

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-208889 | CIV-104321

eICT III Updates

DOCUMENT APPROVAL HISTORY		
CalSAWS	Prepared By	Steve Hancock, Connor O'Donnell, Gerald Limbrick
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
	1.0	Initial Design for Approval	Steve Hancock, Connor O'Donnell, Gerald Limbrick
9/8/2020	1.2	Design clarification: Added notes and made cosmetic updates.	Jennifer Muna, Connor O'Donnell, Gerald Limbrick
9/8/2020	1.3	1. Added new batch requirement to include 2 new data elements for CitizenshipNumberTypes. 2. Added Deduction block page description.	Jennifer Muna, Connor O'Donnell, Gerald Limbrick
9/16/2020	1.4	1. Add ICT ABAWD Time Limit Month List Page 2. Changed ABAWD Effective Clock Date field to a link 3. Adjusted location of Foster Care State field and Was in Foster Care field 4. Adjusted logic for Spouse or Parent Served in the American Military field	Jennifer Muna, Connor O'Donnell, Gerald Limbrick
10/13/2020	1.5	Design clarification to modify the code descriptions for the following 'Immigration Status' codes: 'AE', 'CI', 'CQ', 'DA', 'DS', 'GS', 'GT', 'GV', 'IC', 'LA', 'LT', 'PD', 'PP', 'PQ', 'PR', 'RP', 'RR', 'VT'	Jennifer Muna
10/15/2020	1.6	Design clarification to: 1. Modify description of change (2.1.3 #2) for 'Immigration Status' and 'Additional Information' fields to display in both Systems.	Jennifer Muna

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
		<ul style="list-style-type: none"> 2. Update Systems code description for 'RR' – Additional Immigration Status code 	
10/22/2020	1.7	<p>Content Revision 2:</p> <ul style="list-style-type: none"> 1. Added mock up and description to display Certificate of Citizenship and Naturalization Certificate number when transferring ICT. 2. Added description of change and mock up for 'DOB' column in sub-table in Citizenship Documents block. 3. Added condition when transferring 'DocumentDOB' in ICT. 4. Added note for Systems to map Former Foster Youth Location eict code to CT241. <p>Design Clarification:</p> <ul style="list-style-type: none"> 1. Updated tag name for 'GenderIdentificationCode' 2. Updated PAI Calendar Year (#150.1) length to 4. 3. Updated length to 8 and format to 'YYYYMMDD' for ABAWD Clock Effective Date (#194.1) 4. Removed #3 requirement in Section 2.3.2 and added into data elements table. (See element #52.1 and #52.2) 5. Added '(PRUCOL – INS Ack)' to PRUCOL Verification (PCL) description (#149.15) <p>Removed ' : ' in Figure 2.1.1 – CalSAWS Individual Demographics block</p>	Jennifer Muna, Connor O'Donnell, Gerald Limbrick

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1 OVERVIEW

The Electronic Inter County Transfer interface (E-ICT) allows county workers to electronically perform an Inter County Transfer (ICT) of a case and its clients from one county to another regardless of which consortium the participant resides.

The scope of this SCR is to modify the existing E-ICT Interface to include the information necessary for ongoing determination of programs.

1.1 Current Design

The eICT Interface transmits case, program, and person data to facilitate Inter County Transfers.

1.2 Requests

Update the eICT interface to incorporate data elements affected by ABAWD policy changes and EHIT Schema changes.

1.3 Overview of Recommendations

1. Update the EICT file to support new data elements in both the Outbound and Inbound file layouts for ABAWD policy changes and EHIT schema changes.
2. Update the ICT Detail page to display the new data elements being sent.

1.4 Assumptions

1. There will be no impact or changes required to the E-ICT image writer and reader.
2. Fields not mentioned to be modified within the description of changes will retain their current functionality.
3. Various code values from the eICT and from The Systems will not have a matching code to map with. This is currently the case with prior codes implemented. Workers will continue to review the data and make updates to non-mapped codes to valid codes in The Systems when the eICT is received.

2 RECOMMENDATIONS

2.1 ICT External Person Detail (ICT Person Detail in C-IV)

2.1.1 Overview

Display the following fields that will be transferred with an ICT.

- Individual Demographics block
 - **Is this person eligible to get a service from the Indian Health Service, a tribal health program, urban Indian health programs or through a referral from one of these programs?**
 - **Has this person gotten a service from the Indian Health Service, a tribal health program, or through a referral from one of these programs?**
 - **Was in Foster Care**
 - **Foster Care State**
 - Optional Sexual Orientation and Gender Identity (SOGI) Information block
 - **Gender Identification**
 - **Birth Certificate Gender**
 - **Sexual Orientation**
- Citizenship Documents block
 - **Immigration Status**
 - **Additional Information**
 - **PRUCOL**
 - **PRUCOL -INS Acknowledgement**
 - **Has this person lived in the U.S. continuously since 1996?**
 - **Sub-table**
 - **DOB**
- Additional Information block
 - **Served in the American Military**
 - **Spouse or Parent Served in the American Military**
- Income block
 - Projected Annual Income block
 - **Projected Annual Amount** (Moved from the Income block into the Projected Annual Income block)
 - **Calendar Year**
 - **Begin Date**
 - **End Date**
 - **RDP Shared Column Header**
- Deduction block
 - **RDP Shared Column Header**
- Time Limits block
 - **ABAWD Clock Effective Date**
- Other Health Care block
 - **Offered ESI**

- Affordability Standards

2.1.2 ICT External Person Detail Mockup

Individual Demographics			
Social Security Number: 110-24-0269	Reason for No SSN:	ATIN:	ITIN:
CIN: 410028281	Gender: Female	Date of Birth: 04/08/1957	Birth Country: United States
Language: English	Marital Status:	Was in Foster Care: No	Foster Care State: CA
Hispanic: Yes	US Entry Date:	Tribe State:	Tribe Name:
Has this person gotten a service from the Indian Health Service, a tribal health program, or through a referral from one of these programs? No			
Is this person eligible to get a service from the Indian Health Service, a tribal health program, urban Indian health programs or through a referral from one of these programs? No			

Figure 2.1.1- CalSAWS: Individual Demographics Block

Is this person eligible to get a service from the Indian Health Service, a tribal health program, urban Indian health programs or through a referral from one of these programs?:

No

Race/Ethnic Origin:		
American Indian or Alaskan Native		
Black or African American		
Asian		
Filipino	Chinese	Japanese
Cambodian	Korean	Vietnamese
Asian Indian	Laotian	Hmong
Hispanic (Latino or Spanish origin)		
Cuban	Mexican	Puerto Rican
Salvadoran	Guatemalan	Other Hispanic
Native Hawaiian or Other Pacific Islander		
Native Hawaiian	Guamanian	Samoan
Other		
White		
Unknown		
Optional Sexual Orientation and Gender Identity (SOGI) Information		
Gender Identity:	Birth Certificate Gender:	Sexual Orientation:
Female	Female	Straight or Heterosexual

