

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-207108 | DDID 2302

Updates to Standardized Barcodes

CalSAWS	DOCUMENT APPROVAL HISTORY	
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	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/03/2019	1.0	Initial revision	Lawrence Samy
08/19/2020	1.1	Content Revision-2: Added Recommendation for Updating impacted files and Assumptions	Jasmine Chen
09/30/2020	1.2	Content Revision-2: Added Recommendation for Updating library to support QR barcode	Jasmine Chen
10/19/2020	1.3	Content Revision-3: Updated impacted files of Supporting Document, CA-207108 - Impact Analysis_CR.xlsx	Jasmine Chen
11/10/2020	1.4	Content Revision-4: Updated Recommendations, Assumptions and Supporting Documents	Jasmine Chen

Table of Contents

1	Overview	4
1.1	Current Design.....	4
1.2	Requests.....	4
1.3	Overview of Recommendations.....	4
1.4	Assumptions	5
2	Recommendations.....	5
2.1	Standard Barcode	5
2.1.1	Overview	5
2.1.2	Description of Change.....	6
2.2	Update Impacted Files to evaluate County Code.....	6
2.2.1	Overview	6
2.2.2	Description of Change.....	7
2.3	Update Zebra Crossing (ZXing) library.....	7
2.3.1	Overview	7
2.3.2	Description of Change.....	7
3	Supporting Documents	7
4	Requirements.....	8
4.1	Migration Requirements.....	8

1 OVERVIEW

As counties start to transition to the CalSAWS Imaging Solution, a 2D A standardized barcode will be used to track and image documents in CalSAWS.

1.1 Current Design

LRS:

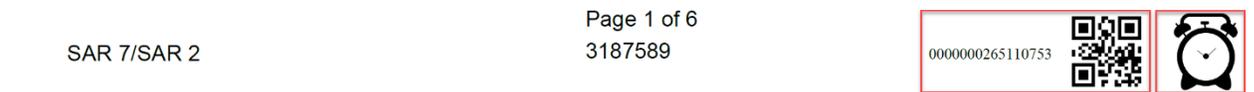
A one dimensional (1D) tracking barcode and two dimensional (2D) imaging barcode are used on the LRS forms and Notice of Actions (NOAs). Both barcodes contain the same barcode value. The imaging barcode is used to retrieve case information when a document is imaged using Electronic Data Management System (EDMS), while the tracking barcode is used to retrieve case information and mark a document as received via document/barcode scanner or Barcode Routing Detail page.



LRS Form Example

C-IV:

Both tracking and imaging barcode have been combined into a single two dimensional (2D) barcode which displays on the bottom right side of C-IV System forms and NOAs. A clock icon is displayed next to the barcode to indicate if it is a tracked document through customer reporting and needs to be returned timely.



C-IV Form Example

1.2 Requests

A standardized barcode to retrieve all pertinent information necessary to identify the document, customer, and case will be added to applicable documents before printing.

1.3 Overview of Recommendations

1. Migrate the C-IV single Imaging/Tracking barcode along with the clock icon to CalSAWS for **the 57 counties-counties that have opted into the Imaging Solution.**
2. **Los Angeles County will retain Counties that have not opted in will not have the existing separate imaging and tracking barcodes single 2D**

Imaging/Tracking barcode nor clock icon until migration to the CalSAWS Imaging Solution.

3. Update impacted files and logic to evaluate county code so that the appropriate barcode is added to applicable documents before printing.
4. Update the Zebra Crossing library (ZXing) to support the 2D barcode.

1.4 Assumptions

1. No other system changes will be required to receive the document into the system since the current imaging and tracking barcode contain the same barcode value.
2. The types of barcodes currently assigned to each form will not be changed with this SCR after a county opts into the CalSAWS Imaging Solution. For example, when generated from opted-in counties, forms that include both a tracking and imaging barcode for Los Angeles County will include originally with the 1D tracking and 2D imaging barcodes will now have the migrated tracking (clock icon) and 2D imaging barcode. when generated for the Migration counties.
3. Documents which are not tracked will not display the clock icon. No changes will be made to which documents are being tracked. Supporting Document 1 'DDID 2302 CalSAWS Imaging Barcode_Clock Icon Forms' is provided as a reference for testing purposes. This is not a comprehensive list of all forms with barcodes.
4. As part of the CalSAWS Imaging Solution effort, all documents will be reviewed to be evaluated if it requires an imaging barcode.
5. With CA-214197 in Release 20.11, search results in the Template Repository will display documents based on the county of the logged-in user.
6. With future SCRs CA-217626 (Phase 1) and CA-220013 (Phase 2), the 2D imaging barcode will be added to all applicable Forms.
7. Vendor Forms (ie. BCIV-15, BCIV-19) triggered through batch are not associated to a case and won't require tracking nor imaging. Thus the impacted files associated to these batch-triggered forms do not need to provide a county code.

2 RECOMMENDATIONS

2.1 Standard Barcode

2.1.1 Overview

Converting to a 2D barcode as the standard barcode maximizes page space and increases scanning accuracy by adding redundant sectors.

