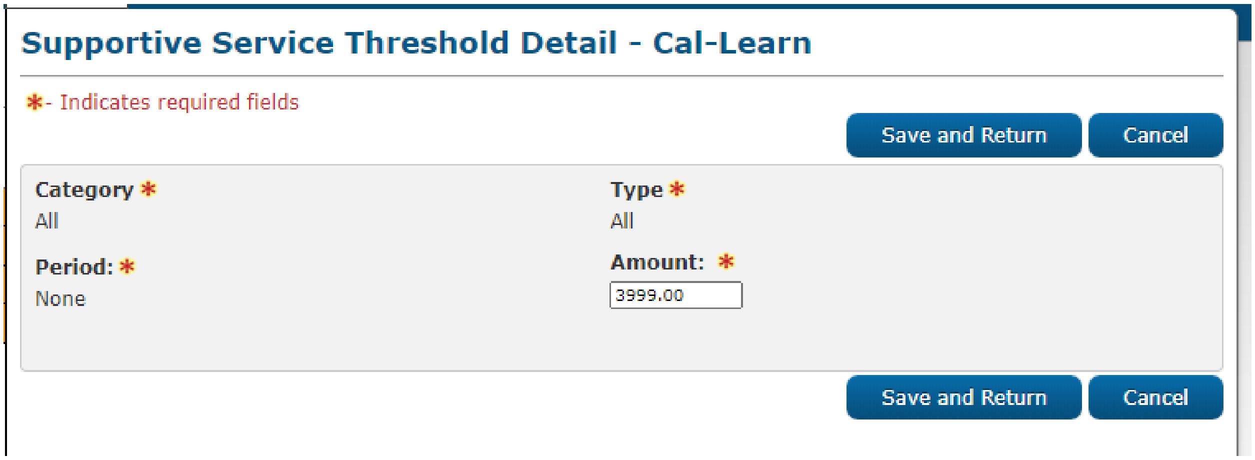

Figure 2.4.3 – Supportive Service Threshold Detail in Edit Mode (Program Level Threshold)

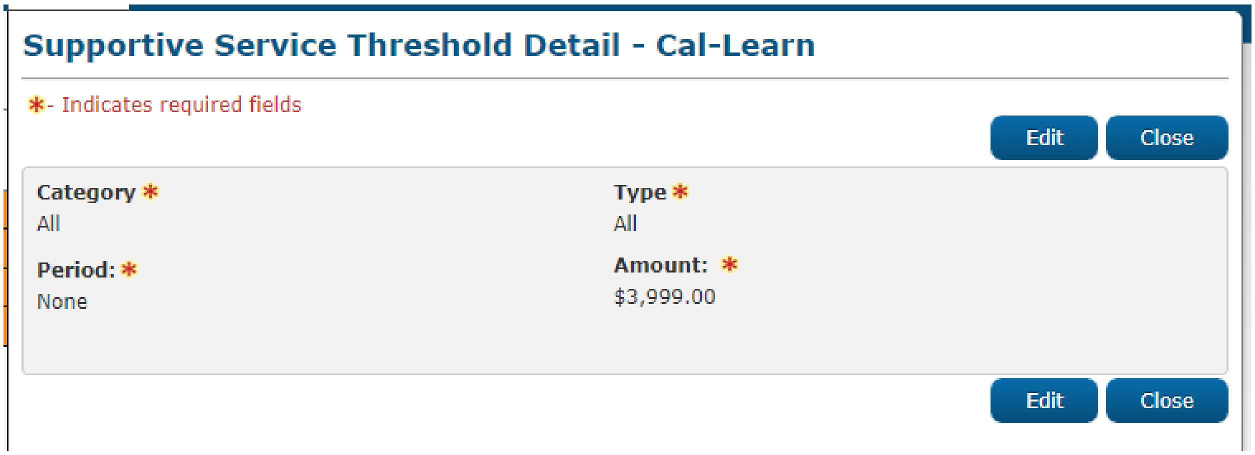

Figure 2.4.4 – Supportive Service Threshold Detail in View Mode

2.4.3 Description of Changes

1. Add a new Supportive Service Threshold Detail page (figure 2.4.1). Users with 'CountyBenefitIssuanceThresholdView' or 'CountyBenefitIssuanceThresholdEdit' security right can navigate to this page from County Benefit Issuance Threshold List page.
2. Category – This field will only be editable and mandatory in Create Mode. The dropdown will contain an 'All' option and need categories available for a program. The default value is '– Select –'.
3. Type – This field will only be editable and mandatory in Create Mode. The dropdown will contain an 'All' option and need types available for the selected need category. If no Category is selected, the dropdown will have no options. If Category is 'All', then 'All' is the only selectable option and the default value. Otherwise the default value is '– Select – '. Please see 'ProgramCategoryTypeMapping.xlsx' for options mapping.

When this field is set to 'All', the threshold will be applied to all types of the specified Category unless the type has its own threshold amount defined.
For example, Supportive Service Threshold List for Welfare to Work below:

Category	Type	Amount
Transportation	All	$100
Transportation	Taxi Fare	$20

A Payment Request with 'Transportation' Category and 'Vehicle Repair' Type will have threshold limit of $100. However, a Payment Request with 'Transportation' Category and 'Taxi Fare' will be limited at $20.

4. Period - The system will accumulate non-disapproved requested benefits over the specified period and check it against the threshold amount. For period 'None', the value of the Amount field will be the threshold to validate each Payment or Valuable request. This field will be mandatory and editable in create mode but only in edit mode for non-program-level thresholds, which does not have Category 'All' and Type 'All'. (see figure 2.4.2).

   Possible options are below:

   - – Select –
   - None
   - Monthly
   - Quarterly
   - Yearly
   - Biennial (Every Two years)
   - Lifetime

   The default value will be '– Select – 'in Create Mode and last saved data in edit mode.
5. Amount – This field will indicate the threshold amount that will be used to validate Payment or Valuable Requests for the specified Customer Need Category and Type. It will be editable in both create and edit mode. The default value is blank in create mode and last saved data in edit mode.
   For a Valuable Request, system will calculate the benefits amount by multiplying the dollar value of the Valuables by requested quantity. For example, if a User try to authorize two Bus Tokens, each worth $7.00, in a Valuable Request, the system will use $7.00 x 2 = $14.00 and check it against the threshold.
6. Edit – This button will change the page to Edit mode and will only be available in View mode. The security right of 'CountyBenefitIssuanceThresholdEdit' is required to view this button.
7. Close – This button will be only available in View mode and navigate users to County Benefit Issuance Threshold List page.

8. Cancel – This button is only available in Edit mode. This button will not save any changes made by users and navigate them to the page from where Edit Mode is accessed.
9. Save and Return – This button is only available in Edit mode. It will be used to save the changes made by users and navigate them back to the County Benefit Issuance Threshold List page.
10. Add validation 'Amount cannot be less than 0' and prevent data from being saved.
11. Add a validation 'Combination of Category and Type already exists.' and stop data from being saved.
12. Add validation 'Please enter a positive amount in xx,xxx,xxx.xx format.' and prevent data from being saved.

Note:
For GROW program, the system does not prevent L.A. county from setting dollar-amount thresholds for Bus Token and Bus Pass No Valid Month on this page. However, Valuable Requests with these two types will only have quantity validation which are hardcoded in backend.
For both Homeless – Temp and Homeless Permanent program, the system does not prevent counties from setting the threshold for Supplemental Homeless Assistance (SHA) type. However, Payment Requests with the SHA type will be validated with the threshold of the Supplemental Homeless Assistance Threshold Detail page (section 2.5). Supplemental Homeless Assistance Threshold Detail pages will be available for L.A county only, and an CER will be required when other counties want to implement the threshold for SHA in future.

2.4.4 Page Location

- **Global:Admin Tools**
- **Local:Admin**
- **Task:County Authorizations**

2.4.5 Security Updates

7. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsView	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC,	County Benefit Issuance Thresholds View, County Benefit Issuance

Security Right	Right Description	Right to Group Mapping
	Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	Threshold Edit
CountyBenefitIssuanceThresholdsEdit	Add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Threshold Edit

8. Security Groups

Security Group	Group Description	Group to Role Mapping
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion
County Benefit	Giver Users the ability to add, create, edit, and	County Discretion

Security Group	Group Description	Group to Role Mapping
Issuance Thresholds Edit	remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	

2.4.6 Page Mapping

Add page mapping for the Supportive Service Threshold Detail page.

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 Supplemental Homeless Assistance Threshold Detail

2.5.1 Overview

This new page will allow users to manage benefit thresholds for Supplemental Homeless Assistance. Only L.A county will have access this page.

2.5.2 Supplemental Homeless Assistance Threshold Detail Mockup

Figure 2.5.1 – Supplemental Homeless Assistance Threshold Detail in View Mode

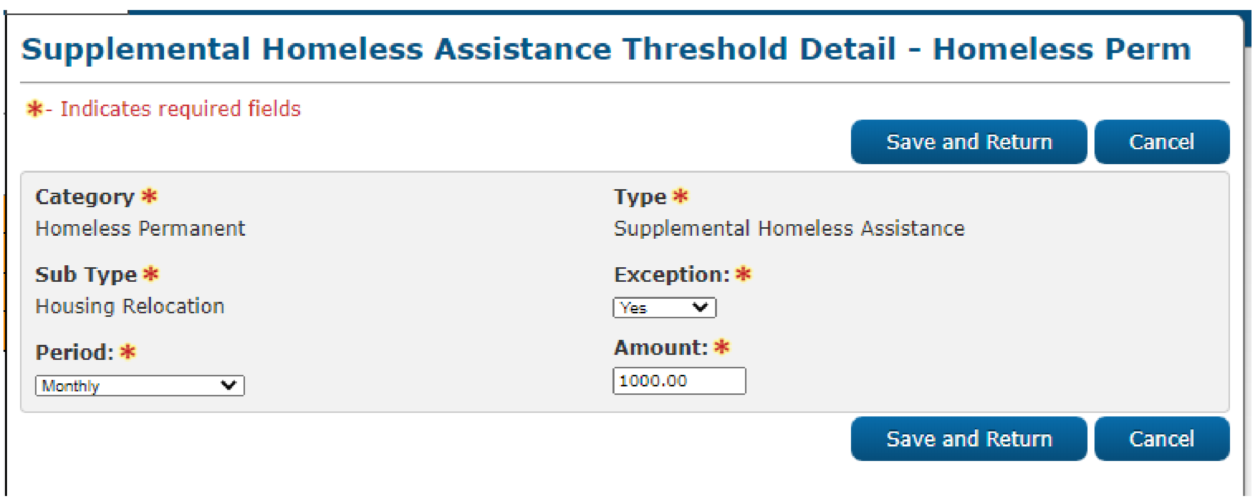

Figure 2.5.2 – Supplemental Homeless Assistance Threshold Detail in Edit Mode

Figure 2.5.3 – Supplemental Homeless Assistance Threshold Detail in View Mode (Amount by AU Size)

Figure 2.5.4 – Supplemental Homeless Assistance Threshold Detail in Edit Mode (Amount by AU Size)

2.5.3 Description of Changes

1. Add a new Supplemental Homeless Assistance Threshold Detail page (figure 2.5.1). L.A County users with 'CountyBenefitIssuanceThresholdView' or 'CountyBenefitIssuanceThresholdEdit' security right can navigate to this page from County Benefit Issuance Threshold List page for HP and HT program.
2. This page will have Edit and View Modes only.
3. Category – This field will indicate the category of customer needs and will not be editable.
4. Type- This field will be 'Supplemental Homeless Assistance' and will not be editable.
5. Sub Type - This field will indicate the HA sub program type and will not be editable.
5. Exception - This field will indicate whether the threshold validation is required and will be editable. Value 'Yes' will allow requested amount to exceed the threshold when a payment request has one of the following Pay Codes:
    a. MA – Exception Other
    b. MA – Exception DV
    c. THAP+14 – Exception Other
    d. THAP+14 – Exception DV

    The possible options will be:

    a. – Select –
    b. Yes
    c. No

    This field is a mandatory field.
6. Period - The system will accumulate non-disapproved requested benefits over the specified period and check it against the threshold amount. For period 'None', the value of the Amount field will be the threshold to validate each Payment. This field will be mandatory and editable. Please see section 2.4.3.4 for possible options.
7. Amount – This field will indicate the threshold amount that will be used to validate Payment for the specified HA sub program type. It will only be visible and mandatory for the following sub program types (see figure 2.5.1 and 2.5.2):
    a. EAPE
    b. Housing Relocation
    c. Moving Assistance

    Add validation 'Please enter a positive amount in xx,xxx,xxx.xx format.' and prevent data from being saved
8. A new section 'Amount By AU Size' will only be visible for the following HA sub program types (see figure 2.5.3 and 2.5.4):
    a. 4 Month Rental Assistance
    b. THAP+ 14

This section will have following fields:

1 to 8+ - Those fields will allow users to set threshold amount based on AU size and will be editable and mandatory. Value of '8+' field will be used for validation when AU size is eight or more.

Add validation 'Please enter a positive amount in xx,xxx,xxx.xx format.' and prevent data from being saved.

Note:

The current logic to calculate the threshold amount is multiplying the amount of AU Size by 14. For example, the value for AU size 4 is set to $400.00, then the threshold will be $400.00 X 14 = $5,600.00.

9. Edit – This button will change the page to Edit mode and will only be available in View mode. The security right of 'CountyBenefitIssuanceThresholdEdit' is required to view this button.
10. Close – This button will be only available in View mode and navigate users to County Benefit Issuance Threshold List page.
11. Cancel – This button is only available in Edit mode. This button will not save any changes made by users and navigate them to the page from where Edit Mode is accessed.
12. Save and Return – This button is only available in Edit mode. It will be used to save the changes made by users and navigate them back to the County Benefit Issuance Threshold List page.

2.5.4 Page Location

- **Global:Admin Tools**
- **Local:Admin**
- **Task:County Authorizations**

2.5.5 Security Updates

9. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyBenefitIssuanceThresholdsView	View County Benefit Issuance Thresholds, Benefit Issuance Threshold List, and EDBC, Supplemental Homeless	County Benefit Issuance Thresholds View, County Benefit Issuance Threshold Edit

Security Right	Right Description	Right to Group Mapping
	Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	
CountyBenefitIssuanceThresholdsEdit	Add, create, edit, and remove Supportive County Benefit Issuance Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Benefit Issuance Threshold Edit

10. Security Groups

Security Group	Group Description	Group to Role Mapping
County Benefit Issuance Thresholds View	Give Users the ability to view County Benefit Issuance Thresholds, County Benefit Issuance Threshold List, EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	County Discretion
County Benefit Issuance	Giver Users the ability to add, create, edit, and remove Supportive County Benefit Issuance	County Discretion

Security Group	Group Description	Group to Role Mapping
Thresholds Edit	Threshold Detail, and edit EDBC, Supplemental Homeless Assist, and Bus Token/ Bus Pass No Valid Month Threshold Detail page	

2.5.6 Page Mapping

Add page mapping for the Supplemental Homeless Assistance Threshold Detail page.

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Service Arrangement Detail

2.6.1 Overview

The Service Arrangement Detail page allows Workers to arrange supportive services to Customers with a Need. There is the threshold validation to prevent users without 'ApproveServiceArrangementOverThreshold' security right from authorizing the benefit amount that exceeds Issuance Threshold. For example, the Issuance Threshold for CalWORKS is $3,999.00. When an EW, who does not have the override-threshold security right, tries to create a Service Arrangement with $4,000.00 CalWORKS benefits, the system will display an error message '**Requested Amount exceeds issuance threshold.**' and prevent users from saving the Service Arrangement. Only users with 'ApproveServiceArrangementOverThreshold' security right can create or update a Service Arrangement with over-threshold benefit amounts.

2.6.2 Description of Changes

1. Remove the threshold validation with error message '**Requested Amount exceeds issuance threshold.**' on the Service Arrangement Detail page. The validation will be performed on Payment Request Detail and Valuable Request Detail page.

2.6.3 Page Location

- **Global: Empl. Services**
- **Local: Supportive Service**
- **Task: Service Arrangements**

2.7 Payment Request Detail

2.7.1 Overview

The Payment Request Detail page allows the user to create or approve a recipient's request for a supportive service. When creating/approving a payment request, users specify the Service Month for the request. This section will describe the changes to use new configurable County Benefit Issuance Thresholds to validate requested amount of benefits on the page.

2.7.2 Description of Changes

1. Remove soft validation '**Warning: Requested Amount exceeds issuance threshold'** on the page.
2. Update page to use the thresholds defined in 'Supportive Service' section of County Benefit Issuance Threshold List page when validating the amount of requested benefits.
   For the threshold with Period 'None', display error message '**Requested Amount exceeds issuance threshold.**' and prevent users from saving data when all the following conditions are met:
   a. Users does not have 'ApproveServiceArrangementOverThreshold' security right.
   b. The requested amount on the page exceeds the threshold.

   For the threshold with other Periods, display error massage '**Maximum period amount has been reached.**' and prevent users from saving data when all the following condition are met:

   a. Users does not have 'ApproveServiceArrangementOverThreshold' security right.
   b. The total amount of non-disapproved benefits that a customer requests for the specific need within the Period exceeds the threshold.

   This validation will be triggered by clicking the 'Save' button.
   Note: Only users with 'ApproveServiceArrangementOverThreshold' can create a Payment Request record with over-threshold amount, and the request will require a different user for approval In L.A. county,

2.7.3 Page Location

- **Global: Empl. Services**
- **Local: Supportive Service**
- **Task: Service Arrangements**

2.8 Valuable Request Detail

2.8.1 Overview

The Payment Request Detail page allows the user to create or approve a request for valuables. This section will describe the changes to use new configurable County Benefit Issuance Threshold for validations on the page.

2.8.2 Description of Changes

1. Remove soft validation '**Maximum period quantity has been reached'** on the page.

2. Update page to use the thresholds defined in 'Supportive Service' section of County Benefit Issuance Threshold List page when validating the amount of benefits. The amount of benefits is multiplying the dollar value of the Valuables by requested quantity. System will not validate the Valuable Request if the Valuable Type is worth $0.00. E.g. EBT Card. For the threshold with Period 'None', display error message '**The value of requested quantity exceeds issuance threshold.**' and prevent users from saving data when all the following conditions are met:
    a. Users does not have 'ApproveServiceArrangementOverThreshold' security right.
    b. The amount of benefits exceeds the threshold.

   For the threshold with other Periods, display error massage '**Maximum period amount has been reached.**' and prevent users from saving data when all the following condition are met:
    c. Users does not have 'ApproveServiceArrangementOverThreshold' security right.
    d. The total amount of non-disapproved benefits that a customer requests for the specific need within the Period exceeds the threshold.

   This validation will be triggered by clicking the 'Save' button.
   Note:
   Only users with 'ApproveServiceArrangementOverThreshold' can create a Valuable Request record with over-threshold benefits, and the request will require a different user for approval In L.A. county.
   For Bus Token and Bus Pass No Valid Month, system will continue to use error message '**Maximum period quantity has been reached**' since these types are validated on the requested quantity.

2.8.3 Page Location

- **Global: Empl. Services**
- **Local: Supportive Service**
- **Task: Service Arrangements**

2.9 EDBC Summary

2.9.1 Overview

Below describe required changes on EDBC Summary for this SCR.

2.9.2 Description of Changes

3. Update page to use benefits thresholds defined in 'EDBC' section of County Benefits Issuance Threshold List page when validating the benefit amount.

2.9.3 Page Location

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

2.10 Data Change Request

2.10.1 Overview

Default the values to maintain current benefit thresholds for Los Angeles and CIV counties. CalWIN counties will have default values based on San Bernardino county thresholds and can be modified later by the county admin user as deem appropriate.

2.10.2 Description of Change

1. Perform data change to the file 'All Counties Issuance Threshold.xlsx' for Los Angeles and CIV counties.

2.10.3 Estimated Number of Records Impacted/Performance

Around 1000 records.

2.11 CTCRs

1. Add new references 'Available for EDBC Threshold' in CODE_DETL for Category 18 with values in sheet 'EDBC' of CA-212943 Updates to Fiscal Authorizations CTCR.xlsx
2. Add new references 'Available for Supportive Service Threshold' in CODE_DETL for Category 18 with values in sheet 'Supportive Service' of CA-212943 Updates to Fiscal Authorizations CTCR.xlsx

2.12 Database Change

3. Create a new table 'COUNTY_FISCAL_AUTH_DETL' with following columns:
    a. ID – This column will store system-generated unique identifier for each instance of this table.
        i. This column will not allow null value.

    ii. Data type will be number.
    iii. Comment will be 'This is a System-generated unique identifier for an instance of this table to be used as the primary key'.

a. COUNTY_FISCAL_AUTH_ID – This column will store the primary key of COUNTY_FISCAL_AUTH table.
    i. This column will not allow null value.
    ii. Data type will be number.
    iii. Comment will be 'This column is a foreign key to the COUNTY_FISCAL_AUTH table.'
b. SUB_PMG_TYPE_CODE – This column will store the HA sub program code for Supplemental Homeless Assistance.
    i. This column will allow null value.
    ii. Data type will be VARCHAR2(3 Byte).
    iii. Comment will be '708 – The Homeless Assistance sub program code associated with a threshold record'.
c. EXCEPT_IND – This column will indicate over-threshold benefit amount is allowed.
    i. This column will allow null value.
    ii. Data type will be VARCHAR2 (1 Byte).
    iii. Comment will be 'This field will be used to determine if over-threshold benefit amount is allowed for Supplemental Homeless Assistance services.'
d. AMT – This field will store the dollar amount of issuance threshold.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold or minimum amount of authorization'.
e. PERIOD – This field will store the period to which the amount is applied.
    i. This column will allow null value.
    ii. Data type will be VARCHAR2 (3 Byte).
    iii. Comment will be 'This field will store the period to which the amount is applied'.
f. AU_1_AMT – This field will determine the threshold amount for AU size of one.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of one.
g. AU_2_AMT – This field will determine the threshold amount for AU size of two.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of two.

h. AU_3_AMT – This field will determine the threshold amount for AU size of three.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of three.
i. AU_4_AMT – This field will determine the threshold amount for AU size of four.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of four.
j. AU_5_AMT – This field will determine the threshold amount for AU size of five.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of five.
k. AU_6_AMT – This field will determine the threshold amount for AU size of six.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of six.
l. AU_7_AMT – This field will determine the threshold amount for AU size of seven.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of seven.
m. AU_8_AMT – This field will determine the threshold amount for AU size of eight or more.
    i. This column will allow null value.
    ii. Data type will be Number (10,2).
    iii. Comment will be 'This field will store the dollar amount of issuance threshold for AU size of eight.
n. CREATED_BY – This column will identify the person who creates an instance on this table.
    i. This column will not allow null value.
    ii. Data type will be VARCHAR2(30 Byte).
    iii. Comment will be ''This column captures the name of the person who created a specific instance on this table.'
o. UPDATED_BY – This column will identify the last person who updates an instance on this table.

i. This column will not allow null value.
ii. Data type will be VARCHAR2(30 Byte).
iii. Comment will be 'This column captures the name of the person who last updated a specific instance on this table'

p. CREATED_ON – This column will store the date/time when an instance of this table is created.
    i. This column will not allow null value.
    ii. Data type will be TIMESTAMP (6).
    iii. Comment will be 'this column captures the date/time when a specific instance of this table was created.'
q. UPDATED_ON – This column will store the date/time when an instance of this table is last updated.
    i. This column will not allow null value.
    ii. Data type will be TIMESTAMP (6).
    iii. Comment will be 'This column captures the date/time when a specific instance of this table was last updated'.

Table comment will be 'This Table stores the issuance threshold information for Supplemental Homeless Assistance services and GROW transportation services.'

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Testing	Mapping of Programs, Customer Need Categories and Types	ProgramCategoryTypeMapping.xlsx
2	Security	Security Updates	CA-212943 Issuance Threshold County Configurable - Security Matrix.xlsx
3	DCR	Default EDBC and Supportive Service Threshold for all counties	All Counties Issuance Threshold.xlsx
4	CTCR	Add references for Category ID 18	CA-212943 Issuance Threshold County Configurable CTCR.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.1.6	The LRS shall set issuance amount limits by program and issuance method, as specified by COUNTY.	System will be updated with new functionalities for each county to manage its own issuance amount limits.

5 TRAINING RECOMMENDATION

Create new Job Aids for County Benefit Issuance Thresholds. (SCR 218070 Create Job Aid for SCR # CA-212943 Update Issuance Threshold functionality to be County configurable)

CalSAWS

California Statewide Automated Welfare System

Design Document

SCR 214037 – Update Distributed Documents Page

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/18/2020	1.0	Initial	Sarah Steimle
9/14/2020	2.0	Updated Security Right and Security Group name from ImagingViewCase to ImagingSearchCase	Erika Kusnadi-Cerezo

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1 OVERVIEW

This SCR will be implementing an Images button to give the user the functionality to find documents associated to the documents listed in the Distributed Documents page based on specified search criteria. This SCR will also be updating the expandable plus button on the page to have more contrast and this SCR will be updating the "Details" link to be a "Details" button.

1.1 Current Design

In LRS today there is no functionality in the system that is able to view documents associated to listed documents in the Distributed Documents page. Additionally, The Distributed Documents page has an expandable plus button that does not have enough contrast and the Distributed Documents page has a "Details" link that, when clicked, shows the worker the details of the associated form.

1.2 Requests

The request is to add functionality for the user to be able to view documents that are associated to another document on the Distributed Documents page in the LRS/CalSAWS system based on specified search criteria. The second request is to update the expandable plus button to have more contrast. The third request is to make the "Details" link a button.

1.3 Overview of Recommendations

1. Add an Images button to the Distributed Documents page to be able to view the associated documents to the documents that are listed on the page.
2. Update the expandable plus button on the Distributed Documents page to have more contrast.
3. Update the "Details" link on the Distributed Documents page to be a button.

1.4 Assumptions

1. The Imaging system has the functionality to search for the specified criteria.
2. Fields not mentioned in the Description of Changes sections, will not be updated.
3. SCR CA-214032 will provide the necessary webservice to mark the Scan_IND as "Y".
4. Routing of barcoded documents when a barcode is not read is explained in SCR CA-214058 (Environment Workflow Configuration).
5. Functionality will not be available to counties that have not been enabled on the new imaging solution (Hyland).

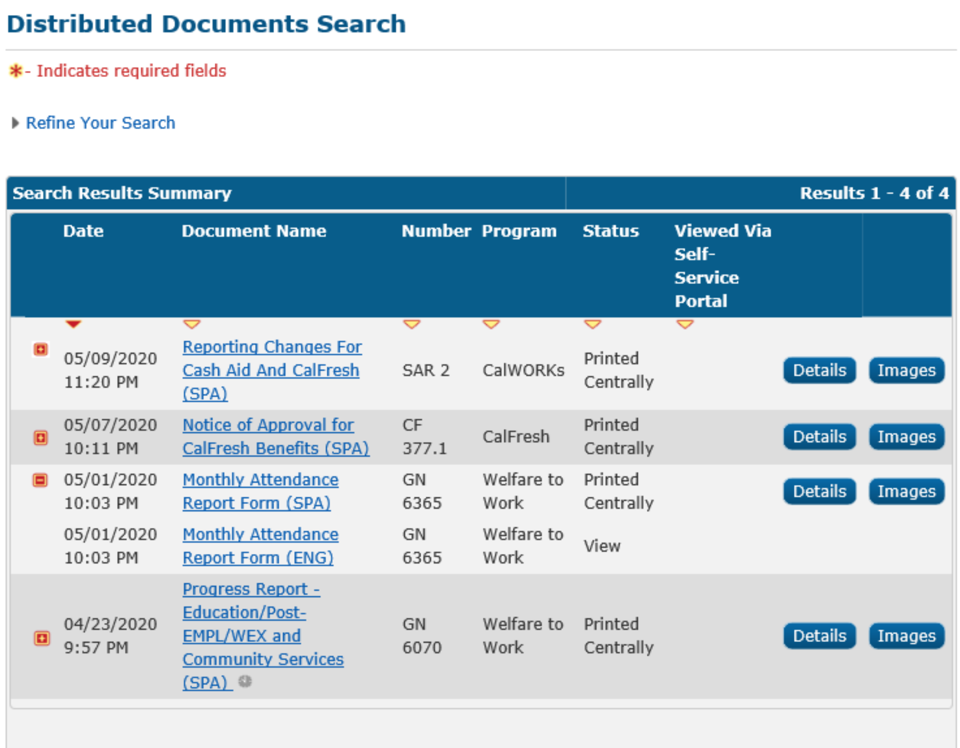
2 RECOMMENDATIONS

2.1 Distributed Documents page

2.1.1 Overview

The Distributed Documents page lists the documents that have been generated for the case that the worker is on. The page needs to be updated to provide functionality for the worker to be able to view documents associated to the documents listed on the page. This page also needs to have the expandable plus sign updated to have more contrast between the colors to be ADA compliant and the "Details" link needs to be updated to be a button.

2.1.2 Distributed Documents Mockup


Distributed Documents Search

*- Indicates required fields

Refine Your Search

Search Results Summary							Results 1 - 4 of 4
Date	Document Name	Number	Program	Status	Viewed Via Self-Service Portal		
05/09/2020 11:20 PM	Reporting Changes For Cash Aid And CalFresh (SPA)	SAR 2	CalWORKs	Printed Centrally		Details	Images
05/07/2020 10:11 PM	Notice of Approval for CalFresh Benefits (SPA)	CF 377.1	CalFresh	Printed Centrally		Details	Images
05/01/2020 10:03 PM	Monthly Attendance Report Form (SPA)	GN 6365	Welfare to Work	Printed Centrally		Details	Images
05/01/2020 10:03 PM	Monthly Attendance Report Form (ENG)	GN 6365	Welfare to Work	View			
04/23/2020 9:57 PM	Progress Report - Education/Post-EMPL/WEX and Community Services (SPA)	GN 6070	Welfare to Work	Printed Centrally		Details	Images

Figure 2.1.1 – Distributed Documents Page

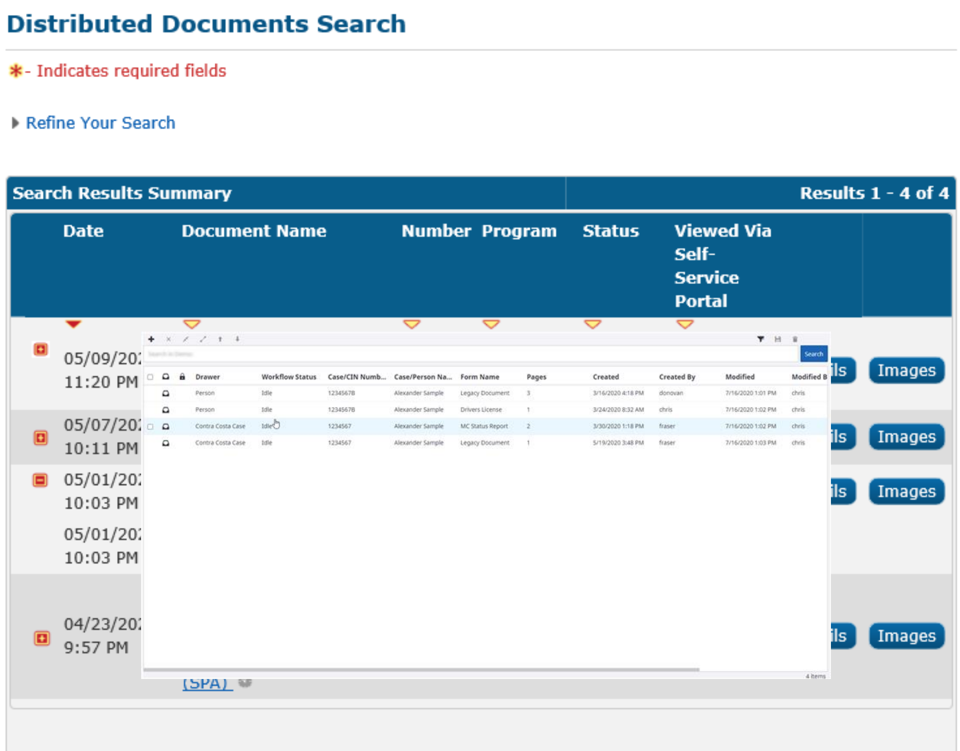


Figure 2.1.2 - Hyland Pop Up from Images Button Mockup

2.1.3 Description of Changes

1. Images Button – The Images button will display for all generated documents that have a scan indicator that is set to "Y". This data will be in the generate doc table. When the Images button is clicked, the Images button will display a list of documents in a pop up from Hyland (Imaging Solution) that are associated to the document that is listed in the Document Name column of the Distributed Documents page. The Document Type search criteria for all non-time sensitive or non-tracked documents is:
   a. Address/Residency
   b. Appointment Letter
   c. Customer/Worker Contact
   d. Child Support
   e. Veterans
   f. Interoffice Correspondence
   g. Notification/NOA
   h. Sworn Statements
   i. Verification Requests
   j. Personal Expenses
   k. Customer Verification Forms
   l. Overpayment/Overissuance (OP/OI)

The date range for non-time sensitive or non-tracked documents is 90 days from the LRS/CalSAWS system date.

The search criteria for time sensitive or tracked documents is specified in Supporting Document #1: Specific Search Criteria. The document specifies the Form Number, Form Name, Document Type(s), and Scan Date Range. The Document Type(s) column defines what Document Type(s) will be searched for when the Images button is clicked for the associated Form. The Date Range column defines the date range in which the system will search for the Document Type(s). In order to view Images from the Images buttons on this page the user must have the security right "ImagingSearchCase".

2. Details Button – Currently the Distributed Documents page has a "Details" link. This link will be updated to a button.
3. Plus Button – Currently the Distributed Documents page has a plus button. This button will be updated to the displayed colors of red and yellow.

Note: This feature and corresponding security rights will only be available when the county is enabled on the CalSAWS Imaging Solution (Hyland).

2.1.4 Page Location

Global: Client Correspondence

Local: Distributed Documents

Task: NA

2.1.5 Security Updates

Security Rights

Security Right	Right Description	Right to Group Mapping
ImagingSearchCase	Allows view access to the <County> Case drawer documents.	Imaging Search Case

Security Groups

Security Group	Group Description	Group to Role Mapping
Imaging Search Case	Allows view access to the <County> Case drawer documents.	Child Care Supervisor, Clerical Supervisor, Eligibility Supervisor, Employment Services Supervisor, Fiscal Supervisor, Hearings supervisor, Marketing Supervisor, Quality Assurance Supervisor, Quality Control Supervisor, Regional Call Center Supervisor, RDB Supervisor, Special Investigations Supervisor~~, Imaging Staff~~

2.1.6 Page Mapping

Update page mappings on the Distributed Documents page.

2.1.7 Page Usage/Data Volume Impacts

There is no performance concerns.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Online	Document of specific search criteria for each tracked or time sensitive document.	Specific Search Criteria Specific Search Criteria.xlsx
2	Security	This is the security matrix.	Security Matrix Security Matrix.xls

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
	DDID 2507 Updated Requirement Text: The CONTRACTOR shall configure the Distributed Documents Search page in the CalSAWS Software to include additional links. When the link is clicked, the system generated document (captured) will return from the imaging solution with a list of image(s)/document(s) that meet the specific search criteria for that system generated document (if applicable).The CONTRACTOR shall configure the link to have unique search criteria for each of the time sensitive/tracked system generated documents. All other system generated documents will default to the same generic search criteria. **DDID 2507 Original Requirement Text:** The CONTRACTOR shall configure the Distributed Documents Search page in the CalSAWS Software to create a "+" sign next to system generated document(s). The "+" expands to provide a link to the document when it is scanned into the imaging solution. When the link is clicked, the system generated document (captured) will return from the imaging solution with a list of image(s)/document(s) that meet the specific search criteria for that system generated document (if applicable).The CONTRACTOR shall configure the link to have unique search criteria for each of the time sensitive/tracked system generated documents. All other system generated documents will default to the same generic search criteria. The search criteria will be determined during detailed design.	Please refer to Exhibit Z, schedule 1 for contractor assumptions.	Requirement is met by adding an Images button to the Distributed Documents page where the user can click on the button and see the associated images based on the search criteria for the associated documents.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214054

Get Person Info, Get Override Flags Info and Get Form Info Imaging Inbound Web Services

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/18/20	1.0	Initial Draft	Jennifer Kim
9/3/20	2.0	Changed naming convention for security groups, roles and rights for the newly added imaging rights as part of the Get Override Flags Inbound Web Service section of the design document.	Jennifer Kim

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1 OVERVIEW

This SCR addresses three inbound web services to serve CalSAWS Data to the CalSAWS Imaging System: Get Person Info, Get Override Flags and Get Form Info Calls. The CalSAWS Imaging System leverages all three calls to receive Person information; security driven options; and both CalSAWS-generated and Imaging-exclusive form information respectively.

The Get Person Info Web Service makes a request for Person data from CalSAWS by sending request parameters that validate the request.

The Get Override Flags Web Service makes a request for security driven options from CalSAWS when the Imaging user logs into the Imaging System by sending request parameters that validate the request.

The Get Form Info Web Service makes a request for both CalSAWS-generated and Imaging-exclusive form information from CalSAWS by sending request parameters that validate the request.

1.1 Current Design

There are no established web services between the CalSAWS Imaging System and CalSAWS to request Person and Form information and security driven options from CalSAWS.

1.2 Requests

1. Create new inbound web services for the CalSAWS Imaging System to request supporting Person and Form data and security driven options from the CalSAWS System.

1.3 Overview of Recommendations

1. Create a Get Person Info Inbound Web Service to return CalSAWS Person data to the Imaging System.
2. Create a Get Override Flags Info Inbound Web Service to return CalSAWS security driven options to the Imaging System.
3. Create a Get Form Info Inbound Web Service to return CalSAWS system-generated and Imaging-Exclusive Form data to the Imaging System.

1.4 Assumptions

1. **CA-214060** will have added a new Code Category Table for the CalSAWS Imaging Type Codes. It will have added the Imaging Type Descriptions into a new code lookup table.
2. **CA-214060** will have added a new "Imaging Form Name" column to the DOC_TEMPL table. **CA-214060** will also have repurposed the existing IMG_TYPE column in the DOC_TEMPL table to refer to the new CalSAWS Imaging Type Code Category table.

3. **CA-214060** will have added a new Static Table for the CalSAWS Imaging System Document Types and Short Names. This Static Table will only store Imaging-exclusive (non-system generated) documents and will have the "Imaging Form Name" and "Imaging Document Type Code" columns.
4. Database updates within the CalSAWS System will be made to store the Imaging Form Number mappings for documents that are not yet captured in the CalSAWS System. The Imaging Team will provide the list of Form Numbers for Imaging-exclusive documents to add the new 'Imaging Form Number' column in the new Static Table for the CalSAWS Imaging System Document Types and Short Names. Refer to SCR CA-214038 for the list of Form Number mappings for Imaging-exclusive documents.
5. The Imaging No Task Creation Override Security Right added in this design will be addressed with the document task functionality to be implemented in SCR CA-214034 (DDID 2504). Downstream task functionality will be affected by the addition of this security right in this SCR.
6. The Imaging Override No Change SAR7 QR7 Security Right will be addressed with the document task functionality to be implemented in SCR CA-214034 (DDID 2504). Downstream task functionality will be affected by the addition of this security right in this SCR.
7. This design will not be implementing retry mechanisms or addressing system outage scenarios for the inbound web services.

2 RECOMMENDATIONS

2.1 Get Person Info Inbound Web Service

2.1.1 Overview

The Imaging System invokes the Get Person Info Web Service. The request can be made in one of the following queues in the Imaging System below:

1. **Person Select Queue**- All documents categorized as person level are routed to the Person Select Queue in the Imaging System for a staff member to select the appropriate person(s) associated to the case. The Case UID is leveraged in this scenario to pull back the list of person(s). Include hidden person(s) and exclude duplicate person(s). From here, the Get Person Info Web Service will be invoked when the Imaging user selects the Person field, leveraging that Case UID, which will request the Case UID in CalSAWS to return person(s) associated to the case.
2. **Re-index Queue**- Documents that have been fully indexed may be pulled back into a Re-index Queue in the Imaging System for case or person(s) association(s) to be corrected. The Imaging user can click on a field to populate the Case Number. From here, the Get Person Info Web Service can be invoked leveraging that Case Number, which will request the

Case Number and County Code in CalSAWS to return person(s) associated to the case.

The Get Person Info Web Service requests person details from CalSAWS by sending parameters that validate the request.

2.1.2 Description of Change

1. Create a Get Person Info Web Service, in which the Imaging System requests the following Person details by sending the 'Case UID' or 'Case Number' and 'County Code' to CalSAWS:
   a. Name
   b. Person CIN
   c. Person SSN
   d. Person UID
   e. Date of Birth
2. Perform Integration Testing with the interface partner.

Table 1 – Get Person Info Request Parameters

Get Person Info – REQUEST			
FIELD NAME	**TYPE**	**COMMENTS**	**REQUIRED**
Either 'caseUID' or 'caseNumber' + 'countyCode' must be sent to CalSAWS. The reason for providing an alternative set of request parameters is to fulfill a Web Service call during a re-index process where the Case UID is not available.			
caseUID	Long	Case unique ID of document being indexed in the Imaging System as a person level document.	Y
------ OR -------			
caseNumber	String (7 char.)	Case number of document being re-indexed in the Imaging System as a person level document. 7-char case SERIAL_NUM_IDENTIF	Y

countyCode	String (2 char.)	2-digit case county code of document being re-indexed in the Imaging System as a person level document.	Y

Table 2 – Get Person Info Response Parameters

Get Person Info – RESPONSE			
Data Element Name	**TYPE**	**COMMENTS**	**REQUIRED**
If there is more than one person associated to the case, return a list of objects. Each object should contain data information for a single person as listed below. There is no field name for both the list and object. This web service returns a JSON in the response parameters. Exclude duplicate Person(s) and include hidden Person(s) when returning Person Info in this web service. All optional values will send an empty string with the attribute name if there is no data to return.			
responseCode	HTTP Response Code 200	Return HTTP response code 200 if the call was completed successfully.	Y
name	String (40 char. limit)	First and last name of person associated to the requested Case UID OR Case Number and County Code in CalSAWS. Instructions to concatenate first and last name values to become one value and additional instructions to truncate concatenated	Y

		values if they exceed 40 characters: 1. Concatenate first and last name values from PERS table of CalSAWS database. Add a space in between the first and last names. 2. If the concatenated value does not exceed the 40-character limit, return the results of the concatenated value as is. 3. If the concatenated value exceeds the 40-character limit, separate the concatenated values by spaces and hyphens. 4. Concatenate the first and last values after separating them accordingly. Maintain a space between the first and last values when concatenating. 5. If the new concatenated value does not exceed the 40-character limit,	

		return the results of the new concatenated value as is. 6. If the new concatenated value exceeds the 40-character limit, truncate after the 40th character of the value and take the first 40 characters as the new Name value.	
CIN	String (40 char. limit)	Alpha-numeric Client Identification Number (CIN) associated to the Case UID OR Case Number and County Code in CalSAWS.	N
SSN	String (9 char.)	9-digit Social Security Number (SSN) associated to the Case UID OR Case Number and County Code in CalSAWS.	N
personUID	Long	Person Unique ID associated to the Case UID OR Case Number and County Code in CalSAWS.	Y
DOB	Date (Format "MM/DD/YYYY")	Date of Birth of person associated to the Case UID OR case Number and County Code in CalSAWS. Date of Birth may be sent as a null	Y

		date (i.e. 12/1/9999).	