Figure 2.1.2- CalSAWS: Optional Sexual Orientation and Gender Identity (SOGI) Information Block

Citizenship Documents					
US Citizen: No		Immigration Status:		Additional Information:	
PRUCOL: No		PRUCOL - INS Acknowledgement: No		Has this person lived in the U.S. continuously since 1996?: No	
Name	DOB	Type	Number	Country of Passport Issuance	Expiration Date
John Smith	05/05/1980	Certificate of Citizenship (N-560, N-561)			

Figure 2.1.3- CalSAWS: Citizenship Documents Block

Citizenship Documents					
US Citizen: Yes		Eligible Immigrant: No		Qualified Non-Citizen Attestation:	
Immigration Status: Resident since before 01/01/1972, eligible for status adjustment to LPR		PRUCOL: No		Additional Information: Filed for a U visa	
PRUCOL - INS Acknowledgement: No		Has this person lived in the U.S. continuously since 1996?: No			
Name	DOB	Type	Number	Entry Date	Expiration Date
John Smith	05/05/1980	Certificate of Citizenship (N-560, N-561)			

Figure 2.1.4- C-IV: Citizenship Documents Block

Additional Information		
Household Status: In the Home	Full Time Student:	Deprivation:
MFG:	CalLearn:	
Primary Earner:	Requesting Aid: Yes	Other Health Care:
WTW: No	WTW Status Date:	WTW Registration Status:
WINS WEI:	WINS Hours:	
Served in the American Military: No	Spouse/Parent Served in the American Military: No	

Figure 2.1.5- CalSAWS: Additional Information Block

Income						
Projected Annual Income						
Projected Annual Amount: \$0.00						
Calendar Year:		Begin Date:		End Date:		
2020		01/01/2020		02/01/2020		
Source	Employer	Amount	Hire Date	Frequency	Begin Date - End Date	RDP Shared
Social Security Retirement		\$1,014.00		Monthly	01/01/2020	

Figure 2.1.6- CalSAWS: Income Block

Deductions				
Type	Amount	Frequency	Begin Date - End Date	RDP Shared
Other	\$1,200.00	Annually	01/01/2018-01/01/2020	No

Figure 2.1.7- C-IV: Deduction Block

Time Limits							
ABAWD Clock Effective Date:							
01/01/2020							
Clocks	Months Used	Months Remaining	Exemptions Count	Extenders Count	Exceptions Count	Current Status	End Date
TANF	0	60	0	0	0	Not Ticking	
CalWORKs	0	48	0	0	0	Not Ticking	
WTW	0	24	0	0	0		

Figure 2.1.8- CalSAWS: Time Limits Block

Other Health Care		
Enrolled:	Current or Offered Health Program:	
Employer Sponsored Insurance Premium:	ESI Premium Frequency:	Offered ESI: No
Minimum Standard Value:	Expected Changes To Current Coverage:	Term Date Of Current Or Offered Coverage:
Received Medicare Benefits:	Employer Name:	
Free Medicare Part A:	Affordability Standards: No	

Figure 2.1.9- CalSAWS: Other Health Care Block

2.1.3 Description of Changes

1. Add new fields to the Individual Demographics block:
 - a. **Is this person eligible to get a service from the Indian Health Service, a tribal health program, urban Indian health programs or through a referral from one of these programs?** - Display as shown on the Individual Demographics Detail page.
 - b. **Has this person gotten a service from the Indian Health Service, a tribal health program, or through a referral from one of these programs?** - Display as shown on the Individual Demographics Detail page.
 - c. **C-IV Only: Was in Foster Care** – Display as shown in the MAGI Person Detail page.
 - d. **C-IV Only: Foster Care State** - Display the two character state abbreviation.
 - e. Add a new sub-block titled **Optional Sexual Orientation and Gender Identity (SOGI) Information** to the bottom of the Individual Demographics block. Display the following fields as shown in the Individual Demographics Detail page:
 - i. **Gender Identification**
 - ii. **Birth Certificate Gender**
 - iii. **Sexual Orientation**
2. Add new fields to the Citizenship Documents block:
 - a. **C-IV Only:** Add the following new fields:
 - i. **Immigration Status**
 - ii. **Additional Information**

Note: Both Systems will display the fields as shown on the MAGI Person Detail page.
 - b. Display the following fields as shown in the MAGI Determination Detail page:
 - i. **PRUCOL**
 - ii. **PRUCOL- INS Acknowledgement**
 - c. Display the following field as shown on the Citizenship Status Detail page:
 - i. **Has this person lived in the U.S. continuously since 1996?**
 - d. Save the **Certificate of Citizenship Number and Naturalization Certificate Number** in order to transfer them with the ICT.
 - e. Add the following column header to the table contained in the Citizenship Documents field:
 - i. **DOB** – Display the date of birth associated with the document, if no date of birth is associated with the document then display the DOB as shown in the Individual Demographics Detail page.
3. Add new fields to the Additional Information block:
 - a. **Served in the American Military**
 - i. **C-IV Only:** Display as “Yes” if Relationship to Military Veteran = “Self” and blank otherwise.

- ii. **LRS/CalSAWS Only:** Display as “Yes” if relationship to Military Veteran = “Military/Veteran” and blank otherwise.
 - b. **Spouse or Parent Served in the American Military –**
 - i. **C-IV Only:** Display as “Yes” if Relationship to Military Veteran = “Child” or “Spouse” and blank otherwise.
 - ii. **LRS/CalSAWS Only:** Display as “Yes” if Relationship to Person = “Spouse”, “Common Law”, “Registered Domestic Partner”, “Child”, or “Step Child” and blank otherwise.
- 4. Add a sub-block titled **Projected Annual Income** to the Income block containing the following fields:
 - a. Move the **Projected Annual Amount** field from the Income block to the Projected Annual Income block
 - b. Add the following fields:
 - i. **Calendar Year** – Display the year to which the Projected annual income is applicable, as a four-digit year
 - ii. **Begin Date** – Display the begin date of the projected annual income formatted as ‘MM/DD/YYYY’
 - iii. **End Date** – Display the end date of the projected annual income formatted as ‘MM/DD/YYYY’
- 5. **C-IV Only:** Add a new **RDP Shared** column header to the table in the Income Block
 - a. The field under this header will be populated as either ‘Y’ or ‘N’ based on the inbound file.
- 6. **C-IV Only:** Add a new **RDP Shared** column header to the table in the Deduction block
 - a. The field under this header will be populated as either ‘Y’ or ‘N’ based on the inbound file.
- 7. Add a new **ABAWD Effective Clock Date** field to the Time Limits block. Display the ABAWD Effective Clock Date Formatted as ‘MM/DD/YYYY’. This field is a link leading to the new ICT ABAWD Time Limit Month List (described below).