2.1.2 Description of Change

1. Migrate the C-IV single Imaging/Tracking barcode along with the clock icon to CalSAWS as the standard barcode for the 57 counties that have opted into the CalSAWS Imaging Solution.
Technical Note: Counties opted into the CalSAWS Imaging Solution are referenced with the value 'Hyland' in CODE_DETL.REFER_TABLE_23_DESCR of code category id = 15.
2. Similar to C-IV, the standard barcode will be used to retrieve document, customer, and other case information when imaging CalSAWS documents into the CalSAWS Imaging Solution.
3. The standard barcode will also be used to retrieve required case information when scanning CalSAWS documents to mark them as received.
4. The standard barcode will appear on every page of the document on the same location as C-IV (bottom right), the bottom right as shown below:



5. The barcode value stored in the standard barcode will be unique per document such that no two documents will contain the same barcode value.
6. All document barcode values will be saved in the DOC_BARCODE_IDENTIF column of the GENERATE_DOC table.
7. Los Angeles County will retain Counties that have not opted into the CalSAWS Imaging Solution will not have the existing separate imaging and tracking barcodes single Imaging/Tracking barcode nor clock icon until migration to the CalSAWS Imaging Solution.
8. Update Batch logic to be able to generate documents with an imaging barcode that are not tracked.

2.2 Update Impacted Files to evaluate County Code

2.2.1 Overview

Considering Los Angeles County some counties will retain the existing 2 separate barcodes until migration to the new CalSAWS Imaging Solution, the CalSAWS system will need to recognize if determine a document is generated from Los Angeles County or from one of the 57 Migration counties which county.

Impacted files and logic will need to be updated to provide a county code so that the appropriate barcode is added to documents before printing.

2.2.2 Description of Change

1. Update the impacted files and logic mentioned in Supporting Document 2 'CA-207108 - Impact Analysis_CR.xlsx' to provide a county code for the CalSAWS system to determine printing a document without the standard barcode either 2 barcodes (if the county has not opted into the Imaging Solution) or with the standard barcode (if the county has opted into the Imaging Solution).

2.3 Update Zebra Crossing (ZXing) library

2.3.1 Overview

The CalSAWS system will need an upgraded version of the ZXing library to support the 2D (QR) barcode.

2.3.2 Description of Change

1. Update the CalSAWS ZXing library to Version 3.4.0 to support the Model 2 version of the QR barcode.

3 SUPPORTING DOCUMENTS

Document Number	Description	Documents
1	List of Forms with Clock Icon Updated list of CalSAWS form templates with Imaging Barcode and/or Clock Icon.	DDID 2302 CalSAWS Imaging Barcode_Clock Icon Forms.xlsx
2	List of impacted files from latest Impact Analysis.	CA-207108 - Impact Analysis_CR.xlsx

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2302	The CONTRACTOR shall design a standardized set of barcodes to encode all information necessary to identify the form, customer, and case and shall configure the system to add those barcodes to all forms before they are sent to printing.	<ul style="list-style-type: none">• 2D barcode currently in C-IV will be used as the standard barcode• Data elements to be included will be decided upon at design	C-IV Imaging/Tracking barcodes are migrated to CalSAWS for the 57 Migration Counties. counties that have opted into the Imaging Solution.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-207252 | DDID 1778

Updates to LRS Lobby Check-in App, Kiosk and
FACT functionality

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Melissa Mendoza
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/01/2020	1.0	Original Document	Melissa Mendoza
7/13/2020	2.0	Updated section 2.2 with changes to the Case Number Screen	Erika Kusnadi-Cerezo
7/27/2020	3.0	Updated design document for Del 37 comment (include grammar, expanding acronyms and updated Reception Log mockup).	Erika Kusnadi-Cerezo
9/4/2020	4.0	Added 2 more assumptions, Updated Figure 2.2.1d, added to section 2.1.3 #9 the information that will be provided to ISD and Added to section 2.3.3.3b about the Remote Kiosk Configuration security group	Erika Kusnadi-Cerezo, Melissa Mendoza
9/22/2020	5.0	Added more specific to LA number generation	Erika Kusnadi-Cerezo.
9/24/2020	6.0	Added to section 2.1.3#8 that both lobby check in app and self service will need to use the new number generation logic instead of YBN. Added another note to Section 2.1.3 that changes for SFV will be done by ISD	Erika Kusnadi-Cerezo
11/10/2020	7.0	Updated the following Mockups: Figure 2.1.1a and Figure 2.1.1b to lower the placement of the CalSAWS logo. Added CalSAWS logo to Figure 2.1.1g, h, and i and added it to the description of changes as well.	Eriks Kusnadi-Cerezo.

Table of Contents

1	Overview	5
1.1	Current Design.....	5
1.2	Requests.....	5
1.3	Overview of Recommendations.....	5
1.4	Assumptions	5
2	Recommendations.....	7
2.1	Los Angeles County Lobby Check-in Application.....	7
2.1.1	Overview	7
2.1.2	Los Angeles County Lobby Check-in Application Mockup.....	7
2.1.3	Description of Changes	13
2.1.4	Page Location	14
2.1.5	Security Updates.....	14
2.1.6	Page Mapping.....	14
2.1.7	Page Usage/Data Volume Impacts	14
2.2	Kiosk User Interface	15
2.2.1	Overview	15
2.2.2	Kiosk Mockup	15
2.2.3	Description of Changes	26
2.2.4	Page Location	29
2.2.5	Security Updates.....	29
2.2.6	Page Mapping.....	29
2.2.7	Page Usage/Data Volume Impacts	29
2.3	FACT User Interface.....	30
2.3.1	Overview	30
2.3.2	FACT Mockup.....	30
2.3.3	Description of Change.....	37
2.3.4	Page Location	38
2.3.5	Security Updates.....	38
2.3.6	Page Mapping.....	39
2.3.7	Page Usage/Data Volume Impacts	39
2.4	Reception Log	39
2.4.1	Overview	39
2.4.2	Reception Log Detail Mockup	39

2.4.3	Description of Change.....	39
2.4.4	Page Location	40
2.4.5	Security Updates.....	40
2.4.6	Page Mapping.....	40
2.4.7	Page Usage/Data Volume Impacts	40
2.5	Web Service Updates	40
2.5.1	Overview	40
2.5.2	Description of Change.....	40
3	Supporting Documents	42
4	Requirements.....	43
4.1	Migration Requirements.....	43

1 OVERVIEW

The request for DDID 1778 includes expanding the LRS Lobby iOS Solution to support all 58 counties as well as migrate the Kiosk and Facilitated Access Control Tablet (FACT) applications from C-IV to LRS/CalSAWS and enable them to support all 58 counties.