Table 3 – Get Person Info - FAILED WEB SERVICE OPERATIONS

HTTP Response Code	Field Name	Value	COMMENTS
Error codes are intended for backend processes and will not be displayed for end-users.			
400	responseCode	400	Return HTTP response code 400 if there is a tech failure because the required data attribute(s) was not supplied.
	errorMessage	"${Field Name(s)} Must Be Supplied."	
404	responseCode	404	Return HTTP response code 404 if the required data attribute(s) cannot be found in the CalSAWS System.
	errorMessage	"${Field Name(s)} Not Found."	

422	responseCode	422	Return HTTP response code 422 if there is a problem with the request for the required data attribute(s) and the Integration Server is unable to process it.
	errorMessage	"${Field Name(s)} Is an Unprocessable Entity."	
500	responseCode	500	Return HTTP response code 500 if there is an unknown internal server error that occurred while trying to process the request.
	errorMessage	"Internal Server Error."	

2.1.3 Execution Frequency

This web service is called real-time in the 'Person Select' or 'Re-Index' Queue in the Imaging System.

2.1.4 Key Scheduling Dependencies

N/A – Real Time Interface

2.1.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

2.1.6 Data Volume/Performance

N/A

2.1.7 Interface Partner

CalSAWS Imaging System

2.1.8 Failure Procedure/Operational Instructions

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.)

2.2 Get Override Flags Inbound Web Service

2.2.1 Overview

The Get Override Flags Web Service is invoked each time the user logs into the Imaging System. The returned 'Task Override' and 'Person Override' values will determine whether the imaging user has the security rights to override task configuration and default person level documents to case level documents respectively during scanning. The returned 'No Change SAR7' value will determine whether the imaging user has the security right to mark the document as received, mark eligibility as complete and ignore task configuration during scanning.

2.2.2 Description of Change

1. Add the 'Imaging No Task Creation Override' Security Right to CalSAWS. This new security right will allow the imaging worker to ignore task configuration during scanning.
2. Add the 'Imaging Person Scope Override' Security Right to CalSAWS. This new security right will allow the imaging worker to default person level documents as case level documents during scanning.
3. Add the 'Imaging Override No Change SAR7 QR7' Security Right to CalSAWS. This new security right will allow the imaging worker to mark the scanned document as received, mark eligibility as complete and override task configuration during scanning.
4. Create a web service call in which the imaging system requests the following security driven options in CalSAWS by sending the Active Directory User Name.
    - Task Override
    - Person Override
    - No Change SAR7
5. Perform Integration Testing with the interface partner.

Table 1 – Get Override Flags Request Parameters

Get Override Flags – REQUEST			
FIELD NAME	**TYPE**	**COMMENTS**	**REQUIRED**
userName	String (40 char. limit)	Active Directory User Name of user who has logged into the Imaging System. Table name is 'Staff' and column name is 'ACTIVE_DIR_USER_NAME' in Active Directory.	Y

Table 2 – Get Override Flags Response Parameters

Get Override Flags – RESPONSE			
FIELD NAME	**TYPE**	**COMMENTS**	**REQUIRED**
responseCode	HTTP Response Code: 200	Return HTTP response code 200 if the call was completed successfully.	Y
taskOverride	Boolean	Boolean value of Imaging No Task Creation Override Security Right. Return 'true' if the Active Directory User Name in the request has the appropriate Imaging No Task Creation Override Security Right. Return 'false' if otherwise.	Y
personOverride	Boolean	Boolean value of Imaging Person Scope Override Security Right. Return 'true' if the Active Directory User Name in the request has the	Y

		appropriate Imaging Person Scope Override Security Right. Return 'false' if otherwise.	
noChangeSar7	Boolean	Boolean value of Imaging Override No Change SAR7 QR7 Security Right. Return 'true' if the Active Directory User Name in the request has the appropriate Imaging Override No Change SAR7 QR7 Security Right. Return 'false' if otherwise.	Y

Table 3 – Get Override Flags - FAILED WEB SERVICE OPERATIONS

HTTP Response Code	Field Name	Value	COMMENTS
Error codes are intended for backend processes and will not be displayed for end-users.			
400	responseCode	400	Return HTTP response code 400 if there is a tech failure because the required data attribute was not supplied.
	errorMessage	"${Field Name} Must Be Supplied."	

404	responseCode	404	Return HTTP response code 404 if the required data attribute cannot be found in the CalSAWS System.
	errorMessage	"${Field Name} Not Found."	
422	responseCode	422	Return HTTP response code 422 if there is a problem with the request for the required data attribute and the Integration Server is unable to process it.
	errorMessage	"${Field Name} Is an Unprocessable Entity."	
500	responseCode	500	Return HTTP response code 500 if there is an unknown internal server error that occurred while trying to process the request.
	errorMessage	"Internal Server Error."	

2.2.3 Execution Frequency

This web service is invoked real-time when the user logs into the Imaging System.

2.2.4 Key Scheduling Dependencies

N/A – Real Time Interface

2.2.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

2.2.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
ImagingNoTaskCreationOverride	Allows the imaging worker to override task generation during scanning.	Imaging No Task Creation Override
ImagingPersonScopeOverride	Allows the imaging worker to default all person level documents to case level documents during scanning.	Imaging Person Scope Override
ImagingOverrideNoChangeSAR7QR7	Allows the imaging worker to mark the scanned document as received, mark eligibility as complete and ignore task configuration during scanning.	Imaging Override No Change SAR7 QR7

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Imaging No Task Creation Override	Allows the imaging worker to override task generation during scanning.	System Administrator

Imaging Person Scope Override	Allows the imaging worker to default all person level documents to case level documents during scanning.	System Administrator
Imaging Override No Change SAR7 QR7	Allows the imaging worker to mark the scanned document as received, mark eligibility as complete and ignore task configuration during scanning.	System Administrator

2.2.7 Data Volume/Performance

N/A

2.2.8 Interface Partner

CalSAWS Imaging Solution

2.2.9 Failure Procedure/Operational Instructions

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 Get Form Info Inbound Web Service

2.3.1 Overview

Create a Get Form Info Web Service in which the Imaging System will make a generic request to CalSAWS to receive document info of all document types daily.

2.3.2 Description of Change

1. Add a new column in the Static Table for the CalSAWS Imaging System Document Types and Short Names. Refer to SCR CA-214038 to view all newly created form numbers for Imaging-exclusive documents. This Static Table currently stores Imaging-exclusive (non-system generated) documents (such

as Driver's License, Pay Stub, etc.) and will additionally add the following column representing the following element:

   a. "Imaging Form Number" – This new column will be limited to 40 characters to match the length limitations of the Imaging System.

2. Create a web service in which the Imaging System will make a generic request to CalSAWS for the following information:
   - Form Name
   - Form Number
   - Document Type
   - Time Sensitive Flag
3. Perform Integration Testing with the interface partner.

Table 1 – Get Form Info Request Parameters

Get Form Info – REQUEST			
FIELD NAME	TYPE	COMMENTS	REQUIRED
No parameters are required in this request.			

Table 2 – Get Form Info Response Parameters

Get Form Info – RESPONSE			
FIELD NAME	TYPE	COMMENTS	REQUIRED
This web service requests CalSAWS to provide the Imaging System all Form information, which includes Form Names, Form Numbers and Document Types, for all system-generated and Imaging-exclusive documents. In other words, send the Imaging System the entire repository of Form Name, Form Number and Document Type mappings.			
responseCode	HTTP Response Code: 200	Return HTTP response code 200 if the call was completed successfully.	Y
formName	String (40 char. limit)	1) For CalSAWS system-generated documents, Form Name will be found in the 'Imaging Form Name' column of the DOC_TEMPL table. 2) For Imaging-exclusive documents, Form Name will be found in the 'Imaging Form Name'	Y

		column of the new Static Table for the CalSAWS Imaging System Document Types and Short Names.	
formNumber	String (20 char. limit)	1) For CalSAWS system-generated documents, Form Number will be found in the DOC_TEMPL record. 2) For Imaging-exclusive documents, Form Number will be found in the 'Imaging Form Number' column of the new Static Table for the CalSAWS Imaging System Document Types and Short Names.	Y
documentType	String (40 char. limit)	1) For CalSAWS system-generated documents, Document Type is listed in the new CalSAWS Imaging Type Code Category table, which is associated to the IMG_TYPE column in the DOC_TEMPL table. 2) For Imaging-exclusive documents, Document Type is listed in the new CalSAWS Imaging Type Code Category Table, which is associated to the IMG_TYPE column in the new Static Table for the CalSAWS Imaging System Document Types and Short Names.	Y
timeSensitive	Boolean	Time sensitive status of document in CalSAWS. Documents that are time sensitive are listed in CT 329. Return 'true' if the document is listed in CT 329. Return 'false' if otherwise.	Y

Table 3 – Get Form Info - FAILED WEB SERVICE OPERATIONS

HTTP Response Code	Field Name	Value	COMMENTS
Error codes are intended for backend processes and will not be displayed for end-users.			
500	responseCode	500	Return HTTP response code 500 if there is an unknown internal server error that occurred while trying to process the request.
	errorMessage	"Internal Server Error."	

2.3.3 Execution Frequency

This web service will be executed daily in the Imaging System.

2.3.4 Key Scheduling Dependencies

N/A [This web service is scheduled by the Imaging System. The Imaging System will invoke this web service daily where they will send the entire repository of Form Name, Form Number and Document Type Mappings in CalSAWS. There is neither an event nor scenario that triggers this web service.]

2.3.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

2.3.6 Data Volume/Performance

2,000 records will be processed per execution of web service.

2.3.7 Interface Partner

CalSAWS Imaging Solution

2.3.8 Failure Procedure/Operational Instructions

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

3 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	Security	Security Matrix	Security Matrix
2	Imaging	Imaging Form Name 7.23.20 Comments	Imaging Form Name 7.23.20 Comments

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

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
DDID 2199	The CONTRACTOR shall 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	None	This design creates a Get Person Info Web Service, in which the Imaging System requests Person information by sending the 'Case UID' or 'Case Number' and 'County Code' to CalSAWS.

	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.		
DDID 2523	The CONTRACTOR shall provide configurable security rights that are maintained by county local security administrators within the CalSAWS Software with the following:1) CalSAWS Software security rights will update the imaging solution during a nightly batch process2) The No Change SAR7/QR7 override option will only be available to counties that have opted into this functionality3) Up to 120 individual security rights will be provided as a part of the imaging solution	None	1. This design adds the Imaging No Task Creation Override Security Right to CalSAWS. 2. This design adds the Imaging Person Scope Override Security Right to CalSAWS. 3. This design adds the Imaging Override No Change SAR7 QR7 Security Right to CalSAWS.
DDID 2500	Configure the imaging solution to have the following security driven options at the point of scanning:	None	This design creates a Get Override Flags Web Service, in which the Imaging System

	2. Task Override: Will ignore task configuration, no task will be created 3. 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) 4. No Change SAR7/QR7: Will prompt the CalSAWS Software to do the following: a. Mark the document as received b. Mark Eligibility as complete c. Ignore task configuration, no task will be created 5. Person Override: Will default person level documents as case level documents. 6. Confidential: Will allow designated staff to scan to confidential cases		makes a request for security driven options associated to the user logged into the Imaging System by sending the Active Directory User Name to CalSAWS.
DDID 2198	The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to perform the following functions when a system generated barcode is recognized by the imaging solution: 1) Perform a CalSAWS	None	This design creates a Get Form Info Web Service, in which the Imaging System requests all CalSAWS system-generated and Imaging-exclusive form information.

	Software lookup of Form Name, Form Number, Case Name, Case Number, and Document Type2) Check the barcode against the case information entered during the scan mode 2a) Not applicable to multi-case scan mode3) If the document is time sensitive (tracked), mark the document as received in the CalSAWS Software3a) If the barcode is not recognized, time sensitive (tracked) documents are reviewed by designated staff to confirm the barcode		

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 APPENDIX

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

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214893

DDID 1628

Task Management

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Justin Dobbs
	Reviewed By	Sarah Cox, Araceli Gallardo, Pandu Gupta, Carlos Albances

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/16/2020	1.0	Initial Revision	Justin Dobbs

Table of Contents

1 OVERVIEW

This design outlines modifications to migrate a population of existing C-IV System Automated Tasks into the LRS/CalSAWS System. The attributes defined for each Automated Action within this design document will be initially set up as default values based on the current logic available in the source C-IV System. The Automated Actions defined in this document will be configured to support all 58 counties.

1.1 Current Design

CA-214928 for DDID 34 introduces the Automated Action framework to the LRS/CalSAWS System. This framework allows a level of configurability of automated tasks by the counties. The C-IV System includes a set of automated tasks through the Automated Action framework that do not exist in the LRS/CalSAWS System.

1.2 Requests

Migrate a population of C-IV System automated tasks into the LRS/CalSAWS System. This population is limited to automated tasks that do not currently exist in the LRS/CalSAWS System. Common automated tasks will be addressed with DDID 1629, which converts LRS/CalSAWS automated tasks into the Automated Action framework.

1.3 Overview of Recommendations

1. Migrate a population of the C-IV System Automated Action settings for automated tasks into the LRS/CalSAWS System.

1.4 Assumptions

1. SCRs CA-214927 and CA-214928 related to DDID 34 have set up the underlying data model and front-end Automated Action pages to support Automated Action processing.
2. Not all batch processes require modifications to be configured to run for 58 counties. The Automated Actions defined in this document that do not have a recommendation to modify the batch process to be 58 county friendly will function for 58 counties natively or DDID 1787 has already accounted for the migration of C-IV System specific batch processes into the LRS/CalSAWS System.

2 RECOMMENDATIONS

This section will outline recommendations to migrate a population of C-IV System Automated Action tasks into the LRS/CalSAWS System.

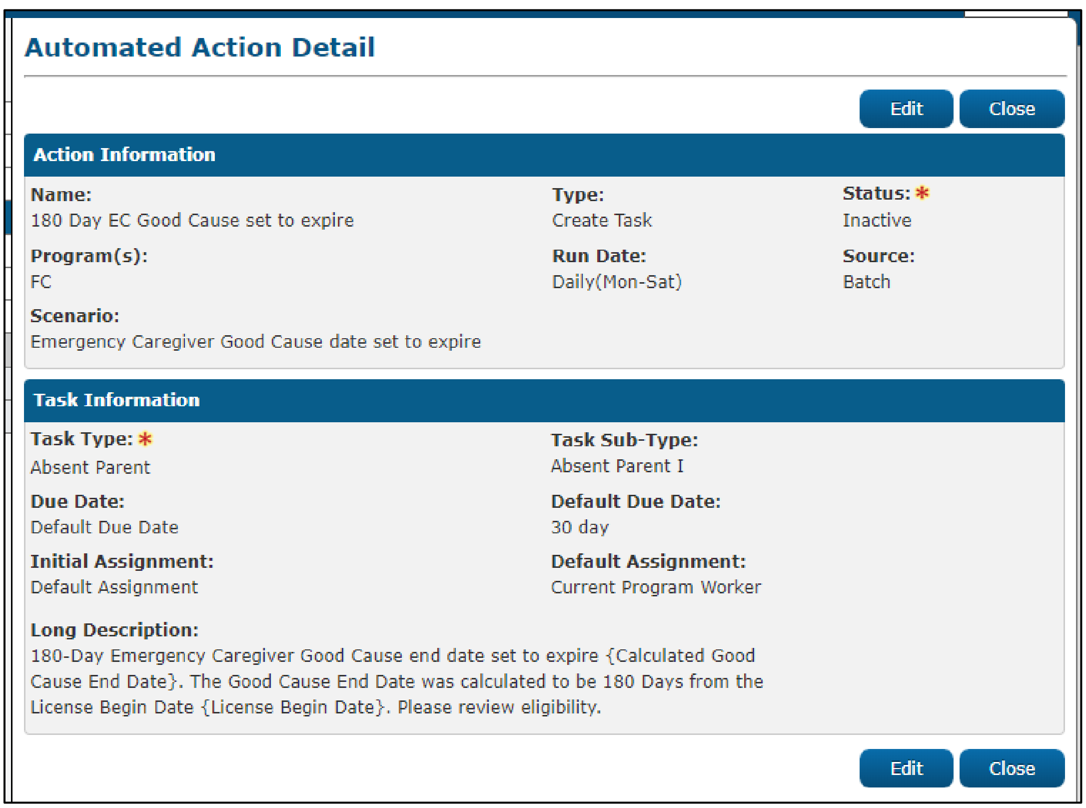
2.1 Migrate a set of C-IV System Automated Tasks into the LRS/CalSAWS System

2.1.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation. For example, the county can choose to deactivate a specific automated task within their county outside of the project enhancement process. They also can define attributes such as Task Type, Task Sub-Type, the due dates and initial assignment information for the resulting tasks through the Automated Action Detail page. (Reference CA-214928 – DDID 34 for the specifics of the Automated Action pages).

This section outlines the modifications required to support a population of migrated C-IV System automated tasks in the Automated Action framework in the LRS/CalSAWS System.

2.1.2 Automated Action Detail – Reference Example


Automated Action Detail

Edit Close

Action Information

Name: 180 Day EC Good Cause set to expire
Type: Create Task
Status: * Inactive
Program(s): FC
Run Date: Daily(Mon-Sat)
Source: Batch
Scenario: Emergency Caregiver Good Cause date set to expire

Task Information

Task Type: * Absent Parent
Task Sub-Type: Absent Parent I
Due Date: Default Due Date
Default Due Date: 30 day
Initial Assignment: Default Assignment
Default Assignment: Current Program Worker
Long Description: 180-Day Emergency Caregiver Good Cause end date set to expire {Calculated Good Cause End Date}. The Good Cause End Date was calculated to be 180 Days from the License Begin Date {License Begin Date}. Please review eligibility.

Edit Close

Figure 2.1.1 – Automated Action Detail

2.1.3 Description of Changes

Migrate the following C-IV System automated tasks into the LRS/CalSAWS System. (Please reference the Automated Action Detail page in Figure 2.1.1 for display of the Action Information and Task Information attributes.)

Technical: For LA and the CalWIN counties, the Status will initially be Inactive with a blank Task Type and Task Sub-Type. This is because each county can set a custom Task Type for each Automated Action. If Los Angeles or a CalWIN county decides to Activate one of these Automated Actions, the page validation will require that the county also select a Task Type to be used. As for the C-IV county entries, the Automated Action information will become available through the Automated Action pages with conversion as each county will have the ability to change configurations up until cutover into LRS/CalSAWS.

Attribute values such as “Program(s)” and “Run Date” are based on the attribute values available in the existing C-IV System Automated Action configurations.

1. WTW Recipient: Reached 23rd Month
    a. Action Information
        i. Name: WTW Recipient: Reached 23rd Month
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): WT
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: An active WTW recipient has reached their 23 month mark. The WTW recipient is approaching the 24 month WTW time limit. Review for appropriate action.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Person with CIN {CIN Number} is in WTW month 23. This person did not receive a WTW 46/WTW 44 due to not having a scheduled WTW 24-Month Interview between the 10th and last day of {MM/YYYY}. Please schedule a WTW 24-Month Interview and send a WTW 46 and WTW 44.

c. Update LRS/CalSAWS to run a batch process on the 1st day of each month to trigger the Automated Action for WTW recipients who have reached the 23rd Time Limit Month and a WTW 46 form has not been sent out signifying the WTW 24-Month appointment has been scheduled. Reference Section 2.1.2.

2. WTW Recipient: Reached 22nd Month
   a. Action Information
      i. Name: WTW Recipient: Reached 22nd Month
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): WT
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active WTW recipient has reached their 22 month mark. The WTW recipient is approaching the 24 month WTW time limit. Review for appropriate action.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 25 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Person with CIN {CIN Number} is in WTW month 22. Please schedule a WTW 24-Month Interview between the 10th day and last day of {MM/YYYY}.

   c. Update LRS/CalSAWS to run a batch process on the 1st day of each month to trigger the Automated Action for WTW recipients who have reached the 22nd Time Limit Month. Reference Section 2.1.2.

3. WTW Recipient: Reached 21st Month
   a. Action Information
      i. Name: WTW Recipient: Reached 21st Month
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): WT
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active WTW recipient has reached their 21 month mark. The WTW recipient is approaching the 24 month WTW time limit.

   b. Task Information

i. Task Type: BLANK
ii. Task Sub-Type: BLANK
iii. Due Date: Default Due Date
iv. Default Due Date: 10 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: Person with CIN {CIN Number} is in WTW month 21. Please take the appropriate action.

c. Update LRS/CalSAWS to trigger the Automated Action for Los Angeles county when a WTW recipient reaches the 21-month mark. DDID 571 will trigger the Automated Action for the additional 57 counties by migrating the PIXXE811 batch job from the C-IV System.

4. CalFresh Documents: Translation
   a. Action Information
      i. Name: CalFresh Documents: Translation
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CF
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: New documents have been created for the CalFresh program and have not been sent. Review documents for translation.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: {document_count} documents have been created since {created_on_date} for {program_type} on case number {case_number} which require further translation in order to be sent. Please review Distributed Documents to finalize translation.

   c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A130 to run on a daily basis and evaluate information for all 58 counties. Batch job PB00A130 is currently available in the LRS/System but it is not currently scheduled to run. Note: Logic modifications to the batch process may be required to support the Automated Action attributes if there have been changes on the C-IV side since baseline.

5. CalWORKs Child: Age 18 Verify Graduation
   a. Action Information
      i. Name: CalWORKs Child: Age 18 Verify Graduation
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CW
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active CalWORKs child is turning 18. Verify the graduation date for the member.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Verify HS graduation date for {person name}

   c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A107 to run on a monthly basis on the 1st day of each month and evaluate information for all 58 counties. Batch job PB00A107 is currently available in the LRS/System but it is not currently scheduled to run. Note: Logic modifications to the batch process may be required to support the Automated Action attributes if there have been changes on the C-IV side since baseline.

6. CalWORKs Discontinued: Review WTW
   a. Action Information
      i. Name: CalWORKs Discontinued: Review WTW
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CW, WT
      v. Run Date: 4th day of each month(Mon-Fri)
      vi. Source: Batch
      vii. Scenario: The CalWORKs program has been discontinued for an active person. Further review of Welfare to Work programs is required.

   b. Task Information
      i. Task Type: BLANK

ii. Task Sub-Type: BLANK
iii. Due Date: Default Due Date
iv. Default Due Date: Next business day
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: CalWORKs program discontinued as of {Date}. Review Welfare to Work.

c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A103 to run on the 4th day of each month and evaluate information for all 58 counties. Batch job PB00A103 is currently available in the LRS/System but it is not currently scheduled to run. Note: Logic modifications to the batch process may be required to support the Automated Action attributes if there have been changes on the C-IV side since baseline.

7. CalWORKs Member: Age 60 Timed Out
   a. Action Information
      i. Name: CalWORKs Member: Age 60 Timed Out
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CW
      v. Run Date: 2nd day of each month(Mon-Fri)
      vi. Source: Batch
      vii. Scenario: The CalWORKs program has been discontinued for an active person. Further review of Welfare to Work programs is required.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: Last day of next month after batch date
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Review case for possible Extender for {person_name}, who is Timed Out and will turn 60.

   c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A129 to run on the 2nd day of each month and evaluate information for all 58 counties. Batch job PB00A129 is currently available in the LRS/System but it is not currently scheduled to run. Note: Logic modifications to the batch process may be required to support the Automated Action attributes if there have been changes on the C-IV side since baseline.

8. CalWORKs Recipient Approaching TANF Time Limit: 54 Months
    a. Action Information
        i. Name: CalWORKs Recipient Approaching TANF Time Limit: 54 Months
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): CW
        v. Run Date: 2nd day of each month(Mon-Fri)
        vi. Source: Batch
        vii. Scenario: An active CalWORKs recipient has reached their 54 month mark. The CalWORKs recipient is approaching the 60 month TANF time limit.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Person with CIN {CIN Number} is in TANF month 54. Please take the appropriate action.

    c. Update LRS/CalSAWS to trigger the Automated Action for Los Angeles county when a CalWORKs recipient reaches the 54 month mark. DDID 571 will trigger the Automated Action for the additional 57 counties by migrating the PIXXE811 batch job from the C-IV System.

9. CalWORKs Recipient Approaching TANF Time Limit: 58 Months
    a. Action Information
        i. Name: CalWORKs Recipient Approaching TANF Time Limit: 58 Months
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): CW
        v. Run Date: 2nd day of each month(Mon-Fri)
        vi. Source: Batch
        vii. Scenario: An active CalWORKs recipient has reached their 58 month mark. The CalWORKs recipient is approaching the 60 month TANF time limit.

    b. Task Information

i. Task Type: BLANK
ii. Task Sub-Type: BLANK
iii. Due Date: Default Due Date
iv. Default Due Date: 10 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: Person with CIN {CIN Number} is in TANF month 58. Please take the appropriate action.

c. Update LRS/CalSAWS to trigger the Automated Action for Los Angeles county when a CalWORKs recipient reaches the 58 month mark. DDID 571 will trigger the Automated Action for the additional 57 counties by migrating the PIXXE811 batch job from the C-IV System.

10. Medi-Cal Deemed Eligible: Age 1 Review Eligibility
   a. Action Information
      i. Name: Medi-Cal Deemed Eligible: Age 1 Review Eligibility
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): MC
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active Medi-Cal child that has been Deemed Eligible is turning 1. Review the child's eligibility for Medi-Cal.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 day cutoff for program
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: DE Child Turns 1 - Check Eligibility

   c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A111 to run on the 1st day of each month and evaluate information for all 58 counties. Batch job PB00A111 is currently available in the LRS/System but it is not currently scheduled to run. Note: Logic modifications to the batch process may be required to support the Automated Action attributes if there have been changes on the C-IV side since baseline.

2.2 WTW 22nd/23rd Time Limit Month Task Batch Job

2.2.1 Overview

The WTW 22nd/23rd Time Limit Month Task Batch Job will evaluate for WTW recipients on a monthly basis who have reached the 22nd or 23rd WTW Time Limit month. The batch process will trigger the appropriate Automated Action as defined in Sections 2.1.3.1 and 2.1.3.2.

2.2.2 Description of Change

1. Trigger the WTW Recipient: Reached 23rd Month Automated Action defined in Section 2.1.3.1 for WTW recipients meeting the following criteria:
   a. The WTW recipient has reached 23 months on the WTW 24 Month Time Clock.
   b. A WTW 46 form has not been sent to signify that a WTW 24-Month appointment has been scheduled
2. Trigger the WTW Recipient: Reached 22nd Month Automated Action defined in Section 2.1.3.2 for WTW recipients meeting the following criteria:
   a. The WTW recipient has reached 22 months on the WTW 24 Month Time Clock.

2.2.3 Execution Frequency

This batch job will run on the first day (Monday through Saturday) of every month.

2.2.4 Key Scheduling Dependencies

None

2.2.5 Counties Impacted

All LRS/CalSAWS Counties are impacted.

2.2.6 Data Volume/Performance

Approximately 4 to 6,000 records will be processed per month across all counties.

2.2.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

3 SUPPORTING DOCUMENTS

N/A – No Supporting Documents

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1628	The CONTRACTOR shall migrate the existing C-IV automated tasks, as specified in the "Task Management C-IV Automated Task Inventory" appendix, into the CalSAWS Software for all 58 Counties; as well as migrate current task configurations for 39 C-IV Migration Counties into the CalSAWS Software as default settings for the 39 C-IV Migration Counties.	- Approximately 22 C-IV automated actions directly overlap with LRS automated tasks. - Support for mapping CalWIN automated tasks to C-IV automated tasks is not included. - Automated tasks included in this DDID would be set to "Inactive" at cutover for CalWIN counties. - Please refer to CalSAWS Agreement Exhibit U Schedule 1 - Attachment 1 Contractor Assumptions Inventory List, worksheet 'C-IV Automated Tasks'	This design will migrate a population of C-IV System automated tasks into the LRS/CalSAWS System as an initial phase of DDID 1628.

5 MIGRATION IMPACTS

N/A

6 OUTREACH

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214928

DDID 34

Unified Task Management

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mayuri Srinivas, Justin Dobbs, Jennifer Muna
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
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1 OVERVIEW

This design outlines modifications to Task Management functionality within the LRS/CalSAWS System to include core components that are available within the C-IV System to develop a unified Task Management solution. Future Task Management requirement designs will be based on the foundation established by this enhancement.

1.1 Current Design

The LRS/CalSAWS System contains a series of Worklist pages allowing county staff to view, manage and work tasks. The C-IV System includes additional functionalities for Task Management such as county-maintained Task Types/Sub Types, configuration of Automated Actions, reassignment functionality and Bank managed Tasks.

1.2 Requests

Develop a unified Task Management solution within the LRS/CalSAWS System that supports both the C-IV and LRS/CalSAWS tasking models. This enhancement will introduce several Task Management components that are currently available in the C-IV System. The Worklist pages within the LRS/CalSAWS System will remain available.

1.3 Overview of Recommendations

1. Add functionality to allow county customization of Task Types and Task Sub-Types
2. Add functionality to allow a level of county customization of automated task creation such as configurability of resulting Task Types, due date and assignment specifics.
3. Add functionality to allow county customization of Task Banks.
4. Convert LRS/CalSAWS System Master Assignment Queue positions and related Tasks to Banks.
5. Add functionality to allow additional customization of bulk Task reassignment configurations.
6. Modify the LRS/CalSAWS Worklist and Worklist PR RE Pages to evaluate for the county customizable Task Types and Task Banks.

1.4 Assumptions

1. The data model has been configured to support this design with CA-214927.
2. SCR CA-48393 will introduce the multi-select checkboxes to the Select Worker, Select Unit and Select Office pages and introduce a Select Bank page. These functions are required by the Task Reassignment Detail page.
3. Once Master Assignment Queue assigned Tasks are reassigned to Banks, the Task Management Dashboard pages will still display these Tasks assigned to an

"Unknown" worker until the Dashboard can be modified to support Banks with SCR CA-217304.

2 RECOMMENDATIONS

This section will outline recommendations to introduce several Task Management components to the LRS/CalSAWS System.

2.1 Task Statuses

2.1.1 Overview

Currently in LRS/CalSAWS, a Task can have one of the following statuses:

- Assigned
- Completed
- Expired

Much of the functionality being introduced with DDID 34 and DDID 655 are based on C-IV Task functionality which allows a Task to have one of the following statuses:

- Open
- In Process
- Cleared
- Expired
- Void

This section will outline recommendations to establish a consolidated set of Task statuses in LRS/CalSAWS. The additional recommendations within this design and within the DDID 655 design will make reference to this set of Task statuses.

2.1.2 Description of Changes

1. Introduce the following Task statuses to the LRS/CalSAWS System:
    a. In Process – Indicates if a Task is currently in process.
    b. Void – An optional status to indicate a void Task.

    The resulting set of Task statuses ongoing in LRS/CalSAWS is:

    - Assigned
    - In Process
    - Completed
    - Expired
    - Void

Note: Legacy C-IV System functionality served as reference for this design document. The use of the "Assigned" Task status serves the same purpose as the legacy "Open" status in the C-IV System. Similarly, the use of the "Completed" Task status serves the same purpose as the legacy "Cleared" Task status in the C-IV System.

2.2 Task Type List

2.2.1 Overview

Add a Task Type List page to the LRS/CalSAWS System. This page will display Task Types that have been defined by the county.

2.2.2 Task Type List Page Mockups

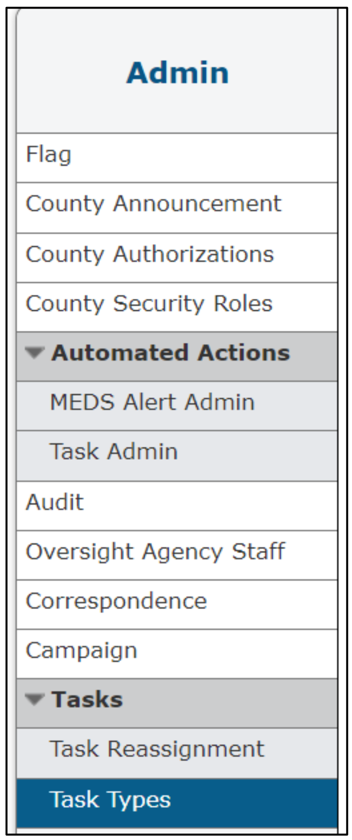
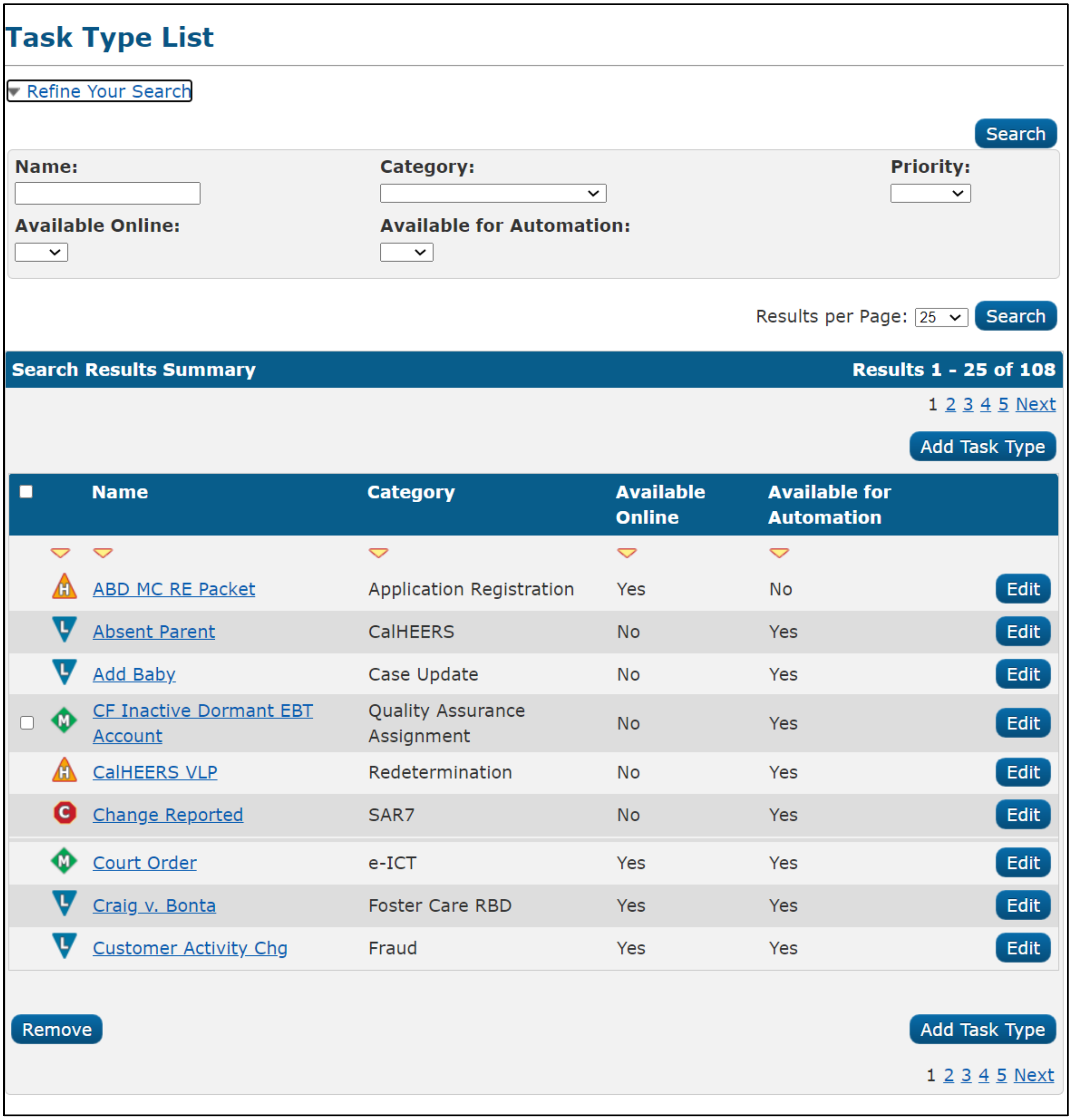


Figure 2.2.2.1 – Task Type List - Task Navigation


Task Type List

Refine Your Search

Search

Name: | Category: | Priority:

Available Online: | Available for Automation:

Results per Page: 25 Search

Search Results Summary — Results 1 - 25 of 108

1 2 3 4 5 Next

Add Task Type

	Name	Category	Available Online	Available for Automation	
	ABD MC RE Packet	Application Registration	Yes	No	Edit
	Absent Parent	CalHEERS	No	Yes	Edit
	Add Baby	Case Update	No	Yes	Edit
	CF Inactive Dormant EBT Account	Quality Assurance Assignment	No	Yes	Edit
	CalHEERS VLP	Redetermination	No	Yes	Edit
	Change Reported	SAR7	No	Yes	Edit
	Court Order	e-ICT	Yes	Yes	Edit
	Craig v. Bonta	Foster Care RBD	Yes	Yes	Edit
	Customer Activity Chg	Fraud	Yes	Yes	Edit

Remove | Add Task Type

1 2 3 4 5 Next

Figure 2.2.2.2 – Task Type List Mockup

2.2.3 Description of Change

Add a Task Type List page to the LRS/CalSAWS System accessible through a 'Task Types' link beneath the 'Tasks' option in the Task Navigation menu. Reference Section 2.2.5 for the full page navigation.

1. Refine Your Search Section

This is an expandable section toward the top of the page that displays parameters which can be used to filter the Tasks displayed on the page. It is expected to be collapsed on initial load.

a. **BUTTON:** Search –This button will refresh the information on the list page based on the search parameter values. If this button is clicked without filling in any parameters, all records are expected to display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

b. Name – A text field which will filter Task Type results if the Name of the Task Type includes the text within this field (upper/lower case does not matter).
   Example: If an "ABD MC RE Packet" Task Type exists, searching with any of the following text strings in the Name field will return the "ABD MC RE Packet" Task Type in the results:
   - "ABD"
   - "MC RE"
   - "mc re"
   - "ABD MC RE Packet"

c. Category – A dropdown box which will filter Task Type results by Category. Options included in this dropdown are:
   i. Application Registration
   ii. Batch EDBC
   iii. CMIPSII
   iv. CSC
   v. CWS
   vi. CalHEERS
   vii. Case Update
   viii. Computation Request
   ix. EBT
   x. e-ICT
   xi. EDBC
   xii. External Recovery Account
   xiii. Foster Care RDB
   xiv. Fraud
   xv. IEVS
   xvi. IEVS Criminal
   xvii. IEVS Priority
   xviii. Interest Allocation
   xix. Invoice
   xx. Issuance Method
   xxi. Issuance Replacement/Reissue
   xxii. MC 355
   xxiii. MEDS Alert
   xxiv. MEDS Liaison

xxv. Manual
xxvi. Payment Request
xxvii. QR7LA
xxviii. Quality Assurance Assignment
xxix. Quality Review
xxx. Redetermination
xxxi. SAR7
xxxii. Screening Packet
xxxiii. Time Limits
xxxiv. Transaction Refund
xxxv. Valuable
xxxvi. YBN
xxxvii. YBN E-communications

d. Priority – A dropdown box which will filter Task Type results based on priority. Options included in this dropdown are:
   i. Critical
   ii. High
   iii. Medium
   iv. Low

e. Available Online – A dropdown box which will filter Task Type results based on the value of the Available Online attribute. Options included in this dropdown are:
   i. Yes
   ii. No

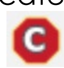
f. Available for Automation – A dropdown box which will filter Task Type results based on the value of the Available for Automation attribute. Options included in this dropdown are:
   i. Yes
   ii. No

2. <u>Search Results Summary Section</u>

   This section will be displayed when there is at least one Task Type record found. The results will be paginated with 25 results per page. Initial load of the page will display all Task Types for the county. The expected order of the listing is by Name alphabetically. The 'Priority', 'Name', 'Category', 'Available Online', and 'Available for Automation' fields are sortable for the results.

   a. **BUTTON:** Add Task Type – This button will navigate to the Task Type Detail page in create mode. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

b. Selectable checkbox – For each result displayed, a selectable checkbox may or may not display at the beginning of the row. If a checkbox displays, this means that the Task Type has not been associated to any Tasks and it can be removed via the "Remove" button.
Technical: Do not display the selectable checkbox if a Task Type is associated to a Category 399 Code Table entry (TASK_TYPE.TYPE_CODE). This is necessary so that a Task Type currently associated to an automated Task process for Los Angeles county that has not yet been converted to the Automated Action framework with DDID 1629 cannot be removed.

c. Priority – This column does not have a column header shown on the page. The column will display the following graphical icons to indicate the Task Type Priority for each row:
   i. 

 - Critical
   ii. 

 - High
   iii. 

 - Medium
   iv. 

 - Low

d. Name – This column will display the Name attribute of the Task Type. The Name will display as a hyperlink which will navigate to the Task Type Detail page in View mode for the Task Type if the worker's security profile contains the "TaskTypeDetailView" security right.

e. Category – This column will display the Category attribute of the Task Type.

f. Available Online – This column will display the Available Online attribute of the Task Type. This attribute controls whether a Task Type is selectable on the Task Detail page.

g. Available for Automation – This column will display the Available for Automation attribute of the Task Type. This attribute controls whether a Task Type is available for use during Automated Action scenarios that create Tasks.

h. **BUTTON**: Edit – This button will navigate to the Task Type Detail page in Edit mode for the Task Type. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

i. **BUTTON**: Remove – This button will remove any Task Types that have a checkmark in the selectable checkbox column. (See Selectable checkbox field above in 2b). This button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

2.2.4 Page Validation

1. "Remove – One of the selections for removal is currently configured in an Automated Action. Please select a different Task Type."
    a. Pressing the Remove button while selecting a Task Type that has been configured for an Automated Action will display a validation message.