Note: This field will be displayed when the ICT Date is between the Start Date and End Date of the ABAWD Time Limit.

Note: For LRS/CalSAWS only, these dates all begin on the 1st of the month. For C-IV, the dates may start at any time.
- 8. Add new fields to the Other Health Care block:
 - a. **Offered ESI** – Display as shown on the MAGI Person Detail page
 - i. **For LRS/CalSAWS:** Display as shown on the field **Offered ESI**
 - ii. **For C-IV:** Display as shown on the field **Offered Employee Sponsored Insurance**

Note: For both systems the new field will be labelled **Offered ESI**
 - b. **Affordability Standards** – Display as shown on the MAGI Person Detail page

Note: SCR CA-213468/CIV-106351 added new rows to the table in the Verification block: Medicare, MAGI Current Monthly income, MAGI Projected Annual income. These rows will be added to the eICT Interface.

2.1.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** Incoming ICT/Outgoing ICT

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A		

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A		

2.1.6 Page Mapping

Update the page mapping to include the new fields.

2.1.7 Page Usage/Data Volume Impacts

No impact to this section.

2.2 ICT ABAWD Time Limit Month List

2.2.1 Overview

This new page will display a table in order to show the status and status reason of the ABAWD Time Limit Month List that will be transferred with an ICT.

2.2.2 ICT ABAWD Time Limit Month List Mockup

ICT ABAWD Time Limit Month List

Month/Year	Status	Status Reason
01/2020	Geographically Waived	
02/2020	Geographically Waived	
03/2020	Geographically Waived	
04/2020	Geographically Waived	
05/2020	Exempted	Disability
06/2020	Exempted	Disability
07/2020	Geographically Waived	
08/2020	Geographically Waived	

Figure 2.2.1- CalSAWS: ICT ABAWD Time Limit Month List

2.2.3 Description of Changes

1. Create the new 'ICT ABAWD Time Limit Month List' page available via the ABAWB Effective Clock Date link on the ICT External Person Detail page (ICT Person Detail page in C-IV).
2. Add a new table with the following column headers. This table should display as shown on the ABAWD Time Limit Month List page.
 - a. Month/Year
 - b. Status
 - c. Status Reason
 - d. Empty/Blank header; this column is added for visual consistency with the previously existing ABAWD Time Limit Month List page
3. Add a 'Close' button (top and bottom of the table); this button will return the user to the ICT External Person Detail page (ICT Person Detail page in C-IV).

2.2.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** Incoming ICT/Outgoing ICT

2.2.5 Security Updates

3. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A		

4. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A		

2.2.6 Page Mapping

Update the page mapping to include the new fields.

2.2.7 Page Usage/Data Volume Impacts

2.3 Add New Data Elements to be Processed by The Systems (Inbound and Outbound)

2.3.1 Overview

Update the EICT file to support the new data elements detailed in the following sections. The current XSD file has already been modified to

include the updates. These new elements need to be added into the Systems processing of the inbound and outbound data.

2.3.2 Outbound - Description of Change

1. Add the following data elements to the EICT file processing:

Note: The Systems are currently not configured to send any 'Deductions' information in the interface. The Systems will not send the 'RDPDeductionInd' through eICT. The 'RDPDeductionInd' will be received by The Systems but will not be able to be transferred from the eICT table to the actual tables.

#	R	XSD Node	Online ICT Detail Page Program Block\Field	Data Item Name	Tag Name	Format	Length	Description
11.1		ACA Application		CalHEERS Application Id	CalHEERSApplicati onID	String	30	CalHEERS Application Identifier corresponding to the application date.
29.1		Persons > Person Occurs		Individual – Gender Identification	GenderIdentificati onCode	String	1	Gender Identification of the person. See GENDER IDENTIFICATION table
29.2		Persons > Person Occurs		Individual – Birth Certificate Gender	BirthCertificateGe nderCode	String	1	Gender of the person on their birth certificate. See BIRTH CERTIFICATE GENDER table.
29.3		Persons > Person Occurs		Individual – Sexual Orientation	SexualOrientation Code	String	1	Sexual Orientation of the person if reported. See Sexual Orientation table.

37.1		Persons > Person Occurs		Immigration Status	ImmigrationStatus	String	2	Field represents a consumer attested or County Eligibility Worker SAVE/USCIS Interface verified immigration status of the person. See IMMIGRATION STATUS table.
37.2		Persons > Person Occurs		Additional Immigration Status	AdditionalImmigrationStatusCode	String	2	Field represents a consumer attested or County Eligibility Worker SAVE/USCIS Interface verified immigration status of the person. See ADDITIONAL IMMIGRATION STATUS table.
37.3		Persons > Person Occurs		PRUCOL Ind	PRUCOLInd	String	1	The value corresponding to the individuals PRUCOL status based on the individuals attestation of immigration status.

37.4		Persons > Person Occurs		PRUCOL Last Category Ind	PRUCOLLastCategoryInd	String	1	The value corresponding to PRUCOL Last Category based SAWS Admin Verification.
40.1		Persons > Person Occurs		BeforeAug1996Ind	BeforeAug1996Ind	String	1	Indicates whether or not EDR states that consumer has lived in the United States since August 1996.
40.2		Persons > Person Occurs		Have Served in the American Military Indicator	HaveServedAmericanMilitaryInd	String	1	Indicates if the person has served in the US Military.
40.3		Persons > Person Occurs		Spouse or Parent has Served in the American Military	SpouseorParentServedAmericanMilitaryInd	String	1	Indicates if the person's spouse of parents served in the US Military.
52.1		Persons > Person Occurs > Documents > ACA Document Occurs		Certificate of Citizenship Number	CertificateofCitizenshipNumber	String	12	Certificate of Citizenship Number. Minimum length of 6. Numeric only.

52.2	Persons > Person Occurs > Documents > ACA Document Occurs		Naturalization Certificate Number	NaturalizationCertificateNumber	String	12	Naturalization Certificate Number. Minimum length of 6. Numeric only. VLP Step 1 has a maximum length of 12.
53.3	Persons > Person Occurs > Documents > ACA Document Occurs		Document Date of Birth	DocumentDOB	Date	8	Date of Birth of Individual as shown on the Document (YYYYMMDD). Use Individual Demographics DOB if Document DOB is not populated.
66.1	Persons > Person Occurs		Received Indian Health Service	ReceivedIndianHealthServiceInd	String	1	Indicates if the person has received Indian Health Services
66.2	Persons > Person Occurs		Eligible For Indian Health Service	EligibleForIndianHealthServiceInd	String	1	Indicates if the person is eligible for Indian Health Services.
127.1	Persons > Person Occurs > ACA Person > Non-MAGI Referrals		Former Foster Person Location Code	FormerFosterPersonLocationCode	String	2	Indicates person's location code when in Foster care. See FORMER FOSTER PERSON LOCATION table.