1.1 Current Design

The LRS iOS Lobby Solutions were designed to work specifically for Los Angeles County. There are two lobby solutions, one that the Workers use to help assist customers in the lobby referred to as the Los Angeles County Lobby Check-in Application, and another that is a Self-Service application for the Customer to use in the lobby. They are both integrated into the Your Benefits Now (YBN) Application and have Los Angeles County specific graphics and logos.

The C-IV Kiosk and FACT are used in C-IV County office lobbies today to support the C-IV counties. The Kiosk was designed with a generic look and feel for the Customers in the lobby to use to check in and complete tasks like scanning documents. The FACT is a tablet that the Workers in the lobby use to assist Customers including checking them in for appointments.

1.2 Requests

Per DDID 1778, expand the Los Angeles County's iOS Lobby Check-in solution to support all 58 Counties. The C-IV java solution shall also be integrated to support the current Kiosk and FACTs for use by all 58 Counties.

1.3 Overview of Recommendations

1. Update the LRS Lobby Check-in Application's look and feel to support all 58 counties.
2. Update the LRS Lobby Check-in Application with new webservice that will integrate into the LRS/CalSAWS system instead of YBN.
3. Migrate the C-IV lobby services and code from the C-IV system to the LRS/CalSAWS.
4. Update the FACT (FACT 1.0 and FACT 2.0) with the CalSAWS system name.

1.4 Assumptions

1. The YBN web service that supports the iOS apps will be rearchitected to work independent of the self-service portal with CalSAWS directly. Dependencies on the self-service portal and modifications to it to support the iOS apps will be part of the new self-service portal.
2. The Printing devices and Scanning devices will not change for any application.
3. Estimate includes current features in LRS iOS and C-IV Lobby/FACT applications, no additional features.
4. Transferring data is not part of this estimate as the Statewide Self-Service Portal is not within the scope of CalSAWS migration.

5. This estimate does not include the External Mobile App as the Statewide Self-Service Portal is not within the scope of CalSAWS migration.
6. The Los Angeles County's iOS solutions will require modifications and access to the C4Yourself and Benefits CalWIN Self Service Portal in order to work for the remaining 57 counties. Since the Self-Service Portal modifications are not to be included within the scope of this CalSAWS Migration DD&I Project these changes will not be estimated or accounted for. Once the CONSORTIUM identifies the approach and requirements for the Self-Service portal, they will be calculated by the CONTRACTOR and reviewed and prioritized by the CONSORTIUM for approval through the County Change Control Board process.
7. The iOS Lobby Check-in Solutions in this estimate will only be supported for Los Angeles County until the Self-Service Portal has been addressed.
8. The purchase of any new iOS device, Kiosks, or FACTs is not accounted for.
9. Additional counties electing to use the supported iOS, Kiosk, or FACT devices that currently do not utilize these devices is not accounted for.
10. Test equipment for iOS devices will continue to be provided by Los Angeles County as they are currently provided today in LRS.
11. This estimate does not account for onsite support for updates to the iOS and Kiosk systems. Support will continue to be provided how it is currently provided in the LRS and C-IV systems.
12. The LRS Self-Service Check-in iOS Application, since it is dependent on the Self-Service State-wide portal, will be updated when the Self-Service solution is completed (CA-217869).
13. The San Fernando Valley Lobby Check-in Application will not be updated as part of this effort. Any changes needed to the San Fernando Valley Lobby Check-In Application will need to be done by the Los Angeles ISD (Internal Services Department) team.
14. The C-IV Kiosk and FACT applications will retain the same functionality when moving from C-IV to LRS even if not stated in this document.
15. The following DDIDs/SCRs are needed for the Kiosk and FACT Functionality including scanning images, scanning barcodes and texting and will be implemented in a later release:
 - Tracked barcoded documents with the clock icon is part of CA-207108 (DDID 2302).
 - Scanning documents into the Kiosk with corresponding text campaign will send a text message is part of CA-207106 (DDID 2305)
 - Uploading documents from the Kiosk into Imaging is part of CA-214026 (DDID 2192).
16. The LRS Lobby Check-in Application will only support images uploaded to EDMS (Enterprise Document Management System) imaging solution until CA-214026 (DDID 2192) is implemented.
17. The Los Angeles County Lobby Check-In applications will retain existing functionality unless mentioned in the Description of Changes of this SCR.
18. Functionality related to Tasks will be address under a separate SCR. (There will be multiple efforts to address this and they can be track under one of the following DDID's: DDID 34, DDID 1628, DDID 1629).

2 RECOMMENDATIONS

Update the Los Angeles County Lobby Check-in Application to support all 58 counties. Migrate the Kiosk and FACT code to the LRS/CalSAWS to support all 58 counties. Update the look and feel for the solutions to no longer be county specific and to use the new CalSAWS system name.

2.1 Los Angeles County Lobby Check-in Application

2.1.1 Overview

Configure the Los Angeles County Lobby Check-in Application to be accessible for counties outside of Los Angeles to use to check in their customers.