2.2.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks > Task Types

    The Task Navigation will display if the user profile contains the "TaskTypeListView" security right.

2.2.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaskTypeListView	Task Type List;	• Task Type View • Task Type Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Task Type View	View Task Type List and Detail information.	• View Only
Task Type Edit	View Task Type List and Detail information. Edit and save Task Type information.	N/A

2.2.7 Page Mapping

Implement page mapping for the Task Type Detail page.

2.2.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.3 Task Type Detail

2.3.1 Overview

The Task Type Detail page is accessible from the Task Type List page. This page will be used to capture and display detailed information about the Task Type.

2.3.2 Task Type Detail Mockups

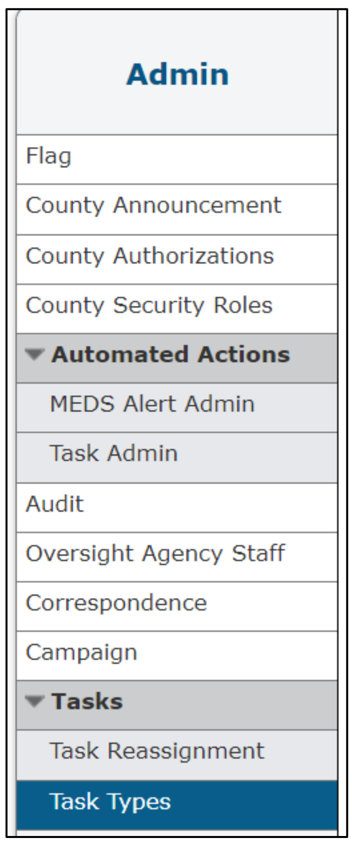


Figure 2.3.2.1 – Task Type Detail - Task Navigation

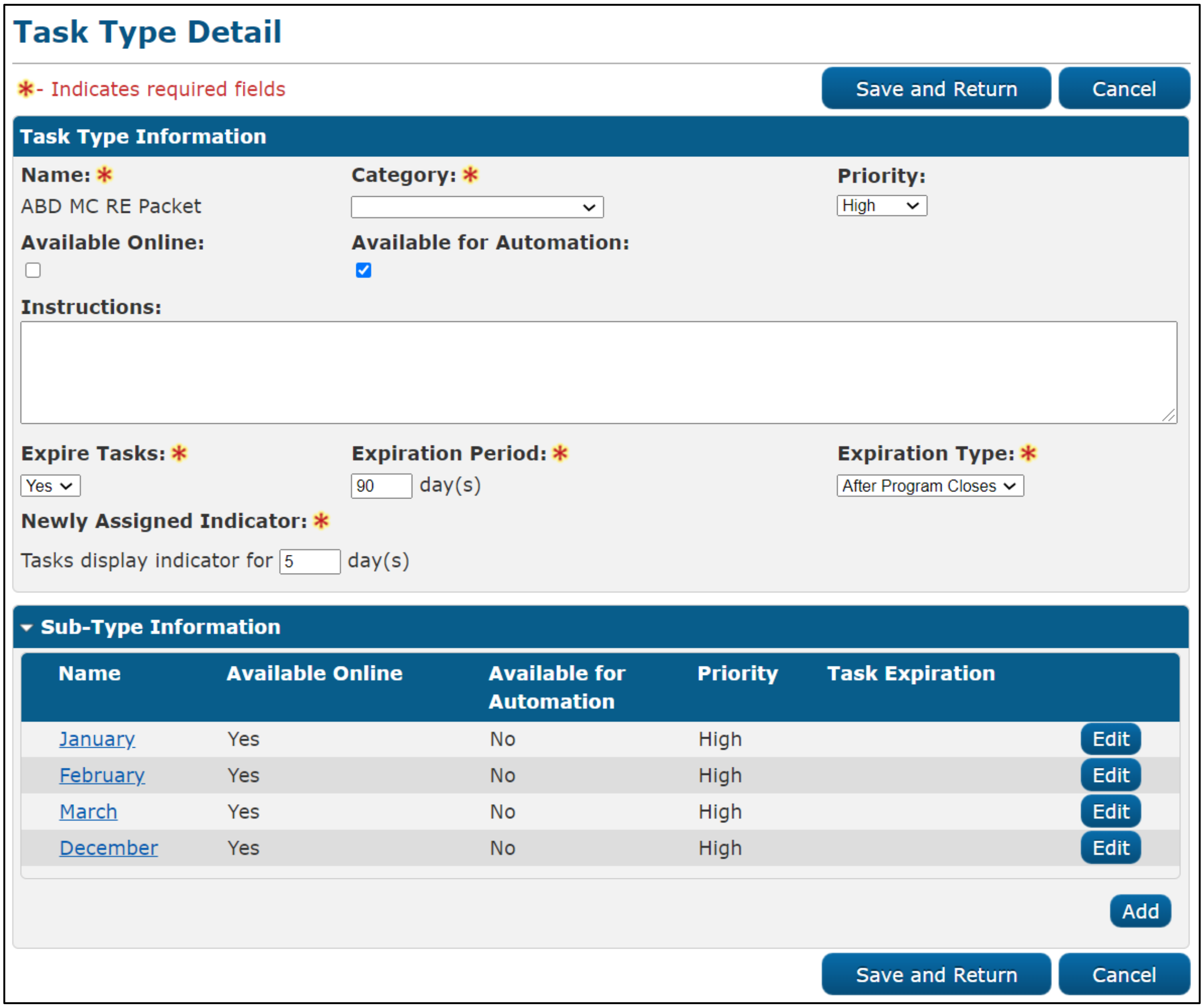
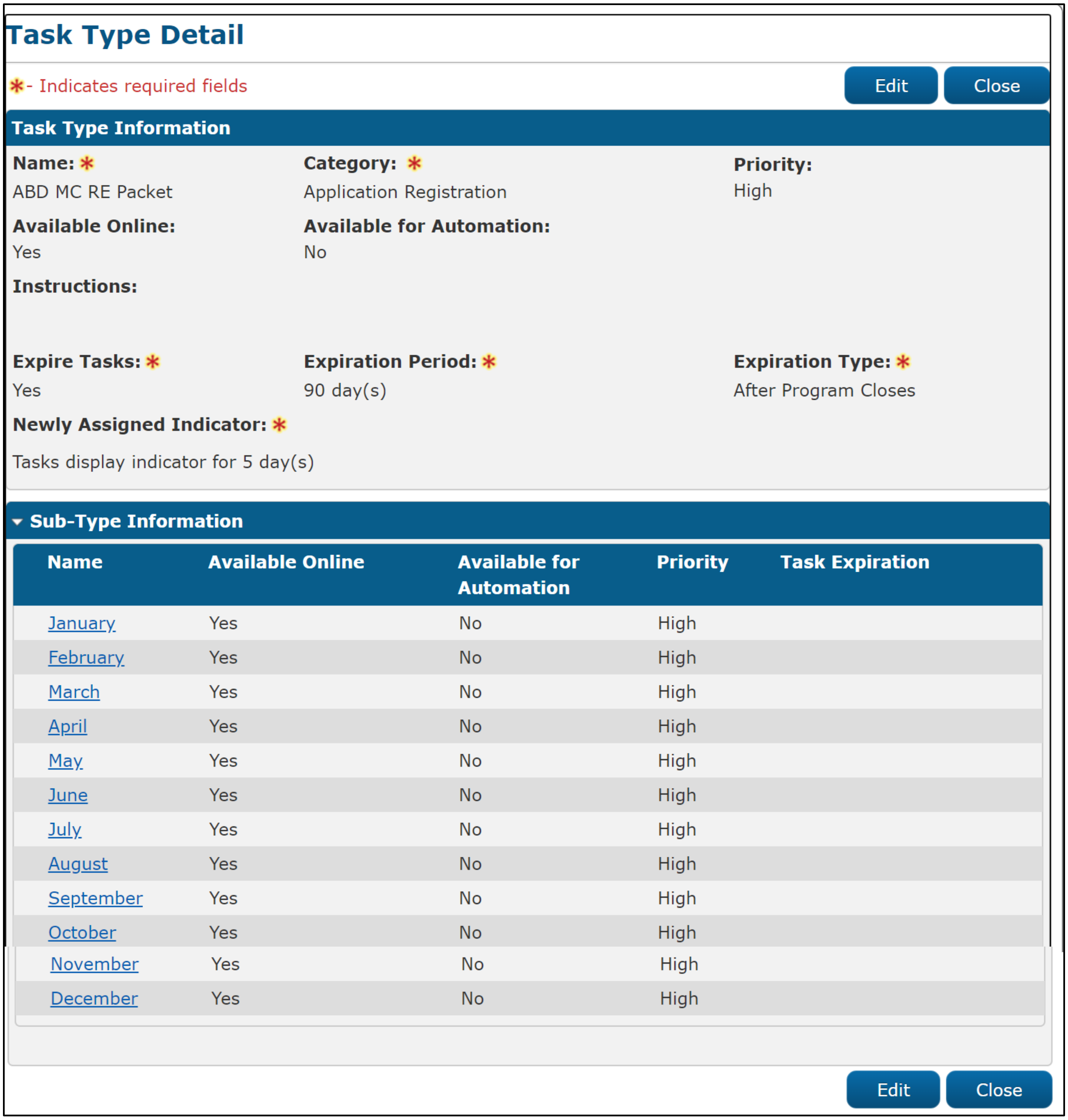


Figure 2.3.2.2 – Task Type Detail – Edit Mode



Task Type Detail

*- Indicates required fields

Edit | Close

Task Type Information

Name: *
ABD MC RE Packet

Category: *
Application Registration

Priority:
High

Available Online:
Yes

Available for Automation:
No

Instructions:

Expire Tasks: *
Yes

Expiration Period: *
90 day(s)

Expiration Type: *
After Program Closes

Newly Assigned Indicator: *
Tasks display indicator for 5 day(s)

Sub-Type Information

Name	Available Online	Available for Automation	Priority	Task Expiration
January	Yes	No	High	
February	Yes	No	High	
March	Yes	No	High	
April	Yes	No	High	
May	Yes	No	High	
June	Yes	No	High	
July	Yes	No	High	
August	Yes	No	High	
September	Yes	No	High	
October	Yes	No	High	
November	Yes	No	High	
December	Yes	No	High	

Edit | Close

Figure 2.3.2.3 – Task Type Detail – View Mode

Figure 2.3.2.4 – Task Type Detail – Edit Mode Sub-Type Buttons

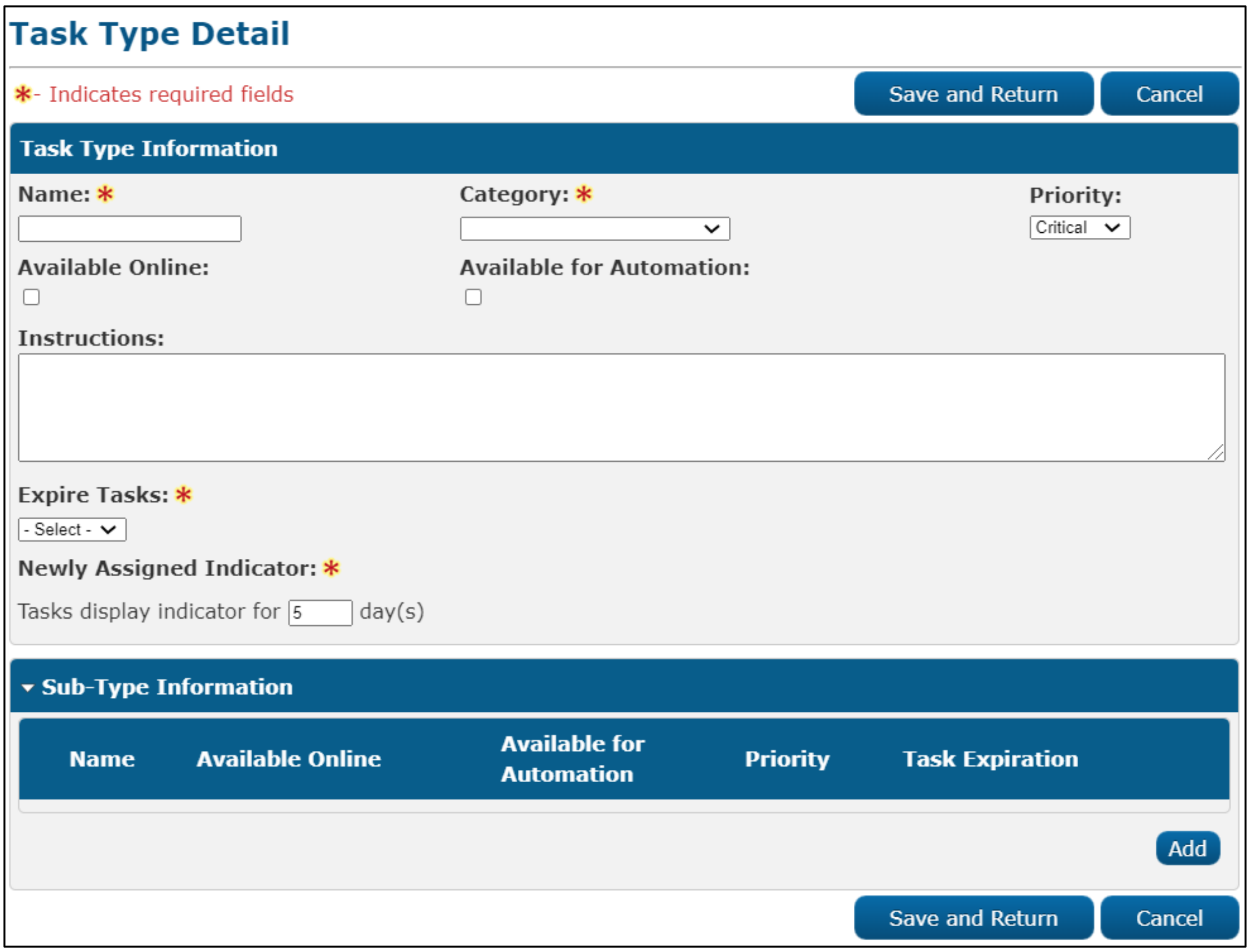


Figure 2.3.2.5 – Task Type Detail – Create Mode

2.3.3 Description of Changes

Add a Task Type Detail page to the LRS/CalSAWS System.

1. **BUTTON**: Edit - This button displays when the page is in view mode and will navigate to the Task Type Detail page in edit mode. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

2. **BUTTON**: Close - This button displays when the page is in view mode and will navigate to the Task Type List page.

3. **BUTTON**: Save and Return - This button displays when the page is in create or edit mode. The button will save page changes and navigate to the Task Type List page. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

4. **BUTTON**: Cancel - This button displays when the page is in create or edit mode. The button will discard page changes and navigate to the Task Type List page.

5. <u>Task Type Information Section</u>

   This is the upper section of the page that displays various Task Type attributes.

   a. Name **(Required)** – A text field that allows a user to specify the name of the Task Type. The maximum length for this field is 50 characters.

   b. Category **(Required)** – A dropdown menu that contains options for Task Type Category. Values included in the dropdown will display in the following order:
      i. Application Registration
      ii. Batch EDBC
      iii. CMIPSII
      iv. CSC
      v. CWS
      vi. CalHEERS
      vii. Case Update
      viii. Computation Request
      ix. EBT
      x. e-ICT
      xi. EDBC
      xii. External Recovery Account
      xiii. Foster Care RDB
      xiv. Fraud
      xv. IEVS
      xvi. IEVS Criminal
      xvii. IEVS Priority
      xviii. Interest Allocation
      xix. Invoice

xx. Issuance Method
xxi. Issuance Replacement/Reissue
xxii. MC 355
xxiii. MEDS Alert
xxiv. MEDS Liaison
xxv. Manual
xxvi. Payment Request
xxvii. QR7LA
xxviii. Quality Assurance Assignment
xxix. Quality Review
xxx. Redetermination
xxxi. SAR7
xxxii. Screening Packet
xxxiii. Time Limits
xxxiv. Transaction Refund
xxxv. Valuable
xxxvi. YBN
xxxvii. YBN E-communications

c. Priority – A dropdown menu that contains options for Task Type priority. Values included in the dropdown will display in the following order:
   i. Critical
   ii. High
   iii. Medium
   iv. Low

   This field will default initially to "Medium" unless it is modified by the user who is creating the Task Type.

d. Available Online – A checkbox field that will indicate if the Task Type will be selectable on the Task Detail page.

e. Available for Automation – A checkbox field that will indicate if the Task Type will be available for Automated Action scenarios that create Tasks.

f. Instructions – A text field that allows a user to input up to 2000 characters of information to serve as instructions for the particular Task Type.

g. Expire Tasks **(Required)** – A dropdown menu that is editable when the Task Type Detail page is in create or edit mode. The dropdown menu will display the following values:
   i. Yes
   ii. No

h. Expiration Period **(Required)** – Displays if the value of the Expire Tasks field is Yes. This field will display as plain text when the Task Type Detail page is in view mode. When the page is in create or edit mode, this field allows a user to input the numeric value between 1-999 to complete the following statement:

   "# day(s)"

i. Expiration Type **(Required)** – Displays if the value of the Expire Tasks field is Yes. This field will display as plain text when the Task Type Detail page is in view mode. When the page is in create or edit mode, this field is a dropdown menu containing the following values:
   i. After Program Closes
   ii. After Task Is Created

j. Newly Assigned Indicator **(Required)** – Allows a user to input the numeric value to complete the following statement:

   "Tasks display indicator for # day(s)"

   The number of days value controls how long a Task of this Task Type will display the exclamation point icon.
   Example: if the value is set as 10 days, a Task that is assigned to a Worker on January 3rd will display an exclamation point on the Task Search page (reference CA-214929 for Task Search page specifics) through January 13th. On January 14th, the exclamation point will no longer display.

   This field is limited to numbers from 1-999 and it will default to a value of 5.

6. Sub-Type Information Section
   This is an expandable section on the Task Type page that displays the following information for one or more Task Sub Types:
   a. Selectable checkbox – For each result displayed, a selectable checkbox may or may not display at the beginning of the row. If a checkbox displays, this means that the Task Sub-Type has not been associated to any Tasks and it can be removed via the "Remove" button.

   b. Name – This column will display the Sub-Type Name attribute of the Task Sub-Type. The Name will display as a hyperlink which will navigate to the Task Sub-Type Detail page in View mode for the Task Sub-Type.

c. Available Online - This column will display the Available Online attribute of the Task Sub-Type. This attribute controls whether a Task Sub-Type is selectable on the Task Detail page.

d. Available for Automation – This column will display the Available for Automation attribute of the Task Sub-Type. This attribute controls whether a Task Sub-Type is available for use during Automated Action scenarios that create Tasks.

e. Priority – This column will display the Priority attribute of the Task Sub-Type.

f. Task Expiration – This column will display the Expire Tasks attribute of the Task Sub-Type.

g. **BUTTON**: Edit – This button will navigate to the Task Sub-Type Detail page in edit mode. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

h. **BUTTON:** Remove – This button will remove any Task Sub-Types that have a checkmark in the selectable checkbox column. (See Selectable checkbox field above in 2a). The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

i. **BUTTON**: Add – This button will navigate to the Task Sub-Type Detail page in create mode. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

2.3.4 Page Validation

1. "Remove – One of the selections for removal is currently in use for Automated Actions. Please select a Task Sub-Type that is not in use."
   a. Pressing the Remove button while selecting a Task Sub-Type that is in use for an Automated Action will display a validation message.

2. "Name – A Task Type with this name already exists."
   a. Creating a Task Type with the same name as another Task Type within the county will display a validation message. The Name comparison is not case sensitive.

3. "Available for Automation – A Task Type or Task Sub-Type you have made unavailable for automation is already in use by automation. Please update the Automated Action."

a. Updating a Task Type or Task Sub-Type to be unavailable for automation, while the Task Type or Task Sub-Type is selected for an Automated Action will display a validation message.

4. "Newly Assigned Indicator - Value must be a number from 1 – 999. Please enter a different value."
   a. When the User attempts to save a value other than a number from 1 – 999 in the Newly Assigned Indicator field, a validation message is triggered.

5. "Expiration Period – Value must be a number from 1 - 999. Please enter a different value."

2.3.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks > Task Types >

  Click on a hyperlink of the desired result displayed in the Task Type Search page or the "Add Task Type" button to navigate to the Task Type Detail page.

  The Task Navigation will display if the user profile contains the "TaskTypeListView" security right.

2.3.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaskTypeDetailView	Task Type Detail;	• Task Type View • Task Type Edit
TaskTypeDetailEdit	Task Type Detail;	• Task Type Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Task Type View	View Task Type List and Detail information	• View Only

Security Group	Group Description	Group to Role Mapping
Task Type Edit	View Task Type List and Detail information. Edit and save Task Type information.	N/A

2.3.7 Page Mapping

Implement page mapping for the Task Type Detail page.

2.3.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.4 Task Sub-Type Detail

2.4.1 Overview

The Task Sub-Type Detail page is accessible from the Sub-Type Information section of the Task Type Detail page. This page will be used to capture and display information about Task Sub-Types.

2.4.2 Task Sub-Type Detail Mockups

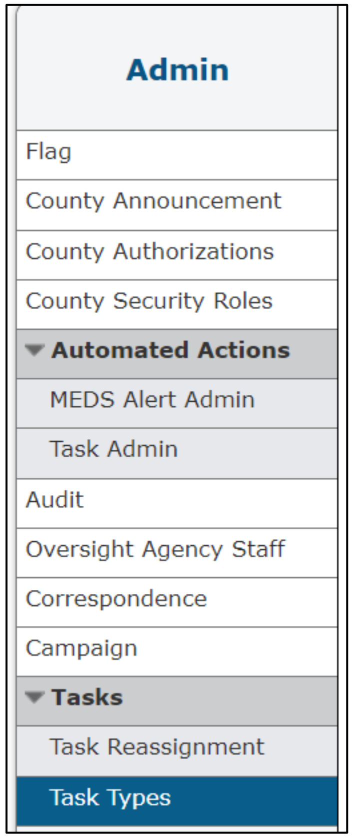


Figure 2.4.2.1 – Task Sub-Type Detail - Task Navigation

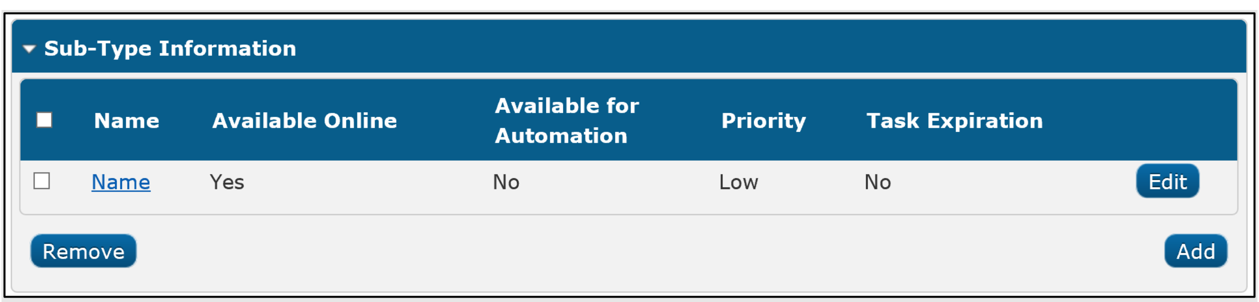


Figure 2.4.2.2 – Sub-Type Information Section on the Task Type Detail page

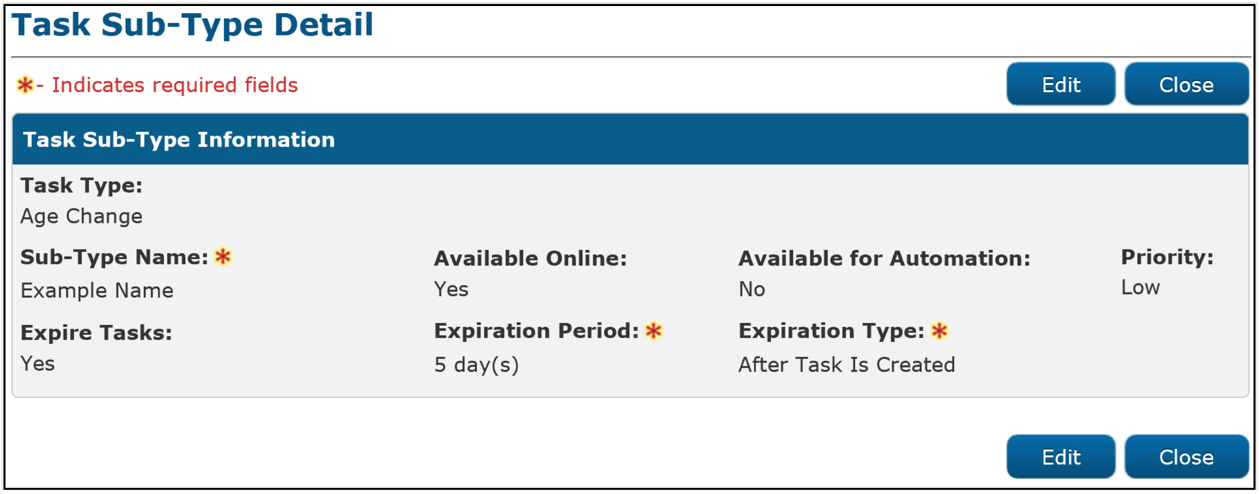


Figure 2.4.2.3 – Task Sub-Type Detail – View Mode

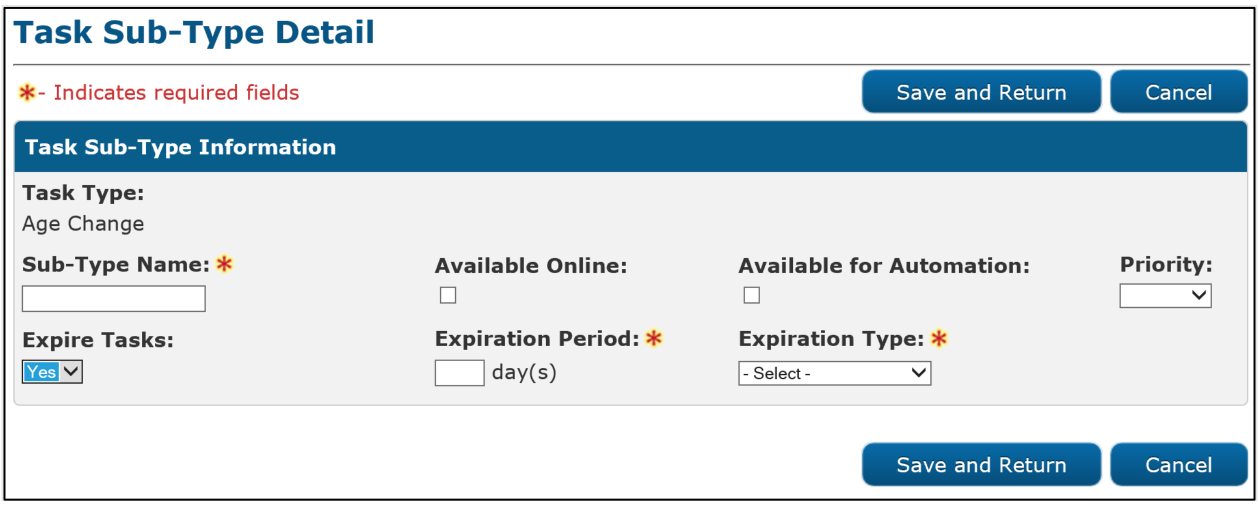


Figure 2.4.2.4 – Task Sub-Type Detail – Edit Mode

2.4.3 Description of Changes

Add a Task Sub-Type Detail page to the LRS/CalSAWS System.

The Name hyperlink, Edit and Add buttons in the Sub-Type Information section of the Task Type Detail page as displayed in figure 2.4.2.2 above will navigate to the Task Sub-Type Detail page.

1. **BUTTON**: Edit – This button will display when the Task Sub-Type Detail page is in view mode and will refresh the page into edit mode. The button will display if the worker's security profile contains the "TaskTypeDetailEdit" security right.

2. **BUTTON**: Close – This button will display when the Task Sub-Type Detail page is in view mode and it will navigate to the Task Type Detail page.

3. **BUTTON:** Save and Return – This button will display when the Task Sub-Type Detail page is in create or edit mode. The button will save page changes and navigate to the Task Type Detail page.

4. **BUTTON**: Cancel – This button will display when the Task Sub-Type Detail page is in create or edit mode. The button will discard page changes and navigate to the Task Type Detail page.

5. Task Type – The name of the Task Type that the Task Sub-Type applies to.

6. Sub-Type Name **(Required)** – A text field that allows a user to specify the name of the Task Sub-Type. The maximum length for this field is 50 characters.

7. Available Online – A checkbox field that will indicate if the Task Sub-Type will be selectable on the Task Detail page.

8. Available for Automation – A checkbox field that will indicate if the Task Sub-Type will be available for Automated Action scenarios that create Tasks.

9. Priority – A dropdown menu that contains options for Task Sub-Type priority. Values included in the dropdown will display in the following order:
    a. Critical
    b. High
    c. Medium
    d. Low

   If a Sub-Type is not assigned a priority (by selecting <blank>), it will be considered as having the same Priority as its parent Task Type.

10. Expire Tasks – A dropdown menu that is editable when the Task Sub-Type Detail page is in create or edit mode. The dropdown menu will display the following values:
    a. Yes
    b. No

11. Expiration Period **(Required)** - Displays if the value of the Expire Tasks field is Yes. This field will display as plain text when the Task Sub-Type Detail page is in view mode. When the page is in create or edit mode, this field allows a user to input the numeric value to complete the following statement:

"# day(s)"

12. Expiration Type **(Required)** - Displays if the value of the Expire Tasks field is Yes. This field will display as plain text when the Task Sub-Type Detail page is in view mode. When the page is in create or edit mode, this field is a dropdown menu containing the following values:
    a. After Program Closes
    b. After Task Is Created

2.4.4 Page Validation

1. "Name – A Sub-Type with this name already exists."
    a. Creating duplicate Sub-Types for a single Task Type will display a validation message.

2. "The Sub-Type is already in use by Automation. Please update the Automated Action."
    a. When a User attempts to select a Sub-Type already in use by Automation, a validation message is triggered.

3. "Expiration Period – Value must be a number from 1 - 999. Please enter a different value."

2.4.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks > Task Types

    The Name hyperlink, Edit and Add buttons in the Sub-Type Information section of the Task Type Detail page as displayed in figure 2.4.2 above will navigate to the Task Sub-Type Detail page.

2.4.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaskTypeDetailView	Task Type Detail;	• Task Type View • Task Type Edit
TaskTypeDetailEdit	Task Type Detail;	• Task Type Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Task Type View	View Task Type List and Detail information	• View Only
Task Type Edit	View Task Type List and Detail information. Edit and save Task Type information.	N/A

2.4.7 Page Mapping

Implement page mapping for the Task Sub-Type Detail page.

2.4.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.5 Automated Action List

2.5.1 Overview

The Automated Action List page will display the Automated Actions that are available in the LRS/CalSAWS System. Users can navigate to detailed information for each Automated Action from this page. Add 'Task Admin' tab to Task Navigation.

2.5.2 Automated Action List Page Mockup

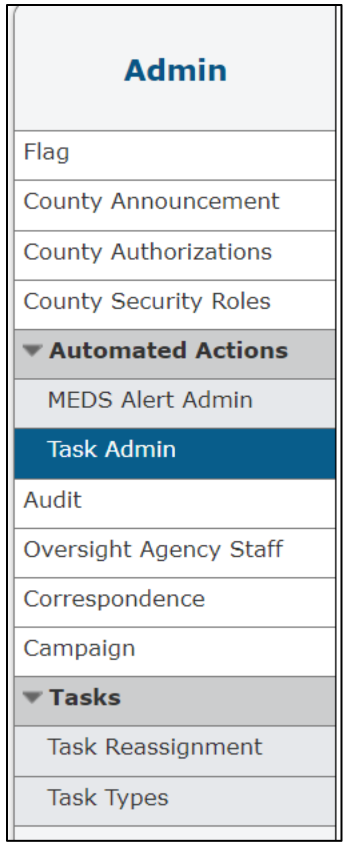


Figure 2.5.2.1 – Automated Action List Task Navigation

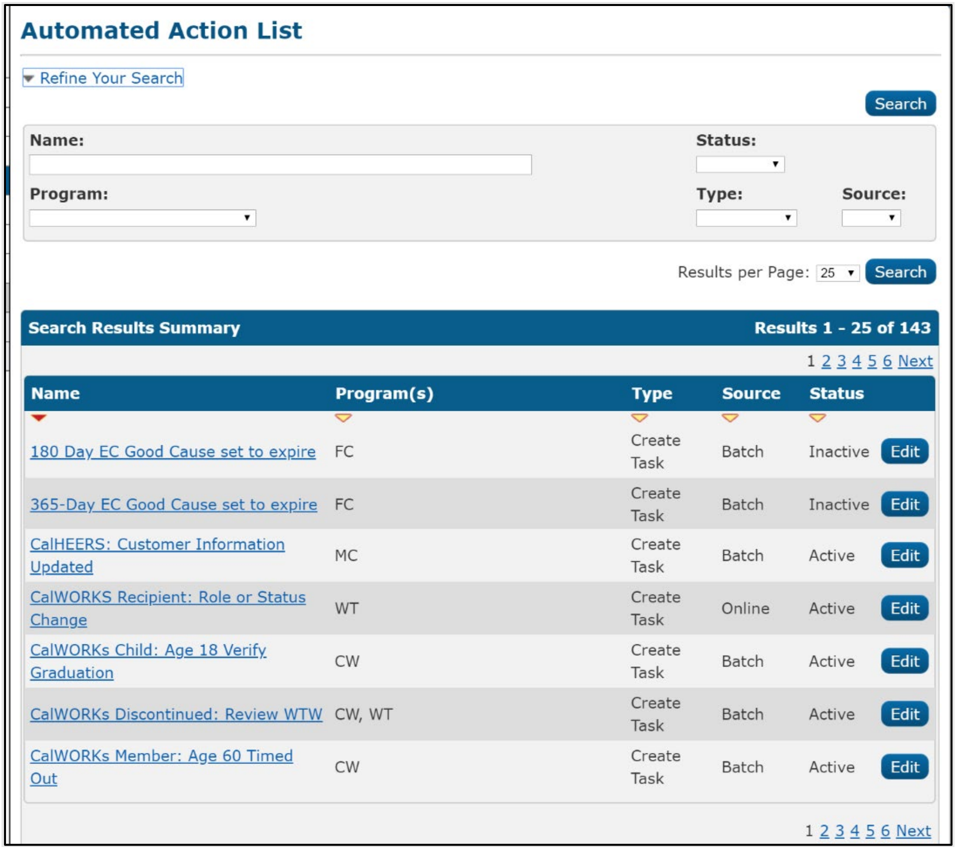


Figure 2.5.2.2 – Automated Action List Page Mockup

2.5.3 Description of Changes

Add an Automated Action List page to the LRS/CalSAWS System.

1. Refine Your Search Section

   This is an expandable section toward the top of the page that can be used to filter the Automated Actions displayed on the page. It is expected to be collapsed on initial load. The expected order of the listing is by Name alphabetically. The 'Name', 'Program(s)', 'Type', 'Source', and 'Status' fields are sortable for the results.

   a. **BUTTON**: Search –This button will refresh the information on the list page based on the search parameter values. If this button is clicked without filling in any parameters, all records are expected to display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

   b. Name – A text field which will filter Automated Action results if the Name of the Automated Action includes the text within this field (upper/lower case does not matter).

c. Status – a dropdown that indicates the status of the Automated Action. Options included are:
    i. Active
    ii. Inactive
    iii. Unavailable

d. Program – a dropdown that will filter Automated Action results if by a specific program.

e. Type – a dropdown that will filter Automated Action results by Automated Action type. Options included are:
    i. Create Task
    ii. Text Outreach
    iii. Clear Task

f. Source – a dropdown that will filter Automated Action results by Automated Action source. Options included are:
    i. Batch
    ii. Online

2. <u>Search Results Summary Section</u>
   This section will be displayed when there is at least one Automated Action record found. The results will be paginated within 25 results per page. Initial load of the page will display all Automated Actions for the county.

   a. Name – This column will display the Name attribute of the Automated Action.

   b. Program(s) – This column will display the Program(s) attribute of the Automated Action.

   c. Type – This column displays the Type of the Automated Action.

   d. Source – This column displays the Source of the Automated Action.

   e. Status – This column displays the Status of the Automated Action.

   f. **BUTTON**: Edit – This button will navigate the User to the Automated Action Detail page in Edit mode for the Automated Action. The button will display if the worker's security profile contains the "AutomatedActionsDetailEdit" security right.

2.5.4 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Automated Actions > Task Admin

  The Task Navigation will display if the user profile contains the "AutomatedActionsListView" security right.

2.5.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
AutomatedActionsListView	Automated Action List;	• Automated Actions View • Automated Actions Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Automated Actions View	View Automated Actions list and Detail information.	• View Only
Automated Actions Edit	View Automated Actions list and Detail information. Edit and save Automated Actions Detail information.	N/A

2.5.6 Page Mapping

Implement page mapping for the Automated Action List page.

2.5.7 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.6 Automated Action Detail

2.6.1 Overview

The Automated Action Detail page is accessible from the Automated Action List page. This page allows the User to capture and display detailed information about the Automated Action. Add 'Task Admin' tab to Task Navigation.

2.6.2 Automated Action Detail Mockup

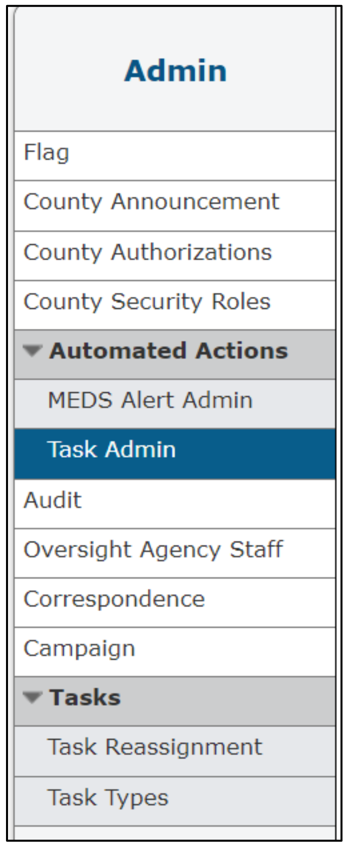


Figure 2.6.2.1 – Automated Action Detail Task Navigation

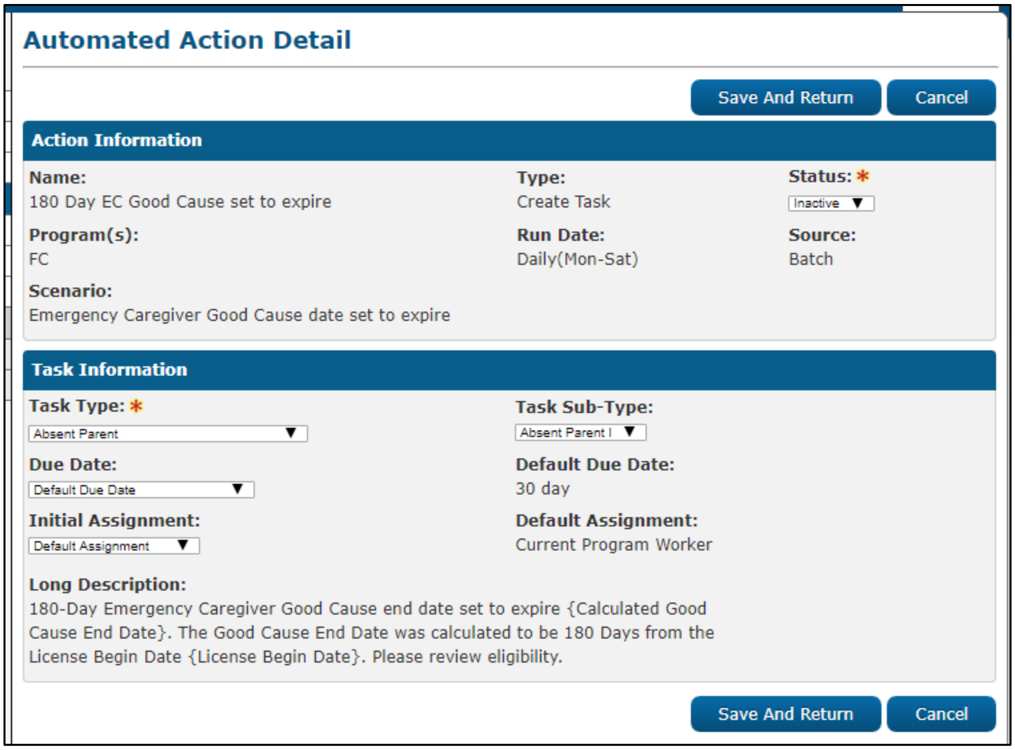


Figure 2.6.2.2 – Automated Action Detail Edit Mode Mockup

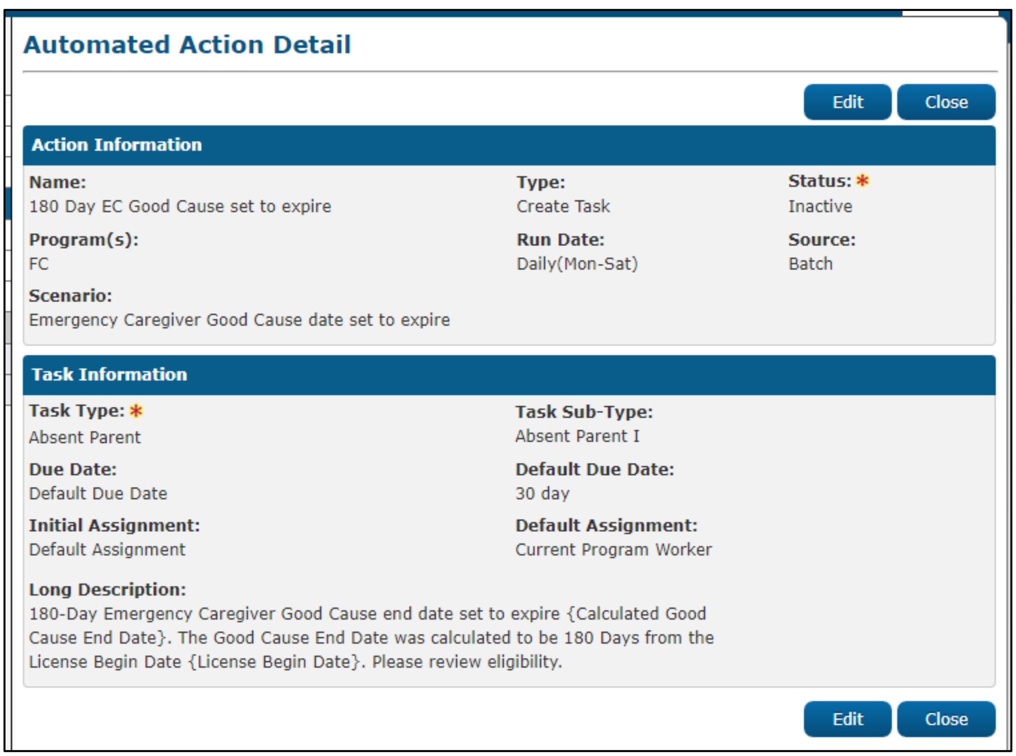


Figure 2.6.2.3 – Automated Action Detail View Mode Mockup

2.6.3 Description of Changes

Add an Automated Action Detail page to the LRS/CalSAWS System.