130.1	Persons > Person Occurs > ACA Person > Other Health Care		FreeMedicarePartAInd	FreeMedicarePartAInd	String	1	Indicates if this person is eligible for free Medicare Part A (Y/N). Will be either Entitled or Enrolled for Medicare Part A.
130.2	Persons > Person Occurs > ACA Person > Other Health Care		OfferedESIInd	OfferedESIInd	String	1	Indicates if this person has been offered insurance through any employer including an employer of spouse or parent, excluding COBRA and retiree
130.3	Persons > Person Occurs > ACA Person > Other Health Care		AffordabilityStandardsInd	AffordabilityStandardsInd	String	1	Indicates the plan meets the affordability standards (Y/N)
149.6	Persons > Person Occurs > ACA Person > ACA Verification		Was In Foster Care Admin Verification (WFC)	WasInFosterCareAdminVerifiedInd	String	1	Individual's Former Foster Youth status has been verified.

149.7	Persons > Person Occurs > ACA Person > ACA Verification		Projected Annual Income Electronic Verification (PAI)	ProjectedAnnualIncomeEverifiedInd	String	1	Projected Annual Income has been electronically verified for reasonable compatibility.
149.8	Persons > Person Occurs > ACA Person > ACA Verification		Projected Annual Income Admin Verification (PAI)	ProjectedAnnualIncomeAdminVerifiedInd	String	1	Projected Annual Income has been verified for reasonable compatibility.
149.9	Persons > Person Occurs > ACA Person > ACA Verification		Current Monthly Income Electronic Verification (INC)	CurrentMonthlyIncomeEverifiedInd	String	1	Current Monthly Income has been e-verified.
149.10	Persons > Person Occurs > ACA Person > ACA Verification		Current Monthly Income Admin Verification (INC)	CurrentMonthlyIncomeAdminVerifiedInd	String	1	Income has been verified.
149.11	Persons > Person Occurs > ACA Person > ACA Verification		Entitled to Medicare Electronic Verification (MED)	EntitledtoMedicareEverifiedInd	String	1	Individual has been electronically verified as entitled to Medicare benefits.

149.12	Persons > Person Occurs > ACA Person > ACA Verification		Entitled to Medicare Admin Verification (MED)	EntitledtoMedicareAdminVerifiedInd	String	1	Individual has been verified as entitled to Medicare benefits.
149.13	Persons > Person Occurs > ACA Person > ACA Verification		Immigration Status Electronic Verification (IMM)	ImmigrationStatusAdminVerifiedInd	String	1	The corresponding value of Immigration Status and/or proxy Immigration Status derived from Document Type as verified by the County Eligibility Worker.
149.14	Persons > Person Occurs > ACA Person > ACA Verification		PRUCOL Verification (PRU)	PRUCOLEVerified	String	1	The individuals Immigration Status is Electronically verified as PRUCOL.
149.15	Persons > Person Occurs > ACA Person > ACA Verification		PRUCOL Verification (PCL) – (PRUCOL – INS Ack)	PRUCOLAdminVerified	String	1	The individuals Immigration Status is Admin verified as PRUCOL.

150.1	Persons > Person Occurs > Incomes > PAI Info ('PAI Info' is a new node to be added into the processing of the inbound and outbound data.)		PAI Calendar Year	PAICalendarYear	String	4	(YYYY), The year to which a PAI value is being applied.
150.2	Persons > Person Occurs > Incomes > PAI Info > PAI Date Range ('PAI Date Range' is a new node to be added into the processing of the inbound and		Begin Date	BeginDate	Date	8	(YYYYMMDD), Beginning Date of the Projected Annual Income

		outbound data.)						
150.3		Persons > Person Occurs > Incomes > PAI Info > PAI Date Range ('PAI Date Range' is a new node to be added into the processing of the inbound and outbound data.)	End Date	EndDate	Date	8	(YYYYMMDD), Ending Date of the Projected Annual Income	

152. 1		Persons > Person Occurs > Incomes > Income Occurs		Registered Domestic Partner Income Indicator	RDPIncomeInd	String	1	Indicates that income is for a Registered Domestic Partner. Y= The income is shared income between the RDPs. N = The income is not shared income between the RDPs.
160. 1		Persons > Person Occurs > Deductions > Deduction Occurs		Registered Domestic Partner Deduction Indicator	RDPDeductionInd	String	1	Indicates that deduction is for a Registered Domestic Partner and will be treated as such for Eligibility Determinations. Y= The deduction is a shared deduction between the RDPs. N = The deduction is not a shared deduction between the RDPs.

194. 1	Person > Person Occurs > TimeLimits > ABAWD		Individual - ABAWD Clock Effective Date (attribute)	EffectiveDate	String	8	This data element is used on MEDS to identify the beginning month and year a recipient became eligible for the ABAWD program (YYYYMMDD).
	Person > Person Occurs > TimeLimits > ABAWD > ABAWD Exemptions ('ABAWD Exemptions' is a new node to be added into the processing of the inbound and outbound data.)		NODE START				<ABAWDExemptions>, </ABAWDExemptions>

196	Person > Person Occurs > TimeLimits > ABAWD > ABAWD Exemptions		Year Occurs (attribute): jan="27" feb="27" mar="27" apr="27" may="37" jun="37" jul="27" aug="37" sep="86" oct="86" nov="86" dec="86")	Year	Integer	4	Months in the year that have an ABAWD exemption. Only include months that have an ABAWD exemption. The exemption reason for the specific month is used in the month attribute (i.e. jan="27"). See ABAWD EXEMPTION REASON for the exemption reason for each month. Years should be in occurs.
	Person > Person Occurs > TimeLimits > ABAWD > ABAWD Exemptions ('ABAWD Exemptions' is a new node to be		NODE END				

		added into the processing of the inbound and outbound data.)						
--	--	--	--	--	--	--	--	--

2. Update the following data elements to the EICT file processing:

a. Before Update:

#	R	XSD Node	Online ICT Detail Page Program Block \ Field	Data Item Name	Tag Name	Format	Length	Description
195		Person > Person Occurs > TimeLimits > ABAWD		Year Occurs (attribute): jan="X" feb="X" mar="X" apr="X" may="X" jun="X" jul="X" aug="X" sep="X" oct="X" nov="X" dec="X")	Year	Integer	4	Months in the year that has counts. Only include months that have counts. 'X' is used in the month attribute (i.e. jan="X"). Years should be in occurs.

b. After Update:

#	R	XSD Node	Online ICT Detail Page Program Block \ Field	Data Item Name	Tag Name	Format	Length	Description
195		Person > Person Occurs > TimeLimits > ABAWD		Year Occurs (attribute): jan="P" feb="E" mar="E" apr="Z" may="W" jun="W" jul="W" aug="9" sep="9" oct="9" nov="9" dec="9")	Year	Integer	4	Months in the year that have an ABAWD clock status. Only include months that have a clock status. The status of the clock for the specific month is used in the month attribute (i.e. jan="P"). See ABAWD CLOCK STATUS for the status of the clock for each month. Years should be in occurs.