2.1.2 Los Angeles County Lobby Check-in Application Mockup



Figure 2.1.1a – Login Screen



Figure 2.1.1b – Login Screen for workers outside of Los Angeles County

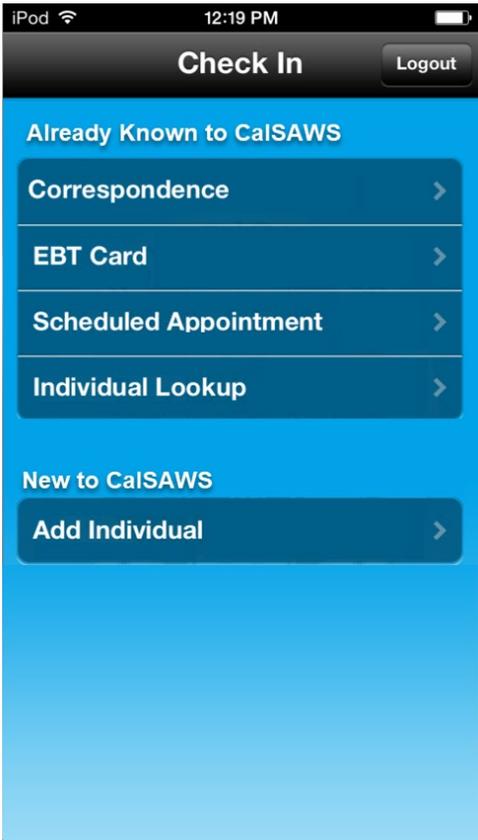


Figure 2.1.1c – Check-In Screen

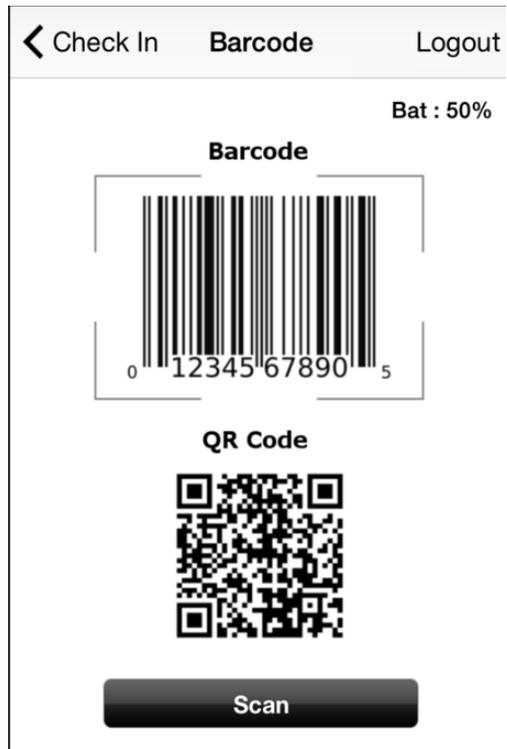


Figure 2.1.1d– Barcode Scanning Screen

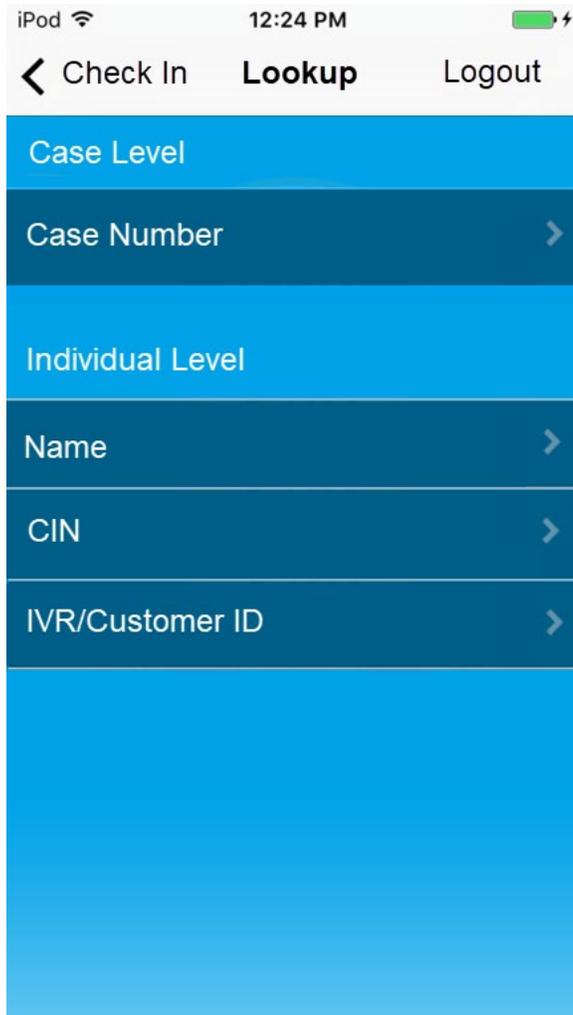


Figure 2.1.1e – Individual Lookup Screen for non-LA County users mockup

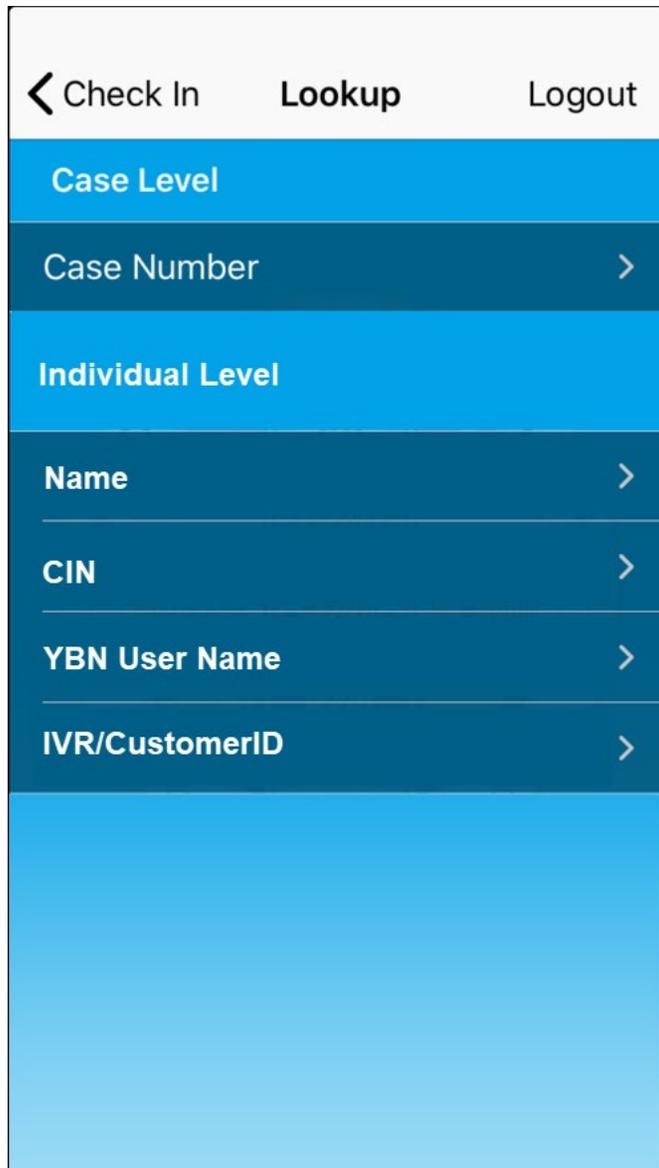


Figure 2.1.1f – Individual Lookup Screen for LA County users mockup

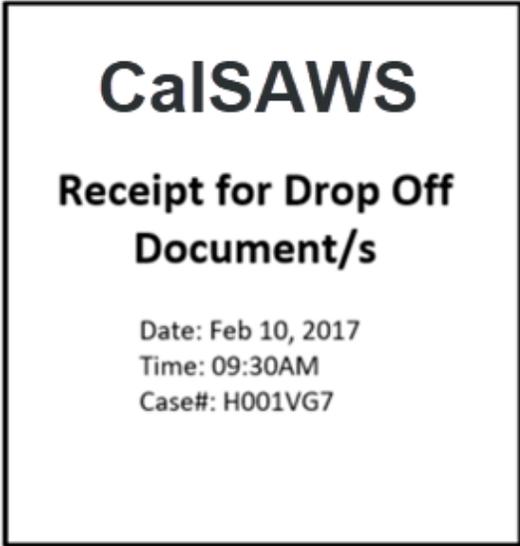


Figure 2.1.1g – Receipt for Drop Off Document/s

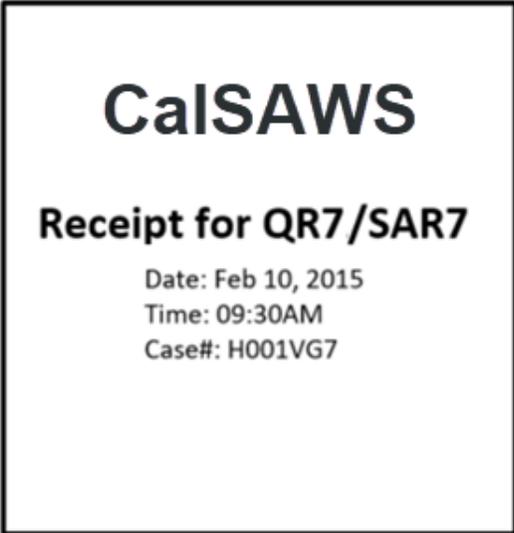


Figure 2.1.1h – Receipt for QR7/SAR7

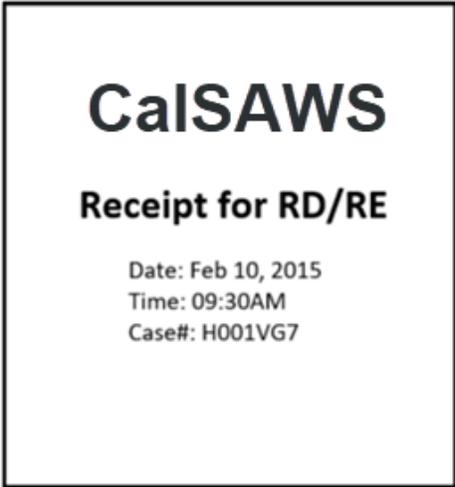


Figure 2.1.1i – Receipt for RD/RE

2.1.3 Description of Changes

1. Configure the Los Angeles County Lobby Check-in application to be accessible for counties outside of Los Angeles.
 - a. Update the Los Angeles County Lobby Check-in application to allow workers outside of Los Angeles County to log in to the application using their CalSAWS credentials.
 - b. Office information will continue to display after the worker login, displaying the office listing that they are associated to.
 - i. Los Angeles County Lobby Check-in application will display offices outside of Los Angeles County if the worker that is logging in is associated to an office outside of Los Angeles County.
2. Remove the County of Los Angeles logo from all screen backgrounds as shown in Figures 2.1.1a through 2.1.1f
3. Add the CalSAWS system name to the top of the Login screen as shown in Figure 2.1.1a
4. Update the Check In screen as shown in Figure 2.1.1c.
 - a. Relabel 'Already Known to DPSS' to 'Already Known to CalSAWS'.
 - b. Relabel 'LRS Correspondence' to 'Correspondence'.
 - c. Relabel 'New to DPSS' to 'New to CalSAWS'.
5. Update 'LRS – QR Code' to 'QR Code' from the Barcode screen as shown in Figure 2.1.1d.
6. Update the Individual Lookup screen as shown in Figure 2.1.1e.
 - a. Hide the option to search by 'YBN Username' for workers that are logged in and accessing an office that is outside of Los Angeles County.