1. **BUTTON:** Edit – This button will display if the page is in View mode and the Automated Action does not have a status of Unavailable. Clicking this button displays the Automated Action Detail page in Edit mode. The button will display if the worker's security profile contains the "AutomatedActionsDetailEdit" security right.
2. **BUTTON:** Close – This button will display if the page is in View mode. Clicking this button returns to the Automated Action List page.
3. **BUTTON:** Save and Return – This button will display if the page is in Edit mode. Clicking this button will save page changes and return to the Automated Action List page.
4. **BUTTON:** Cancel – This button will display if the page is in Edit mode. Clicking this button discards page changes and returns to the Automated Action List page.

5. <u>Action Information Section</u>

   This is the upper section of the page that displays various Automated Action attributes.

   a. Name – a text field that allows a user to specify the name of an Automated Action. The maximum length for this field is 50 characters.

   b. Type – indicates the Type of the Automated Action.

   c. Status **(required)** – a dropdown that indicates the status of the Automated Action. Options included are:
      i. Active: the Automated Action is configured to execute the type of action listed.
      ii. Inactive: the Automated Action will not execute the type of action listed.
      iii. Unavailable: the Automated Action is no longer available for assignment and has been decommissioned in the automated system for all counties. This status value is not available for selection on this page.

   d. Program(s) – section that lists the program(s) that apply to each Automated Action.

   e. Run Date – indicates the day(s) the Automated Action is taken. If the Automated Action is caused by an online action, the run date will display "Real Time".

f. Source – indicates the source that executes the Automated Action.

g. Scenario – indicates the Scenario under which the Automated Action will be taken.

6. Task Information Section

   This is the lower section of the page that displays attributes related to the Task. This section will display if the Automated Action type is Create Task.

   a. Task Type **(required)** – a dropdown that indicates the Task Type that is used for creating a task.

   b. Task Sub-Type – a dropdown that indicates the Task Sub-Type that is used for creating a task.

   c. Due Date – a dropdown that indicates the rule that will be used to set the due date for a Task created by the Automated Action. Options included are:
      i. Default Due Date – Will set the due date based on the logic that was determined when the Automated Action was implemented.
      ii. After Number of Calendar Days – Will set the due date based on the System date plus the number of calendar days specified by the User.
      iii. After Number of Business Days – Will set the due date based on the System date plus the number of business days specified by the User. Business days exclude weekends and County specific holidays.
      iv. Last Day of Month – Will set the due date to the last day of the month of the System date.
      v. Last Day of Following Month - Will set the due date to the last day of the month following the month of the System date.

   d. Due Date Details – A dynamic field that will display differently based on the selection to the Due Date field. Options for display are:

Due Date Value	Due Date Details Will Display
Default Due Date	Text based on the code value that describes the logic implemented in the Automated Action for setting the due date.
After Number of Calendar Days	A required “Number of Calendar Days” field will display. The input value must be a number from 0 – 999.

Due Date Value	Due Date Details Will Display
After Number of Business Days	A required “Number of Business Days” field will display. The input value must be a number from 0 – 999.

e. Initial Assignment – a dropdown field that allows the User to choose how Tasks generated by the Automated Action are assigned. Options included are:
   i. Default Assignment – This option is the default value
   ii. Program Worker/Bank – Selecting this option will dynamically display two fields to be filled out for assignment. The two dynamic fields are “Program Worker” dropdown and “Default Bank ID” field. The Program Worker field includes the following options:
      a. Currently Assigned Worker
      b. Most Recent Worker Within 30 Days
      c. Most Recent Worker Within 60 Days
      d. Most Recent Worker Within 90 Days
      e. Most Recent Worker Within 120 Days
      f. Most Recent Worker
      g. No Program Worker

      The Default Bank ID is an optional field with a “Select” button that navigates to the Select Bank page where a Bank can be chosen for the Default Bank ID field. The Default Bank ID field will be used for the Task Assignment if the value in the Program Worker/Bank field does not result in an assignment.
   iii. Office Distribution – This option employs the Office Distribution assignment functionality currently available in the LRS/CalSAWS System. The Office Distribution functionality will attempt to assign a Task as follows:

      Determine the case carrying worker by evaluating a hierarchy of the programs associated to the case and retrieving the worker associated to the highest priority program. If the case carrying worker can accept the Task, assign the Task. If the case carrying worker cannot accept the Task, attempt to assign the Task to a worker in the case carrying worker’s Unit who can accept the Task. If the Task still has not been assigned, retrieve Banks for the case carrying worker’s Office and attempt to assign the Task to one of the Banks. If there are no valid Banks, attempt to assign the Task to a worker in the case carrying worker’s Office who can receive the Task, otherwise assign the Task to the Office Supervisor.

f. Default Assignment – a field that displays when the Initial Assignment Field value is “Default Assignment”. This field describes the default manner by which the LRS/CalSAWS System assigns Tasks generated by the Automated Action.

g. Long Description – indicates the long description that will be used when creating a task.

2.6.4 Page Validation

1. “Number of Calendar Days - Value must be a number from 0 – 999. Please enter a different value.”
   a. When the User attempts to save a value other than a number from 0 – 999 in the Number of Calendar Days field, a validation message is triggered.

2. “Number of Business Days - Value must be a number from 0 – 999. Please enter a different value.”
   a. When the User attempts to save a value other than a number from 0 – 999 in the Number of Business Days field, a validation message is triggered.

3. “Default Bank ID – Bank ID does not exist.”
   a. Add a validation to display when the User attempts to save the Automated Action with the Bank ID field populated with an ID that does not correspond to an existing Bank in the LRS/CalSAWS System.

4. “Program Worker – Tasks must be assigned to a Position or a Bank.”
   a. Add a validation to display when the User attempts to save the Automated Action with “No Program Worker” selected in the Program Worker field, and no Bank ID populated in the Bank ID field.

2.6.5 Page Location

- **Global:** Tools
- **Local:** Admin
- **Task:** Automated Actions > Task Admin

  Click on a hyperlink of the desired result displayed in the Automated Actions Search to navigate to the Automated Action Detail page.

  The Task Navigation will display if the user profile contains the “AutomatedActionsListView” security right.

2.6.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
AutomatedActionsDetailView	Automated Action Detail;	• Automated Actions View • Automated Actions Edit
AutomatedActionsDetailEdit	Automated Action Detail;	• Automated Actions Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Automated Actions View	View Automated Actions list and Detail information.	• View Only
Automated Actions Edit	View Automated Actions list and Detail information. Edit and save Automated Actions Detail information.	N/A

2.6.7 Page Mapping

Implement page mapping for the Automated Action Detail page.

2.6.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.7 Bank Search Page

2.7.1 Overview

A Task Bank allows Tasks to be assigned to a shared repository that Workers can pull from. A possible use for Task Banks is that SAR7 Tasks could be assigned to a Bank and the members of the county who work SAR7 Tasks could pull their work from that Task Bank.

The Bank Search page allows the User to search for Task Banks that have been created for a specified Office and Unit within the LRS/CalSAWS System.

Add 'Bank' tab to Task Navigation.

2.7.2 Bank Search Page Mockup

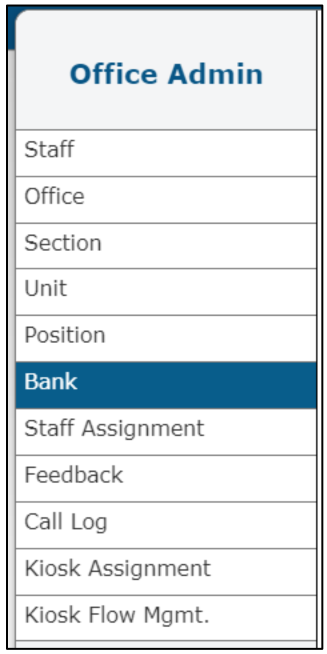


Figure 2.7.2.1 – Bank Search Page Task Navigation

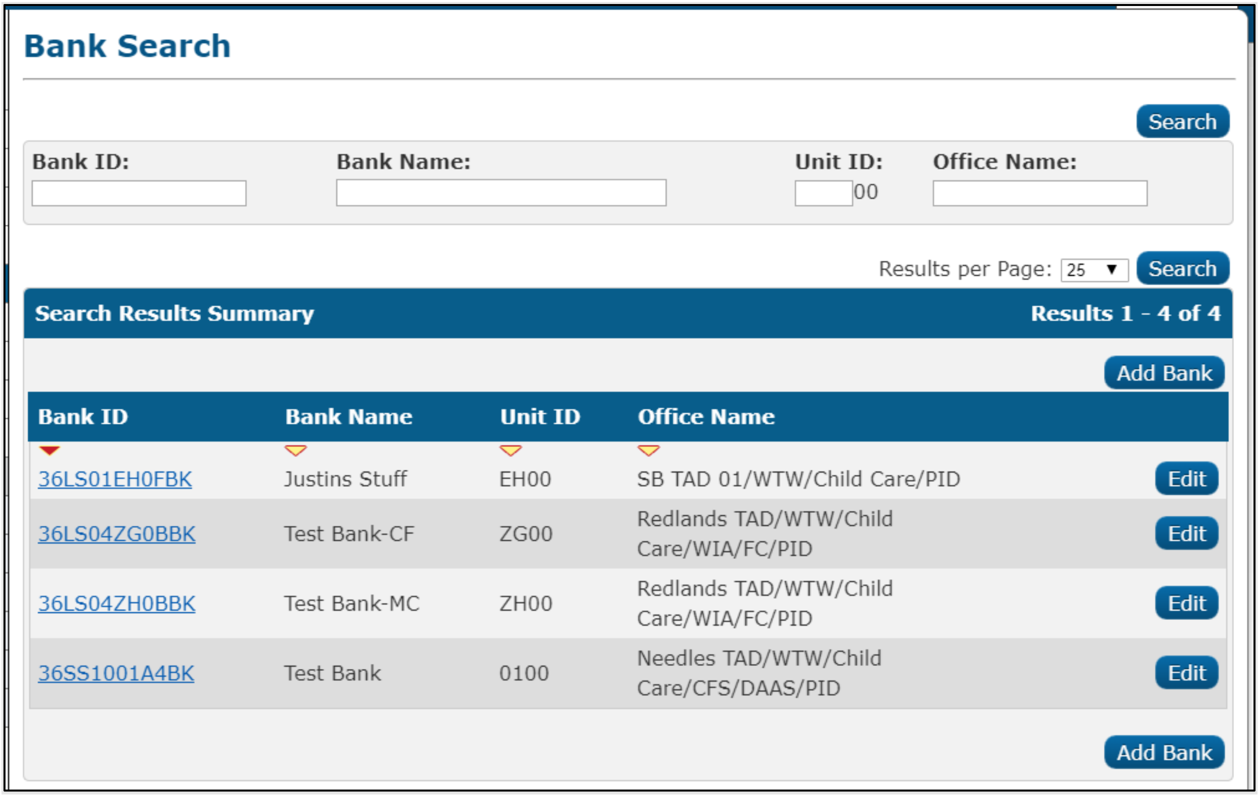


Figure 2.7.2.2 – Bank Search Page Mockup

2.7.3 Description of Changes

Add a Bank Search page to the LRS/CalSAWS System.

1. **BUTTON**: Search – When clicked, the Search Results Summary is refreshed to display Banks that match the search criteria in the Search Parameters section. If this button is clicked without filling in any parameters, all records are expected to display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

2. <u>Search Parameters</u>

   The following parameters display toward the top of the page and allow users to filter the Banks that are displayed on the page:

   a. Bank ID – A text field which will filter Bank results if the Bank ID includes the text within this field.

   b. Bank Name – A text field which will filter Bank results if the Bank Name includes text within this field. This field will auto complete as Users begin to type.

c. Unit ID – A text field allowing users to search for Banks within a specific Unit.

d. Office Name – On initial load of the page, this field will be populated with the name of the logged in User's Office.

3. Search Results Summary:

This table contains one row for each Bank matching the values of the search criteria in the Search Parameters section.

On first page load, the Search Results Summary will display the Banks belonging to the logged in User's office.

The Table displays "No Data Found" if no Banks match the search criteria. The expected order of the listing is by Bank ID alphabetically/numerically. The 'Bank ID', 'Bank Name', 'Unit ID', and 'Office Name' fields are sortable for the results.

BUTTON: Add Bank – This button will display within the Search Results Summary section and will navigate to the Bank Detail page in create mode. The button will display if the worker's security profile contains the "BankDetailEdit" security right.

The results table consists of the following sortable columns:

a. Bank ID - This column will display the associated ID for the Bank. The value will display as a hyperlink that will navigate to the Bank Detail page if the worker's security profile contains the "BankDetailView" security right.

   i. The Bank ID itself is composed of the County Code, Division Code, Office Number, Unit Number, Bank Number, and followed by the letters 'BK' (to denote a bank).

   ii. The Bank Number Element of the Bank ID is derived by finding the highest existing Bank Number or Position Number in the Bank's unit and then incrementing that value by one. This is done so the first ten characters of the Bank ID and Worker ID are unique and do not collide with each other.

   iii. Update Position creation logic to also consider existing Bank Numbers in the Position's unit when generating the POS_NUM_IDENTIF element for new positions.

b. Bank Name - This column will display the name that a User has assigned to the Bank.

c. Unit ID - This column will display the ID of the Unit that the Bank was created for.

d. Office Name - This column will display the name of the Office the Bank was created for.

e. **BUTTON**: Edit – This button will display for each Bank if the worker's security profile contains the "BankDetailEdit" security right. The button will navigate to the Bank Detail page in Edit mode for the Bank.

2.7.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Bank

  The Task Navigation will display if the user profile contains the "BankSearchView" security right.

2.7.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
BankSearchView	Bank Search;	• Bank View • Bank Edit
BankDetailView	Bank Detail;	• Bank View • Bank Edit • My Bank View
BankDetailEdit	Bank Detail;	• Bank Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Bank View	Search for and View Bank details.	• View Only
Bank Edit	View and Edit Bank details.	N/A
My Bank View	View Bank details.	• View Only

2.7.6 Page Mapping

Implement page mapping for the Bank Search page.

2.7.7 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.8 Bank Detail Page

2.8.1 Overview

The Bank Detail page allows users to view, create and manage Banks within the LRS/CalSAWS System. Add 'Bank' tab to Task Navigation.

2.8.2 Bank Detail Page Mockup

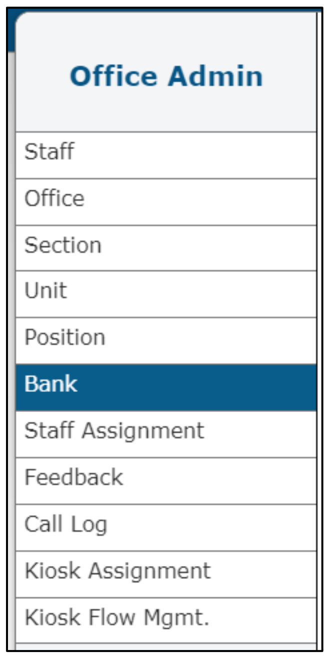


Figure 2.8.2.1 – Bank Detail Page Task Navigation

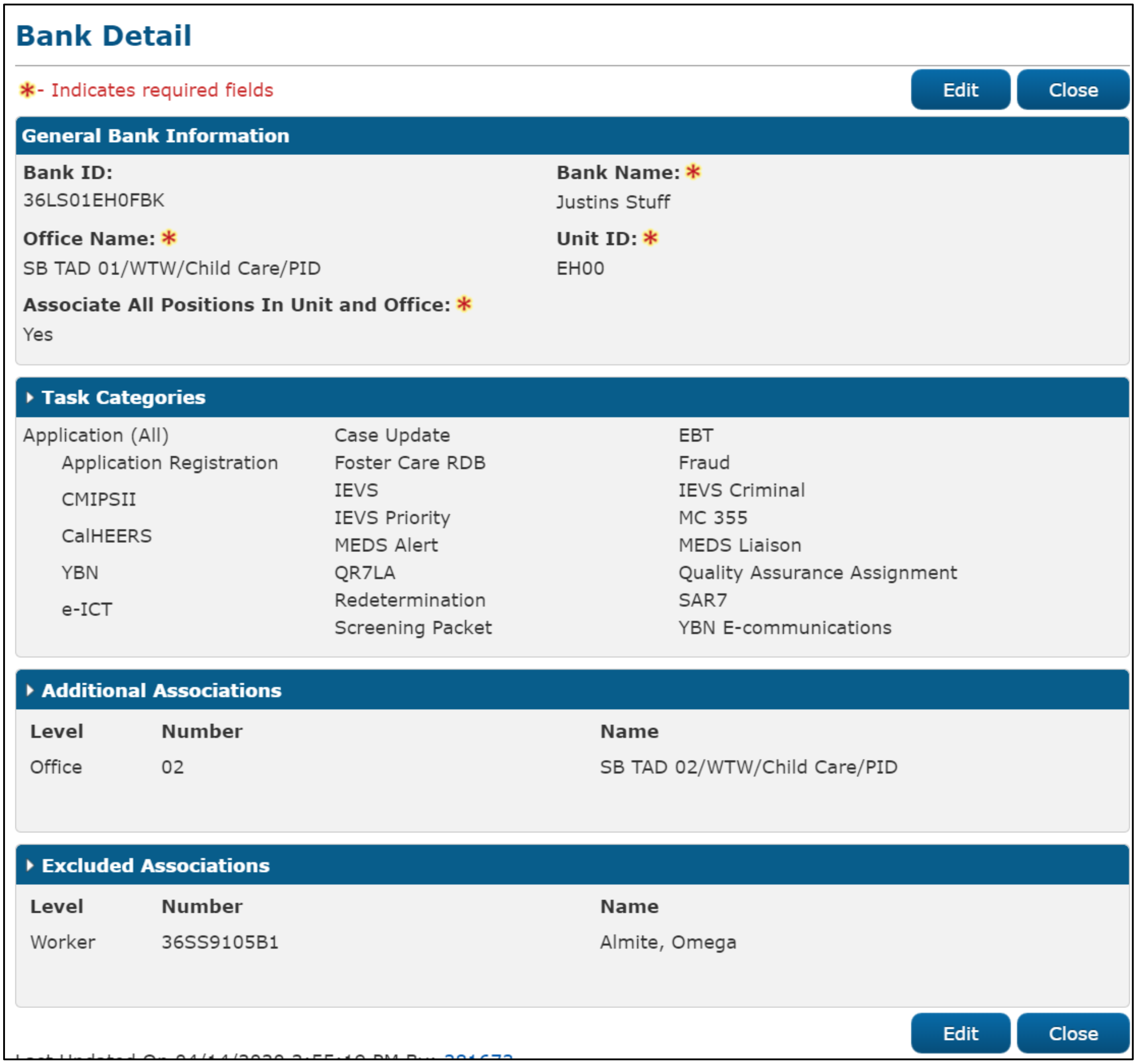


Figure 2.8.2.2 – Bank Detail Page View Mode Mockup

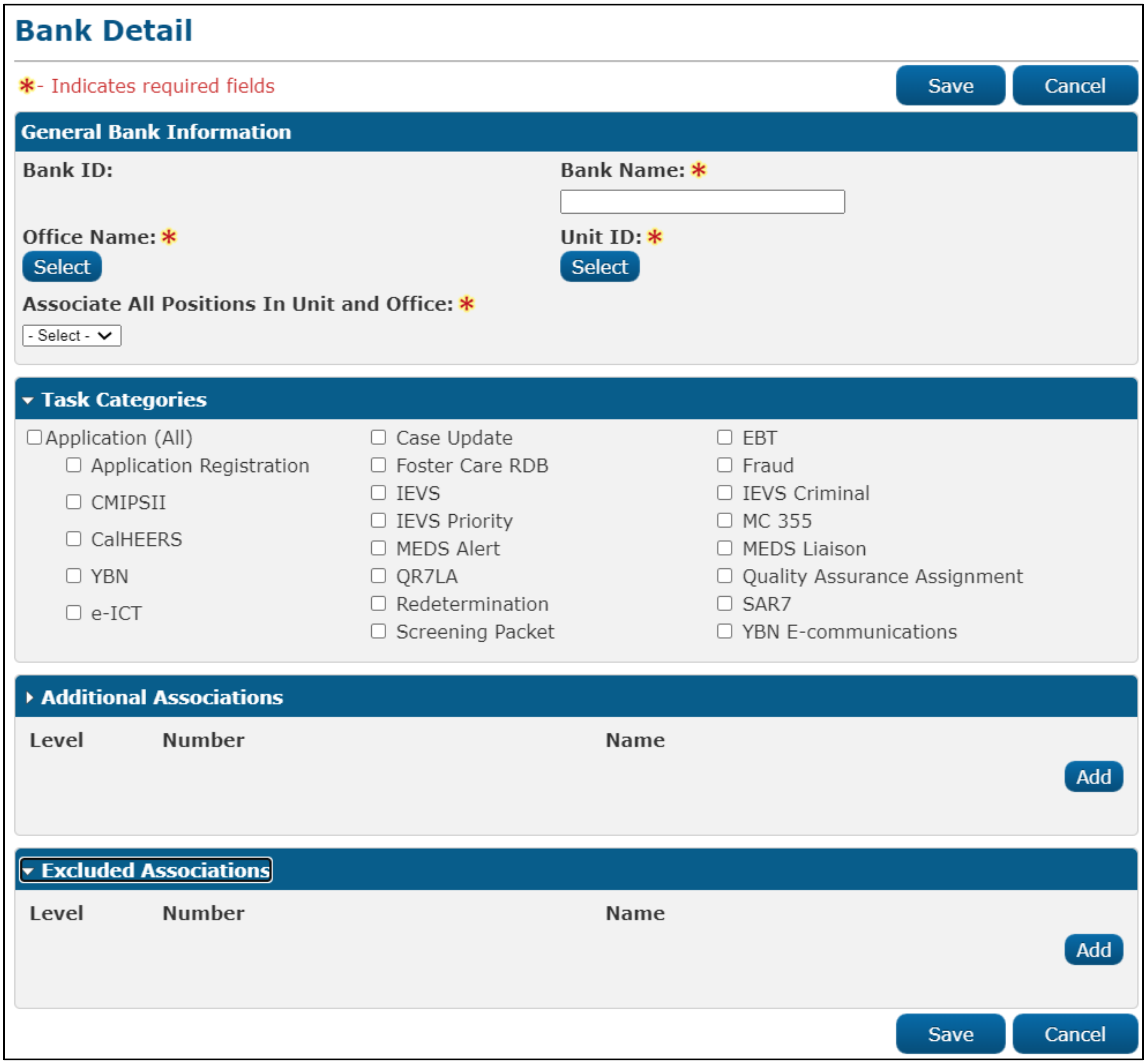


Figure 2.8.2.3 – Bank Detail Page Create Mode Mockup

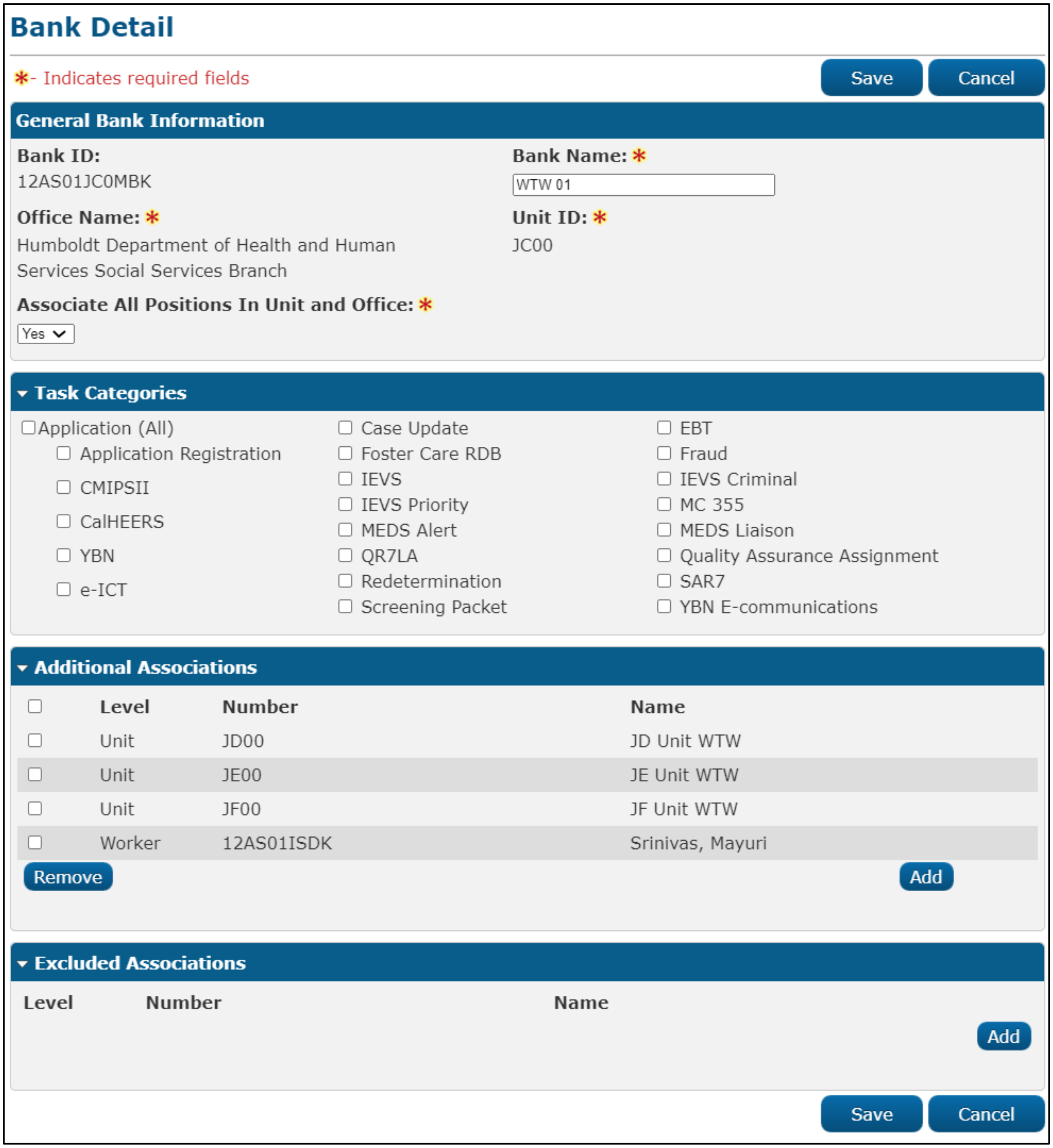


Figure 2.8.2.4 – Bank Detail Page Edit Mode Mockup

2.8.3 Description of Changes

Add a Bank Detail page to the LRS/CalSAWS System.

1. **BUTTON:** Edit – This button will display when the page is in view mode and will refresh the page into edit mode. The button will display if the worker's security profile contains the "BankDetailEdit" security right.
2. **BUTTON:** Close – This button will display when the page is in view mode and will navigate to the Bank Search page containing the results of the previously executed search results.
3. **BUTTON:** Save – This button will display if the Bank Detail page is in Create or Edit mode. Clicking this button saves the newly created bank or any changes made to the bank's configuration and refreshes the page into view mode. The button will display if the worker's security profile contains the "BankDetailEdit" security right.
4. **BUTTON:** Cancel – This button will display if the Bank Detail page is in Create or Edit mode. Clicking this button discards the information captured on the page and navigates the User to the Bank Search page where the previously executed search results, if any, are displayed. This button will display if the user's security profile contains the "BankSearchView" security right.

5. <u>General Bank Information:</u>
   This section contains general information and preferences set for the Bank.

   a. Bank ID -- This is the ID for this Bank; this field is always empty in Add mode.

   b. Bank Name **(Required)** -- This is the name that was given to this Bank; the maximum character limit is 200. This field is editable in both Create mode and Edit mode of the page.

   c. Office Name **(Required)** -- The name of the Office this Bank was created for followed by the Select button. When clicked, the button loads the Select Office page. This field is only editable when the page is in Create mode; it is not editable when the page is in View or Edit mode.

   d. Unit ID **(Required)** -- This is the ID of the Unit this Bank was created for followed by the Select button. When clicked, the button loads the Select Unit page. This field is only editable when the page is in Create mode; it is not editable when the page is in View or Edit mode.

   e. Associate All positions In Unit and Office **(Required)** -- Displays (Yes/No) whether all of the Workers in the Bank's Unit-Office combination are implicitly associated to the bank. This field is editable when the page is in Create or Edit mode.

6. <u>Task Categories</u>

This collapsible section provides a list of Task Categories that can be assigned to a Bank.

a. Selectable Checkbox – For each Task Category displayed in this section, a selectable checkbox will display when the page is in Add or Edit mode. The user may select one or more Task Categories to associate to a Bank. The selection(s) will have a check mark in View Mode.

a. The following Task Categories will be available for selection:
   i. Application (All)
   ii. Application Registration – Auto selected when "Application (All)" is selected
   iii. CalHEERS – Auto selected when "Application (All)" is selected
   iv. Case Update – Auto selected when "Application (All)" is selected
   v. CMIPSII – Auto selected when "Application (All)" is selected
   vi. EBT – Auto selected when "Application (All)" is selected
   vii. e-ICT – Auto selected when "Application (All)" is selected
   viii. Foster Care RDB
   ix. Fraud
   x. IEVS
   xi. IEVS Criminal
   xii. IEVS Priority
   xiii. MC 355
   xiv. MEDS Alert
   xv. MEDS Liaison
   xvi. QR7LA
   xvii. Quality Assurance Assignment
   xviii. Redetermination
   xix. SAR7
   xx. Screening Packet
   xxi. YBN
   xxii. YBN E-communications

7. <u>Additional Associations</u>

   This section contains a row for each Worker, Unit, or Office that has been explicitly associated to the Bank. This section also allows the user to add and/or remove Worker, Unit or Office associations to the Bank. If this section contains no rows, it appears collapsed upon page load.

   a. Selectable Checkbox –For each result displayed in this section, a selectable checkbox will display when the page is in Create or Edit mode.

b. Level - This column indicates whether the row represents an individual Worker, a Unit, or an Office.

c. Number - This column indicates the number of the Worker, Unit, or Office.

d. Name - This column indicates the Name of the Worker, Unit, or Office.

e. **BUTTON**: Remove – Displays when the page is in create or edit mode and there exists at least one row in this section. Clicking this button removes any rows with a checkmark in the selectable checkbox.

f. **BUTTON**: Add – Displays when the page is in create or edit mode. Clicking this button adds an additional row to the table above this button. In the Level column of that row appears a select input containing the values "-Select-," "Office," "Unit," and "Worker" in that order. When one of the three organizational values are selected, the Select button appears in the name column of the row. Clicking it will load the Select Office, Select Unit, or Select Worker multi-select page depending on which value was chosen for level.

8. <u>Excluded Associations</u>

This section contains a row for each Worker or Unit that has been explicitly excluded from the Bank. This section also allows the user to add and/or remove Worker and/or Unit exclusions for the Bank. If this section contains no rows, it appears collapsed upon page load.

a. Selectable Checkbox –For each result displayed in this section, a selectable checkbox will display when the page is in Create or Edit mode.

b. Level - This column indicates whether the row represents an individual Worker or a Unit.

c. Number - This column indicates the number of the Worker or Unit.

d. Name - This column indicates the Name of the Worker or Unit.

e. **BUTTON**: Remove – Displays when the page is in Create or Edit mode and there exists at least one row in this section. Clicking this button removes any rows with a checkmark in the selectable checkbox.

f. **BUTTON**: Add – Displays when the page is in Create or Edit mode. Clicking this button adds an additional row to the table above this button. In the Level column of that row appears a select input containing the values "-Select-," "Office," "Unit," and "Worker" in that order. When one of the three organizational values are selected, the Select button appears in the name column of the row. Clicking it will load the Select Office, Select Unit, or Select Worker multi-select page depending on which value was chosen for level.

2.8.4 Page Validation

1. "Excluded Associations – The same Level and Number combination cannot be Additionally Associated and Excluded."
   a. If the User has added the same Level and Number combination to both the Additional Associations and Excluded Associations (e.g. the same Unit or Worker appears in both sections) and attempts to save the page, a validation is triggered.

2. "Additional Associations – A new row may not be added until the last row has been completed."
   a. Add a validation to display if the User clicks the Add button in the Additional Associations section without completing the previously added row.

3. "Excluded Associations – A new row may not be added until the last row has been completed."
   a. Add a validation to display if the User clicks the Add button in the Excluded Associations section without completing the previously added row.

2.8.5 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Bank

  Click on a hyperlink of the desired result displayed in the Bank Search page or the "Add Bank" button to navigate to the Bank Detail page.

  The Task Navigation will display if the user profile contains the "BankSearchView" security right.

2.8.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
BankSearchView	Bank Search;	• Bank View • Bank Edit
BankDetailView	Bank Detail;	• Bank View • Bank Edit • My Bank View
BankDetailEdit	Bank Detail;	• Bank Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Bank View	Search for and View Bank details.	• View Only
Bank Edit	View and Edit Bank details.	N/A
My Bank View	View Bank details.	• View Only

2.8.7 Page Mapping

Implement page mapping for the Bank Detail page.

2.8.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.9 Task Reassignment Search Page

2.9.1 Overview

The Task Reassignment Search page lists the Task Reassignment instructions that exist for the county. Users can set the search filters to help narrow down the results. From this page, Users can view, edit, remove, and create new reassignment instructions.

Add 'Task Reassignment' tab to Task Navigation.

2.9.2 Task Reassignment Search Page Mockup

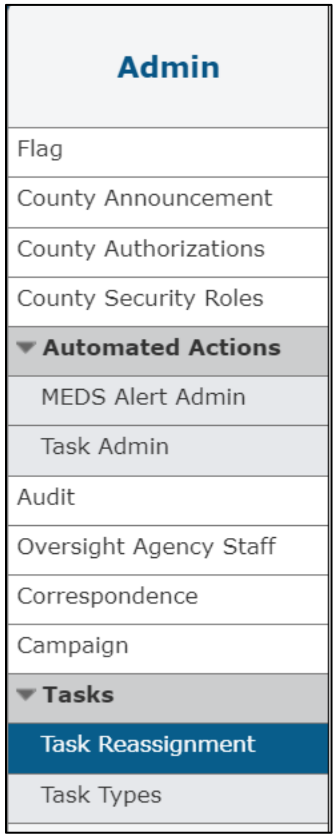


Figure 2.9.2.1 – Task Reassignment Search Page Task Navigation

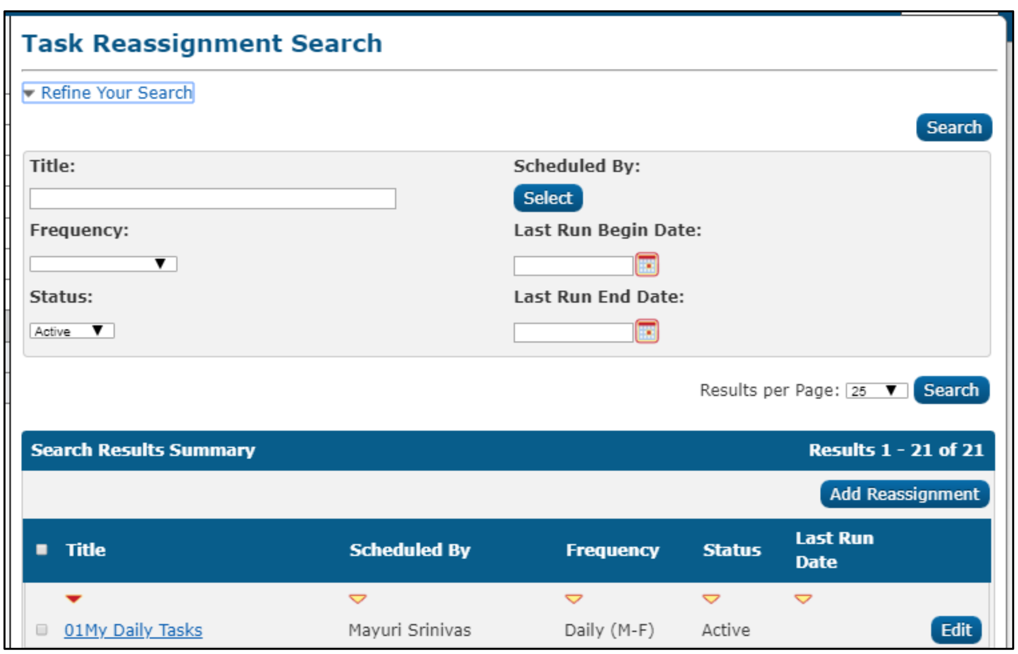


Figure 2.9.2.2 – Task Reassignment Search Page Mockup

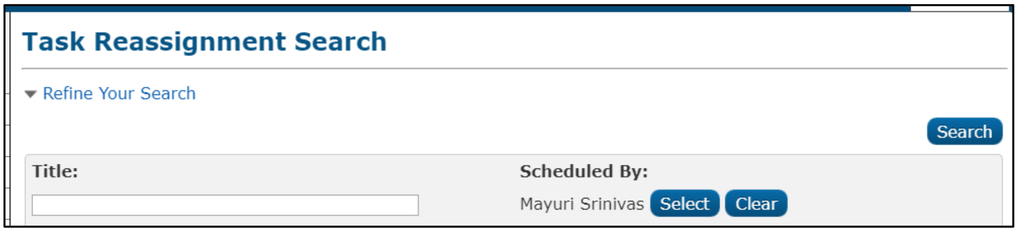


Figure 2.9.2.3 – Task Reassignment Search Page Select Feature Mockup

2.9.3 Description of Changes

Add a Task Reassignment Search page to the LRS/CalSAWS System.

1. **BUTTON:** Search – When clicked, the Search Results Summary is refreshed to display Task Reassignment instructions based on the Search Parameters. If this button is clicked without filling in any parameters, all records are expected to display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

2. <u>Search Parameters</u>

   The following parameters display toward the top of the page and allow users to filter the Task Reassignment instructions that exist for the county. This is an expandable section toward the top of the page that displays parameters which can be used to filter the Tasks displayed on the page. It is expected to be collapsed on initial load.

   a. Title – This column will display the Title of the Task Reassignment instructions.

   b. Scheduled By – This column will display the staff member that created the instructions.
      i. **BUTTON:** Select – When clicked, will navigate the User to the "Select Staff" page. When a selection has been made, a "Clear" button will be available to clear the selection if needed.
      ii. **BUTTON**: Clear – This button appears when a Staff filter is set. Clicking this button will clear the filter for Staff.

   c. Frequency – This field indicates the frequency of the Task Reassignments. Options include One-Time, Daily (M-F), Weekly, or Every Other Week.

   d. Last Run Begin Date – This field sets a beginning range filter for the date the instruction was last executed.

e. Status – This Field indicates the status of the Task Reassignment. Options include Active or Inactive.

f. Last Run End Date – This field sets an end range filter for the date the instruction was last executed.

   Note: If a Task Reassignment has not been completed, the Last Run Date will be blank. These Task Reassignments will be included in the search results when the Last Run End Date filter is blank.

3. Search Results Summary:

   This table contains the following information for the result set that matches the User specified search criteria. Each column is sortable. The default filter displays results where the Scheduled By field is equal to the Staff User that is logged in. The expected order of the listing is by Title alphabetically. The 'Title', 'Scheduled By', 'Frequency', 'Status', and 'Last Run Date' fields are sortable for the results.

a. **BUTTON**: Add Reassignment – This button will display if the worker's security profile contains the "TaskReassignmentEdit" security right. Clicking this button will open the Task Reassignment Detail page in create mode.

The results table consists of the following columns:

b. Selectable Checkbox –For each result displayed in this section, a selectable checkbox will display if the worker's security profile contains the "TaskReassignmentEdit" security right.

c. Title – The title of the reassignment instructions. If the worker's security profile contains the "TaskReassignmentView" security right, this field will be a hyperlink that navigates to the Task Reassignment Detail page in view mode for reassignment instructions.

d. Scheduled By – The first and last name of the staff member that created the Task Reassignment instructions.

e. Frequency – The frequency in which the reassignment instruction will execute.

f. Status – The current status of the reassignment instruction.

g. Last Run Date – Displays the most recent date the reassignment instruction was executed.

h. **BUTTON**: Edit – This button will display if the worker's security profile contains the "TaskReassignmentEdit" security right. Clicking this button displays the Task Reassignment Detail page in Edit mode for the corresponding row.

i. **BUTTON**: Remove – This button will remove the reassignment instruction(s) with a checkmark in the Selectable Checkbox column making them no longer appear in the search results and execute going forward. This button will display if the worker's security profile contains the "TaskReassignmentEdit" security right.

2.9.4 Page Validation

1. "Last Run End Date – The Last Run End Date must be later than the Last Run Begin Date. Please enter a different date."
    a. A validation message displays when Last Run End Date entered is before Last Run Begin Date in the "Refine Your Search" section.

2.9.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks > Task Reassignment

  The Task Navigation will display if the user profile contains the "TaskReassignmentView" security right.

2.9.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaskReassignmentView	• Task Reassignment Search; • Task Reassignment Detail;	• Task Reassignment View • Task Reassignment Edit

Security Right	Right Description	Right to Group Mapping
	• Task Reassignment Results List;	
TaskReassignmentEdit	• Task Reassignment Search; • Task Reassignment Detail; • Task Reassignment Results List;	• Task Reassignment Edit
SelectWorker	• Enter Report Parameters; • Select Worker; • Select Unit; • Select Office; • Select Staff;	• Task Reassignment Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Task Reassignment View	View Task Reassignment Details.	• View Only
Task Reassignment Edit	View and Edit Task Reassignment details. Access to Select pages for Worker, Unit, Office and Staff.	• N/A

2.9.7 Page Mapping

Implement page mapping for the Task Reassignment Search page.