2.3.3 Inbound - Description of Change

1. Update the EICT Inbound Reader to read the new elements outlined in the 'Outbound – Description of Change' section of this document to populate the ICT data tables with the new data elements.

2.3.4 File Transaction Table Values

The following table values will be sent and received through the EICT file. These tables correspond with EICT data elements.

1. ABAWD Clock Status

This Data Mapping is used for the following Data Item listed in this design:

- Data Item # = 195
- Data Item Name = Year
- The Systems Code = 842 (Time Limit Status Code)
 - Reference Table = 5 (MEDS ABAWD Code)
- Mapping Note:
 - The Systems currently has the 'M' code expired. The Systems will not send this code through eICT. The code will be received by The Systems but will not be able to be transferred from the eICT table to the actual tables. The worker will need to resolve this code before accepting the eICT data.

EICT Code	EICT Code Description	Mapping Direction	The Systems Code	The Systems Code Description
F	15% ABAWD Exemption	↔	F	15% ABAWD Exemption
Z	ABAWD County Waiver	↔	Z	ABAWD County Waiver
M	ABAWD Moved from Non-Exempt County	→	{n/a}	{n/a}
A	Beneficiary has Appealed	↔	A	Beneficiary has Appealed
N	Did not Meet the Work Requirement	↔	N	Did not Meet the Work Requirement
E	Exempt from Work Requirement	↔	E	Exempt from Work Requirement
G	Good Cause	↔	G	Good Cause

9	Inactive or Ineligible	↔	9	Inactive or Ineligible
W	Met the Work Requirement	↔	W	Met the Work Requirement
P	Partial Month Clock	↔	P	Partial Month Clock
C	Wk Rq 2ndConsSetMosNotMet	↔	C	Wk Rq 2ndConsSetMosNotMet

2. ABAWD Exemption Reason

This Data Mapping is used for the following Data Item listed in this design:

- Data Item # = 196
- Data Item Name = Year
- The System Code = 863
- Mapping Note:
 - The Systems currently has codes that do not map to eICT codes. The Systems will send these codes through eICT. The code will be received by CalWIN where workers will resolve the codes before accepting the eICT data.
 - The eICT will be sending codes to The Systems that do not map to codes in The Systems. The codes will be received by The Systems but will not be able to be transferred from the eICT table to the actual tables. The worker will need to resolve this code before accepting the eICT data.

EICT Code	EICT Code Description	Mapping Direction	The Systems Code	The Systems Code Description
27	Disabled	↔	DB	Disability
31	Pregnant and Cannot Work	↔	PG	Pregnant
37	Incapable of Working	→	{n/a}	{n/a}
41	Domestic Violence	→	{n/a}	{n/a}
42	Dependent Child Under 18 in FS Household	↔	CD	Child in the Home
43	Individual Living in an Area with	→	{n/a}	{n/a}

	an ABAWD Waiver			
65	County Wide ABAWD Waiver	→	{n/a}	{n/a}
66	Individual is Exempt from Work Registration	↔	WE	Work Registration Exempted
86	Chronically Homeless	→	{n/a}	{n/a}
87	15% ABAWD Exemption	→	{n/a}	{n/a}
88	Unfit for Work	↔	UF	Unfit for Employment
{n/a}	{n/a}	←	BM	Backfill Month
{n/a}	{n/a}	←	NA	Not Aided
{n/a}	{n/a}	←	PR	Prorated Month
{n/a}	{n/a}	←	AE	Age

3. Birth Certificate Gender

This Data Mapping is used for the following Data Item listed in this design:

- Data Item # = 29.2
- Data Item Name = Individual – Birth Certificate Gender
- The Systems Code Table = 230 (Gender Code)
 - Reference Table = 1 (MEDS Gender Code)
- Mapping Note: There are no differences between the eICT codes and The Systems codes so codes will import and export as-is.

EICT Code	EICT Code Description	Mapping Direction	The Systems Code	The Systems Code Description
F	Female	↔	F	Female
M	Male	↔	M	Male

4. Additional Immigration Status

This Data Mapping is used for the following Data Item listed in this design:

- Data Item # = 37.2
- Data Item Name = Additional Immigration Status
- The Systems Code Table = 596 (CalHEERS Additional Immigration Status List Codes)
- Mapping Note: There are no differences between the eICT codes and The Systems codes so codes will import and export as-is.

EICT Code	EICT Code Description	Mapping Direction	The Systems Code	The Systems Code Description
FU	Filed for a U Visa	↔	FU	Filed for a U Visa
RR	Taking steps to apply for a T visa or for certification by the Office of Refugee Resettlement	↔	RR	Taking steps to apply for a T visa or for certification by the ORR
BS	Battered non-citizen, or parent or child of battered non-citizen	↔	BS	Battered non-citizen, or parent or child of battered non-citizen

5. Former Foster Youth Location

This Data Mapping is used for the following Data Item listed in this design:

- Data Item # = 127.1
- Data Item Name = Former Foster Person Location Code
- The Systems Code Table = 241 (State Code)
 - Reference Table = 5 (Former Foster Youth Location Code)
- Mapping Note:
 - The eICT will be sending codes to The Systems that do not map to codes in The Systems. The codes will be received by The Systems but will not be able to be transferred from the eICT table to the actual tables. The worker will need to resolve this code before accepting the eICT data.
- Technical Note:
 - In C-IV, the CH_NON_MAGI.FFY_LOC_CODE is mapped to CT241 and CT485 (CT485 does not exist in LRS/CalSAWS). Both Systems will only process the eICT data mapping for CT241.