Note: For workers logged in accessing an office in Los Angeles County, the option to search by 'YBN Username' will remain as shown in Figure 2.1.1f.

7. Remove the 'County of Los Angeles', 'Department of Public Social Services', 'Save Time! Go On-Line!', and 'www.yourbenefits.laclrs.org' from the receipts for 'Drop Off Document/s', 'QR7/SAR7', and 'RE/RD' as shown in Figure 2.1.1g through Figure 2.1.1i.
 - a. Add 'CalSAWS' to the top of the receipt as shown on Figure 2.1.1g through Figure 2.1.1i. for the following receipts: 'Drop Off Document/s', 'QR7/SAR7', and 'RE/RD'.
 - b. For 'Receipts for QR7/SAR7' relabel the header title 'Receipt for QR7-LA/SAR7' to 'Receipt for QR7/SAR7'.

Note: These changes will apply to receipts being printed regardless if from the Print Receipt from the Purpose of Visit flow or from the Print Receipt from the Case Lookup flow.

8. Update the Number generation logic used for assigning a prefix and number to be stored in the LRS/CalSAWS instead of the YBN application.
 - a. Number generated will be the next available number for the given office, regardless of prefix information.
 - i. Both the Lobby Check-In Application and Self-Service Check-In Application will use this new Number Generation Logic.
 - b. Apply a DCR to populate the existing prefix from YBN to the LRS/CalSAWS
 - i. Both the Lobby Check-In Application and Self-Service Check-In application use LRS/CalSAWS to determine the prefix based on 'Type' instead of YBN.
9. Provide the following information to ISD so that they can update the SFV Check-In Application accordingly.
 - a. Provide ISD with the new end point information.
 - b. Provide ISD with a list of which parameters that would need to be change.
 - c. Assist in testing to confirm that the SFV Check-In Application is communicating to LRS/CalSAWS properly.

Note: The LRS Lobby Check-in Application will only support images uploaded to EDMS imaging solution until CA-214026 (DDID 2192) is implemented.

Note: ISD will be making the changes to the Lobby-Check In Application and Self-Service Application for the SFV office.

2.1.4 Page Location

- **Los Angeles County Lobby Check-in Application**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Kiosk User Interface

2.2.1 Overview

The Kiosk is a Self-Service application used in the lobby to assist customers with easy check-in and scanning documents. The Kiosk is customized using the Device Management pages in the LRS/CalSAWS that will be migrated as part of CA-207405. The Kiosk displays in English and Spanish and integrates with the Reception Log.