2.9.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.10 Task Reassignment Detail Page

2.10.1 Overview

The Task Reassignment Detail page allows Users to manage detailed information for Task Reassignment instructions. The Task Reassignment Detail page includes information from the Search page in addition to Task Source(s), Reassignment Options, Task Destination(s), Recurrence, and Reassignment Results if available.

Add 'Task Reassignment' tab to Task Navigation.

2.10.2 Task Reassignment Detail Page Mockup

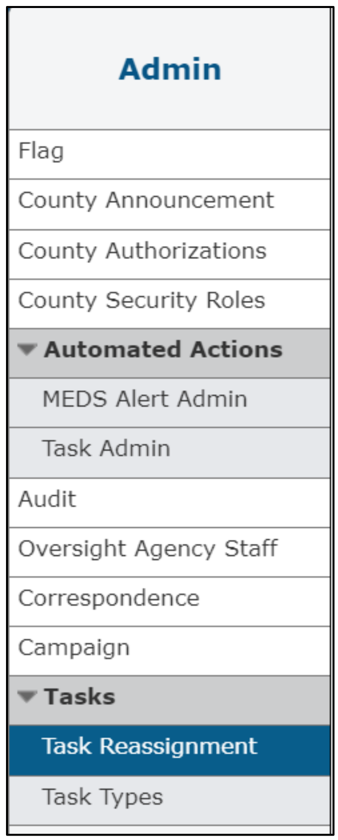
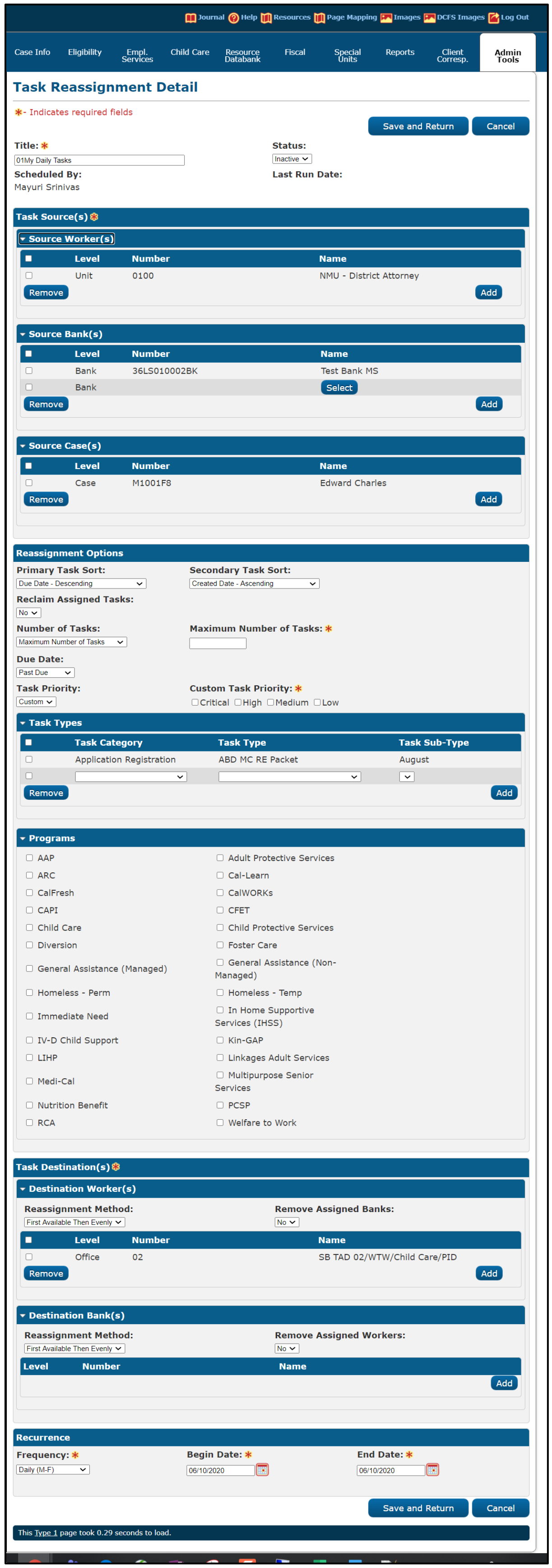


Figure 2.10.2.1 – Task Reassignment Detail Page Task Navigation



Journal Help Resources Page Mapping Images DCFS Images Log Out

Case Info | Eligibility | Empl. Services | Child Care | Resource Databank | Fiscal | Special Units | Reports | Client Corresp. | Admin Tools

Task Reassignment Detail

*- Indicates required fields

Save and Return | Cancel

Title: *
01My Daily Tasks

Status:
Inactive

Scheduled By:
Mayuri Srinivas

Last Run Date:

Task Source(s)

Source Worker(s)

	Level	Number	Name
☐	Unit	0100	NMU - District Attorney

Remove | Add

Source Bank(s)

	Level	Number	Name
☐	Bank	36LS010002BK	Test Bank MS
☐	Bank		Select

Remove | Add

Source Case(s)

	Level	Number	Name
☐	Case	M1001F8	Edward Charles

Remove | Add

Reassignment Options

Primary Task Sort: Due Date - Descending
Secondary Task Sort: Created Date - Ascending
Reclaim Assigned Tasks: No
Number of Tasks: Maximum Number of Tasks
Maximum Number of Tasks: *
Due Date: Past Due
Task Priority: Custom
Custom Task Priority: *
☐Critical ☐High ☐Medium ☐Low

Task Types

	Task Category	Task Type	Task Sub-Type
☐	Application Registration	ABD MC RE Packet	August
☐			

Remove | Add

Programs

☐ AAP	☐ Adult Protective Services
☐ ARC	☐ Cal-Learn
☐ CalFresh	☐ CalWORKs
☐ CAPI	☐ CFET
☐ Child Care	☐ Child Protective Services
☐ Diversion	☐ Foster Care
☐ General Assistance (Managed)	☐ General Assistance (Non-Managed)
☐ Homeless - Perm	☐ Homeless - Temp
☐ Immediate Need	☐ In Home Supportive Services (IHSS)
☐ IV-D Child Support	☐ Kin-GAP
☐ LIHP	☐ Linkages Adult Services
☐ Medi-Cal	☐ Multipurpose Senior Services
☐ Nutrition Benefit	☐ PCSP
☐ RCA	☐ Welfare to Work

Task Destination(s)

Destination Worker(s)

Reassignment Method: First Available Then Evenly
Remove Assigned Banks: No

	Level	Number	Name
☐	Office	02	SB TAD 02/WTW/Child Care/PID

Remove | Add

Destination Bank(s)

Reassignment Method: First Available Then Evenly
Remove Assigned Workers: No

Level	Number	Name

Add

Recurrence

Frequency: * Daily (M-F)
Begin Date: * 06/10/2020
End Date: * 06/10/2020

Save and Return | Cancel

This Type 1 page took 0.29 seconds to load.

Figure 2.10.2.2 – Task Reassignment Detail Create/Edit Mode Page Mockup

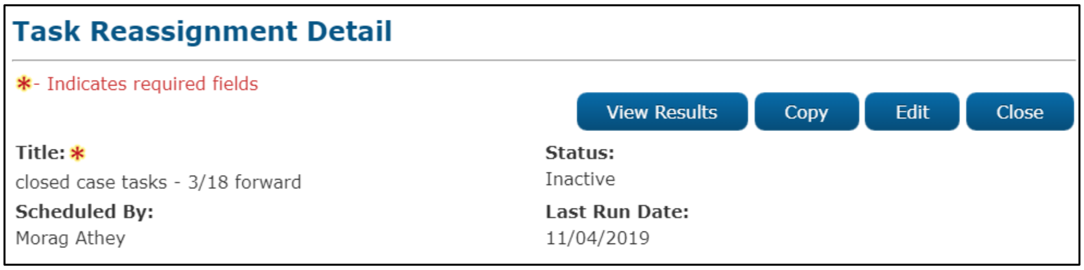


Figure 2.10.2.3 – Task Reassignment Detail View Mode Mockup

2.10.3 Description of Changes – Create/View/Edit Mode

Add a Task Reassignment Detail page to the LRS/CalSAWS System.

1. **BUTTON:** View Results -- This button navigates the User to the Task Reassignment Results List page which includes details for each reassignment based on the instructions (See Section 2.11). This button appears when the page is in view mode and Task Reassignment results exist.

2. **BUTTON:** Copy – This button navigates the User to the Task Reassignment Detail page in create mode, with all the details pre-populated to match the originating Task Reassignment Detail page. This button appears when the page is in view mode and the user's security profile contains the "TaskReassignmentEdit" security right.

   Note: The following fields will not be copied over to the new Task Reassignment. Standard defaults will apply for these fields:

   a. Scheduled By
   b. Last Run Date
   c. Recurrence Begin Date
   d. Recurrence End Date

3. **BUTTON:** Edit – This button appears when the page is in view mode and places the page into edit mode for the current Task Reassignment instruction. The button displays if the user's security profile contains the "TaskReassignmentEdit" security right.

4. **BUTTON:** Close – This button displays when the page is in view mode and when clicked, closes the page and navigates the user back to the Task Reassignments Search page.

5. **BUTTON:** Save and Return – This button navigates the User back to the Task Reassignment Search page, and commits the changes entered in the screen. This button appears when the page is in create or edit mode.

6. **BUTTON:** Cancel – This button navigates the user back to the Task Reassignment Search page and does not commit any of the changes entered in the screen. This button appears when the page is in create or edit mode.

7. Title **(Required)** – This field represents the Title of the Task Reassignment instructions the User has created. This field has a maximum length of 50 characters.

8. Status – This field indicates the current status of the Task Reassignment instruction. The values of this field can be:
    a. Active: The Task Reassignment instruction is set to execute based on the Recurrence/Frequency set by the User.
    b. Inactive: The Task Reassignment instruction will not be executed.

    The default value is Active when the page is in create mode and cannot be modified until after the instruction is saved.

9. Scheduled by – This column will display the User that creates and schedules the Task Reassignment.

    By default, the name displayed in this field is associated to the logged in User's staff record.

10. Last Run Date – This field displays the day the Task Reassignment instruction was last executed.

    This field will be blank if the task Reassignment has not yet been executed.

11. <u>Task Source(s) **(Required)**:</u>

    a. Source Worker(s):
        i. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Source Workers can be removed by checking the selectable checkbox and clicking the "Remove" button.
        ii. Level – This column displays the Level of the organization selected for a given row. The possible values are Worker, Unit, or

Office. When a value is selected, the Select button is displayed in the same row in the table.

iii. Number – This column displays the Number or Code associated to the selected organization or Worker.

iv. Name – This column displays the Name associated to the selected organization or Worker.

v. **BUTTON**: Select – This button will open Select Worker, Select Unit, or Select Office page depending on the value selected in the Level dropdown. Once a value is selected from the Select Worker, Select Unit or Select Office page, the Add button can be used to add the row to the Source Worker table. This button will display when the page is in create or edit mode.

vi. **BUTTON**: Add – This button inserts a new row in the table. A new row will not be inserted if a row was previously added and has not been completed. This button will display when the page is in create or edit mode.

vii. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox. This button will display when the page is in create or edit mode.

b. Source Bank(s):

i. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Source Banks can be removed by checking the selectable checkbox and clicking the "Remove" button.

ii. Level – This column will display "Bank"

iii. Number – This column displays the Bank ID for each Bank displayed in this section.

iv. Name – This column displays the Bank Name for each Bank displayed in this section.

v. **BUTTON**: Select – This button will display the Select Bank page (See assumption #2 in Section 1.4). This button will display when the page is in create or edit mode.

vi. **BUTTON**: Add – This button inserts a new row in the table and displays the "Select" button for the rows allowing the user to select a specific Bank. This button will display when the page is in create or edit mode.

vii. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox. This button will display when the page is in create or edit mode.

c. Source Case(s):

i. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Source Cases can be removed by checking the selectable checkbox and clicking the "Remove" button.
ii. Level – This column will display "Case"
iii. Number – This column displays the Case Number for each Case displayed in this section.
iv. Name – This column displays the Case Name for each Case displayed in this section.
v. **BUTTON**: Select – This button will display the Person Search page. This button will display when the page is in create or edit mode.
vi. **BUTTON**: Add – This button inserts a new row in the table and displays the "Select" button for the row allowing the user to select a specific Case. This button will display when the page is in create or edit mode.
vii. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox. This button will display when the page is in create or edit mode.

12. <u>Reassignment Options:</u>
    a. Primary Task Sort – This dropdown determines the order of the Tasks to be reassigned. The default option is by oldest due date first. The User can change this value to one of the following options:
        i. Due Date – Ascending
        ii. Due Date – Descending
        iii. Created Date – Ascending
        iv. Created Date – Descending
        v. Worker Assigned Date – Ascending
        vi. Worker Assigned Date – Descending
        vii. Task Priority – Low to Critical
        viii. Task Priority – Critical to Low

    Note: Ascending means the oldest date will be listed first. Descending means the oldest date will be listed last.

    b. Secondary Task Sort – This dropdown determines the order of the Tasks to be reassigned if the Primary Task Sort results in a tie. The default option is by oldest created date first. The User can change this value to one of the following options:
        i. Due Date – Ascending
        ii. Due Date – Descending

iii. Created Date – Ascending
iv. Created Date – Descending
v. Worker Assigned Date – Ascending
vi. Worker Assigned Date – Descending
vii. Task Priority – Low to Critical
viii. Task Priority – Critical to Low

Note: Ascending means the oldest date will be listed first. Descending means the oldest date will be listed last.

c. Reclaim Assigned Tasks – This dropdown allows the User to indicate that the Task Reassignments should be reclaimed, or undone, for any Tasks that remain assigned at the next occurrence of the reassignment instructions. This action would occur before the next scheduled Task Assignment is completed. Options include:
   i. Yes
   ii. No

d. Number of Tasks – This dropdown allows the User to restrict the total number of Tasks that are reassigned. By default, this field will allow reassignment of all the Tasks assigned to the Workers and organizations identified in the Task Source(s) Panel. The User can select one of the following options:
   i. All Assigned Tasks
   ii. Maximum Number of Tasks – When selected, a **Required** "Maximum Number of Tasks" field will appear prompting the user to enter a number indicating the maximum number of tasks to be reassigned. This field has a maximum length of four characters. Valid inputs are numbers from 1-2500 only.
   iii. Number of Tasks per Worker - When selected, a **Required** "Number of Tasks per Worker" field will appear prompting the user to enter a number indicating the number of tasks to be reassigned per worker.
   iv. Percentage of Assigned Tasks – When selected, a **Required** "Percentage of Assigned Tasks" field will appear prompting the user to enter a percentage of tasks to be reassigned. This field has maximum length of three characters. Valid inputs are numbers from 1-100 only.

e. Due Date – This dropdown determines if tasks to be reassigned will be filtered by their Due Date. The default option allows Tasks to be reassigned, regardless of their due date. The User can update this setting to one of the following options:

i. Any – All Tasks will be considered regardless of Due Date
ii. Past Due – Only Tasks with a Due Date prior to the Task Reassignment run date will be reassigned.
iii. Next 7 Days – Only Tasks with a Due Date within the next 7 calendar days of the Task Reassignment run date will be reassigned.
iv. Next 30 days – Only Tasks with a Due Date within the next 30 calendar days of the Task Reassignment will be reassigned.
v. Custom – User specified dates entered into secondary prompts for Begin Due Date and End Due Date.

f. Task Priority – This dropdown lets the User choose the following options for the priority of the Task Reassignment:
   i. Any
   ii. Custom – When selected, a **Required** "Custom Task Priority" section will display the four possible Priority values with checkboxes. Priorities that have been selected to apply to the Task Reassignment have check marks to the left of them. The Field is only visible when Custom is chosen in the Task Priority field. When visible, this field is required to have at least one of the boxes checked. The Task Reassignment will then only reassign Tasks if the Priority of their associated Task Types matches one of the values checked in this field. The following are the options for Custom Task Priority:
      1. Critical
      2. High
      3. Medium
      4. Low

13. <u>Task Types:</u>

By default, this section loads in collapsed view with no rows specified. This means Tasks of any Type and Sub-Type will be included in the Task Reassignment process. Note: This section will load in expanded mode if at least one row is specified in the filter table. The User may expand this section and specify Task Types and Task Sub-Types to be included in the Task Reassignment process. The following columns and buttons are displayed so the User can specify their filter:

a. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Task Type rows can be removed by checking the selectable checkbox and clicking the “Remove” button.

b. Task Category – This column displays the Task Category for each row, if the worker has selected a Task Category for the row. When adding a new row, Task Category is not a required field; the user may choose a Task Type without selecting a Task Category. However, if the user selects a Task Category, the Task Type dropdown will only display Task Types available within the selected Task Category. Similarly, if the user does not select a Task Category value, and they do select a Task Type value, the Task Category value will remain blank. The Task Category dropdown will include all available Task Categories.

c. Task Type – This column displays the Task Type for each row. When adding a new row, a dropdown will display with all available Task Types for the county. However, if the user has selected a value in the Task Category dropdown, the Task Type dropdown will only display Task Types available within the selected Task Category for the county. A value is not required in this field as a user may choose to reassign tasks based on a Task Category alone.

d. Task Sub-Type – This column contains Task Sub-Type information. When adding a new row, a dropdown will display with all available Task Sub-Types for the Task Type selected in the Task Type dropdown.

e. **BUTTON**: Add – This button inserts a new row in the table and will display when the page is in create or edit mode.

f. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox and will display when the page is in create or edit mode.

14. Programs: By default, this section loads in collapsed view with no programs checked. This means Tasks associated to any program will be included in the Task Reassignment process.

    The User may expand this section and choose to identify a program, or set of programs, from which to draw Tasks. Programs that are considered intake programs or external programs will be displayed. Refer to Appendix Section 7.1 for a current list of intake/external programs.

15. Task Destination(s) **(Required)**:

    a. Destination Worker(s):

       i. Reassignment Method – This dropdown allows the User to choose how the Tasks are reassigned to the Worker Destinations. These are the following options for Reassignment Method:

1. Evenly Among Workers
2. First Available Then Evenly

ii. Remove Assigned Banks – This dropdown allows the User to choose whether to remove any existing Bank Assignments when Reassigning Tasks to Workers. The following options for removing assigned Banks are:

1. Yes
2. No (default value)

iii. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Destination Worker rows can be removed by checking the selectable checkbox and clicking the "Remove" button.

iv. Level – This column displays the Level of the organization selected for a given row. The possible values are Worker, Unit, or Office. When a value is selected in the dropdown while adding a row, the Select button is displayed in the same row in the table.

v. Number – This column displays the Number or Code associated to the selected organization or Worker.

vi. Name – This column displays the Name associated to the selected organization or Worker.

vii. **BUTTON**: Select – This button will open Select Worker, Select Unit, or Select Office page depending on the value selected in the Level dropdown. Once a value is selected from the Select Worker, Select Unit or Select Office page, the Add button can be used to add the row to the Source Worker table. This button will display when the page is in create or edit mode.

viii. **BUTTON**: Add – This button inserts a new row in the table. This button will display when the page is in create or edit mode.

ix. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox. This button will display when the page is in create or edit mode.

b. Destination Bank(s):

i. Reassignment Method – This field allows the User to choose how Tasks are reassigned to the Bank Destinations. The options include:

1. Evenly Among Banks
2. First Available Then Evenly

ii. Remove Assigned Workers – This field allows the User to choose whether to remove any existing Worker assignments when Reassigning Tasks to Banks. The options include:

1. Yes
2. No

iii. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. Destination Banks can be removed by checking the selectable checkbox and clicking the "Remove" button.

iv. Level – This column will display "Bank"

v. Number – This column displays the Bank ID for each Bank displayed in this section.

vi. Name – This column displays the Bank Name for each Bank displayed in this section.

vii. **BUTTON**: Select – This button will display the Select Bank page (See assumption #2 in Section 1.4). The button will display when the page is in create or edit mode.

viii. **BUTTON**: Add – This button inserts a new row in the table and displays the "Select" button for the rows allowing the user to select a specific Bank. The button will display when the page is in create or edit mode.

ix. **BUTTON**: Remove – This button will remove rows within the table with a checkmark in the Selectable checkbox. The button will display when the page is in create or edit mode.

16. Recurrence:

a. Frequency **(Required)** – Four options are available:

i. One-Time (Default) – This instruction will only run once.

ii. Daily (M-F) – This instruction will run on a daily basis- Monday through Friday.

iii. Weekly – This instruction will run every week on the weekday(s) selected- Monday through Friday.

iv. Every Other Week – This instruction will run every other week on the weekday(s) selected- Monday through Friday.

LRS/CalSAWS System holidays are excluded.

b. Begin Date **(Required)** – This is the start date for the Task Reassignment instructions. The value is defaulted to the current LRS/CalSAWS System date.

Note: This field is not editable after the Task Reassignment has been executed for the first time. This field displays for any value selected in the Frequency dropdown.

c. End Date **(Required)** – Displays when the value selected in the Frequency dropdown is "Daily (M-F)", "Weekly" or "Every Other Week". This is the end date for Task Reassignment instructions.

This value is defaulted to one year from the LRS/CalSAWS System date when the page is in create mode. It cannot be edited to be more than one year from the LRS/CalSAWS System date.

d. Weekday(s) **(Required)** – Displays when the value selected in the Frequency dropdown is "Weekly" or "Every Other Week". Weekday names (Monday through Friday) will display with a checkbox available for each day allowing the user to select one or more weekdays.

2.10.4 Description of Changes – Results Mode

Display the top pane of the Task Reassignment Detail page in results mode when navigating from the Task Reassignment Results List page (See section 2.11). When the Task Reassignment Detail page is accessed through the Task Reassignment Results List Page, there are additional fields displayed related to the specific Task Reassignment occurrence that ran. The Task Reassignment Detail page will also display a snapshot of the detail settings for the Task Reassignment as they were at the time of the reassignment.

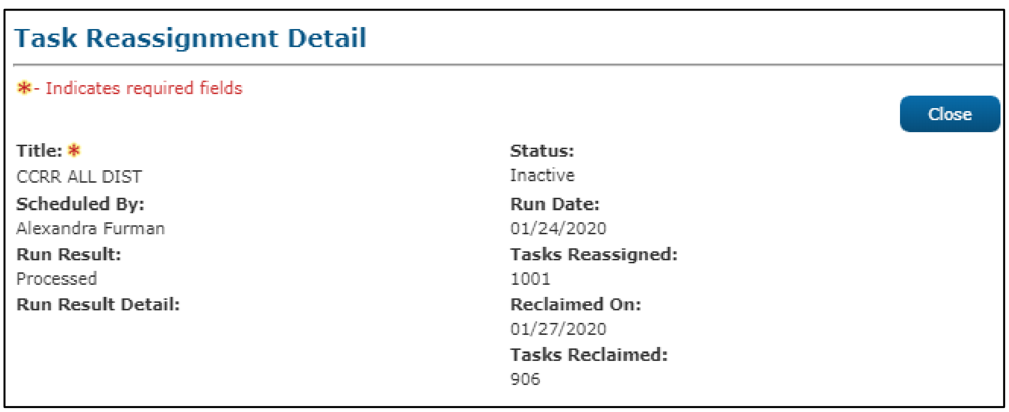


Figure 2.10.4.1 – Task Reassignment Detail Results Mode Page Mockup

1. **BUTTON:** Close – This button closes the page and navigates the User back to the Task Reassignment Results List page.

The following fields display only when the page is in results mode:

2. Run Date – This field displays the date the Task Reassignment was run.
3. Run Result – This field displays the result status for the Task Reassignment. The result can be one of the following two statuses:
    a. Processed
    b. Not Processed

4. Tasks Reassigned – This field displays the number of Tasks that were reassigned.
5. Run Result Detail – This field displays additional information if the Run Result is Not Processed. Possible values include:
    a. Task Source(s) Do Not Have Task Assignments
    b. Number of Tasks to Reassign Is Over Limit
6. Reclaimed On – This field displays the date the Task Reassignment was reclaimed. A date will not appear under the following conditions:
    a. The Task Reassignment has not been reclaimed yet
    b. The Task Reassignment is not set to Reclaim Assigned Tasks
    c. The Task Reassignment resulted in 0 Task Reassignments
7. Tasks Reclaimed – This field displays the number of Tasks that were reclaimed. This column will have a value when there is a date in the 'Reclaimed On' field.

2.10.5 Page Validation

1. "Title – The title is already in use by the staff member listed in the Scheduled By field."
    a. A validation message is displayed when the User attempts to save a Task Reassignment with the same Title entered for the same User that is scheduling the Task Reassignment. Upper and Lower case is not considered for uniqueness.
2. "Task Source(s) – A new row may not be added until the last row has been completed."
    a. A validation message displays when the User attempts to add a row in the Task Source(s) table before completing the last row on that table.
3. "Task Types – A new row may not be added until the last row has been completed."
    a. A validation message displays when the User attempts to add a row in the Task Types table before completing the last row on that table.
4. "Task Destination(s) – A new row may not be added until the last row has been completed."
    a. A validation message displays when the User attempts to add a row in the Task Destination(s) table before completing the last row on that table.
5. "Maximum Number of Tasks – Input value must be a number from 1 – 2500. Please enter a different value."
    a. A validation message displays when the User attempts to input an invalid value in the Maximum Number of Tasks secondary prompt.
6. "Percentage of Assigned Tasks – Input value must be a number from 1 – 100. Please enter a different value."

    a. A validation message displays when the User attempts to input an invalid value in the Percentage of Assigned Tasks secondary prompt.

7. "Begin Date – The Recurrence Begin Date must not be in the past. Please enter a different date."
    a. A validation message displays when the Users attempts to save a Task Reassignment instruction with a Begin Date in the past.
8. "End Date – The Recurrence End Date must not be in the past, earlier than the Begin Date, or greater than a year from the current date."
    a. A validation message displays when the Users attempts to save an active Task Reassignment instruction with an End Date in the past, an End Date prior to the Begin Date, or an End Date greater than a year from the C-IV System date.
9. "End Due Date – The End Due Date must be later than the Begin Due Date. Please enter a different date."
    a. A validation message displays when End Due Date entered is before Begin Due Date in the Reassignment Options Panel for "Custom" Due Date.
10. "Remove Assigned Workers – This reassignment has at least one Worker as a destination."
    a. Add a validation to display when the User attempts to save the reassignment with "Yes" selected in the Remove Assigned Workers field and populated at least one Worker Destination.
11. "Remove Assigned Banks – This reassignment has at least one Bank as a destination."
    a. Add a validation to display when the User attempts to save the reassignment with "Yes" selected in the Remove Assigned Banks field and populated at least one Bank Destination.
12. "Task Source(s) – A Worker or Bank must be included as a source."
    a. Add a validation to display when the User attempts to save the reassignment without populating at least one Worker or Bank in the Task Source(s) section. This is an update to the existing Task Source(s) "field is required" validation.
13. "Task Destination(s) – A Worker or Bank must be included as a destination."
    a. Add a validation to display when the User attempts to save the reassignment without populating at least one Worker or Bank in the Task Destination(s) section.
14. "Source Worker(s) – A new row may not be added until the last row has been completed."
    a. Add a validation to display if the User attempts to add a row in the Source Worker(s) section before completing the last row added to that table.
15. "Source Bank(s) – A new row may not be added until the last row has been completed."

    a. Add a validation to display if the User attempts to add a row in the Source Bank(s) section before completing the last row added to that table.

16. "Destination Worker(s) – A new row may not be added until the last row has been completed."
    a. Add a validation to display if the User attempts to add a row in the Destination Worker(s) section before completing the last row added to that table.
17. "Destination Bank(s) – A new row may not be added until the last row has been completed."
    a. Add a validation to display if the User attempts to add a row in the Destination Bank(s) section before completing the last row added to that table.
18. "Number of Tasks – A Worker must be included as a destination."
    a. Add a validation to display if the User attempts to save the reassignment after selecting "Number of Tasks per Worker" in the Number of Tasks field without at least a single Worker added to the Destination Workers section.
19. "Custom Task Priority – The values selected conflict with the priorities associated to the selected Task Types. Please select additional values for Custom Task Priority."
    a. If the User attempts to save a Task Reassignment having checked at least one Custom Task Priority and chosen at least one Task Type, but none of the checked Priorities match a Priority of the selected Task Types or Sub-Types, a validation message is triggered. This is to prevent Users from saving Task Reassignment jobs that will not reassign any Tasks.

       This validation also displays if the User has selected at least one Custom Task Priority and not chosen any Task Types, but none of the Task Types or Sub-Types in the County have a Priority that match at least one of the Custom Task Priority selections.
20. "Number of Tasks per Worker – Input value must be a number from 1 – 2500. Please enter a different value."
    a. A validation message displays when the User attempts to input an invalid value in the Number of Tasks per Worker field.
21. "Number of Tasks – This option conflicts with the selected Reassignment Method. Please update the Reassignment Method, or select another option."
    a. A validation message displays when the User attempts to save with a Number of Tasks selection of 'Number of Tasks per Worker' and a Reassignment Method of 'First Available Then Evenly'.

2.10.6 Page Location

- **Global:** Admin Tools

- **Local:** Office Admin
- **Task:** Tasks > Task Reassignment > Click on a hyperlink of the desired result displayed in the Task Reassignment Search page or the "Add Reassignment" button to navigate to the Task Reassignment Detail page.

  The Task Navigation will display if the user profile contains the "TaskReassignmentView" security right.

2.10.7 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
TaskReassignmentView	• Task Reassignment Search; • Task Reassignment Detail • Task Reassignment Results List;	• Task Reassignment View • Task Reassignment Edit
TaskReassignmentEdit	• Task Reassignment Search; • Task Reassignment Detail; • Task Reassignment Results List;	• Task Reassignment Edit
SelectWorker	• Enter Report Parameters; • Select Worker; • Select Unit; • Select Office; • Select Staff;	• Task Reassignment Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Task Reassignment View	View Task Reassignment Details.	• View Only
Task Reassignment Edit	View and Edit Task Reassignment details. Access to Select pages for Worker, Unit, Office and Staff.	• N/A

2.10.8 Page Mapping

Implement page mapping for the Task Reassignment Detail page.

2.10.9 Page Usage/Data Volume Impacts

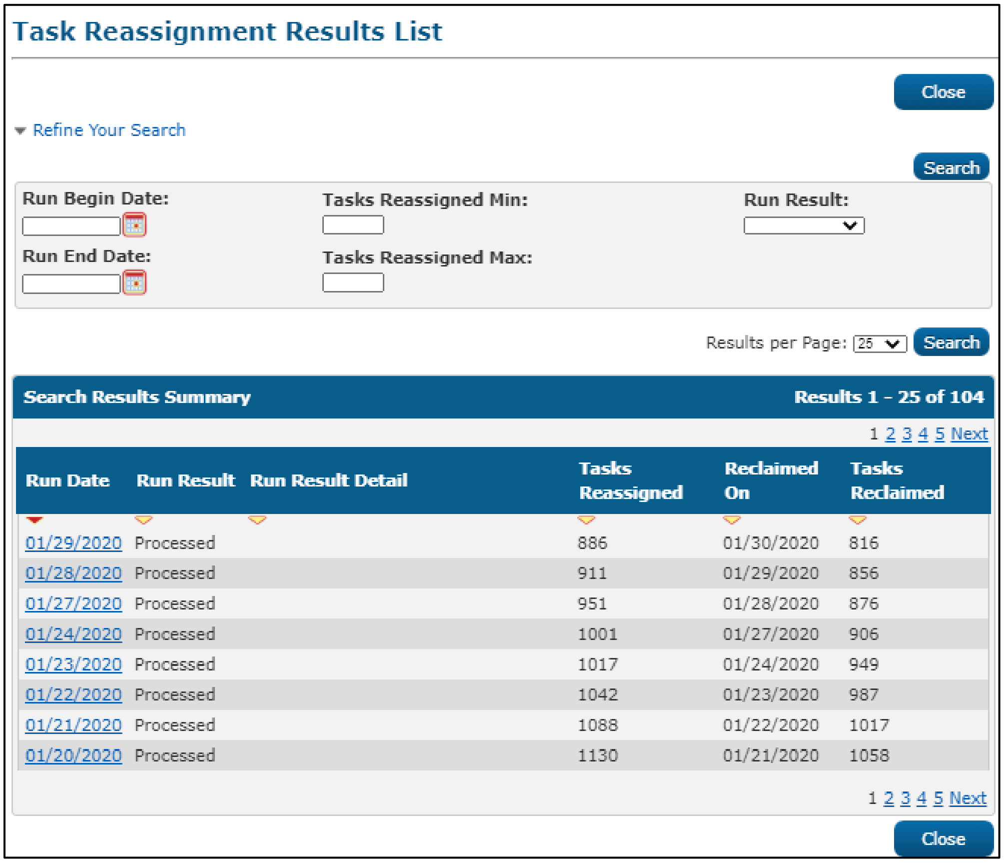
There are no expected page usage/volume impacts.

2.11 Task Reassignment Results List Page

2.11.1 Overview

This page lists the Task Reassignment Results for the Task Reassignment that was displayed on the Task Reassignment Detail page. The User can view reassignment results and details of the Task Reassignment instructions for each run.

2.11.2 Task Reassignment Results List Mockup



Run Date	Run Result	Run Result Detail	Tasks Reassigned	Reclaimed On	Tasks Reclaimed
01/29/2020	Processed		886	01/30/2020	816
01/28/2020	Processed		911	01/29/2020	856
01/27/2020	Processed		951	01/28/2020	876
01/24/2020	Processed		1001	01/27/2020	906
01/23/2020	Processed		1017	01/24/2020	949
01/22/2020	Processed		1042	01/23/2020	987
01/21/2020	Processed		1088	01/22/2020	1017
01/20/2020	Processed		1130	01/21/2020	1058

Figure 2.11.2.1 – Task Reassignment Results List Page Mockup

2.11.3 Description of Changes

Add a Task Reassignment Results List page to the LRS/CalSAWS System.

1. **BUTTON:** Close – This button closes the page and navigates the User back to the Task Reassignment Detail page.

2. **BUTTON:** Search – When clicked, the Search Results Summary is refreshed to display Tasks that match the search criteria in the Search Parameters section. If this button is clicked without filling in any parameters, all records are expected to display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

3. Refine Your Search: Allows User to choose the number of search results displayed per page. This is an expandable section toward the top of the page that displays parameters which can be used to filter the Tasks displayed on the page. It is expected to be collapsed on initial load. The expected order of the listing is by Run Date chronologically. The 'Run Date', 'Run Result', 'Run Result Detail', 'Tasks Reassigned',

‘Reclaimed On’, and ‘Tasks Reclaimed’ fields are sortable for the results. Search can filter the results by the following criteria:

a. Run Begin Date – This field allows the User to input the beginning date for the search range when the Task Reassignment was executed
b. Run End Date – This field allows the User to input the end date for the search range when the Task Reassignment was executed.
c. Tasks Reassigned Min – This text field allows the User to input the minimum total number of Tasks that were reassigned. Valid inputs are numbers from 0 – 2500 only.
d. Tasks Reassigned Max – This text field allows the User to input the maximum total number of Tasks that were reassigned. Valid inputs are numbers from 0 – 2500 only.
e. Run Result – This dropdown field allows the User to search by the results status for the Task Reassignment. Options include:
    i. Processed
    ii. Not Processed

4. <u>Search Results Summary:</u> Contains the following information for the result set that matches the User specified search criteria. Each column is sortable. Default sort is Run Date descending.
   Note: Results are kept up to one year from their run date. After one year, the results are purged from the LRS/CalSAWS System.
    a. Run Date – This column indicates the date the instruction was executed. Hyperlink leads to the Task Reassignment Detail page in results mode (See Section 2.10.4) for the selected run date.
    b. Run Result – This column indicates the result status for the Task Reassignment, options include:
        i. Processed
        ii. Not Processed
    c. Run Result Detail – This column indicates additional information if the Run Result is Not Processed. Possible values are:
        i. Task Source(s) Do Not Have Task Assignments
        ii. “Number of Tasks to Reassign (#) Is Over Limit (2500)” where the # equals the number of Tasks to reassign.
        iii. Task Destination(s) Do Not Have Active Workers” and will correspond to a Run Result of “Not Processed.”
    d. Tasks Reassigned – This column indicates the number of Tasks that were Reassigned.
    e. Reclaimed On – This column indicates the date the Task Reassignment was reclaimed. A date will not appear under the following conditions:
        i. The Task Reassignment has not been reclaimed yet
        ii. The Task Reassignment is not set to Reclaim Assigned Tasks

iii. The Task Reassignment resulted in 0 Task Reassignments

f. Tasks Reclaimed – This column indicates the number of Tasks that were reclaimed. This column will have a value when there is a date in the 'Reclaimed On' column.

2.11.4 Page Validations

1. "Run End Date – Run End Date must be later than the Run Begin Date. Please enter a different date."
    a. A validation message displays when Run End Date entered is before Run Begin Date in the "Refine Your Search" section.
2. "Run Begin Date – Task Reassignment results are limited to one year. Please enter a different date."
    a. A validation message displays when the User enters Run Begin Date more than a year in the past.
3. "Tasks Reassigned Max – Input value must be a number from 0 – 2500. Please enter a different value."
    a. A validation message displays when the User attempts to input an invalid value in the Tasks Reassigned Max.
4. "Tasks Reassigned Min – Input value must be a number from 0 – 2500. Please enter a different value."
    a. A validation message displays when the User attempts to input an invalid value in the Tasks Reassigned Min.
5. "Tasks Reassigned Max – Task Reassigned Max must be greater than or equal to the Task Reassigned Min value. Please enter a different value."
    a. A validation message displays when the User attempts to input a value in Tasks Reassigned Min field that is greater than the value in Tasks Reassigned Max.

2.11.5 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Tasks > Task Reassignment > Click on a hyperlink of the desired result displayed in the Task Reassignment Search page to navigate to the Task Reassignment Detail page > Click the View Results button which will display if the Task Reassignment instruction has run at least once.

2.11.6 Security Updates

This page does not have specific security assigned because it is accessed through the Task Reassignment Detail page. The user can only access the Task Reassignment Detail page with the security defined in Section 2.10.7, which by default also allows access to the Task Reassignment Results List page.

2.11.7 Page Mapping

Implement page mapping for the Task Reassignment Results List page.

2.11.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.12 Remove the Current LRS/CalSAWS Task Reassignment Pages

2.12.1 Overview

The Task Reassignment pages outlined in Sections 2.9, 2.10, and 2.11 will replace the existing Task Reassignment Detail, Task Reassignment Confirmation and Pending Task Reassignments pages in the LRS/CalSAWS System. The existing pages will be removed.

2.12.2 Description of Changes

1. Remove the navigation to access the existing Task Reassignment pages located at:
   - **Global:** Admin Tools
   - **Local:** Task Reassignment

   The following pages will no longer be accessible:
   - Task Reassignment Detail – Located at Task Navigation: Task Reassignment
   - Task Reassignment Confirmation List – Located at Task Navigation: Task Reassignment Confirmation
   - Pending Task Reassignments List – Located at Task Navigation: Pending Task Reassignments

2. Update worker security profiles who have access to the existing Task Reassignment pages to now have access to the Task Reassignment pages introduced in sections 2.9, 2.10, and 2.11:
   a. The "Task Reassignment" security group within LRS/CalSAWS grants full access (view and create) to all 3 of the pages mentioned in recommendation Section 2.12.2.1 above. This means that any worker within LRS/CalSAWS who has the "Task Reassignment" security group associated to their security

profile can create and execute Task Reassignment instructions.

To preserve the ability for these staff to create Task Reassignment instructions, create a one-time data change to associate the "Task Reassignment Edit" security group to the security profile of any user who has the "Task Reassignment" security group within LRS/CalSAWS. (Reference Section 2.10.7 regarding the "Task Reassignment Edit" security group).

If the "Task Reassignment" security group is directly assigned to the user as an individual group assignment, the "Task Reassignment" assignment will be end dated and a new individual "Task Reassignment Edit" security group will be associated to the user.
Regarding Security Roles, the "Task Reassignment" security group will be removed from any Security Roles that currently include it. The "Task Reassignment Edit" security group will then be associated to each Security Role that previously contained the "Task Reassignment" security group.

3. After the completion of the security reassociation in Section 2.12.2.2, remove security rights and security groups for the pages that are being removed:
    a. End date any active assignments of the "Task Reassignment" security group. The "Task Reassignment View" and "Task Reassignment Edit" security groups will now be used to access the Task Reassignment pages.

       An "active assignment" is an assignment of a security group directly (SECURE_USER_GRP database table) or via a security role (SECURE_ROLE_GRP database table).
    b. Remove the "Task Reassignment" security group from LRS/CalSAWS to prevent the group from being assigned in the future.

       Developer Note: Set SECURE_GRP.VISBL_IND = 'N'

Note: The current LRS/CalSAWS Task Reassignment pages run an evaluation in real-time to determine if the reassignment instructions will result in 50 or less Tasks being reassigned. If there are 50 or less Tasks, the reassignment will occur in real-time, otherwise the reassignments occur during the nightly batch processes. Reassignment instructions created with the Task Reassignment page being introduced with Section 2.11 will only occur with the nightly batch processes. Please reference CA-214929 for DDID 655 which outlines the real time reassignment capability on the Task Search page.

4. Deactivate the LRS/CalSAWS Task Reassignment Batch Job (PB19A100). See Sections 2.16 through 2.19 for logic of the replacement Batch Jobs.

2.13 Worklist and Worklist PR RE Page

2.13.1 Overview

The Worklist pages allow workers to search, view and create Tasks as well as request new Tasks.