EICT Code	EICT Code Description	Mapping Direction	The System Code	The Systems Code Description
AL	Alabama	↔	AL	Alabama
AK	Alaska	↔	AK	Alaska
AZ	Arizona	↔	AZ	Arizona
AR	Arkansas	↔	AR	Arkansas
CA	California	↔	CA	California
CO	Colorado	↔	CO	Colorado
CT	Connecticut	↔	CT	Connecticut
DE	Delaware	↔	DE	Delaware
DC	District of Columbia	↔	DC	District of Columbia
FL	Florida	↔	FL	Florida
GA	Georgia	↔	GA	Georgia
HI	Hawaii	↔	HI	Hawaii
ID	Idaho	↔	ID	Idaho
IL	Illinois	↔	IL	Illinois
IN	Indiana	↔	IN	Indiana
IA	Iowa	↔	IA	Iowa
KS	Kansas	↔	KS	Kansas
KY	Kentucky	↔	KY	Kentucky
LA	Louisiana	↔	LA	Louisiana
ME	Maine	↔	ME	Maine

MD	Maryland	↔	MD	Maryland
MA	Massachusetts	↔	MA	Massachusetts
MI	Michigan	↔	MI	Michigan
MN	Minnesota	↔	MN	Minnesota
MS	Mississippi	↔	MS	Mississippi
MO	Missouri	↔	MO	Missouri
MT	Montana	↔	MT	Montana
NE	Nebraska	↔	NE	Nebraska
NV	Nevada	↔	NV	Nevada
NH	New Hampshire	↔	NH	New Hampshire
NJ	New Jersey	↔	NJ	New Jersey
NM	New Mexico	↔	NM	New Mexico
NY	New York	↔	NY	New York
NC	North Carolina	↔	NC	North Carolina
ND	North Dakota	↔	ND	North Dakota
OH	Ohio	↔	OH	Ohio
OK	Oklahoma	↔	OK	Oklahoma
OR	Oregon	↔	OR	Oregon
PA	Pennsylvania	↔	PA	Pennsylvania
RI	Rhode Island	↔	RI	Rhode Island
SC	South Carolina	↔	SC	South Carolina

SD	South Dakota	↔	SD	South Dakota
TN	Tennessee	↔	TN	Tennessee
TX	Texas	↔	TX	Texas
UT	Utah	↔	UT	Utah
VT	Vermont	↔	VT	Vermont
VA	Virginia	↔	VA	Virginia
WA	Washington	↔	WA	Washington
WV	West Virginia	↔	WV	West Virginia
WI	Wisconsin	↔	WI	Wisconsin
WY	Wyoming	↔	WY	Wyoming
AT	An American Indian or Alaska Native Tribe	→	{n/a}	{n/a}
US	US Territories	←	US	Armed Forces (Americas)
US	US Territories	←	US	Armed Forces (Africa, Canada, Europe, Middle East)
US	US Territories	←	US	Armed Forces (Pacific)
US	US Territories	←	US	American Samoa
US	US Territories	←	US	Federated States of Micronesia
US	US Territories	←	US	Guam
US	US Territories	←	US	Marshall Islands
US	US Territories	←	US	Northern Mariana Islands
US	US Territories	←	US	Puerto Rico

US	US Territories	←	US	Virgin Islands
US	US Territories	→	{n/a}	{n/a}
DK	I Don't Know	→	{n/a}	{n/a}

6. Immigration Status

This Data Mapping is used for the following Data Item listed in this design:

- Data Item # = 37.1
- Data Item Name = Immigration Status
- The Systems Code Table = 10519 (CalHEERS Immigration Status Codes)
- Mapping Note: There are no differences between the eICT codes and The Systems codes so codes will import and export as-is.

EICT Code	EICT Code Description	Mapping Direction	The System Code	The Systems Code Description
AB	Paroled into the United States for less than one year	↔	AB	Paroled into the United States for less than one year
AC	Paroled into the United States for one year or more	↔	AC	Paroled into the United States for one year or more
AD	Granted Deferred Action (but not under Deferred Action for Childhood Arrivals - DACA)	↔	AD	Granted Deferred Action (but not under Deferred Action for Childhood Arrivals - DACA)
AE	Pending application for asylum with Employment Authorization or is under the age of 14 and has had a pending application for asylum for at least 180 days	↔	AE	Pending asylum with Empl. Auth., or under 14yo and pending for 180 days
AI	Amerasian Immigrant	↔	AI	Amerasian Immigrant
AP	Cuban/Haitian Entrant	↔	AP	Cuban/Haitian Entrant
AS	Resident of American Samoa	↔	AS	Resident of American Samoa

BS	Battered non-citizen, or parent or child of battered non-citizen	↔	BS	Battered non-citizen, or parent or child of battered non-citizen
CE	Conditional Entrant granted before 1980	↔	CE	Conditional Entrant granted before 1980
CI	An immigrant who entered and has continuously resided in the United States since before January 1, 1972, who would be eligible for an adjustment of status to lawful permanent resident (eligible as a Registry immigrant)	↔	CI	Resident since before 01/01/1972, eligible for status adjustment to LPR
CM	Citizens of Micronesia, the Marshall Islands, and Palau	↔	CM	Citizens of Micronesia, the Marshall Islands, and Palau
CQ	Pending application for Creation of Record of Lawful Admission for Permanent Residence, with Employment Authorization	↔	CQ	Pending application for Creation of Record of LPR, Employment Authorized
CR	Registry applicant, with Employment Authorization	↔	CR	Registry applicant, with Employment Authorization
DA	Pending application for suspension of deportation, or cancellation of removal or special rule cancellation of removal, with Employment Authorization	↔	DA	Pending application for suspension of deportation, Employment Authorized
DC	Granted Deferred Action for Childhood Arrivals – (DACA)	↔	DC	Granted Deferred Action for Childhood Arrivals – (DACA)
DE	Granted Deferred Enforced Departure	↔	DE	Granted Deferred Enforced Departure

DS	Administrative order staying removal issued by the Department of Homeland Security	↔	DS	Administrative order staying removal issued by the DHS
FB	Family Unity Beneficiary	↔	FB	Family Unity Beneficiary
FU	Filed for a U visa	↔	FU	Filed for a U visa
GA	Asylee	↔	GA	Asylee
GD	Granted withholding of deportation or removal	↔	GD	Granted withholding of deportation or removal
GS	Granted suspension of deportation whose departure USCIS does not contemplate enforcing	↔	GS	Granted suspension of deportation, USCIS does not plan enforcing departure
GT	Granted Temporary Protected Status (TPS), or pending applicants for TPS (pending applicants must have Employment Authorization)	↔	GT	Granted Temporary Protected Status (TPS), or pending applicants for TPS
GU	Granted U non-immigrant visa	↔	GU	Granted U non-immigrant visa
GV	Granted a Victim of Trafficking visa (T visa), or spouse, child, sibling, or parent	↔	GV	Granted a Victim of Trafficking visa (T visa), or immediate relative
GW	Granted withholding of removal under the Convention against Torture – CAT	↔	GW	Granted withholding of removal under the Convention against Torture – CAT
IC	Pending application for legalization under Immigration	↔	IC	Pending application for legalization under IRCA,