2.2.2 Kiosk Mockup

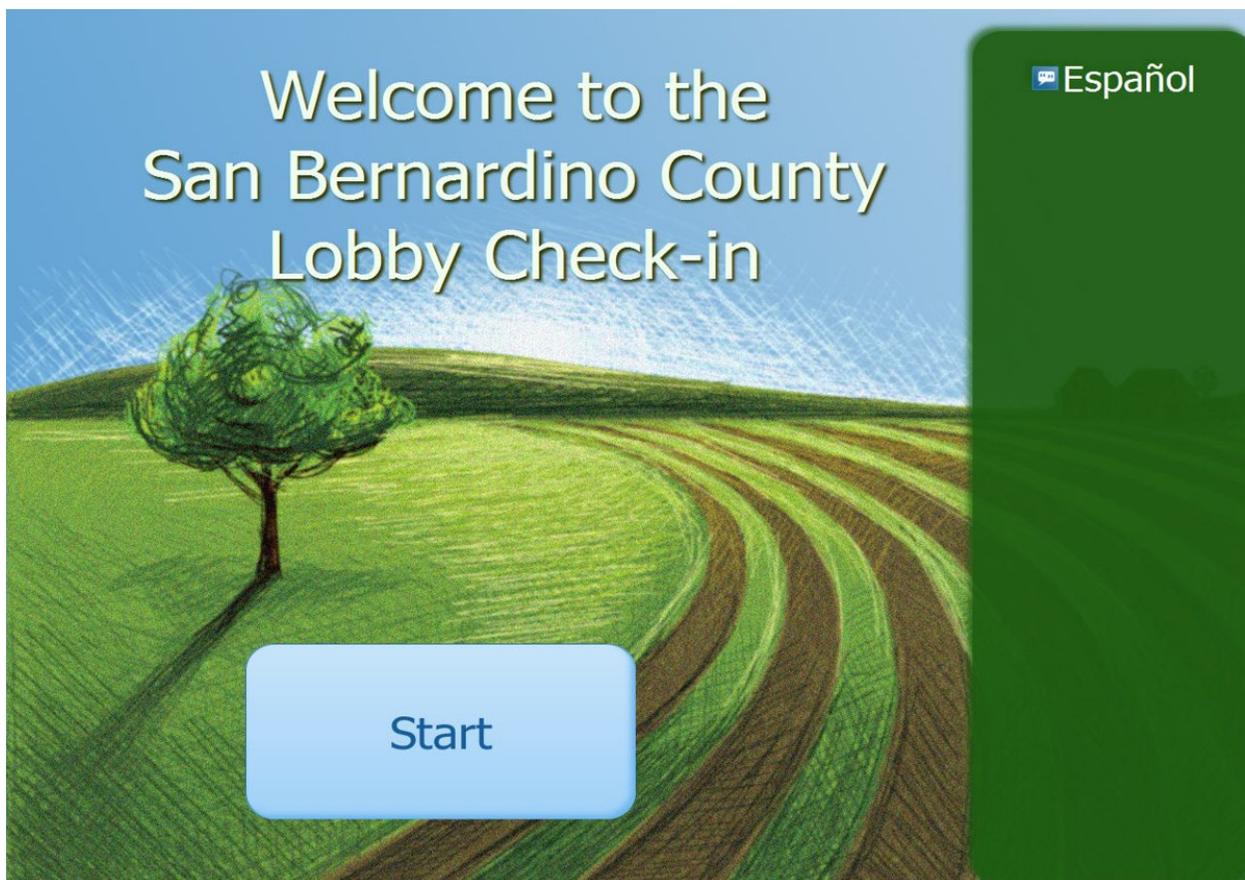


Figure 2.2.1 – Welcome Screen

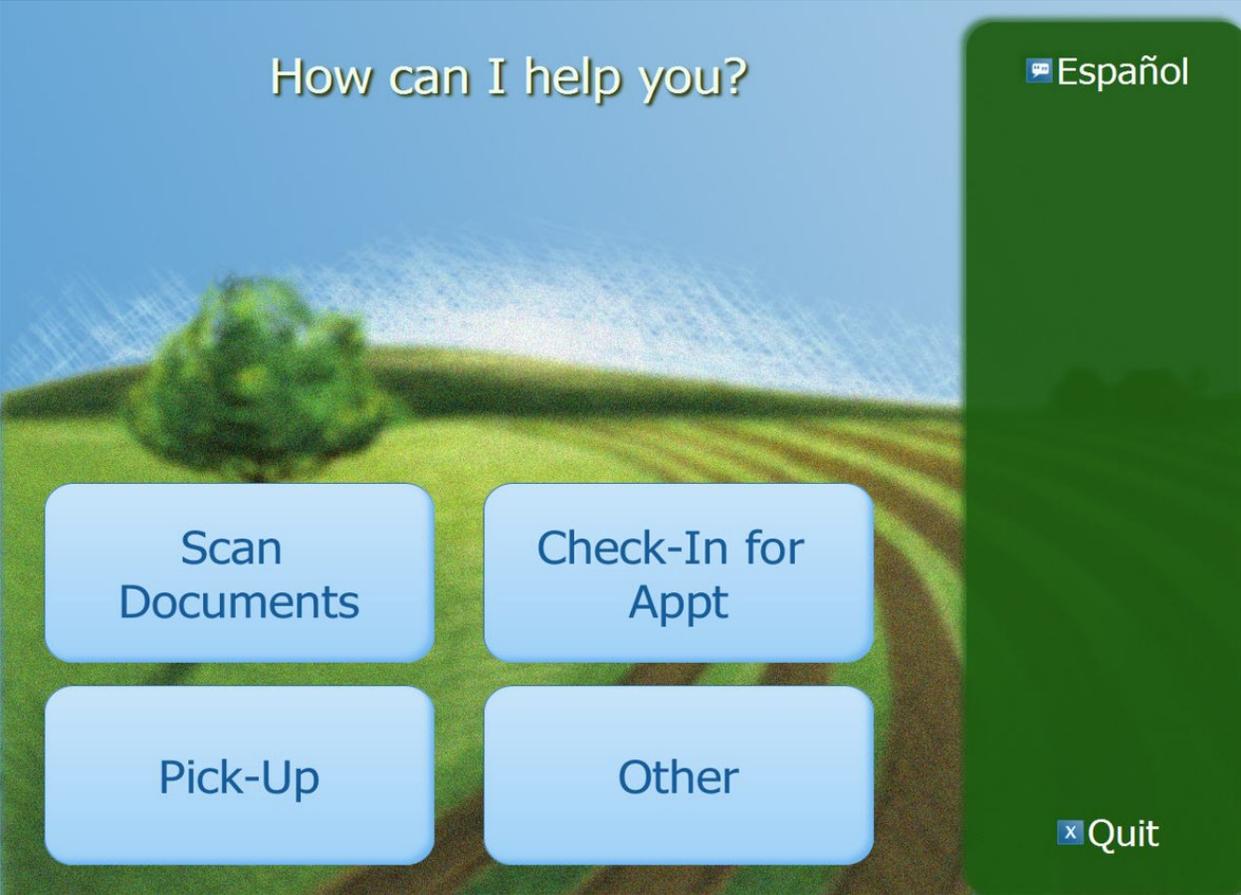


Figure 2.2.1b – Action Button Screen