2.13.2 Worklist Page Mockup

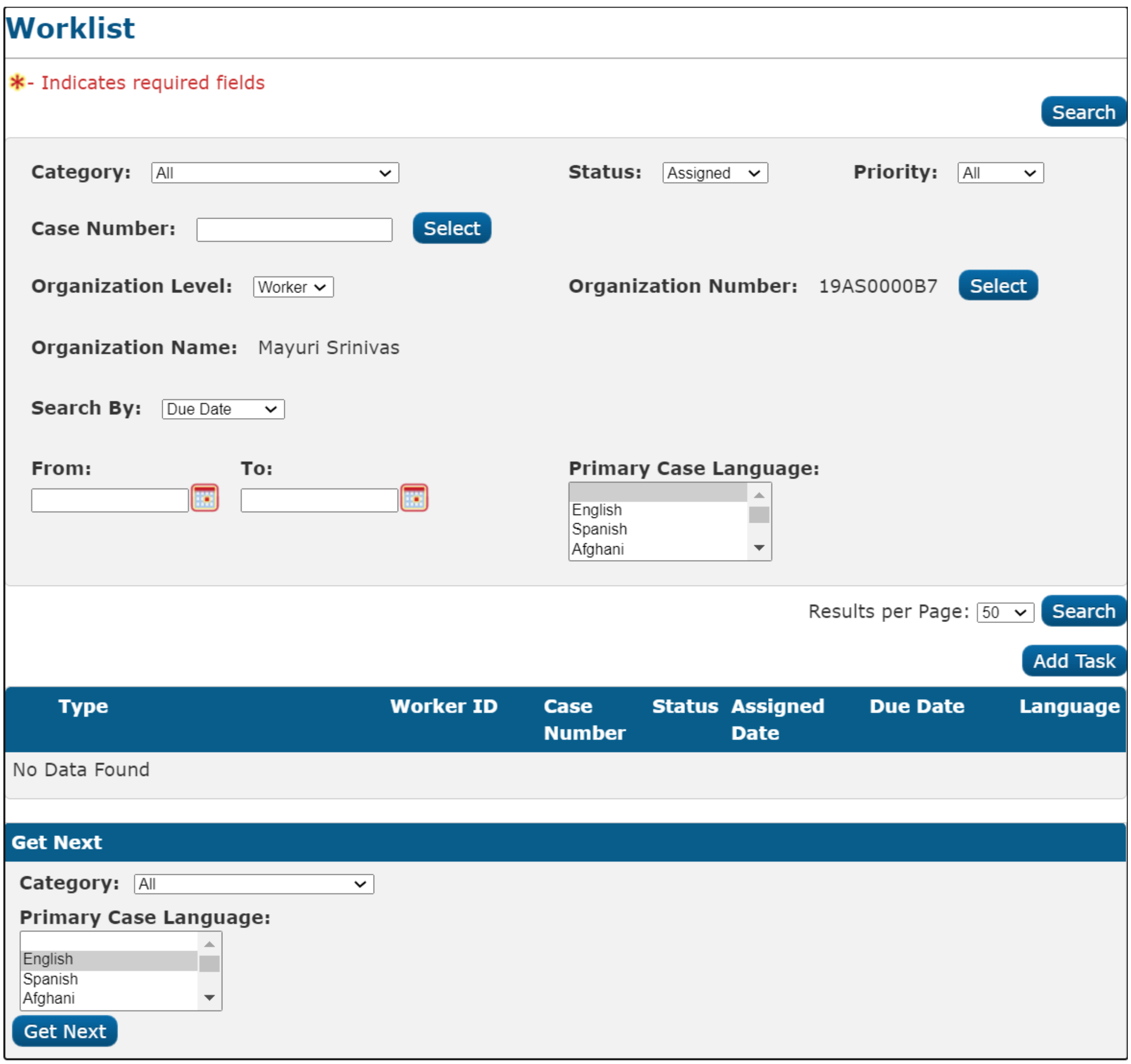


Figure 2.13.2.1 – Worklist Page Mockup

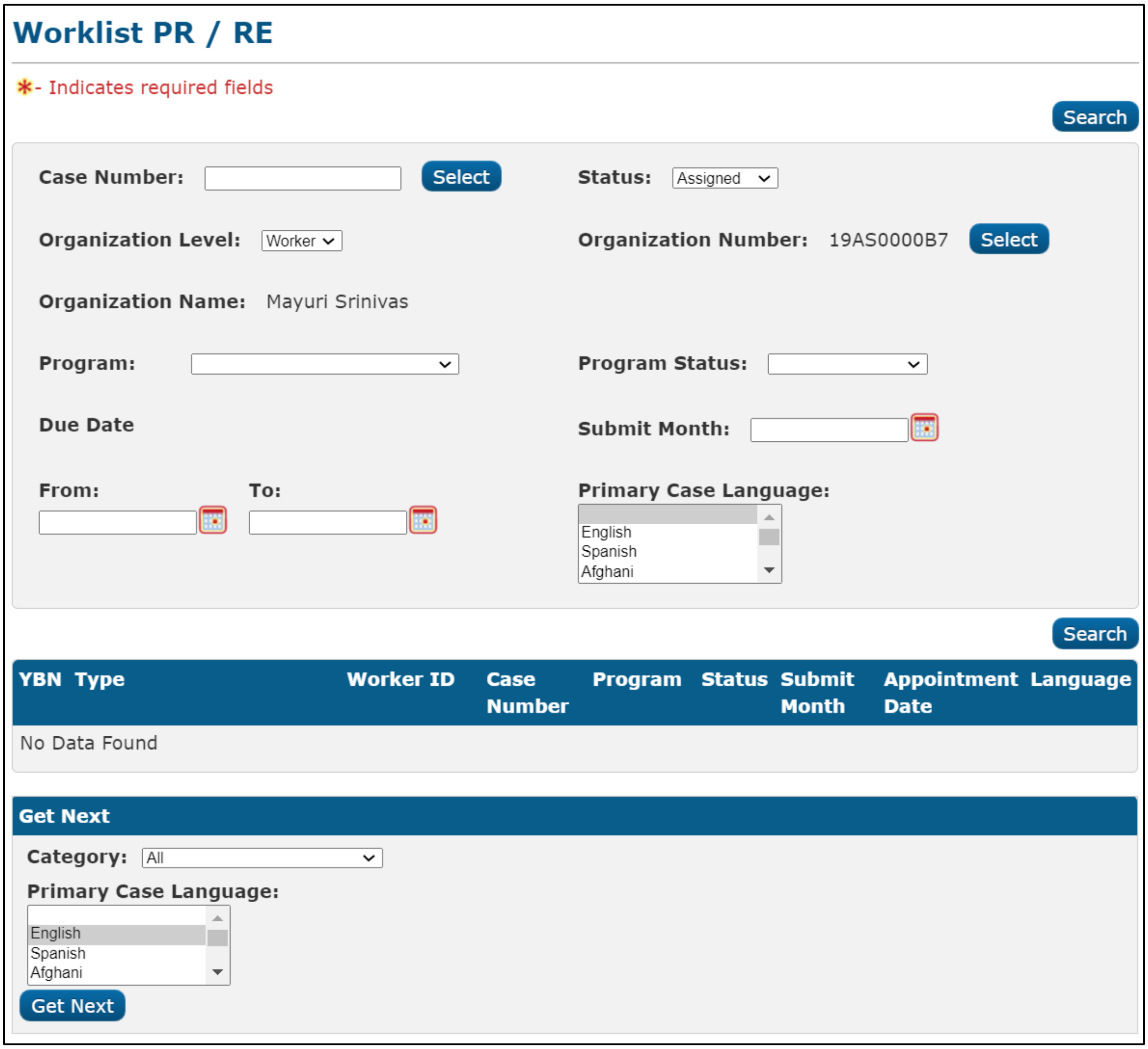


Figure 2.13.2.2 – Worklist PR RE Page Mockup

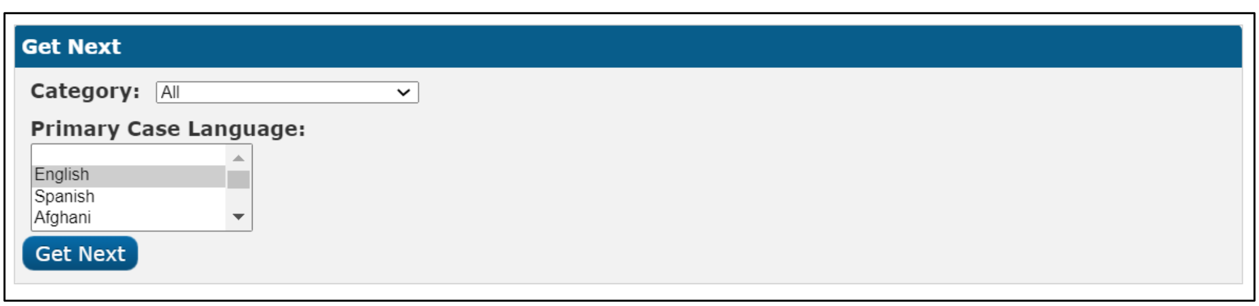


Figure 2.13.2.3 – Get Next Feature Mockup

2.13.3 Description of Changes

1. Update the logic of the Get Next button on the Worklist and Worklist PR RE pages:
    a. Current logic first finds the MAQ that is associated to the same Office and Unit of the logged in worker. It will then retrieve a task from the MAQ where the Category of the task is also associated to the Position Detail page for the worker's Worker Number. This condition is to make sure the worker's position can receive that type of task.

       Update the above logic to evaluate for Banks instead of MAQs. The Get Next button will now find Banks that the logged in worker is associated to. It will then retrieve a Task from the Bank where the Category of the Task is also associated to the Position Detail page of the worker's Worker Number and update the Task status to "In Process".

       Reference Section 2.21 for the specifics of converting MAQs into Banks.
    b. Update the logic to no longer require a Task Type to be indicated as having "Office Distribution". Both a Bank and a Worker's Position will have Task Categories defined, which are compared on assignment of a Task through Get Next functionality. The functionality already confirms that the requesting Worker can receive the category type of the Task that Get Next provides.

2. If no tasks are available when the Get Next button is used, the following message currently displays:
   "No tasks are available from the Master Assignment Queue to be assigned at this time."

   Modify the text of this message to no longer reference Master Assignment Queue as follows:
   "There are no tasks available to be assigned at this time."

3. Update the Category dropdown within the "Get Next" section of the Worklist pages to only display Active Office Distribution Task Categories that match the selected Task Categories on the worker's Position Detail Page. Currently, this dropdown menu displays all Active Office Distribution Task Categories regardless if the worker's position can receive these Task Categories. This modification will resolve the scenario in which a worker may request a Task with a Task Category that they are not able to receive.

4. Update the "Complete" button on the Worklist pages to display if the Task is in an Assigned or In Process status.

5. A Task Detail page can be accessed via the Worklist pages by adding a Task or Editing a Task. Update this Task Detail page as follows:

    a. With the introduction of Bank functionality, a Task may be assigned to a Bank without being assigned to a Worker ID. Update the required "Worker Assigned" field on Task Detail to only enforce required validation when the Task Detail page is in Create Mode. When the page is in Edit Mode, it is possible to view a Task which is only assigned to a Bank. In this instance, the Task Detail page does not allow editing of the Worker Assigned field when the page is in Edit Mode, however validation will still enforce the existence of a value. This modification will not enforce the required Worker Assigned field when the page is in Edit mode.
    b. With the expiration options that are available on the Task Type Detail page, an expiration date cannot always be calculated at the time the Task is created. For example, if the Task Type indicates to expire the Task 5 days after the program closes, the program closure date is not a value that is known in advance. Update the Expiration Date logic during Task Creation on the Worklist Task Detail page to determine an Expiration Date if the Task Type "Expiration Type" value is "After Task Is Created". Reference Section 2.3.3 for specifics of the Expiration Type field. This page will still display the "Expiration Date:" label if an expiration date does not exist.

Note: A Task Detail page is currently accessible through the Worklist pages allowing users to view and create Tasks. SCR CA-214929 for DDID 655 is introducing a new version of a Task Detail page that is accessible via a dedicated Task Management pop-up window. The functionality of the new Task Detail page does not require a Task to be associated to a Worker ID; a Task may now be associated to a Bank as well. Other than the recommendations described above regarding the Get Next functionality on the Worklist pages, the Task Detail page that is accessible through the Worklist pages will not be modified to support additional Bank functionality such as the assignment of Tasks to Banks. This page will continue to function as is with the new features available through the dedicated Task Management pop-up window described in SCR CA-214929.

2.13.4 Page Location

- **Global:** Case Info

- **Local:** Tasks
- **Task:** Worklist
  Worklist PR RE

2.13.5 Security Updates

N/A

2.13.6 Page Mapping

N/A

2.13.7 Page Usage/Data Volume Impacts

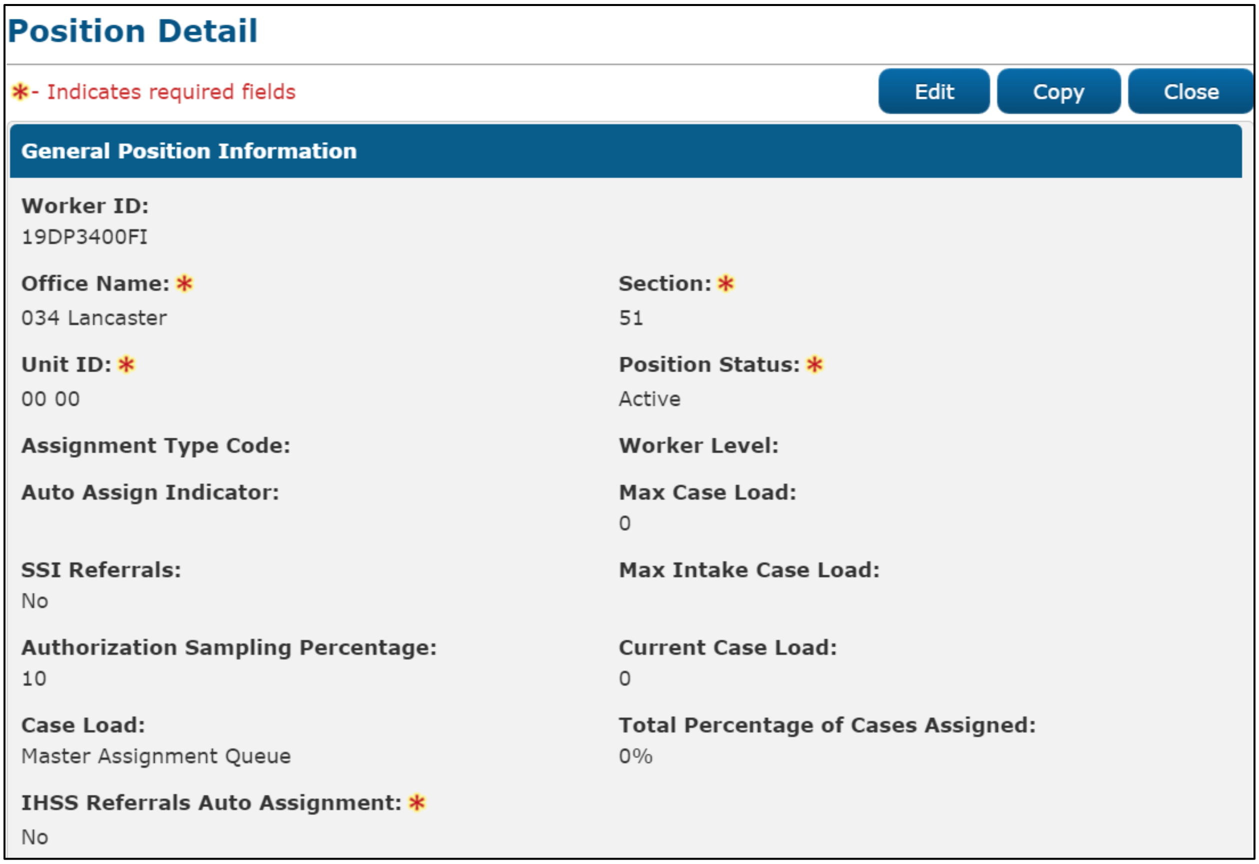
There are no expected page usage/volume impacts.

2.14 Position Detail Page

2.14.1 Overview

The Position Detail page includes a "Case Load" attribute indicating if the position is "Traditional" or "Master Assignment Queue". The Master Assignment Queue functionality is being replaced by the Task Bank functionality which will obsolete the Case Load attribute.

2.14.2 Position Detail Page Example


Position Detail

*- Indicates required fields

Edit Copy Close

General Position Information

Worker ID:
19DP3400FI

Office Name: *
034 Lancaster

Section: *
51

Unit ID: *
00 00

Position Status: *
Active

Assignment Type Code:

Worker Level:

Auto Assign Indicator:

Max Case Load:
0

SSI Referrals:
No

Max Intake Case Load:

Authorization Sampling Percentage:
10

Current Case Load:
0

Case Load:
Master Assignment Queue

Total Percentage of Cases Assigned:
0%

IHSS Referrals Auto Assignment: *
No

Figure 2.14.2.1 – Position Detail Page View Mode Example

2.14.3 Description of Changes

1. Update the "Case Load" attribute on the Position Detail page to be read only. The attribute will no longer be editable and underlying logic will default the value in the data model to "Traditional" ongoing. The field will remain visible for historical purposes. MAQs may be deactivated at the county's discretion as the Get Next functionality on the Worklist pages will no longer be based on MAQs per Section 2.13.3.

2.14.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Position

  Click on a hyperlink of the desired result displayed in the Position Search page to navigate to the Position Detail page.

2.14.5 Security Updates

N/A

2.14.6 Page Mapping

N/A

2.15 Task to Program Association

2.15.1 Overview

Currently, Tasks within LRS/CalSAWS are associated to Cases. More technically, the link within the data model ties a Task directly to a Case ID. Functionality within the C-IV System connects a Task to a Case via a Program association:

LRS/CalSAWS: Task > Case

C-IV: Task > Program > Case

Much of the functionality being introduced within this design document and within the design of SCR CA-214929 regarding DDID 655 depends on the association of a Task to a Program. This section outlines the necessary modifications to begin storing the Task to Program data relationship in LRS/CalSAWS.

2.15.2 Description of Changes

1. Update existing Task creation and assignment logic to determine and store a Task to Program relationship in the TASK_PGM table.
    a. Task assignment logic determines the highest priority program associated to the Case for which to retrieve the program worker based on a program hierarchy. At this stage, a program has already been determined. Use the resulting program to insert the TASK_PGM record to associate the Program to the Task that is being created.
    The Worklist pages in LRS/CalSAWS do not evaluate for the existence of a Task to Program association, so they will not be impacted. All other Task Management functionality being introduced within this design and in SCR CA-214929 that is reliant on a Task to Program association will then function appropriately.

    Developer Note: The above recommendation only applies to currently existing LRS/CalSAWS functionality that creates and assigns Tasks. Similarly, C-IV functionality that is being migrated into LRS/CalSAWS which only creates a Task to Program link but does NOT populate a TASK.CASE_ID column will need to be updated to begin populating the TASK.CASE_ID column ongoing. The result of these data relationships will allow Tasks to display on all the appropriate Task pages.

2.16 Task Reassignment Sweep Job

2.16.1 Overview

The Task Reassignment Sweep job is responsible for updating Task Reassignments statuses, deleting Task Reassignment results that are older than one year, and creating new Task transactions for active Task Reassignments. This section will outline the required modifications to implement the Task Reassignment batch sweep job.

2.16.2 Description of Change

1. Create a new daily batch job to sweep active Task reassignments that are scheduled for execution on the same batch run date. This sweep will be responsible for the following:
    a. Updating the Task Reassignment Status from 'Active' to 'Inactive' for one-time Task reassignments or recurring reassignments that have reached or passed the End Date of the recurrence.
    b. Deleting Task Reassignment results that are older than one year.
    c. Creating the transactions to be processed for active Task Reassignments that are scheduled for execution on the current day (same batch run date).
2. The new sweep will evaluate the Task Reassignment instructions to determine which instructions are scheduled to be executed each night. The sweep job will use the following logic for each Recurrence Frequency to determine if a Task Reassignment should be executed:
    a. One-time: Run if the Task Reassignment Recurrence Begin Date is today or in the past and the instruction has not been executed.
    b. Daily (M-F): Run if the Task Reassignment Recurrence Begin Date is today or in the past, and the End Date is today or in the future.
    c. Weekly: Run if the Task Reassignment Recurrence Begin Date is today or in the past, the End Date is today or in the future, and today has been selected as one of the Weekday(s) in the Recurrence section of the Task Reassignment Detail page.
    d. Every Other Week: Run if the Task Reassignment Recurrence Begin Date is today or in the past, the End Date is today or in the future, today has been selected as one of the Weekday(s) by the user in the Recurrence section of the Task Reassignment Detail page, and today is a Run Week. Run Week is defined as the week (Sunday – Saturday) that contains the Begin Date, and every alternate week after that week.

2.16.3 Execution Frequency

This sweep job will be scheduled to run daily for all LRS/CalSAWS System business days, excluding Sundays and Holidays.

2.16.4 Key Scheduling Dependencies

Schedule this batch job as a predecessor to the Task Reassignment Reclaim job.

2.16.5 Counties Impacted

All LRS/CalSAWS counties.

2.16.6 Data Volume/Performance

Approximately 100 to 200 records will be picked up by the sweep job daily.

2.16.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.17 Task Reassignment Reclaim Job

2.17.1 Overview

If a Task Reassignment is configured to Reclaim Assigned Tasks, a reclaim will be scheduled in the future based on the Task Reassignment Recurrence settings. This section outlines the required modification to implement the Task Reassignment Reclaim batch job.

2.17.2 Description of Change

1. Create a new daily batch job that will reclaim assigned tasks. The purpose of this job is to undo Task Reassignments for Tasks that remain assigned and unworked since the last occurrence of the reassignment instruction. The batch job will reclaim tasks based on Worker Position assignments and Bank assignments.

   The Task Reclaim processing allows reclaimed assigned tasks to be potentially reassigned to new workers or banks during the next reassignment.
2. Tasks will only be reclaimed if they meet the following criteria:
   a. The Task is still assigned.

b. The Task is still assigned to the worker or bank that the Task Reassignment process previously reassigned the task to. For example, if the task reassignment process reassigned a task to Worker A, the task must still be assigned to Worker A in order to meet this criterion.

3. If a Task Reassignment is configured to Reclaim Assigned Tasks, a reclaim will be scheduled in the future based on the Task Reassignment Recurrence settings. See Section 2.10.3.16.

   For example, if the Task Reassignment is set to occur every Tuesday, the Task Reassignment will run on Tuesday and the reclaim will be scheduled on the following Tuesday. Once the reclaim has been scheduled, it does not get updated. If a Task Reassignment is not configured to Reclaim Assigned Tasks, batch will process as normal without scheduling a reclaim in the future.

2.17.3 Execution Frequency

This sweep job will be scheduled to run daily for all LRS/CalSAWS System business days, excluding Sundays and Holidays.

2.17.4 Key Scheduling Dependencies

Schedule this batch job to run after the Task Reassignment Sweep job and as a predecessor to the Task Reassignment threaded batch jobs.

2.17.5 Counties Impacted

All LRS/CalSAWS counties.

2.17.6 Data Volume/Performance

Approximately 100 to 1000 records will be picked up by the batch job daily.

2.17.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.18 Task Reassignment Execution Job

2.18.1 Overview

The Task Reassignment Execution job will be responsible for processing the Task Reassignments determined by the Task Reassignment Sweep. This section outlines the required modification to implement the Task Reassignment Execution batch job.

2.18.2 Description of Change

1. Create a new daily threaded batch job to process active Task Reassignments and insert the result of the reassignment into a staging table. This process will insert the following information:
    a. Task ID
    b. Case Number
    c. Current Worker Position ID
    d. New Worker Position ID
    e. Current Bank ID
    f. New Bank ID

    This process will determine if any Task Reassignment execution will result in reassigning more than the maximum limit of 2500 tasks. These Task Reassignments will not be processed, and the Run Result will be marked as "Over Limit". The Run Result is available on the Task Reassignment Detail page in Results mode.
2. Create a new Task Reassignment Execution batch job to update task worker assignments according to the staged results produced by the Task Reassignment threaded batch jobs. This batch job will update the Tasks to have the resulting Worker/Bank assignments and log the appropriate results information on the task reassignment transact table to be viewed on the Task Reassignment Results List page and Task Reassignment Detail page in Results mode.
3. <u>Order of execution of Task Reassignment batch jobs:</u>

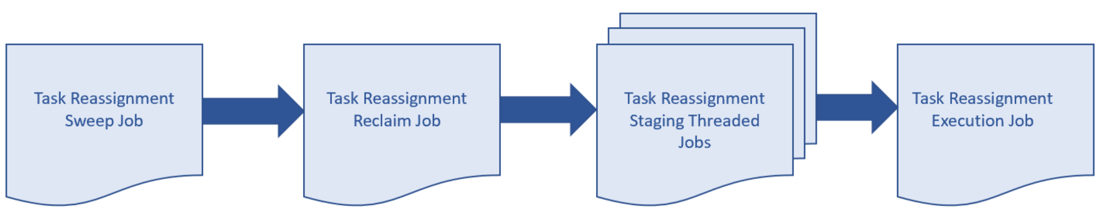


Figure 2.18.2.1 – Task Reassignment Batch Job Order of Execution

    Note: The process outlined above will run concurrently with other batch processes that create tasks in the system. Tasks created after the reassignment process has completed will be evaluated for reassignment on the following business day.
4. <u>Task Reassignment Processing:</u>
    The execution of Task Reassignment instructions will result in reassigning a defined set of Assigned Tasks from their original Worker assignments to a new group of Workers.

Example:

- Supervisor Tom creates a new, one-time Task Reassignment in the LRS/CalSAWS System on Monday to run for the next day. His new reassignment instructions are set to reassign 5 Tasks from Bob (Task Source Worker) to Sally (Task Destination Worker).
- Batch runs that night and executes Tom's Task Reassignment resulting in moving 5 Tasks from Bob to Sally.
- The results of Tom's Task Reassignments are available in the LRS/CalSAWS System on Tuesday.

5. Task Reassignment Detail:
The following section provides additional detail into the batch logic required behind each option displayed on the Task Reassignment Detail Page.
    a. Task Source(s) – This section defines the sources within the organization to draw Tasks from. Batch will use Task Sources to determine the Source Worker(s), Source Bank(s) and/or Source Case(s) information associated with the Tasks to be reassigned.
    b. Reassignment Options – This section contains the reassignment options the user can use to filter tasks.
        i. The Primary Task Sort and Secondary Task Sort selection specify the order by which Tasks are reassigned (i.e., The Task with the highest priority will be reassigned first). Primary Task Sort will take precedence over the Secondary Task Sort. The following are the options for the sort criteria:
            - Due Date – Ascending: The Tasks with the lowest due dates will be reassigned first.
            - Due Date – Descending: The Tasks with the highest due dates will be reassigned first.
            - Created Date – Ascending: The oldest created Tasks will be reassigned first.
            - Created Date – Descending: The most recent created Tasks will be reassigned first.
            - Assigned Date – Ascending: The oldest assigned Tasks will be reassigned first.
            - Assigned Date – Descending: The most recent assigned Tasks will be reassigned first.
        ii. Reclaim Assigned Tasks – If a Task Reassignment is configured to Reclaim Assigned Tasks, a reclaim will be scheduled in the future based on the Task Reassignment Recurrence settings. See Section 2.17.2.
        iii. Number of Tasks – Defines a limit over the number of Tasks to be reassigned to Workers and Banks. This option works with the Task sort settings to determine which Tasks

will be included in the reassignment. The User can select one of the following options for the number of Tasks:

- All Assigned Tasks: Reassign all Tasks identified from the Task Sources to the Destination Workers and Banks.
- Maximum Number of Tasks: Reassign at most, a specific number of Tasks to the Destination Workers and Banks.
- Percentage of Assigned Tasks: Reassign a specific percentage (rounded to the nearest number) of all Tasks assigned to the Destination Workers and Banks.
- Number of Tasks Per Worker: Each Worker, in the "Destination Worker(s)" section, will receive at most the specified number of tasks. The number of tasks to be reassigned to Destination Banks will be limited by the number of Destination Workers multiplied by the number of tasks per Worker.

iv. Due Date – The Due Date filter determines if Tasks to be reassigned will be filtered by their Due Date. The Due Date can be set to one of the following options:

- Any: All Tasks will be considered regardless of Due Date.
- Past Due: Only Tasks with a Due Date prior to the Task Reassignment run date will be reassigned.
- Next 7 Days: Only Tasks with a Due Date within the next 7 next calendar days of the Task Reassignment run date will be reassigned.
- Next 30 Days: Only Tasks with a Due Date within the next 30 calendar days of the Task. Reassignment will be reassigned.
- Custom: Only Tasks with a Due Date within a specific date range will be reassigned.

v. Task Priority – The Task Priority filter determines the priority of the Tasks to be reassigned. The Task Priority can be set to one of the following options:

- Any: All Tasks will be reassigned regardless of Task priority.
- Custom: Only Tasks selected within the specified Custom Task Priority will be reassigned.

vi. Task Types – The Task Types filter defines the Task Categories, Task Types and Task Sub-Types to be reassigned. Only Task Categories, Task Types and Task Sub-Types identified by the User will be reassigned. If no filters are defined, all Task Types will be included for reassignment. If a Task Type is identified, and no corresponding Task Sub-Types are identified, all Task Sub-

Types are identified, then all Task Sub-Types for that Task Type will be included in the reassignment. If a Task Category is identified, and no corresponding Task Types are identified, all Task Types for the selected Task Category will be included in the reassignment.

vii. Programs – This filter defines the Programs that are associated to the Tasks to be reassigned. Only the Tasks that are linked to the specified Program types will be reassigned. If no filters are defined, all Program Tasks will be included for reassignment.

c. Task Destination(s) – Task Destination defines the Destination Worker(s) and Destination Bank(s) information. Organization levels can be Workers, Units, Offices and/or Banks. Batch will use Task destinations to determine the Worker positions and Task Banks to distribute Tasks to, using the selected Reassignment Method. In the Destination Worker(s) and Destination Bank(s) section, the User can select either "Evenly Among Workers"/ "Evenly Among Banks" respectively, or "First Available Then Evenly."

Source workers that are identified in the Task Destination(s) panel (either directly or by way of Unit or Office) will only receive new Task assignments if the position meets all the following criteria:

- Position must be Active
- Position must have a current Staff member assignment as of the time batch is run
- Staff member must be Active (Full Time or Part Time)

<u>Task Reassignment Method to Destination Worker(s)</u>

i. **Evenly Among Workers**: Tasks will be reassigned to all the Workers identified in the "Task Destination(s)" list evenly, in round-robin fashion. This means the Workers on the receiving end will be assigned the same number of Tasks regardless of how many Tasks each Worker already has. The order of reassignment is defined by the Task Sort option; as high priority Tasks are distributed evenly among all Workers. The order one worker consistently being under- or over-assigned tasks.

Example – If there are 5 Tasks to be reassigned (Tasks: 1, 2, 3, 4, and 5) and there are 3 Workers to receive new Task Reassignment (Workers: Bob, Sally, and John). The reassignment process will result in:

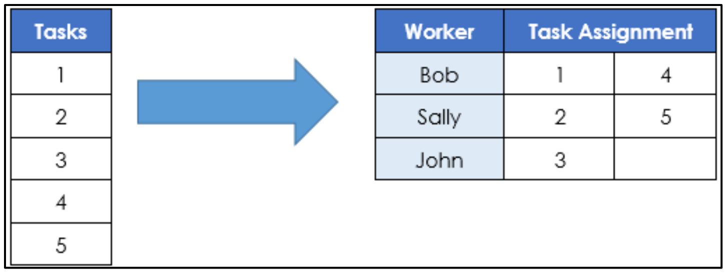


Figure 2.18.2.2– Task Reassignment Method: Evenly Among Workers

ii. **First Available Then Evenly**: Tasks will be reassigned first to the Workers that have the least number of Tasks assigned. If the Workers have the same number of Tasks, new Tasks will be reassigned among these Workers evenly. The order of reassignment is defined by the Task Sort option; as high priority Tasks are distributed to Workers with the least Task workload first.

Example – If there are 5 Tasks to be reassigned (Tasks: 1, 2, 3, 4, and 5) and there are 3 Workers to receive new Task Reassignment (Workers: Bob, Sally, and John). Assuming these Workers have a number of old Tasks (Tasks: a, b, c, d, and e) the reassignment process will result in:

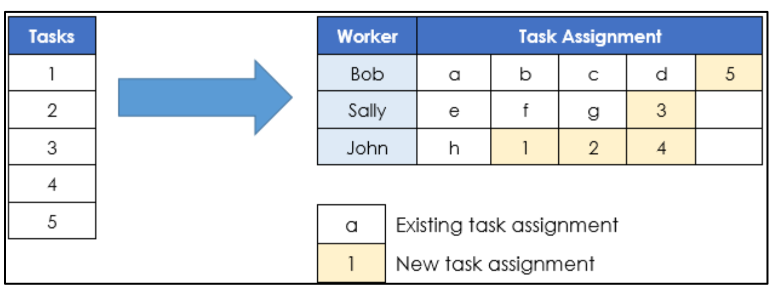


Figure 2.18.2.3 – Task Reassignment Method: First Available Then Evenly

Task Reassignment Method for Destination Bank(s)

i. **Evenly Among Banks**: Tasks will be reassigned to all the Banks identified in the "Destination Banks" list evenly, in round-robin fashion. This means the Banks on the receiving end will be assigned the same number of Tasks regardless of how many Tasks each Bank already has. The order of reassignment is defined by the Task Sort option; as high-ranking tasks are distributed evenly among all Workers. The order of Banks receiving Tasks will be shuffled each time the instruction is run, to mitigate the possibility of one Bank consistently under- or over-assigned Tasks.

   ii. **First Available Then Evenly**: Tasks will be reassigned first to the Banks that have the least number of Tasks assigned. If the Banks have the same number of Tasks, new Tasks will be reassigned among these Banks evenly. The order of reassignment is defined by the Task Sort option; as high-ranking Tasks are distributed to Banks with the least number of Task first.

d. Recurrence – This section defines the Task Reassignment frequency. The user can select one of the following frequencies to determine when a task is to be reassigned:
   i. One-time: Run if the Begin Date is today or in the past and has not been executed previously.
   ii. Daily (M-F): Run if the Begin Date is today or in the past, and the End Date is today or in the future.
   iii. Weekly: Run if the Begin Date is today or in the past, the End Date is today or in the future, and today has been selected as one of the Weekday(s) by the user.
   iv. Every Other Week: Run if the Begin Date is today or in the past, the End Date is today or in the future, today has been selected as one of the Weekday(s) by the user, and today is a Run Week. Run Week is defined as the week (Sunday – Saturday) that contains the Begin Date, and every alternate week after that week.

6. <u>Task Reassignment Results</u>:
   a. After running each Task Reassignment, Batch will log the following information for future reference.
      i. Run Result – The results status for the Task Reassignment are listed as follows:
         - Processed – This means Tasks (at least 1) have been reassigned per instructions.
         - Not Processed – This means no Tasks have been reassigned.
      ii. Run Result Detail – If the Run Result is Not Processed, additional details are captured in this field. The additional detail can be one of the following scenarios:
         - Task Source(s) do not have Task Assignments – This means no Tasks were assigned to the Workers, Units, Offices, Banks or Cases identified in the Task Source(s) section.
         - Number of Tasks to reassign is over limit – This means the task reassignment instructions specified more than 2500 Tasks for reassignment.
      iii. Run Date – The date the Task Reassignment was scheduled to execute.

iv. Task Reassigned – The total number of Tasks that were reassigned, along with the individual Task IDs, and position information.

2.18.3 Execution Frequency

The batch job will be scheduled to run daily, excluding Sundays and Holidays.

2.18.4 Key Scheduling Dependencies

Schedule the Task Reassignment Staging Threaded Batch job to run after the Task Reassignment Reclaim Batch job and a predecessor to the Task Reassignment Execution Batch job.

2.18.5 Counties Impacted

All LRS/CalSAWS counties.

2.18.6 Data Volume/Performance

Approximately 100 to 3000 records will be executed by the batch job daily.

2.18.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.19 Task Expiration Batch Job

2.19.1 Overview

The Task Expiration Batch job is responsible for identifying and expiring tasks that are associated to programs that have been closed, and have surpassed the County-specified expiration period. This section outlines the required modifications to implement the Task Expiration batch job.

2.19.2 Description of Change

1. Create a daily batch job to identify Tasks that are associated to programs that have been continuously closed for a number of days that match or exceed the configured expiration period for that Task Type.
2. <u>Task Selection:</u>

During the batch process, Tasks will be identified based on the following criteria:

a. The Task is in "Assigned" status.
b. The Task due date is less than the Batch Date.
c. The Task is associated to a program that meets the following criteria:
    i. The effective program status is Discontinued, Denied, or Deregistered on the Batch Date.
    ii. The effective program status has been Discontinued, Denied, or Deregistered for a continuous period longer than, or equal to, the expiration period that has been configured for that Task Type.
    iii. The program does not have any assigned statuses going forward beyond Batch Date up to and through high date.
d. The associated Task Type has a non-blank expiration period specified.

3. Task Outcome:
    a. Once the Tasks have been identified, the batch process will complete the following updates:
        i. Task status is updated to "Expired"
        ii. Task close date is updated to the Batch Date.
        iii. The Newly Assigned Indicator is removed from the Task.
4. Examples
    a. A Medi-Cal program is discontinued as of February 1, 2020, through high date. The County has configured Tasks of Type "Review" to expire 120 days after the program is closed.
        i. On the evening of June 1, 2020, the following program Tasks are updated.

ID	Task Type	Due Date	Task Status	New Task Status
1	Review	10/1/2018	Completed	Completed
2	Review	10/1/2019	Assigned	**Expired**
3	Batch Eligibility	10/1/2019	Completed	Completed
4	Images Awaiting Review	6/1/2020	Assigned	Assigned

    b. A Medi-Cal Program is discontinued as of February 1, 2020. The program status is updated to 'Pending' as of August 1, 2020.

i. Expiration batch runs and no program Tasks are updated as there is a non-closed program status for the program after the batch date.

5. Deactivate the LRS/CalSAWS Task Expiration Batch Job (PB19A270).

2.19.3 Execution Frequency

This sweep job will be scheduled to run daily for all LRS/CalSAWS System business days, excluding Sundays and Holidays.

2.19.4 Key Scheduling Dependencies

Schedule this batch job to run as a predecessor to the Task Reassignment Sweep job.

2.19.5 Counties Impacted

All LRS/CalSAWS counties.

2.19.6 Data Volume/Performance

Approximately 100 to 3000 records will be expired by the batch job daily.

2.19.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.20 Task Newly Assigned Indicator Job

2.20.1 Overview

The Task Newly Assigned Indicator Job is a batch process that clears the Newly Assigned Indicator on Tasks once their assigned date has aged passed a certain period. This section outlines the required modifications to implement the Task Newly Assigned Indicator Job.

2.20.2 Description of Change

1. Create a daily batch job to clear the Newly Assigned Indicator on Tasks once their assigned date has aged past a certain period. This period is 5 days by default, but can be updated by each County, for each Task Type in the Task Type Detail page (See Section 2.3).

a. Task Selection:

During the batch process, Tasks will be identified based on the following criteria:

i. The difference between the Batch Date and the Task Assignment Date is greater than or equal to the number of calendar days specified in the Newly Assigned Indicator field for the Task Type.

ii. The current Newly Assigned Indicator on the Task is set to 'Y'.

b. Task Outcome:

Once the Tasks have been identified, the batch process will remove the Newly Assigned indicator from the selected Tasks. This batch process will not enter Task History records for the removal of the Newly Assigned Indicator.

Example: The Newly Assigned Indicator field is set to 10 days for "Review" Task Types. A "Review" Task that is assigned to a Worker on January 3rd will display an exclamation point on the Task Search page through January 13th. On January 14th, the exclamation point will no longer display.

2.20.3 Execution Frequency

This sweep job will be scheduled to run daily for all LRS/CalSAWS System business days, excluding Sundays and Holidays.

2.20.4 Key Scheduling Dependencies

Schedule this batch job to run after the Task Reassignment batch process has completed.

2.20.5 Counties Impacted

All LRS/CalSAWS counties.

2.20.6 Data Volume/Performance

Approximately 100 to 100,000 records will be updated by the batch job daily.

2.20.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate failures and determine the appropriate resolution.

2.21 Data Change – Create Bank Entries from Master Assignment Queues (MAQ)

2.21.1 Overview

The LRS/CalSAWS System contains a "Case Load" indicator on the Position Detail Page with two options:

a. Traditional
b. Master Assignment Queue

Master Assignment Queue (MAQ) functionality will be replaced by the Bank functionality.

2.21.2 Description of Change

1. Create Bank entries in the LRS/CalSAWS System based on Master Assignment Queue Positions.
    a. The base population of MAQs to be loaded as Banks will be Active positions with a Case Load value of "Master Assignment Queue" on the Position Detail page.
    b. The following attributes will be created for the Bank

BANK Database Table Column	Bank Detail Page Attribute	Value
COUNTY_CODE	N/A	The County Code of the MAQ Position
OFFICE_ID	Used to display the Office Name value of the Bank.	The Office ID of the MAQ Position
UNIT_ID	Used to display the Unit ID of the Bank	The Unit ID of the MAQ Position
BANK_NAME	Used to display the Bank Name	The Worker ID of the MAQ with " MAQ" added to the end. For example, a MAQ with Worker ID "19YYBB0301" will result in a Bank Name of "19YYBB0301 MAQ".
BANK_NUM	N/A	The POS_NUM_IDENTIF of the MAQ Position

BANK_NUM_IDENTIF	Used to display the Bank ID	The worker number of the original MAQ with “BK” added to the end. For example, a MAQ with Worker ID “19YYBB0301” will result in a Bank ID of “19YYBB0301BK”.
ASSOC_POS_IND	Used to display the Associate All Positions In Unit and Office value	Will be initially loaded as “Y”

c. The Position Detail page includes a Tasks section which allows users to select one or more Task Categories to be associated to the MAQ. For each Task Category associated to a MAQ that has been loaded into the BANK table, add the appropriate Task Category entries into the BANK_TASK_CATGRY table.

2. Reassign Tasks that are assigned to MAQs to now be assigned to the appropriate Bank.
    a. Retrieve the population of MAQ assigned Tasks that are in a status of “Assigned” and populate the BANK_ID column for the Task with the appropriate Bank that was created with the previous data change step. Once the BANK_ID column is populated, update the POS_ID column to be null as a Task cannot be assigned to a Position and a Bank at the same time.

       Note: Tasks that are not in an “Assigned” status will remain assigned to the legacy MAQ positions as these Tasks have reached an end state.

2.21.3 Estimated Number of Records Impacted/Performance

Between 100 and 200 Master Assignment Queue records in LRS/CalSAWS will be converted to Banks. The count of entries into the BANK_TASK_CATGRY table will be approximately twice the amount of Banks that will be created. Approximately 115,000 Tasks will be reassigned to Banks from MAQs.

2.22 Automated Regression Test

2.22.1 Overview

Create new automated regression test scripts to verify a subset of the Task Type, Automated Action, and Bank functionality.

Note: Task Reassignment is excluded due to the batch dependency required for complete testing. The Worklist pages are also excluded due to the complexity of the functionality (esp. the "Get Next" logic) during subsequent script runs with previous data still in place.