	Reform and Control Act - IRCA, with Employment Authorization			Employment Authorized
IS	Granted a stay of deportation	↔	IS	Granted a stay of deportation
JS	Pending application for Special Immigrant Juvenile Status	↔	JS	Pending application for Special Immigrant Juvenile Status
LA	Pending application for legalization under the LIFE Act, with Employment Authorization	↔	LA	Pending application for legalization under the LIFE Act, Empl. Authorized
LP	Lawful Permanent Resident (LPR/Green Card holder)	↔	LP	Lawful Permanent Resident (LPR/Green Card holder)
LT	Lawful Temporary Resident (special agricultural workers, or certain immigrants admitted into the U.S. before 1982)	↔	LT	Lawful Temporary Resident (agricultural workers, or admitted before 1982)
NS	Document or Status Not Listed	↔	NS	Document or Status Not Listed
OA	Granted Order of Supervision, without Employment Authorization	↔	OA	Granted Order of Supervision, without Employment Authorization
OS	Granted Order of Supervision, with Employment Authorization	↔	OS	Granted Order of Supervision, with Employment Authorization
PD	Pending application for withholding of removal with Employment Authorization, or is under the age of 14 and has had a pending application for withholding of removal for at least 180 days	↔	PD	Pending withholding with Empl.Auth., or under 14yo and pending for 180 days

PP	A non-citizen, without a visa petition, who has a pending application for adjustment to LPR Status, with Employment Authorization	↔	PP	Pending application for adjustment to LPR Status, Employment Authorize
PQ	A non-citizen who has a pending application for adjustment to LPR status, without Employment Authorization	↔	PQ	Pending application for adjustment to LPR status, Employment not Authorized
PR	A non-citizen with an approved visa petition, who has a pending application for adjustment to LPR status	↔	PR	Approved visa petition, pending application for adjustment to LPR status
RA	Refugee	↔	RA	Refugee
RP	A non-citizen on whose behalf an immediate relative petition (I-130) has been approved and who is entitled to voluntary departure	↔	RP	Immediate relative petition (I-130) has been approved, voluntary departure
RR	Taking steps to apply for a T visa or for certification by the Office of Refugee Resettlement	↔	RR	Taking steps to apply for a T visa or for certification by the ORR
SV	Student Visa – Granted a student visa (e.g. F or M visa)	↔	SV	Student Visa – Granted a student visa (e.g. F or M visa)
VD	Granted voluntary departure and awaiting issuance of a visa	↔	VD	Granted voluntary departure and awaiting issuance of a visa
VT	Pending application for a Victim of Trafficking visa (T visa), or spouse, child, sibling, or parent	↔	VT	Pending application for a Victim of

				Trafficking visa (T visa), or relative
VV	Visitor Visa – Granted a visitor visa (e.g. B visa)	↔	VV	Visitor Visa – Granted a visitor visa (e.g. B visa)
WV	Work Visa – Granted a work visa (e.g. H-1, J-1, O, R, P visa)	↔	WV	Work Visa – Granted a work visa (e.g. H-1, J-1, O, R, P visa)

7. Sexual Orientation

This Data Mapping is used for the following Data Item listed in this design:

- Data Item # = 29.3
- Data Item Name = Individual – Sexual Orientation
- The Systems Code Table = 524 (Sexual Orientation Code)
 - Reference Table = 1 (CalHEERS)
- Mapping Note: There are no differences between the eICT codes and The Systems codes so codes will import and export as-is.

EICT Code	EICT Code Description	Mapping Direction	The Systems Code	The Systems Code Description
S	Straight or Heterosexual	↔	S	Straight or Heterosexual
G	Gay or Lesbian	↔	G	Gay or Lesbian
B	Bisexual	↔	B	Bisexual
A	Another Sexual Orientation	↔	A	Another Sexual Orientation
U	Unknown	↔	U	Unknown
Q	Queer	↔	Q	Queer

8. Gender Identification

This Data Mapping is used for the following Data Item listed in this design:

- Data Item # = 29.1
- Data Item Name = Individual – Gender Identification
- The Systems Code Table = 523 (Gender Identity Code)

- Reference Table = 4 (CalHEERS)
- Mapping Note: There are no differences between the eICT codes and The Systems codes so codes will import and export as-is.

EICT Code	EICT Code Description	Mapping Direction	The Systems Code	The Systems Code Description
F	Female	↔	F	Female
M	Male	↔	M	Male
A	Another Gender Identity	↔	A	Another Gender Identity
T	Transgender: Male to Female	↔	T	Transgender: Male to Female
G	Transgender: Female to Male	↔	G	Transgender: Female to Male
B	Non Binary (neither male nor female)	↔	B	Non Binary (neither male nor female)

2.3.5 Execution Frequency

No changes to the current frequency.

2.3.6 Key Scheduling Dependencies

No changes to the current dependencies.

2.3.7 Counties Impacted

All Counties.

2.3.8 Data Volume/Performance

No change in the data volume and performance.

2.3.9 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file

from the directory and contacting the external partner if there is an account or password issue, etc...)

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.18	The LRS shall include in the design methods where interfaces to the LRS are simple to make additions, deletions and modifications for the import and export of data.	Add the new fields to the ICT online pages and new elements to the EICT Interface file.

CalSAWS

California Statewide Automated Welfare System

Design Document

CIV-103678

IVR Amazon Connect

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Steve Hancock; Michael Barillas
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2/12/2020	1.0	Initial design for Review	HancockS

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1 OVERVIEW

Currently the C-IV outbound Interactive Voice Response (IVR) campaigns are using the Cisco Unified Contact Center Enterprise (UCCE) to contact customers via phone call. C-IV will be transitioning its IVR system to use Amazon Connect platform to contact customers via phone calls. C-IV's outbound campaigns include appointment reminders, and missing 'Balderas', 'MSR', 'QR7' documents.

1.1 Current Design

The Regional Contact Center IVR is on the Cisco UCCE platform. C-IV communicates with the Cisco UCCE platform using flat files containing a customer's first name, last name, phone number and appointment id or document id.