2.22.2 Description of Change

1. Create new regression test scripts to verify the following Task Type functionality:
    a. Add, edit, remove, search, and view through the Task Type List and Detail pages, including:
        i. Checkbox availability (for removal), and lack thereof when an associated Task record exists
        ii. Available Online: Visibility on the Task Detail page
        iii. Available for Automation: Visibility on the Automated Action Detail page
        iv. Validations:
            1. "Remove" validation when an associated Task exists
            2. "Remove" validation when an associated Automated Action exists
            3. "Available for Automation" when deselecting this option and an associated Automated Action exists
    b. Sub-Type: Add, edit, remove, view, including the Task Type points (i-iv) above
        i. Available Online and Available for Automation
            1. Additional sub point (if needed)
2. Create new regression test scripts to verify the following Automated Action functionality:
    a. Search, view, deactivate, reactivate actions of type "Create Task"
    b. Edit actions of type "Create Task" in the following ways:
        i. Add Sub-Type
        ii. Remove Sub-Type
        iii. Update "Initial Assignment" to Bank

        iv. Update "Initial Assignment" to Program Worker
        v. Validations:
            1. "Program Worker" validation for "No Program Worker" and no Bank ID
            2. "Bank ID" validation for invalid value

3. Create new regression test scripts to verify the following Bank functionality:
    a. Add, edit (see below), search, view
    b. Task Categories:
        i. Create a bank with no Task Categories selected
        ii. Create a bank with Task Categories selected
        iii. Edit a bank to add one or more Task Categories
        iv. Edit a bank to remove one or more Task Categories
    c. Additional Associations:
        i. Create a bank with no Additional Associations selected
        ii. Create a bank with Additional Associations selected
        iii. Edit a bank to add one or more Additional Associations
        iv. Edit a bank to remove one or more Additional Associations
    d. Excluded Associations:
        i. Create a bank with no Excluded Associations selected
        ii. Create a bank with Excluded Associations selected
        iii. Edit a bank to add one or more Excluded Associations
        iv. Edit a bank to remove one or more Excluded Associations
    e. Validations:
        i. "Additional Associations" for "Add" with incomplete record in progress
        ii. "Excluded Associations" for "Add" with incomplete record in progress
        iii. "Excluded Associations" for same entry in "Additional Associations" and "Excluded Associations"

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Security	Security Matrix	CA-214928 DDID 34 Security Matrix.xlsx

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
34	The CONTRACTOR shall develop and implement a Unified Task Management solution that supports the multiple tasking models in both C-IV and LRS, as follows: 1) Integrate the Team Managed Pre-Migration C-IV solution into the CalSAWS Software code base 2) Create a common task management data model 3) Integrate the LRS automated tasks with the new county driven task activation, assignment and configurability logic (introduced with the C-IV Task solution) 4) Add the C-IV automated task trigger conditions into the CalSAWS Software code base ensuring there is no adverse or negative impact to LRS that would affect Los Angeles County 5) Add auto-assignment of tasks by the system through "round robin" or other workload balancing methodologies 6) Create a task pool where tasks can either be assigned by a supervisor or can be pulled by a	- CalSAWS Task Management Solution will support Task Reassignment functionality from C-IV. - CalSAWS Task Management Solution will support Task Bank functionality from C-IV, LRS Task MAQs will convert into Banks. - OBIEE Task Dashboard will be migrated over to new tool prior to Task Management implementation.	This design incorporates many new online pages to serve as the base for the Unified Task Management solution that will support both C-IV and LRS/CalSAWS System Task Management functionality.

	caseworker 7) Update the LRS Task Management Dashboard (OBIEE) to account for the system modifications being made as part of migration		

5 MIGRATION IMPACTS

N/A

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

6 OUTREACH

N/A

7 APPENDIX

7.1 This is the list of programs that are considered Intake or External that is current as of 20.05 release. These options are presented in the Program section of the Task Reassignment Detail page:

- AAP
- Adult Protective Services
- CAPI
- CFET
- Cal-Learn
- CalFresh
- CalWORKs
- Child Care
- Child Protective Services
- Diversion
- Foster Care
- GROW
- General Assistance/General Relief
- Homeless - Perm
- Homeless - Temp
- IHSS/CMIPS II
- IV-D Child Support
- Immediate Need
- Kin-GAP
- LIHP
- Linkages Adult Services
- Medi-Cal
- Multipurpose Senior Services
- Nutrition Benefit
- PCSP
- RCA
- REP
- Welfare to Work

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214929

DDID 655

Task Management

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mayuri Srinivas, Justin Dobbs
	Reviewed By	Araceli Gallardo, Dymas Pena, Sarah Cox, Pandu Gupta, Carlos Albances, Aman Mishra

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/7/2020	1.0	Initial Revision	Mayuri Srinivas

Table of Contents

1 OVERVIEW

This design outlines modifications to Task Management functionality within the LRS/CalSAWS System to include a set of Task pages within a separate pop up window accessible with a new navigation link within the Utilities Navigation Bar.

1.1 Current Design

The LRS/CalSAWS System contains a series of Worklist pages allowing county staff to view, manage and work tasks. The LRS/CalSAWS System cannot be navigated while simultaneously viewing/modifying the Task pages.

The C-IV System includes a set of Task pages that function within a dedicated pop up window that can be navigated independently of the main C-IV window. Workers can navigate throughout the C-IV System while working Tasks within the pop-up Task pages.

1.2 Requests

Introduce new dedicated Task pages that can be used to search and work Tasks in an independent pop-up window accessible via a link in the Utilities Navigation Bar.

1.3 Overview of Recommendations

1. Introduce a new Utilities Navigation Bar option titled "Tasks" that will pop-up a new window that includes a group of pages that allow workers to manage Tasks within a dedicated window that can be navigated independent of the LRS/CalSAWS window. Pages included within the pop-up window are:
    a. My Tasks
    b. Task Search
    c. My Banks

    Within the pages above is functionality allowing users to navigate to additional sub-pages such as:
    a. Bank Detail
    b. Task Detail
    c. Select Bank
2. Add functionality that will allow a user to click on a Case Number hyperlink within the Tasks pop-up window and navigate the LRS/CalSAWS main window to the Case Summary page for a Case.

1.4 Assumptions

1. CA-214928 for DDID 34 (Unified Task Management) will be implemented concurrently with this design. This SCR introduces the Bank Detail page which is a necessary component for the My Banks page within this enhancement.

2. All Security Groups and Security Rights used by the pages described in this design are already available in LRS/CalSAWS.

2 RECOMMENDATIONS

This section will outline recommendations to introduce Pop-Up Task Management components to the LRS/CalSAWS System.

2.1 Utility Bar

2.1.1 Overview

This addition to the Utilities section will allow the Users to access the Tasks Pop-Up window and the included pages within LRS/CalSAWS. The Tasks link will display if the User profile contains the Task View or Task Edit security group. Pages included within the Task Pop-Up window are:

- My Tasks Page (Section 2.2)
- My Banks Page (Section 2.3)
- Bank Detail Page (Section 2.4)
- Task Search Page (Section 2.5)
- Task Detail Page (Section 2.6)

2.1.2 Home Page – Utility Bar Mockup

Figure 2.1.2.1 – Utility Bar Mockup

2.1.3 Description of Changes

1. Add a "Tasks" link to the Utilities bar of LRS/CalSAWS System between "Journal" and "Help". See Figure 2.1.2.1 for an example of the placement and the icon that displays.
2. The "Tasks" link will display if the user's security profile contains the "TaskSearchView" security right.
3. When the "Tasks" link is clicked, a 1480 x 1024 pop-up window will open to display one of two pages:
    a. If LRS/CalSAWS is in the context of a case, the window will pop-up to display the "Task Search" page with the Case Number pre-loaded into the search criteria.
    b. If LRS/CalSAWS is not in the context of a case, the window will pop-up to display the "My Tasks" page.

    There can only be one instance of the Task pop-up window open. If the "Tasks" link is clicked multiple times, the single window will refresh as appropriate. For example, if a worker logs into LRS/CalSAWS and immediately clicks the "Tasks" link, the Task pop-up will open to display the "My Tasks" page per bullet "b" above. If the worker then enters a case into LRS/CalSAWS to view the Case Summary page and clicks the "Tasks" link again, the Task pop-up window will refresh to display the "Task Search" page per bullet "a" above.

2.1.4 Page Location

N/A.

2.1.5 Security Updates

N/A – The "TaskSearchView" security right is contained within the "Task View" and "Task Edit" security groups, which already exist in the LRS/CalSAWS System.

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 My Tasks Page

2.2.1 Overview

This section will define the specifics of the "My Tasks" page that displays by default in the Task Pop-Up that opens on click of "Tasks" in the Utilities Navigation bar. This page displays Task information for the logged in worker.

2.2.2 My Tasks Page Mockup

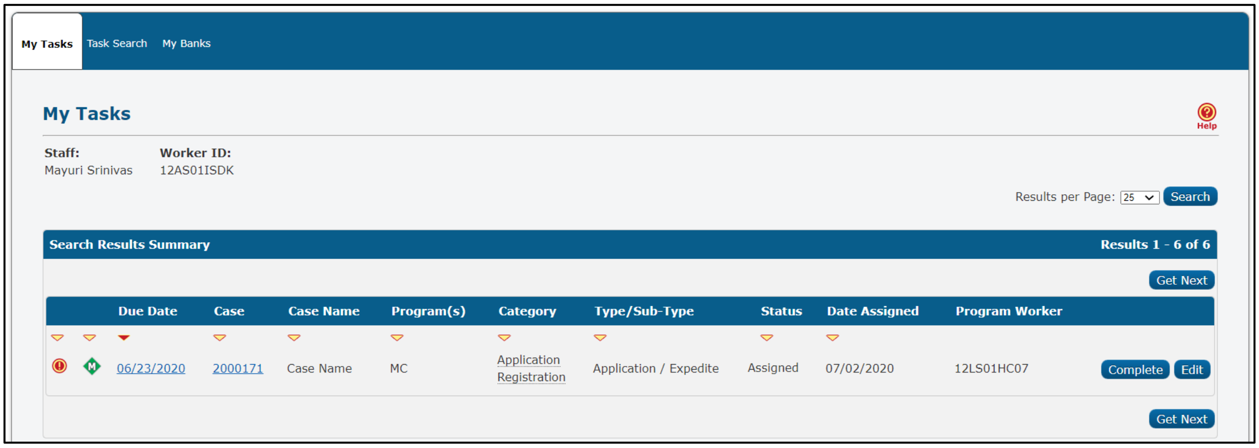


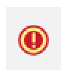
Figure 2.2.2.1 – My Tasks Page Mockup

2.2.3 Description of Changes

Add a My Tasks page to the LRS/CalSAWS System. On initial load of the page, Tasks with a status of "Assigned" or "In Process" that are assigned to the logged in worker will display. The My Tasks tab will be accessible if the user's security profile contains the "MyTasksView" security right.

1. **ICON:** HELP – Clicking this button will open the My Tasks Online Help page.
2. Staff – This field will display the staff name of the logged in worker.
3. Worker ID – This field will display the Worker ID being used by the logged in worker. If the logged in worker is associated to multiple Worker IDs, this field will display as a dropdown menu with each associated Worker ID while defaulting to the current Worker ID being used. Selecting a Worker ID from this dropdown followed by the Search button will refresh the results to display Tasks that are "Assigned" or "In Process" for the selected Worker ID.
4. **BUTTON:** Search – When clicked, Tasks displayed in the search results are refreshed to display tasks that match the search criteria.
5. **BUTTON:** Get Next – When clicked, the LRS/CalSAWS System searches each of the Banks the User is associated with to identify the highest priority Task. The Task is then assigned to the User and the Status is updated to "In Process."

   Priority is determined by evaluating the Task's associated Task Type/Sub-Type priority, Due Date, and Creation Date. Tasks with an existing Position assignment will not be reassigned by Get Next. The worker's position information will be evaluated to confirm that the position has been configured to receive the category of the Task being served up. This button will display when the security profile of the logged in user contains the “GetNextTask” security right.

6. Search Results Summary
    a. New Assignment Indicator – this column does not have a column header shown on the page. The column will display the New Assignment icon to indicate if the Task is newly assigned to the logged in staff. The user may acknowledge this task and click on the icon, which will remove the icon from display for the Task. If the worker does not click the icon, it will no longer display after the amount of time specified in the Newly Assigned Indicator attribute of the Task Type Detail page. The Indicator will be clickable if the security profile of the logged in user contains the “TaskDetailEdit” security right. The column will display the following indicator icon:
        i. 
    b. Priority Icon – this column does not have a column header shown on the page. The column will display the following graphical icons to indicate the priority based on the Task Type Priority for each row:
        i.  - Critical
        ii.  - High
        iii.  - Medium
        iv.  - Low
    c. Due Date – the Task Due Date. If the security profile of the logged in user contains the “MyTasksView” security right, the date will display as a hyperlink, otherwise the date will display as plain text. Clicking the hyperlink opens the Task Detail page in View mode.
    d. Case – the Case Number associated to the Task. If the Task is not associated to a Case, such as a Clearance Task, this column will be blank. If the security profile of the logged in worker contains the “CaseSummaryView” security right, this field will display as a hyperlink, otherwise it will display as plain text. Clicking the hyperlink will refresh the main LRS/CalSAWS System window to the Case Summary page for the Case.
    e. Case Name – The Case Name of the Case associated to the Task. If the Task is not associated to a Case, such as a Clearance Task, this column will be blank.
    f. Program(s) – the Program(s) associated with the Task. Tasks that are associated to multiple programs will display a comma-

delimited list of the associated program codes. If the Task is not associated to a Case/Program, such as a Clearance Task, this column will be blank.

g. Category – the Category of the Task.

h. Type/Sub-Type – the Type and Sub-Type associated with the Task. If the Task Type has an associated Sub-Type, a "/" will display between the Task Type and Sub-Type.

i. Status – the current Status of the Task.

j. Date Assigned – the latest assigned date of the Task.

k. Program Worker – this field indicates the Worker ID of the worker assigned to the program associated to the Task. If the program does not have an assigned worker or if the Task is not associated to a program, the field will be blank. If the Task is associated to multiple programs with multiple Worker IDs, the Worker IDs will display as a comma-delimited list.

l. **BUTTON:** Complete – this button removes the task from the My Tasks results and changes the status of the Task to "Completed". The button will display if the worker's security profile contains the "TaskDetailEdit" security right.

m. **BUTTON:** Edit – for the particular Task, this button will open the Task Detail page in Edit mode. The button will display if the worker's security profile contains the "TaskDetailEdit" security right.

2.2.4 Page Validation

1. "Get Next – No available Tasks for reassignment."
   a. Add a validation to display when the User clicks Get Next, but is either not associated to any Banks, or the User's associated Banks do not contain any Tasks eligible for reassignment by Get Next.

2.2.5 Page Location

N/A.

2.2.6 Security Updates

1. N/A – There is no need to create new security rights and/or security groups as the following security rights/groups already exist in the LRS/CalSAWS System:

Security Right	Security Group(s)

TaskDetailView	• Task View
TaskDetailEdit	• Task View • Task Edit
GetNextTask	• Get Next
MyTasksView	• Task View • Task Edit • Get Next

2.2.7 Page Mapping

Add page mapping for the My Tasks page.

2.2.8 Page Usage/Data Volume Impacts

N/A.

2.3 My Banks Page

2.3.1 Overview

This section will define the specifics of the "My Banks" page within the Task Pop-Up. This page will display information for Banks that the logged in worker is associated to.

2.3.2 My Banks Mockup

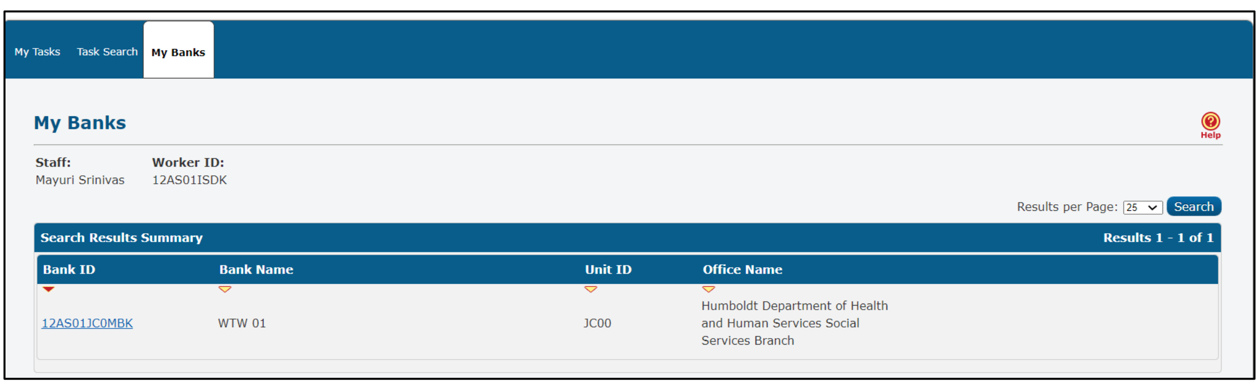


Figure 2.3.2.1 – My Banks Page Mockup

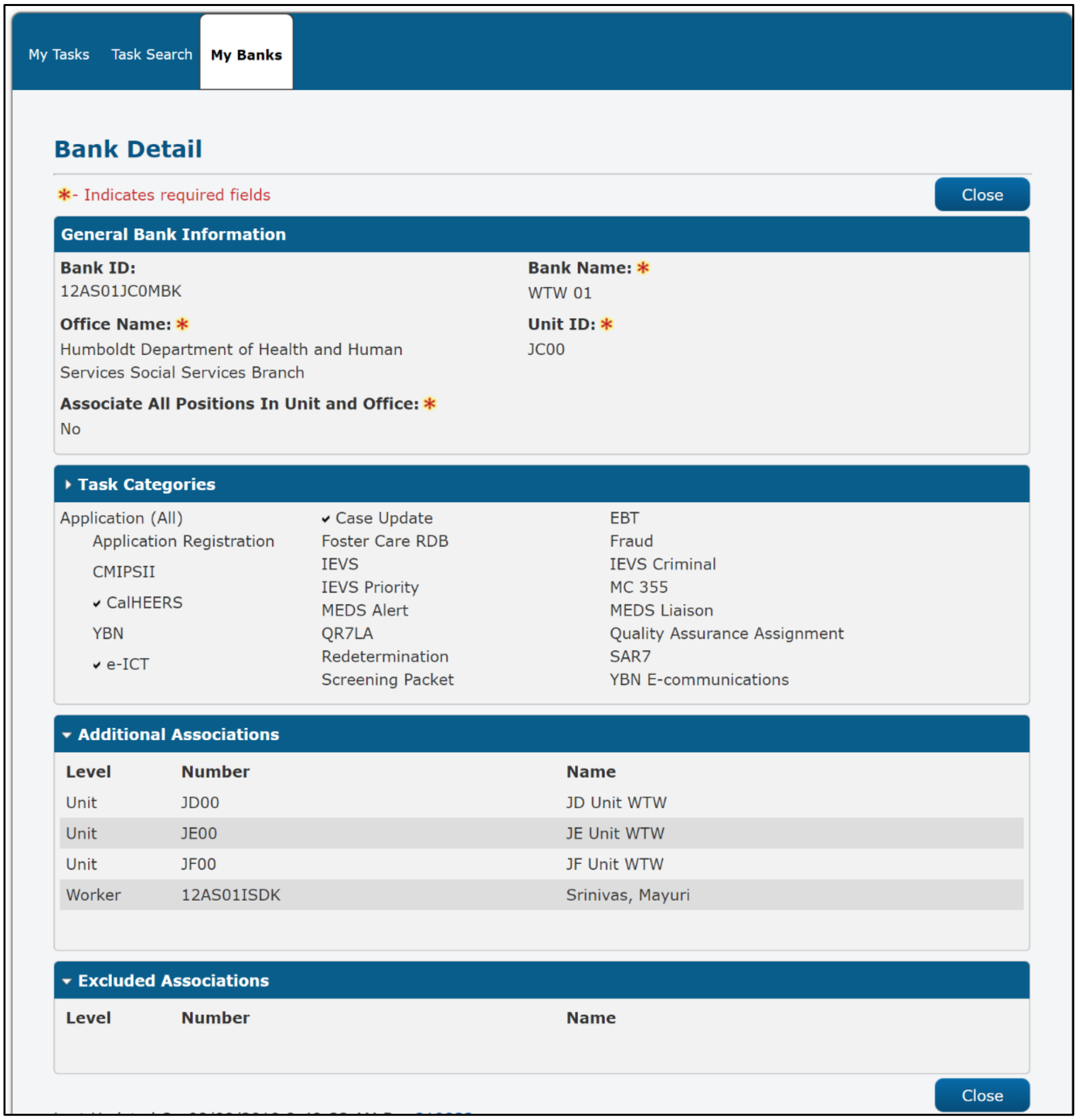


Figure 2.3.2.2 – Bank Detail Page Mockup

2.3.3 Description of Changes

Add a My Banks page to the LRS/CalSAWS System. The My Banks page will display information for Banks that the logged in worker is associated to as a paginated list. The My Banks tab will be accessible if the user's security profile contains the "TaskSearchView" security right.

1. Staff – This field indicates the name of the staff logged in.
2. Worker ID – This field will display the Worker ID being used by the logged in worker. If the logged in worker is associated to multiple Worker IDs, this field will display as a dropdown menu with each associated Worker ID while defaulting to the current Worker ID being used. Selecting a Worker ID from this dropdown followed by the

Search button will refresh the results to display Banks that the selected Worker ID is associated to.

3. Results per Page – A drop down menu with options allowing the user to select a value for the number of results to be displayed on the page. This field will default to 25.
4. **BUTTON:** Search – When clicked, the search results are refreshed to display Banks based on the search criteria.
5. **ICON:** HELP – Clicking this button will open a My Banks Online Help page.
6. Search Results Summary:

   The following columns are displayed in the search results for each Bank that the worker is associated to.

   a. Bank ID – the Bank ID of the Bank. If the worker's security profile contains the "BankDetailView" security right, this value will display as a hyperlink that leads to the Bank Detail page. If the security profile does not contain the "BankDetailView" security right, this value will display as plain text.

      Clicking the hyperlink will display the Bank Detail page within the same window (reference Figure 2.3.2.2). The Edit button will not display on the Bank Detail page if the page is accessed in this way. Clicking the Close button on the Bank Detail page will return to the My Banks search results. Specifics of the Bank Detail page are defined in CA-214928 per DDID 34.

   b. Bank Name – The name of the Bank.
   c. Unit ID – The Unit ID of the Bank.
   d. Office Name – The Office Name of the Bank.

2.3.4 Page Location

N/A.

2.3.5 Security Updates

1. N/A – There is no need to create new security rights and/or security groups as the following security rights/groups for the My Banks page already exist in the LRS/CalSAWS System:

Security Right	Security Group(s)
TaskSearchView	• Task View • Task Edit

2. The “BankDetailView” security right will be introduced with CA-214928 per DDID 34 in the same release.

2.3.6 Page Mapping

Add page mapping for the My Banks page.

2.3.7 Page Usage/Data Volume Impacts

N/A.

2.4 Task Search Page

2.4.1 Overview

The Task Search page allows the User to search and manage Tasks that have been created within the LRS/CalSAWS System.

2.4.2 Task Search Page Mockup

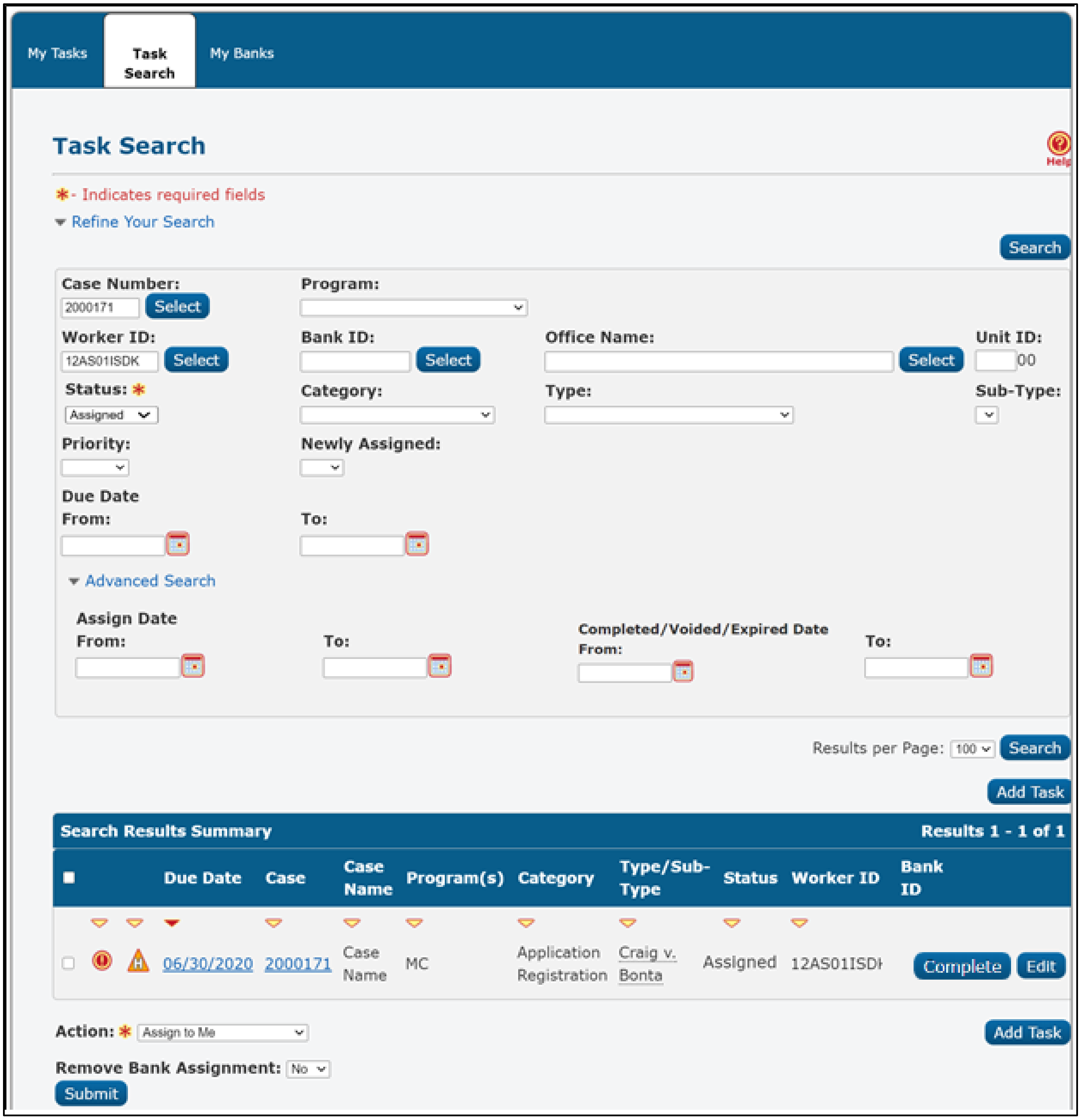


Figure 2.4.2.1 – Task Search Page Mockup

2.4.3 Description of Changes

Add a Task Search page to the LRS/CalSAWS System. The Task Search tab will be accessible if the user's security profile contains the "TaskSearchView" security right.

1. **ICON:** HELP – Clicking this button will open a Task Search Online Help page.

2. Search Parameters
    a. Case Number – a text field to search for Tasks associated to a specific Case Number. A "Select" **BUTTON** displays to the right of this field that will navigate to the Select Person page allowing the user to search for a Case.
    b. Program – a dropdown field containing a list of programs that can be used to search for Tasks associated to a specific program. This field will display programs available within the LRS/CalSAWS System.
    c. Worker ID – A text field to search for Tasks associated to a specific Worker ID. A "Select" **BUTTON** displays to the right of this field that will navigate to the Select Worker page allowing the user to search for a specific Worker ID.
    d. Bank ID – a text field to search for Tasks associated to a specific Bank ID. A "Select" **BUTTON** displays to the right of this field that will navigate to the Select Bank page allowing the user to search for a specific Bank (Reference Section 2.6 for the Select Bank page).
    e. Office Name – a text field to search for Tasks associated to a specific Office. A "Select" **BUTTON** displays to the right of this field that will navigate to the Select Office page allowing the user to search for a specific Office.
    f. Unit ID – a text field to search for Tasks associated to a specific Unit ID.
    g. Status – a dropdown menu containing options to search for Tasks by specific statuses. The options for this dropdown include:
        i. All – This option will consider all Task statuses.
        ii. Assigned/In Process – This option will search for Tasks with a Status of Assigned or In Process.
        iii. Assigned
        iv. Completed
        v. Void
        vi. In Process
        vii. Expired
    h. Category – A dropdown menu containing a list of all available Task Categories. Options included in this dropdown are:
        i. Application Registration
        ii. Batch EDBC
        iii. CMIPSII
        iv. CSC
        v. CWS
        vi. CalHEERS
        vii. Case Update

viii. Computation Request
ix. EBT
x. e-ICT
xi. EDBC
xii. External Recovery Account
xiii. Foster Care RDB
xiv. Fraud
xv. IEVS
xvi. IEVS Criminal
xvii. IEVS Priority
xviii. Interest Allocation
xix. Invoice
xx. Issuance Method
xxi. Issuance Replacement/Reissue
xxii. MC 355
xxiii. MEDS Alert
xxiv. MEDS Liaison
xxv. Manual
xxvi. Payment Request
xxvii. QR7LA
xxviii. Quality Assurance Assignment
xxix. Quality Review
xxx. Redetermination
xxxi. SAR7
xxxii. Screening Packet
xxxiii. Time Limits
xxxiv. Transaction Refund
xxxv. Valuable
xxxvi. YBN
xxxvii. YBN E-communications

i. Type – a dropdown menu containing a list of Task Types. This field populates with the Task Types that are available to the county.
j. Sub-Type – a dropdown menu containing a list of Task Sub-Types that are associated to the selected Task Type in the "Type" dropdown
k. Priority – a dropdown menu containing the following Task Priority options:
   i. Critical
   ii. High
   iii. Medium
   iv. Low
l. Newly Assigned – a dropdown allowing the worker to filter the Task results by those that have a Newly Assigned indicator (or not). The options to choose from are:

        i. Yes
        ii. No
    m. Due Date – date fields allowing the user to filter Task due dates within a date range. The optional fields to fill out for this field are:
        i. From – a date field specifying the beginning of the Task due date filter.
        ii. To – a date field specifying the end of the Task due date filter.
    n. <u>Advanced Search:</u>
        i. Assign Date – date fields allowing the user to filter Task assign dates within a date range.
            1. From – a date field specifying the beginning of the assign date filter.
            2. To – a date field specifying the end of the assign date filter.
        ii. Completed/Voided/Expired Date – date fields allowing the user to filter Tasks by the date they are completed, voided or expire within the date range.
            1. From – a date field specifying the beginning of the date range.
            2. To – a date field specifying the end of the date range.
3. **BUTTON:** Search – When clicked, the search results are refreshed to display tasks that match the search criteria in the search parameters section.
4. **BUTTON:** Add Task – When clicked, this button will navigate to the Task Detail page to add a task. The button will display if the worker's security profile contains the "TaskDetailEdit" security right.
5. <u>Search Results Summary</u>
    a. Selectable checkbox – for each result displayed, a selectable checkbox will display at the beginning of the row. The checkbox will display if the worker's security profile contains the "TaskDetailEdit" security right. (See the "Action" button section below for how the checkbox can be used)
    b. New Assignment Indicator – this column does not have a column header shown on the page. The column will display the New Assignment icon to indicate if the Task is newly assigned to the logged in staff. The user may acknowledge this task and click on the icon, which will remove the icon from display for the Task. If the worker does not click the icon, it will no longer display after the amount of time specified in the Newly Assigned Indicator attribute of the Task Type Detail page. The Indicator will be clickable if the security profile of the logged in user

contains the “TaskDetailEdit” security right. The column will display the following indicator icon:

   i. 

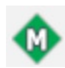
c. Priority Icon – This column does not have a column header shown on the page. The column will display the following graphical icons to indicate the Task Type Priority for each row:

   i. 

 - Critical

   ii. 

 - High

   iii. 

 - Medium

   iv. 

 - Low

d. Due Date – the Task Due Date. If the security profile of the logged in user contains the “TaskDetailView” security right, the date will display as a hyperlink, otherwise the date will display as plain text. Clicking the hyperlink will display the Task Detail page in View mode.

e. Case – the Case Number associated to the Task. If the Task is not associated to a Case, such as a Clearance Task, this column will be blank. If the security profile of the logged in worker contains the “CaseSummaryView” security right, this field will display as a hyperlink, otherwise it will display as plain text. Clicking the hyperlink will refresh the main LRS/CalSAWS System window to the Case Summary page for the Case.

f. Case Name – The Case Name of the Case associated to the Task. If the Task is not associated to a Case, such as a Clearance Task, this column will be blank.

g. Program(s) – the Program(s) associated with the Task. If the Task is not associated to a Case/Program, such as a Clearance Task, this column will be blank. Tasks that are associated to multiple programs will display a comma-delimited list of the associated program codes.

h. Category – the Category of the Task.

i. Type/Sub-Type – the Type and Sub-Type associated with the Task. If the Task Type has an associated Sub-Type, a “/” will display between the Task Type and Sub-Type.

j. Status – the current Status of the Task.

k. Worker ID – the Worker ID associated to the Task. If a Worker ID is not associated to the Task, this column will be blank.

l. Bank ID – the Bank ID associated to the Task. If a Bank ID is not associated to the Task, this column will be blank.

m. **BUTTON:** Complete – this button will update the status of the Task to "Completed". The button will display if the worker's security profile contains the "TaskDetailEdit" security right.

n. **BUTTON:** Edit – this button allows the user to edit the selected Task by opening the Task Detail page in Edit mode. The button will display if the worker's security profile contains the "TaskDetailEdit" security right.

6. Action **(Required)**: this dropdown field allows the user to take an action on any Tasks in the results with a checkmark in the selectable checkbox at the beginning of the row. This field will display if the worker's security profile contains the "TaskDetailEdit" security right. Actions available in the dropdown are:

    a. Assign to Me - Assigns the selected Tasks to the logged in worker.

    b. Assign to Program Worker – Assigns the selected Tasks to the worker who is assigned to the Program that is associated to the Task.

    c. Assign to Position – Displays a **(Required)** "Worker ID" field allowing the User to specify a specific Worker ID to assign the selected Tasks to. A Select **BUTTON** displays to the right of the field that will navigate to the Select Worker page allowing the user to search for a specific Worker ID.

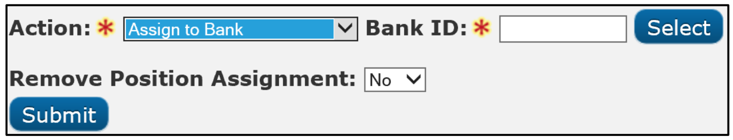
    d. Assign to Eligible Positions – An Eligible Position is an Active position with at least 1 or more Task Categories selected on the Position Detail page. This option will assign the selected Tasks to Eligible Positions based on the position's ability to accept the specific Task Category. The receiving worker cannot be the same worker currently assigned to the Task. Tasks are evenly distributed in a round-robin fashion. An optional Office and Unit field will display each with a Select **BUTTON** that will navigate the User to the Select Office and Select Unit page respectively allowing the user to limit Eligible Positions to a specific Office or Unit if they choose.

    e. Assign to Bank– Displays a (Required) "Bank ID" field allowing the user to specify a specific Bank ID to assign the selected Tasks to. A Select BUTTON displays to the right of the field that will navigate to the Select Bank page allowing the user to search for a specific Bank. (Reference Section 2.6)

    f. Unassign Position - Removes the Position assignment for the selected Tasks.

    g. Unassign Bank - Removes the Bank assignment for the selected Tasks.

7. Remove Assignment Field – this field allows the user to remove an assignment of the Task.
    a. Remove Position Assignment – This dropdown field displays when "Assign to Bank" is selected in the Action field.

    The values are:
        i. No (default) – does not impact any current Position assignments.
        ii. Yes – removes the current Position assignment of the selected Tasks.
    b. Remove Bank Assignment – This dropdown field displays when either "Assign to Me", "Assign to Program Worker", "Assign to Position" or "Assign to Eligible Positions" is selected in the Action field. The values are:
        i. No (default) – does not impact any current Bank assignments.
        ii. Yes – removes the current Bank assignment of the selected Tasks.
8. **BUTTON**: Submit – clicking this button submits the Action described by the Action and Remove Assignment fields.

2.4.4 Page Validation

1. "Reassign Task – There is no Worker currently assigned to the program(s). Please specify a Worker."
    a. Attempting to reassign a Task, or group of Tasks, to the Program Worker when no Worker assignment exists, will result in a validation message. This validation message will also display if the Task is not associated to a Program. Reassignment to logged in Worker or a specified Worker does not trigger validation.
2. "Task Action – Please select a Task to action."
    a. If the User clicks the Submit button having populated all of the necessary Action, ID, and Remove Assignment field, but without checking any Tasks in Search Results Summary, a validation is triggered. This is an update to the existing Task Assign field validation.
3. "Task Action – All Tasks must be assigned to a Position or a Bank."
    a. If the User has selected the "Unassign Position" or "Unassign Bank" options in the Action field and clicks Submit, having

checked at least one Task that is only assigned to the entity they are attempting to unassign, a validation is triggered.

4. "Reassign Task - There are no Eligible Positions available to assign the Tasks to."
   a. Attempting to reassign a Task, or a group of tasks, to any eligible Positions will result in a validation message if there are no Active Positions available to receive the selected Tasks.

2.4.5 Page Location

N/A.

2.4.6 Security Updates

1. N/A – There is no need to create new security rights and/or security groups as the following security rights/groups for the Task Search page already exist in the LRS/CalSAWS System:

Security Right	Security Group(s)
TaskSearchView	• Task View • Task Edit

2.4.7 Page Mapping

Add page mapping for the Task Search page.

2.4.8 Page Usage/Data Volume Impacts

The volume of Task data in the LRS/CalSAWS System is extremely large. Broad search criteria will result in longer search processing. It is highly recommended to be as restrictive as possible with the search criteria on this page to avoid lengthy search processing times.

2.5 Task Detail Page

2.5.1 Overview

The Task Detail page is accessible from the Task Search page. This page can be used to view, edit or create Tasks.

2.5.2 Task Detail Page Mockup

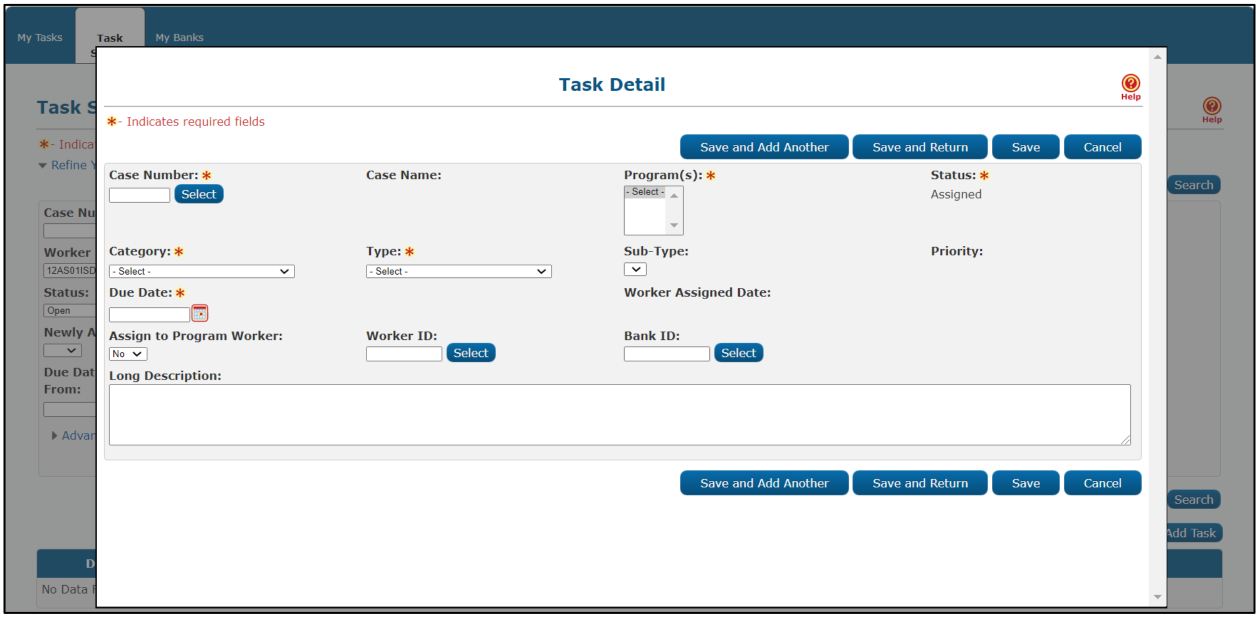


Figure 2.5.2.1 – Task Detail Page Create Mode Mockup

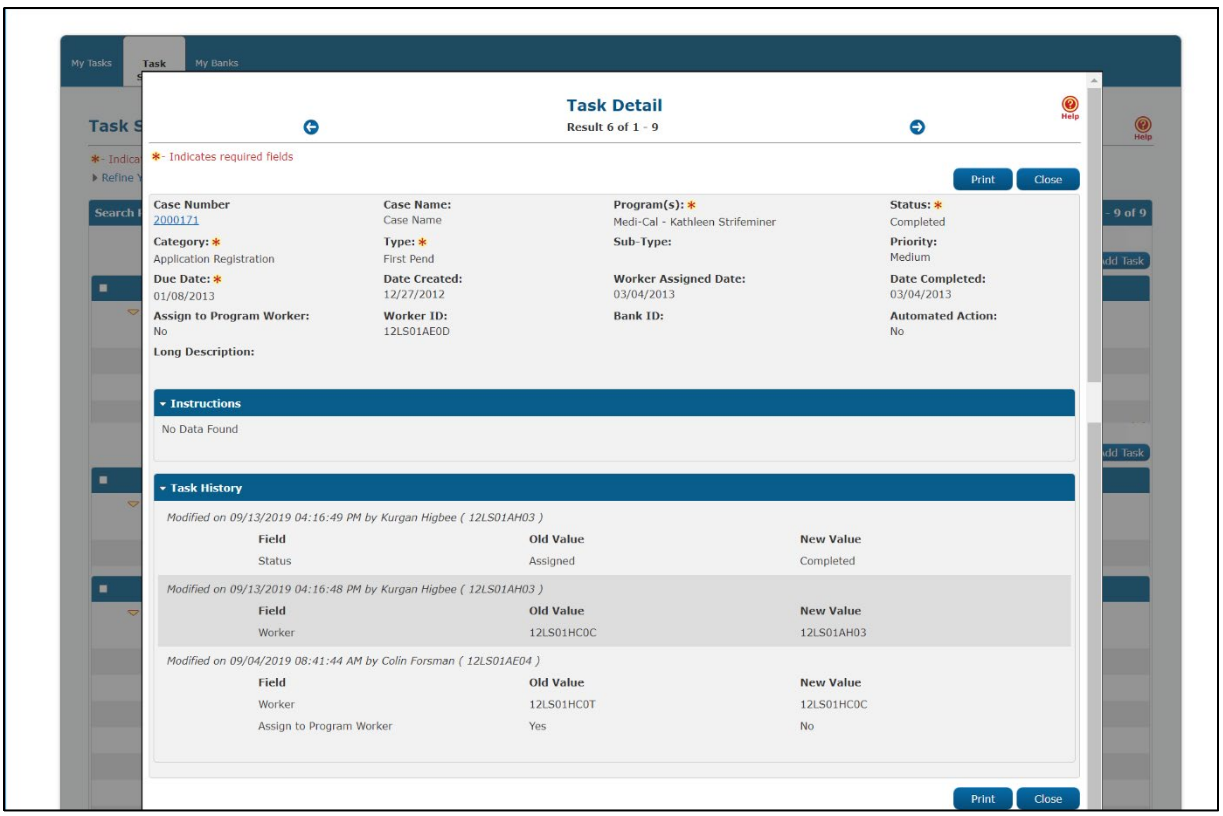


Figure 2.5.2.2 – Task Detail Page View Mode Mockup

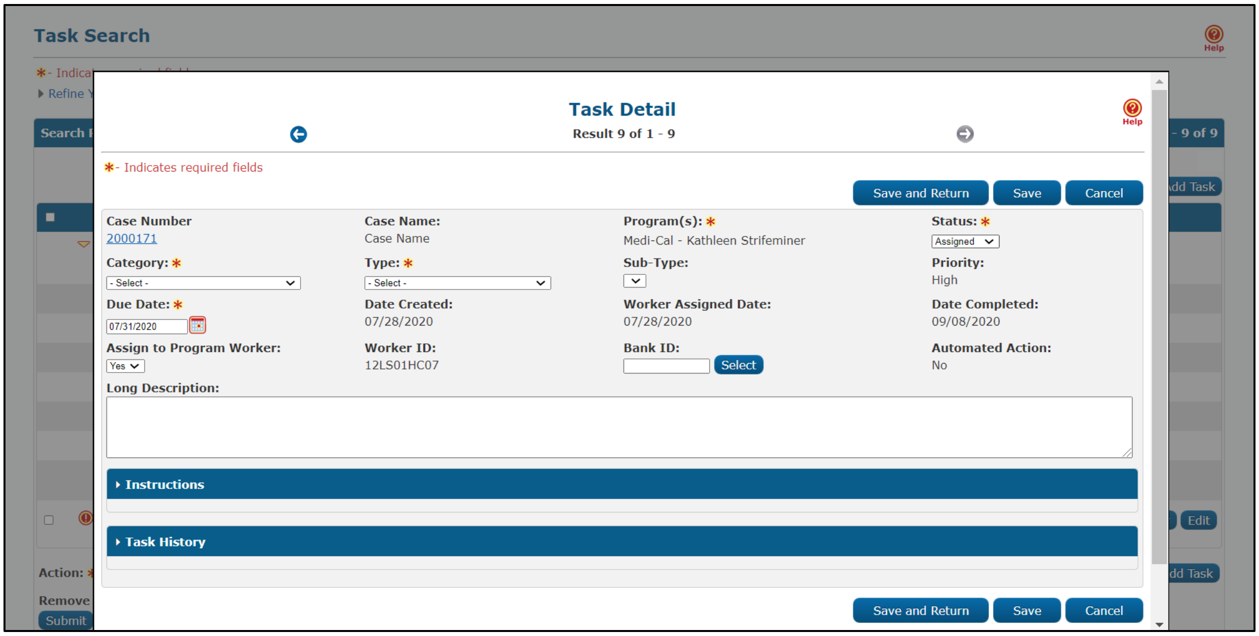


Figure 2.5.2.3 – Task Detail Page Edit Mode Mockup

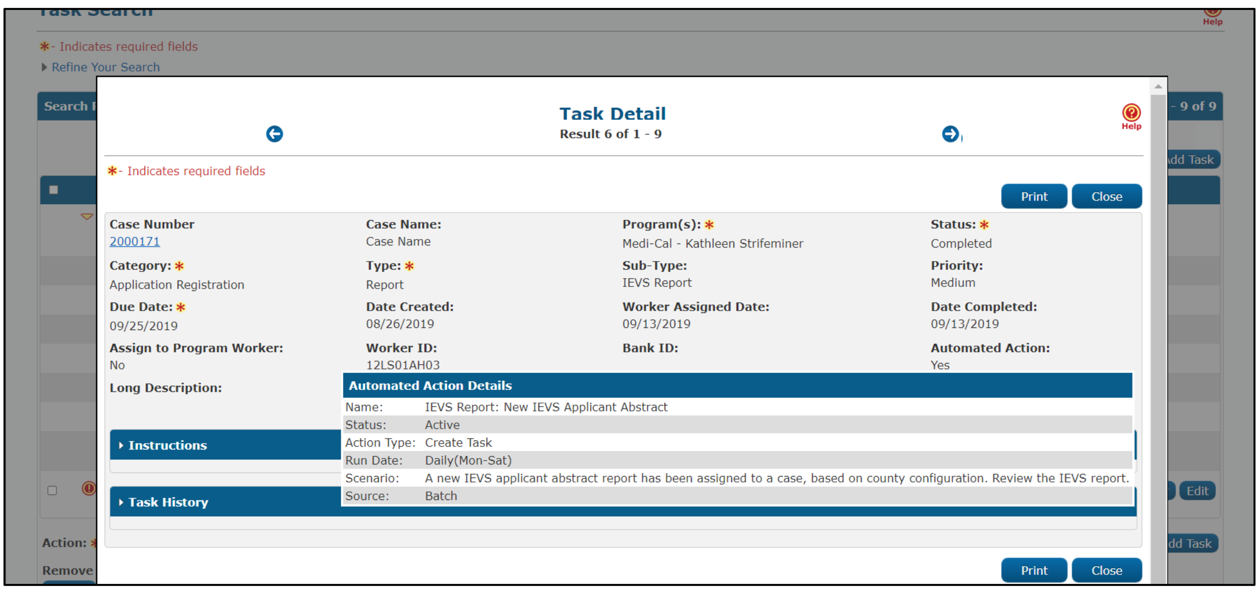


Figure 2.5.2.4 – Task Detail Page View Mode Automated Action Details Mockup

2.5.3 Description of Changes

Add a Task Detail page to the LRS/CalSAWS System as an overlay page within the Tasks Pop-Up window.

1. **ICON:** HELP – Clicking this button will open the Task Detail Online Help page.
2. **BUTTON:** Arrow Left/Right – Figure 2.5.2.2 displays the text "Result 6 of 1 - 12" between the left and right arrows. The result counts are based on

the Task Search page results. The arrow buttons allow the user to quickly navigate to the previous or next Task within the Task Detail overlay instead of having to close the overlay and re-navigate to the Task Detail page for a new Task.

3. **BUTTON:** Save and Add another – this button will display when the page is in Create mode. When clicked, the Task will be saved, and the page will refresh as a blank Task Detail page in Create mode to create another Task.
4. **BUTTON:** Save and Return – this button will display when the page is in Create or Edit mode. When clicked, the Task will be saved, and the user will return to the Task Search page.
5. **BUTTON:** Save – this button will display when the page is in Create or Edit mode. When clicked, the Task Detail page will be saved and displayed in View mode.
6. **BUTTON:** Cancel – this button will display when the page is in Create or Edit mode. When clicked, modifications to the Task Detail page will be discarded and the page will return to the Task Search page.
7. **BUTTON:** Edit – this button will display when the page is in View mode. When clicked, the Task Detail page will display in Edit mode. The button will display if the worker's security profile contains the "TaskDetailEdit" security right.
8. **BUTTON:** Print – this button opens the native print box allowing the user to print the Task Detail page.
9. **BUTTON:** Close – this button will display when the page is in View mode. When clicked, the Task Detail page will close and return to the Task Search page.
10. Case Number **(Required)** – the Case Number associated to the Task. When the page is in Create mode, a "Select" **BUTTON** will display to the right of this field that will open the Select Person page allowing users to search for a specific Case Number.

    When the page is in Edit or View mode, this field will display the Case Number associated to the Task as a hyperlink. When the hyperlink is clicked, the main LRS/CalSAWS window will navigate to the Case Summary page for the Case.
11. Case Name – this field displays the Case Name of the Case based on the Case Number field. This field is not editable.
12. Program(s) **(Required)** – a multi-select box allowing the user to select one or more of the Programs, based on the selected Case Number, to be associated to the Task. When the page is in View mode, this field will display the Programs that are associated to the Task. When the page is in Edit mode, this field will not be editable. If the Task was initially created without a Case/Program association, such as a Clearance Task, page validation will not force this field as required in Edit mode as the field is not editable. This function is consistent with the

processing of Clearance Tasks through the Worklist pages in the LRS/CalSAWS System.

13. Status **(Required)** – This field indicates the status of the Task. It is only editable when the page is in Edit mode. When the page is in Create mode, this field will default to "Assigned". The options for this field are:
    a. Expired: This value is not included in the dropdown list when the page is in Edit mode as the Expired status is set via the Task Expiration automated batch process.
    b. Void
    c. In Process
    d. Assigned
    e. Completed
14. Category **(Required)** –A dropdown box which will filter the Type dropdown to Task Types associated to the selected Category. If all Task Types associated to a Category have the "Available Online" attribute set to "No", the Category value will not display in the dropdown list. Options included in this dropdown are:
    a. Application Registration
    b. Batch EDBC
    c. CMIPSII
    d. CSC
    e. CWS
    f. CalHEERS
    g. Case Update
    h. Computation Request
    i. EBT
    j. e-ICT
    k. EDBC
    l. External Recovery Account
    m. Foster Care RDB
    n. Fraud
    o. IEVS
    p. IEVS Criminal
    q. IEVS Priority
    r. Interest Allocation
    s. Invoice
    t. Issuance Method
    u. Issuance Replacement/Reissue
    v. MC 355

w. MEDS Alert
x. MEDS Liaison
y. Manual
z. Payment Request
aa. QR7LA
bb. Quality Assurance Assignment
cc. Quality Review
dd. Redetermination
ee. SAR7
ff. Screening Packet
gg. Time Limits
hh. Transaction Refund
ii. Valuable
jj. YBN
kk. YBN E-communications

15. Type **(Required)** – the Task Type of the Task. When the page is in Create or Edit mode, this field will display as a drop-down box that includes Task Types associated to the county with a "Yes" in the "Available Online" field of the Task Type Detail page. If a value is selected in the Category field, Task Type options will be filtered to only display the Task Types associated to the selected Category.
16. Sub-Type – the Task Sub-Type of the Task. When the page is in Create or Edit mode, this field will display as a drop-down box that includes Task Sub-Types associated to the Task Type with a "Yes" in the "Available Online" field of the Task Sub-Type Detail page. If a value is selected in the Type field, Sub-Type options will be filtered to only display the Sub-Types associated to the selected Task Type.
17. Priority – This field is not editable and automatically populates based on the priority of the Task Type.
18. Due Date **(Required)** – This field allows the User to indicate when the Task is due. This date must be a date that is on or after the current date.
19. Date Created – This field will display the date that the Task was created. This field will not display when the page is in Create mode as the Task has not yet been saved.
20. Worker Assigned Date – This field is not editable and will initially populate to be the date the Task is created. Ongoing, this date will display the latest assigned date for the Task.
21. Date Completed/Voided/Expired – Completed, Voided and Expired are all end states of a Task. If the Task has reached one of these end states, this field will display the date in which the end state

(Completed, Voided or Expired) was reached. The field label will also display the appropriate value for the date. For example, if the Task was completed, the field label will display "Date Completed", if the Task was voided, the label will display "Date Voided".

22. Assign to Program Worker – indicates if the Task has been assigned to the worker of the Program associated to the Task. When the page is in Create or Edit mode, options include:
    a. Yes – will assign the Task to the worker who is currently assigned to the Program associated to the Task. The Worker ID field will pre-populate with the appropriate Worker ID in this instance.
    b. No (default) – allows the user to specify a Worker ID in the Worker ID field to assign the Task to. This allows the User to assign the Task to another Worker using the Select Button, which will open the Select Worker page.
23. Worker ID – This field will display the Worker ID the Task is assigned to. When the page is in Create or Edit mode and the value of the "Assign to Program Worker" field is "No", this field will be an editable text box allowing the user to enter a specific Worker ID. A "Select" **BUTTON** will display to the right of this field that will navigate to the Select Worker page allowing the user to search for a specific Worker ID.
24. Bank ID – if the Task is assigned to a Bank, this field will display the Bank ID of the Bank. When the page is in Create or Edit mode, this field will be an editable text box allowing the user to enter a specific Bank ID. A "Select" **BUTTON** will display to the right of this field that will navigate to the Select Bank page allowing the user to search for a specific Bank ID. (Reference Section 2.6)
25. Automated Action – This field will indicate whether the task was created by an Automated Action. If the task was created by an Automated Action, "Yes" will display as a tooltip that on mouse hover over will display the details of the Automated Action. (Reference Figure 2.5.2.4). This field does not display when the page is in Create mode. The following are the Automated Action attributes that display:
    a. Name
    b. Status
    c. Action Type
    d. Run Date
    e. Scenario
    f. Source
26. Long Description – A free text field allowing the user to add any additional details pertaining to the Task. This field will be limited to 2,000 characters.

27. Instructions – This field indicates the instructions that existed for the Task Type at the time the Task was created. Instructions are defined in the Instructions field of the Task Type Detail page.
28. Task History – This section will display the history of modifications made to the Task. For each modification entry in the Task History section, a header sentence will display formatted as "Modified on <Date Time> by <Staff Name> (<Worker ID>)". Reference Figure 2.5.2.2 for an example. Modification information will be described with the following 3 fields:
    a. Field – the name of the field that has been modified.
    b. Old Value – the original value of the field before the modification was made.
    c. New Value – the resulting value of the field after the modification.
29. Footer – The footer of the Task Detail page will display:

    Created On 11/12/2013 5:10:54 PM By: 240131
    Last Updated On 02/26/2014 11:58:36 AM By: 7964

    The Created On label will display the date and time the Task was created. The hyperlink value will display the Staff ID of the Staff who created the Task. The hyperlink will display the Worker Detail page for the appropriate Staff.

    The Last Updated On label will display the date and time that the Task was last updated. The hyperlink value will display the Staff ID of the Staff who last updated the Task. The hyperlink will display the Worker Detail page for the appropriate Staff.

    Note: If the Task was Created or Last Updated by a batch process, the Staff ID hyperlink will still display and the Worker Detail page will still display when the hyperlink is clicked, and the Worker Detail page will reflect the batch process number and "Batch" in the Name field.

2.5.4 Page Validation

1. "Program(s) – There is no Worker currently assigned to the program(s). Please specify a Worker."
    a. Attempting to create a Task for a program with no Worker assignment will result in a validation message when the "Assign to Program Worker" checkbox is checked.
2. "Program(s) – There is no Worker currently assigned to the program(s). Please specify a Worker."
    a. Attempting to edit a Task for a program with no Worker assignment will result in a validation message when the "Assign

to Program Worker" checkbox is updated from unchecked to checked.

3. "Task Assignment - Please select a Worker ID, Bank ID, or Assign to Program Worker."
    a. Add a validation to display when the User attempts to save a Task without having selected either a Worker ID, Bank ID, or the value "Yes" in the Assign to Program Worker field. At least one must be selected in order to save the Task. This is an update to the existing Worker ID custom validation.
4. "Bank ID – Bank ID does not exist."
    a. Add a validation to display when the User attempts to save a Task with the Bank ID field either blank or populated with an ID that does not correspond to an existing Bank in the C-IV System.

2.5.5 Page Location

N/A.

2.5.6 Security Updates

1. N/A – There is no need to create new security rights and/or security groups as the following security rights/groups already exist in the LRS/CalSAWS System:

Security Right	Security Group(s)
TaskDetailView	• Task View
TaskDetailEdit	• Task View • Task Edit

2.5.7 Page Mapping

Add page mapping for the Task Detail page.

2.5.8 Page Usage/Data Volume Impacts

N/A.

2.6 Select Bank Page

2.6.1 Overview

This Select Bank Page allows the user to search for and select a specific Bank.

2.6.2 Select Bank Page Mockup

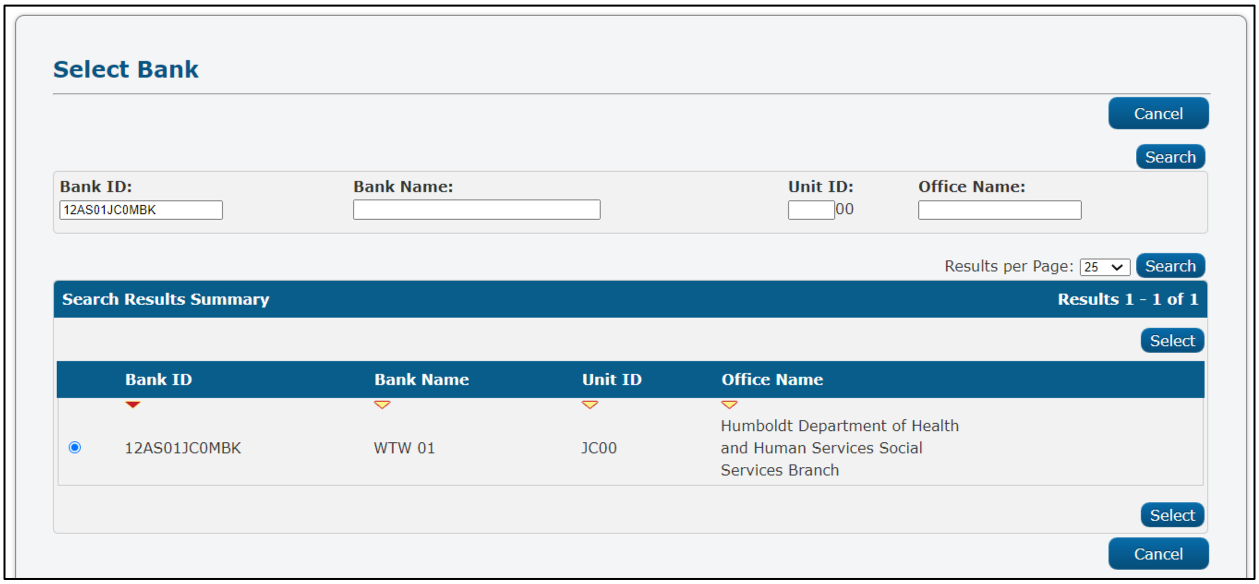


Figure 2.6.2.1 – Select Bank Page Mockup

2.6.3 Description of Changes

Add a Select Bank page to the LRS/CalSAWS System.

1. **BUTTON:** Cancel – this button will return the user to the previous page that the user had navigated from.
2. **BUTTON:** Search – this button refreshes the Search Results Summary to display Banks that match the search criteria in the Search Parameters section.
3. <u>Search Parameters</u>
    a. Bank ID – a text field allowing the user to search for a specific Bank ID.
    b. Bank Name – a text field allowing the user to search for a specific Bank Name.
    c. Unit ID – a text field allowing the user to search for Banks within a specific Unit.

   d. Office Name – a text field allowing the user to search for Banks within a specific Office.

4. Search Results Summary
   a. **BUTTON:** Select -- Clicking this button displays the previous page the User had navigated from and will load the Bank ID of the selected Bank into the appropriate field of the original page. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.
   b. Selectable Radio Button – This field allows the user to select a single Bank from the Search Results Summary section.
   c. Bank ID – the Bank ID of the Bank.
   d. Bank Name – the name of the Bank.
   e. Unit ID – the Unit ID associated to the Bank.
   f. Office Name – the Office Name of the Office associated to the Bank.

2.6.4 Page Location

N/A.

2.6.5 Security Updates

1. N/A – No new security rights for this page as this is a page that is only accessible within parent pages that the user already has the security to access.

2.6.6 Page Mapping

Add page mapping for the Select Bank page.

2.6.7 Page Usage/Data Volume Impacts

N/A.

2.7 Automated Regression Test

2.7.1 Overview

Create new automated regression test scripts to verify a subset of the Task functionality outlined above.

2.7.2 Description of Change

1. Create new regression test scripts to verify the following Task functionality:
    a. Create and search:
        i. Create with and without sub-type
        ii. Search via:
            1. Task Search
            2. My Tasks
        iii. Search by:
            1. Case Number
            2. Worker ID
            3. Bank ID
            4. Worker ID and each of:
                a. Newly Assigned
                b. Category
                c. Type
                d. Sub-Type
    b. New assignment indicator:
        i. Verify display
        ii. Clear indicator
    c. Reassignment options:
        i. Assign to Bank (Select Bank by Bank ID), with each of:
            1. "Remove Position Assignment" not selected
            2. "Remove Position Assignment" selected
        ii. Assign to Me, with:
            1. "Remove Bank Assignment" not selected
        iii. Assign to Program Worker:
            1. "Remove Bank Assignment" not selected
        iv. Assign to Position (logged-in worker), with:
            1. "Remove Bank Assignment" selected
        v. Validations:
            1. "Task Action" on "Unassign Position" with no Bank assigned
            2. "Task Action" on "Unassign Bank" with no Position assigned
2. Create new regression test scripts to verify the following My Banks functionality:

a. Automatic inclusion, with no "Additional" or "Excluded" association
b. Specific inclusion through "Additional Associations"
c. Specific exclusion through "Excluded Associations"

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
655	The CONTRACTOR shall migrate the Task icon link on the Utilities Navigation Bar to provide access to the My Task and Task Search pages.	None	This design incorporates the "Tasks" icon into the Utilities Navigation Bar which allows access to the My Task and Task Search pages.

5 MIGRATION IMPACTS

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

6 OUTREACH

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-50297

Modify the Time Limit Good Cause Batch

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Philip McGinty, Connor O'Donnell, Jimmy Tu
	Reviewed By	Sidhant G, Kapil S

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/9/2020	1.0	Initial	Philip McGinty

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1 OVERVIEW

The goal of this change request is to update the existing Time Limit Good Cause batch to correct the existing batch triggers and WDTIP exception mapping based on the Good Cause Status Reasons on the WTW Status Detail page. Currently, the incorrect exception reasons are being applied for some of the Good Cause reasons.

In addition, this request will add CalWORKs REP participants to the existing Time Limit Good Cause batch to automatically apply the appropriate WDTIP exception for REP participants based on the Good Cause Status reasons on the REP Status Detail page for a month. Currently, the users in LRS/CalSAWS must manually apply the appropriate exception reason to a Time Limit month for REP participants that are in Good Cause Status. This has created an additional workload impact for L.A. County staff as workers have to manually go to the Cash Aid Time Limit Month Detail page and apply the appropriate exception for REP participants.

1.1 Current Design

The existing Time Limit Good Cause batch is programmed to automatically apply an exception based on Attachment A (Section 3 - Supporting documents) for WTW participants that have a program status of Good Cause for a month. Furthermore, Batch will apply the appropriate exceptions/clock stopper when the participant has been granted Good Cause for not participating in WTW for at least 50% of the month. This 50% criteria applies to all appropriate status reasons except for Domestic Violence. If a participant has a status of Domestic Violence even for a single day in a given month, then the batch would apply Good Cause clock stopper automatically. There are batches in the system which create the Time Limit months for the current, retroactive, and future months after eligibility is determined or modified appropriately.

1.2 Requests

1. Add CalWORKs REP participants to the existing Time Limit Good Cause batch to automatically apply the appropriate WDTIP exception for REP participants based on the Good Cause Status reasons on the REP Status Detail page
    a. Remove the 50% requirement for Good Cause for the Status Reason of "Second Parent" for both WTW and CalWORKs REP Participants.
2. Update the WTW/CalWORKs REP WDTIP Exception Mapping for the following status reasons:
    a. Lack of Supportive Services
    b. No Stage 1 Available for Other Reasons
    c. No Child Care Transportation Available
    d. No Child Care during non-traditional hours
    e. No Stage 1 Provider for Children
    f. No Stage 1 Funding Available
    g. No Child Care Available
    h. Difficult Pregnancy

1.3 Overview of Recommendations

1. Add CalWORKs REP participants to the existing Time Limit Good Cause batch to automatically apply the appropriate WDTIP exception for REP participants based on the Good Cause Status reasons on the REP Status Detail Page.
    a. Remove the 50% requirement for Good Cause for the Status Reason of "Second Parent" for WTW and CalWORKs REP Participants.
2. Update the WTW/CalWORKs REP WDTIP Exception Mapping for the following status reasons:
    a. Lack of Supportive Services
    b. No Stage 1 Available for Other Reasons
    c. No Child Care Transportation Available
    d. No Child Care during non-traditional hours
    e. No Stage 1 Provider for Children
    f. No Stage 1 Funding Available
    g. No Child Care Available
    h. Difficult Pregnancy

1.4 Assumptions

1. CalWORKs REP programs are specific to LA County only.
2. All Time Limits for "Difficult Pregnancy" will be created with the new exception mapping going forward and there will be no impact to previous records already in the CalSAWS.

2 RECOMMENDATIONS

2.1 Time Limit Good Cause Batch (Daily and Monthly)

2.1.1 Overview

The goal of this update is to enhance the existing Time Limit Good Cause batch to automatically apply the appropriate WDTIP exception based on the Good Cause Status Reasons on the REP Status Detail Page. This functionality is already available for WTW Programs and is being added for CalWORKs REP participants.

2.1.2 Description of Change

1. Update the existing Time Limit Good Cause batch to automatically apply the appropriate WDTIP Exception for REP participants based on the Good Cause Status Reasons on the REP Status Detail Page.

2. Remove the 50% requirement needed for Good Cause for the status reason of "Second Parent" for both WTW and CalWORKs REP Participants.

2.1.3 Execution Frequency

No Change.

2.1.4 Key Scheduling Dependencies

No Change.

2.1.5 Counties Impacted

Only Los Angeles County.

2.1.6 Data Volume/Performance

Number of records created/processed will increase due to processing extra REP Cases.

~Approximately 100 per month.

2.1.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate the failures and determine the appropriate resolution.

2.2 Code Table Change Request

2.2.1 Overview

A CTCR will be created to update the WDTIP exception code mapping for the following status reasons in the Code Detail Table 73.

2.2.2 Description of Changes

1. Modify the WDTIP exception code mapping for the following status reasons:
    i. Update Reference Table 74 (refer_table_74_descr) in Category 73 (catgry = 73) of the Code Detail table (code_detl) from the Current Exception Mapping to the New Exception Mappings shown below.

Good Cause Program Status Reason	Current Exception Mapping	New Exception Mapping	Is TANF MTC ticked?	Is CW MTC ticked?	Is WTW MTC ticked?

Lack of Supportive Services	407	408	Y	Y	N
No Stage 1 Available for Other Reasons	407	408	Y	Y	N
No Child Care Transportation Available	407	408	Y	Y	N
No Child Care during non-traditional hours	407	408	Y	Y	N
No Stage 1 Provider for Children	407	408	Y	Y	N
No Stage 1 Funding Available	407	408	Y	Y	N
No Child Care Available	407	408	Y	Y	N
Difficult Pregnancy	306	408	Y	Y	N

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	CTCR	WDTIP Exception Mapping Status Reasons with the appropriate exceptions.	CA-50297 Attachment A Chart.p Also find attached on JIRA.

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

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-212911

Update CalWORKs in Public Assistance CalFresh Budget at Initial Approval

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Josias Caveto
	Reviewed By	Eligibility Design, Eligibility test, System Test, BA's

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/29/2020	1.0	Initial Draft of the Design	Josias Caveto
7/8/2020	2.0	Updates to include other cash base programs	Josias Caveto
09/02/2020	3.0	Content Revision	Josias Caveto

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1 OVERVIEW

Per 7 CFR 273.10(c) when determining a household's eligibility and level of benefits, the county shall take into consideration the income received by the household during the certification period. The cash aid grant which has been received in a later month will not be counted as unearned income in a prior CalFresh (CF)budget calculation. In addition, any retroactive CW grant is considered a non-recurring lump sum payment in the month received and should be excluded per MPP 63-301.633(b), MMP 63-301.634, MMP 62-502.2(j) and 7 CFR 273.9(c)(8).

The purpose of CA-212911 is to change the behavior of the CalSAWS system's logic to not include the prior month's all cash-based programs (GA, CW, CP, RC, IN) grant in the CF budget when the CW/CF application is approved after the month of application.

1.1 Current Design

Per current CalSAWS functionality, when processing CW/CF EDBC for a prior month for applications, all cash-based programs (GA, CW, CP, RC, IN) benefit grant received after the benefit month is being counted as unearned income for the CF benefit determination. For example, an applicant applies for CW/CF in March, and in April the CW/CF EDBC is approved. When the case is run for CW/CF EDBC for the benefit month of March and April, the March CW benefit granted in April is for the benefit month of March being counted towards the CF budget as unearned income for the benefit month of March.

The screenshots below illustrate the current functionality:

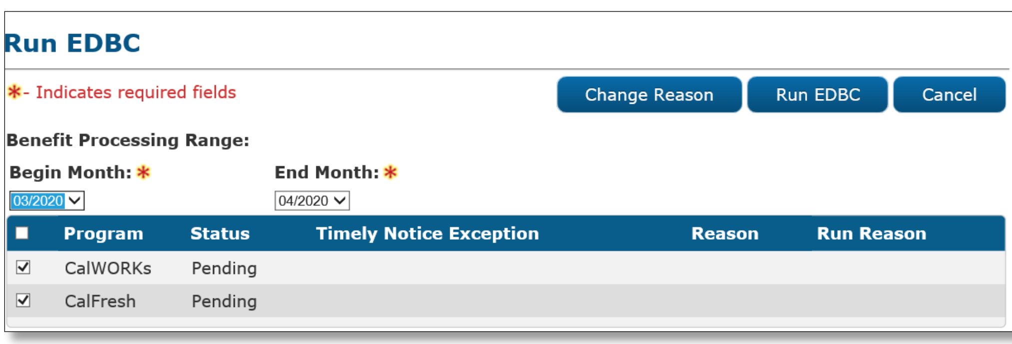


Figure 1: EDBC Summary – EDBC run in April for CW/CF for the March and April benefit months.

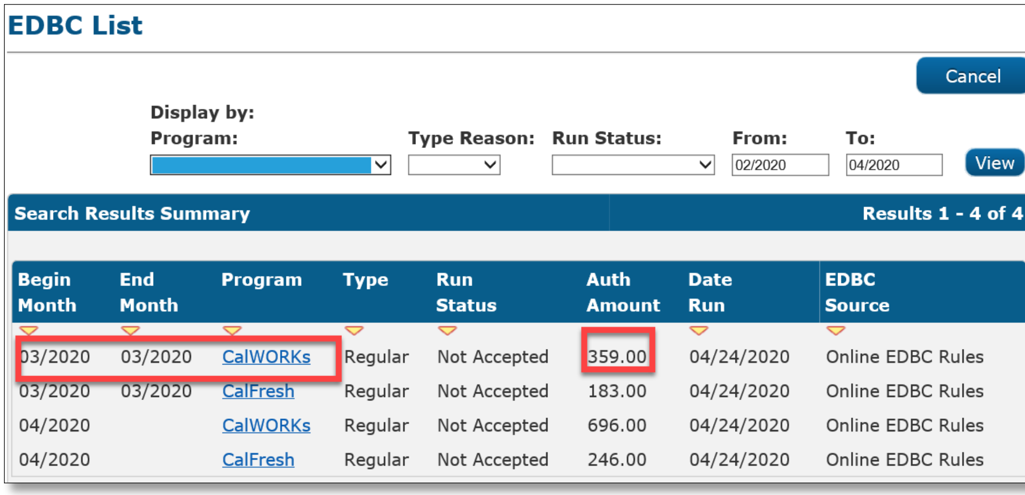


Figure 2: EDBC Summary List – CW and CF results for the benefit months of March and April.

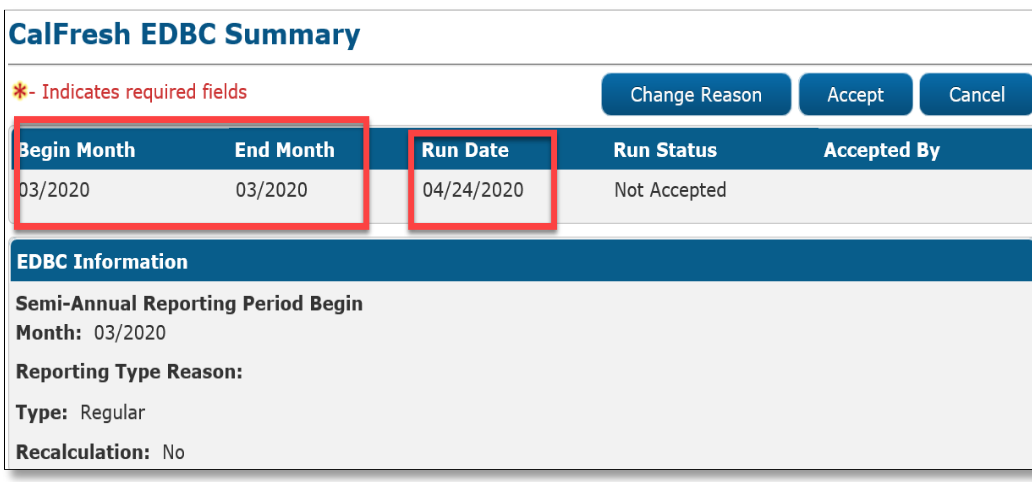
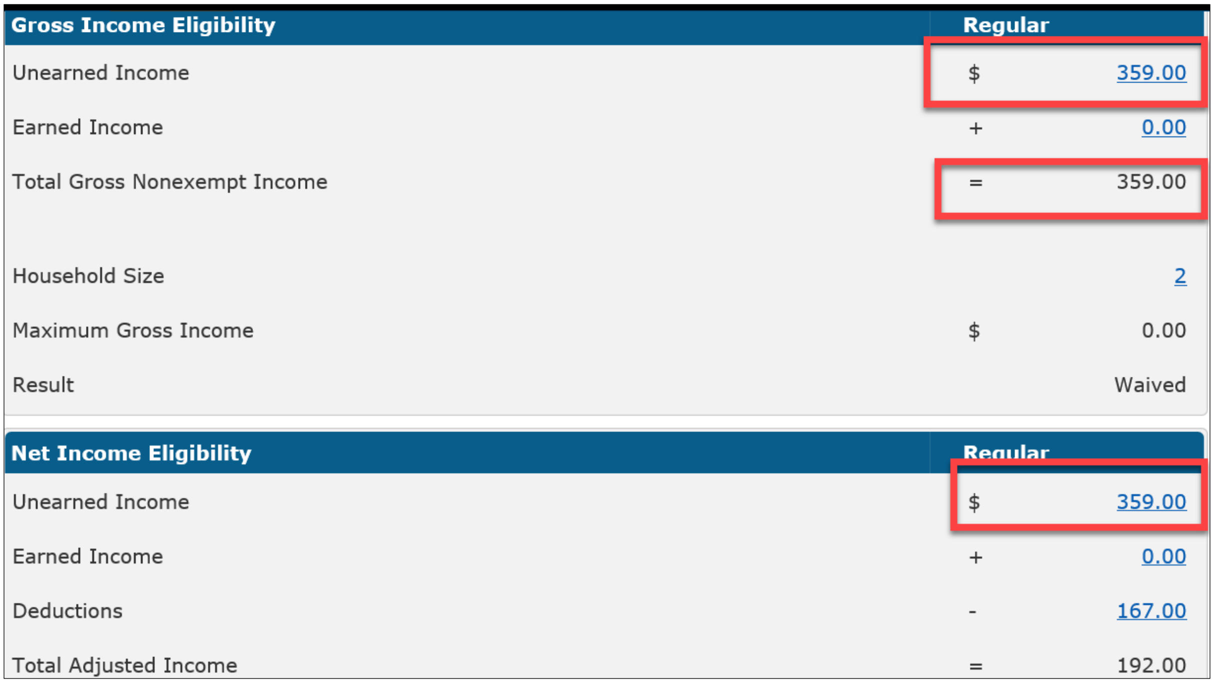


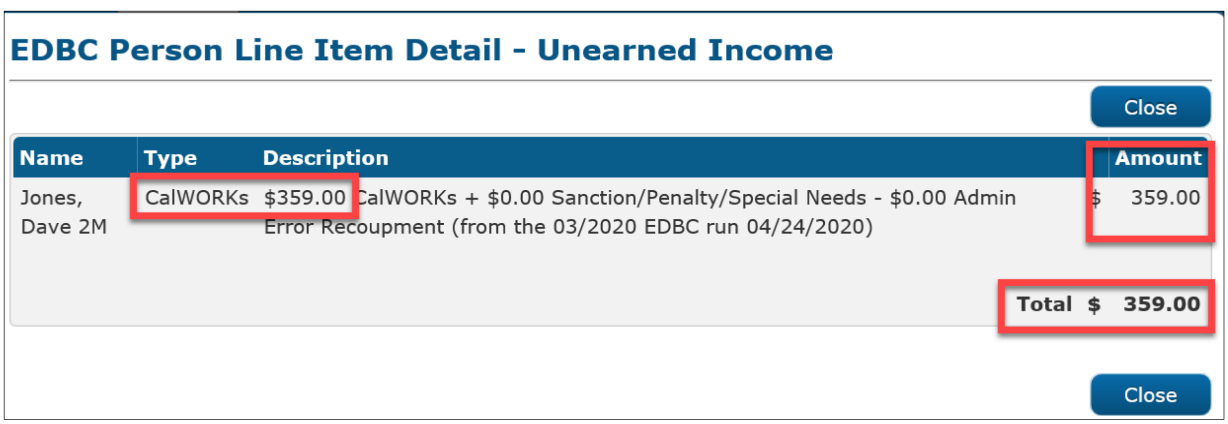
Figure 3: CF EDBC Summary – EDBC is run in April for the Benefit Month of March



Gross Income Eligibility		Regular
Unearned Income	$	359.00
Earned Income	+	0.00
Total Gross Nonexempt Income	=	359.00
Household Size		2
Maximum Gross Income	$	0.00
Result		Waived

Net Income Eligibility		Regular
Unearned Income	$	359.00
Earned Income	+	0.00
Deductions	-	167.00
Total Adjusted Income	=	192.00

Figure 4 (Continuation of figure 3): CF EDBC Summary – CW grant received in April (for the month of March) is being counted as unearned Income for the benefit month of March



EDBC Person Line Item Detail - Unearned Income

Close

Name	Type	Description	Amount
Jones, Dave 2M	CalWORKs	$359.00 CalWORKs + $0.00 Sanction/Penalty/Special Needs - $0.00 Admin Error Recoupment (from the 03/2020 EDBC run 04/24/2020)	$ 359.00
		Total	$ 359.00

Close

Figure 5: EDBC Person Line Detail - Unearned Income

1.2 Requests

1. Per Federal SNAP regulations at 7 CFR 273.10(c) and clarified in CRPC 2167:"If the amount of income that will be received, or when it will be received, is uncertain, that portion of the household's income that is uncertain shall not be counted by the State agency". All cash-based programs (GA, CW, CP, RC, IN) which grant has been received in a later month shall not be counted as unearned income in a prior CF budget calculation.

1.3 Overview of Recommendations

1. Update CF EDBC logic to not include benefit grant for all cash-based programs (GA, CW, CP, RC, IN) as unearned income when CF EDBC is processed for a prior month application.

1.4 Assumptions

1. There will be no retroactive eligibility determination. After the changes are in the CalSAWS systems the future cases will be impacted with this change.
2. Pending intake applications will be impacted by this change
3. This SCR does not address the scenario of a Beginning Date of Aid being moved to the past while the program application is still pending. That scenario will be addressed through CA-200895 I CIV-331

2 RECOMMENDATIONS

2.1 Update CF EDBC Logic to Not Include all cash-based programs (GA, CW, CP, RC, IN)Benefit Grant for the Previous Month Calculation application

2.1.1 Overview

The CalSAWS system will not include all cash-based programs (GA, CW, CP, RC, IN)benefit grant as unearned income when CF EDBC is processed for a previous month application.

2.1.2 Description of Changes

1. Update CF EDBC logic to not count cash aid program (GA, CW, CP, RC, IN)benefits in the CF Budget in either of the following situations:
    a. The latest cash aid program approval event date is after the end of the benefit month.
    b. The CF benefit month is prior to the current system date and the cash aid is not yet approved(The disposition of the application is not approved).

The example below illustrates one of the scenarios that can be derived from this policy:

i. Application date is March 15th. On April 5th the application process is completed for both CW and CF.
ii. On April 5th CW and CF programs are approved for March benefit month.
iii. By Approving March's benefits (prior month) for CW & CF on April 5th, the CW grant will not be counted as unearned income in the March CalFresh budget

Gross Income Eligibility	Regular	
Unearned Income	$	0.00
Earned Income	+	0.00
Total Gross Nonexempt Income	=	0.00
Household Size		2
Maximum Gross Income	$	0.00
Result		Waived

Net Income Eligibility	Regular	
Unearned Income	$	0.00
Earned Income	+	0.00

Figure 6: CF EDBC Summary – CF EDBC Summary – CW grant received in April (for the month of March) is not being counted as unearned Income for the month of March.

Gross Income Eligibility		Regular
Unearned Income	$	0.00
Earned Income	+	0.00
Total Gross Nonexempt Income	=	0.00
Household Size		2
Maximum Gross Income	$	0.00
Result		Waived

Net Income Eligibility		Regular
Unearned Income	$	0.00
Earned Income	+	0.00

Figure 7: CF EDBC Summary – CF EDBC Summary – CW grant received in April (for the month of March) is not being counted as unearned Income for the month of March.

2.1.3 Programs Impacted

CF

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.5	The LRS shall separately and concurrently evaluate information for each type of benefit the applicant/participant has requested, following the order of related assistance group processing (i.e., cash assistance is calculated first in order to be used in the CalFresh calculation).	Update the CF EDBC logic to not include the CW benefit amount as an unearned income for a prior month at an application.