CIV Outbound Campaigns

- **Appointment Reminder**
 - Campaign Description: CIV system generates a daily file containing a list of customers who are to be notified of their appointments. The file generated contains a customer's phone number, appointment id, type code, status code, appointment date, start time, end time, county code, lang code, first name, and last name.
 - Customer will receive a reminder for the following types of scheduled appointments: 'Meeting with Worker', 'Group Meeting', 'Phone Interview', 'Intake Interview', 'Reevaluation Interview', 'Counselor Meeting', 'CW/CF Reevaluation Interview', 'CW/CF Telephone Interview', 'WTW 24 Month Interview'
 - Campaign applies to all 39 C-IV counties

- **Missing Balderas Document Reminder**
 - Campaign Description: CIV system generates a monthly file containing a list of customers who will be notified of their missing Balderas document. The file generated contains a customer's phone number, first name, last name, the generated document ID, document due date, county code, and lang code.
 - Campaign applies to all 39 C-IV counties

- ~~• **Missing MSR Document Reminder**~~
 - ~~○ Campaign Description: CIV system generates a monthly file containing a list of customers who will be notified of their missing MSR document (MC 239X). The file generated contains a customer's phone number, first name, last name, and the generated document ID.~~
 - ~~○ Campaign applies to all 39 C-IV counties~~

- **Missing QR7 Document Reminder**
 - Campaign Description: CIV system generates a monthly file containing a list of customers who will be notified of their missing QR7 document

(NA960X & NA960X SAR). The file generated contains a customer's phone number, first name, last name, the generated document ID, document due date, county code, and lang code.

- Campaign applies to all 39 C-IV counties

1.2 Requests

Modify the three C-IV IVR outbound campaigns to communicate with Amazon Connect.

1.3 Overview of Recommendations

- Modify the three existing IVR Outbound Interfaces file generation process with an API call to Amazon Connect.

1.4 Assumptions

1. CIV-103677 will recreate the existing Call Flow in the Amazon Connect environment.
2. Amazon Connect will be capable of receiving API calls prior to release.

2 RECOMMENDATIONS

Modify the IVR Appointment/IVR Missing Document Interface's file generation process with an API call to Amazon Connect.

2.1 C-IV to Amazon Connect

2.1.1 Overview

Modify the IVR Appointment/IVR Missing Document Interface's to generate a CSV file and transfer it into an Amazon S3 server. Modify the existing FTP to accommodate the new protocol for Amazon S3.

2.1.2 Description of Change

The following data elements are collected and sent to IVR for the 'Appointment Reminder Outbound Campaigns' (POxxM300).

Data Element	Data Type	Format / Logic / Values	Required	Description
Outbound Call Type	String	'Appointment'	Yes	Campaign Identifier
appointmentID	Number	n/a	Yes	Unique identifier for Customer Appointment
First Name	String	n/a	Yes	Participants First Name
Last Name	String	n/a	Yes	Participants Last Name
Phone Number	Number	Format: #####-####	Yes	Participants Phone Number
Type Code	String	n/a	Yes	Appointment Type
Status Code	String	n/a	Yes	Appointment Status
Appointment Date	String	Format: M/d/yyyy	Yes	Date of the Appointment
Start Time	String	HH:MM AM/PM	Yes	Start Time of the Appointment
End Time	String	HH:MM AM/PM	Yes	End Time of the Appointment
County Code	Number	n/a	Yes	County Code
Lang Code	String	n/a	Yes	Preferred Language Code

The following data elements are collected and sent to IVR for the 'Missing Balderas Reminder Outbound campaigns' (POxxM304), '~~Missing MSR Reminder Outbound campaigns' (POxxM306),~~ and 'Missing QR7 Reminder Outbound campaigns' (POxxM302).

Data Element	Data Type	Format / Logic / Values	Required	Description
Outbound Call Type	String	'MSR' / 'Balderas' / 'QR7'	Yes	Campaign Identifier
Document ID	String	n/a	Yes	Unique identifier for Customer Document
First Name	String	n/a	Yes	Participants First Name
Last Name	String	n/a	Yes	Participants Last Name
Phone Number	Number	Format: #####	Yes	Participants Phone Number
Due Date	String	Format: mm/dd/yyyy	Yes	Due Date of the Document
Lang Code	String	n/a	Yes	Preferred Language Code
County Code	Number	n/a	Yes	County Code

2.1.3 Execution Frequency

No Change

2.1.4 Key Scheduling Dependencies

No Change

2.1.5 Counties Impacted

All 39 C-IV Counties

2.1.6 Data Volume/Performance

N/A

2.1.7 Interface Partner

Amazon Connect

2.1.8 Failure Procedure/Operational Instructions

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

2.2 Inbound Campaign - Outbound Call Status

2.2.1 Overview

Create a new daily batch job to fetch a CSV file from Amazon S3, process the file and journal the records. The CSV file contains information pertaining to the status of outbound calls.

2.2.2 Description of Change

Create a new daily batch job to fetch the 'FileName.CSV' file from Amazon S3, process the records. Create a CTCR to add new Call Status Codes {29, 30, 31, 32, 33, 34, 35}.

Inbound File Layout

Field Name	Field Description
Reminder ID	Appointment ID or Document ID
Phone	Customer Phone Number
DateTime	Date and Time the call was placed (in UTC format)
Call Result	Action Customer took on the Call

Call Status Definition

Call Status Result Code	Call Status Short Description	Call Status Long Description
8	Customer phone did not answer	Customer phone did not answer
10	Customer answered and was connected	Customer answered and was connected
24	Number successfully contacted but reached the wrong person	Number successfully contacted but reached the wrong person

29	Not able to Connect to Customer phone.	Not able to connect to customer phone.
30	Customer connected and confirmed appointment.	Customer connected and confirmed appointment.
31	Customer connected and attempted to confirm appointment.	Customer connected and attempted to confirm appointment due to error.
32	Customer connected and canceled appointment.	Customer connected and canceled appointment.
33	Customer connected and attempted to cancel appointment.	Customer connected and attempted to cancel appointment, but failed to authenticate.
34	Customer connected and successfully requested document.	Customer connected and successfully requested document be resent to their address on file.
35	Customer connected and requested document to be resent, but failed.	Customer connected and requested document to be resent, but failed due to an error.

2.2.3 Execution Frequency

Daily

2.2.4 Key Scheduling Dependencies

N/A

2.2.5 Counties Impacted

All 39 C-IV Counties

2.2.6 Data Volume/Performance

N/A

2.2.7 Interface Partner

N/A

2.2.8 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file

from the directory and contacting the external partner if there is an account or password issue, etc...)

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.1	The LRS shall provide for the support of system interfaces and integration necessary for the coordination of services with other federal, State, and COUNTY agencies and other external agencies, for the purposes of reducing paperwork, verification of LRS Data, and preventing the duplication of LRS Data entry.	Currently the C-IV outbound Interactive Voice Response (IVR) campaigns are using the Cisco Unified Contact Center Enterprise (UCCE) to contact customers via phone call. C-IV will be transitioning its IVR system to use Amazon Connect platform to contact customers via phone calls. The C-IV system in this SCR will update outbound campaigns Appointment Reminders, and Missing 'Balderas', 'MSR', 'QR7' Documents to communicate with the new Amazon Connect platform.