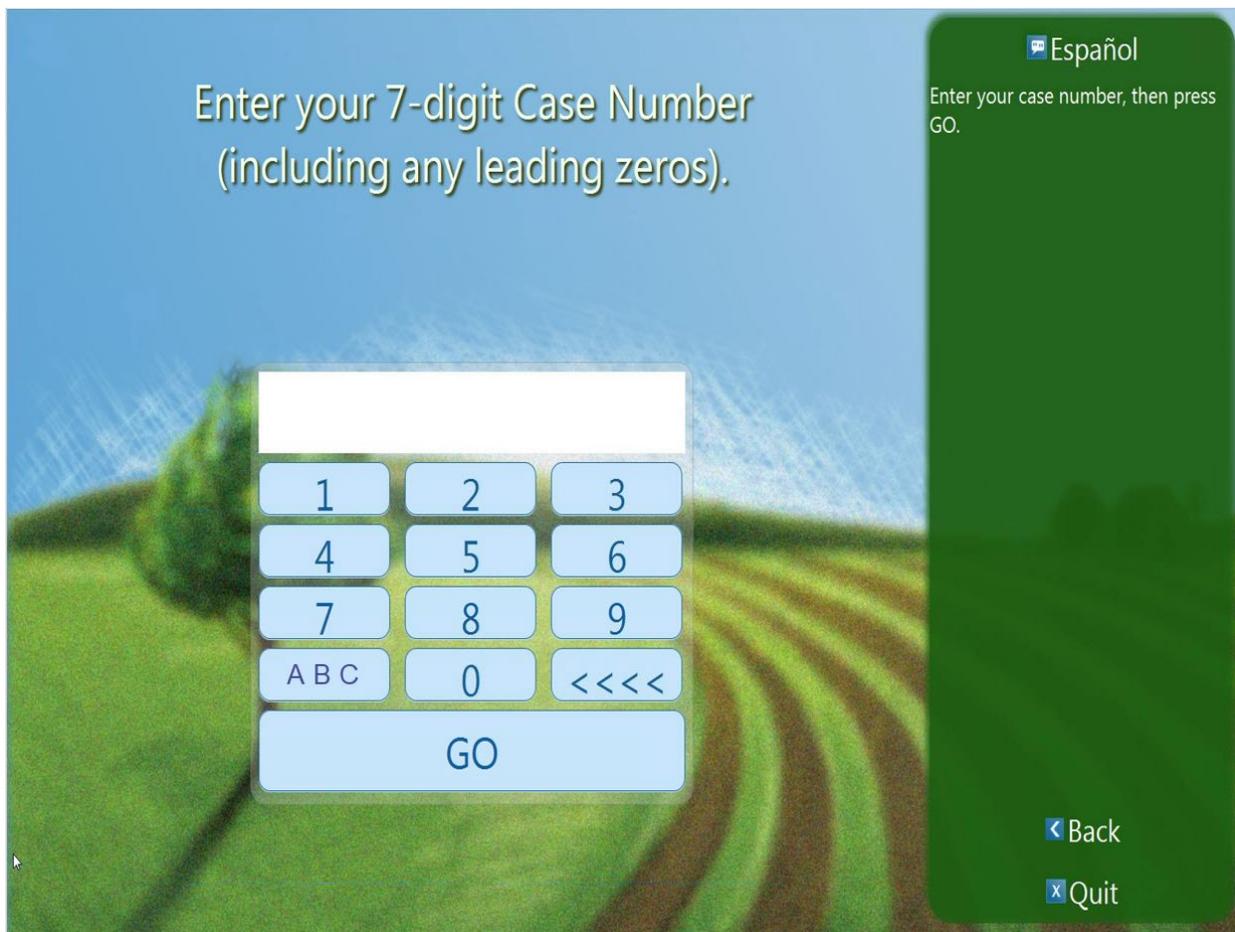


Figure 2.2.1c Case Number Screen with numbers

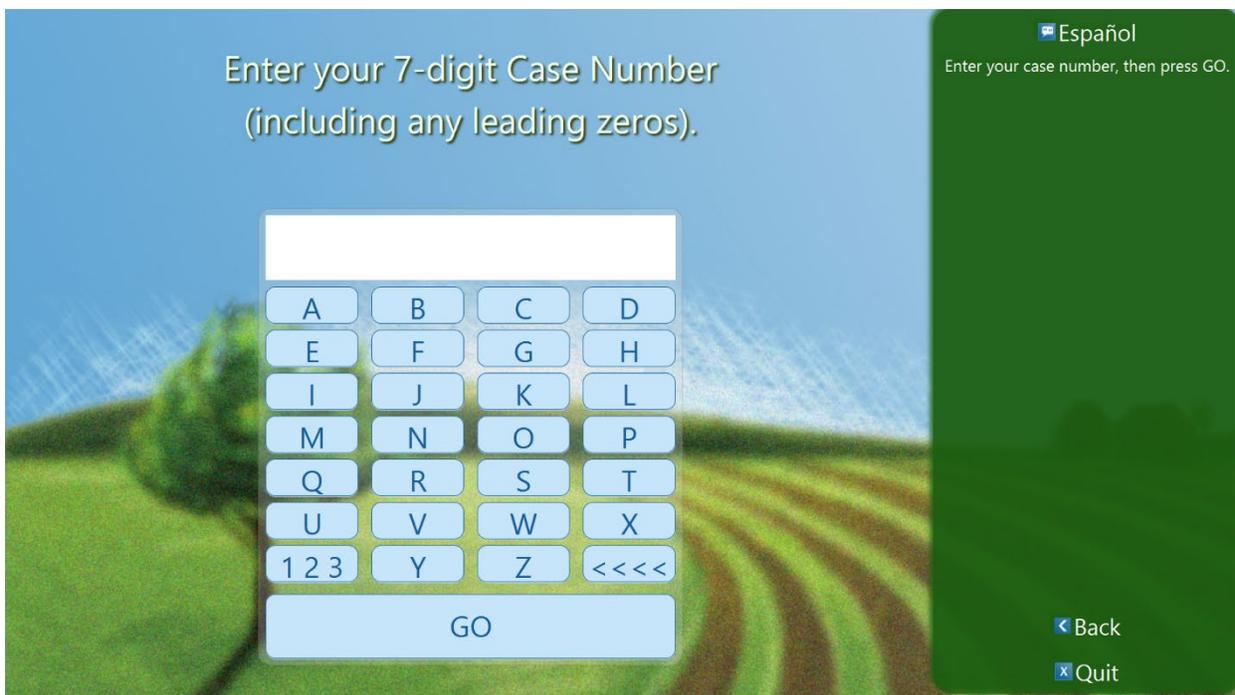


Figure 2.2.1d Case Number Screen with letters

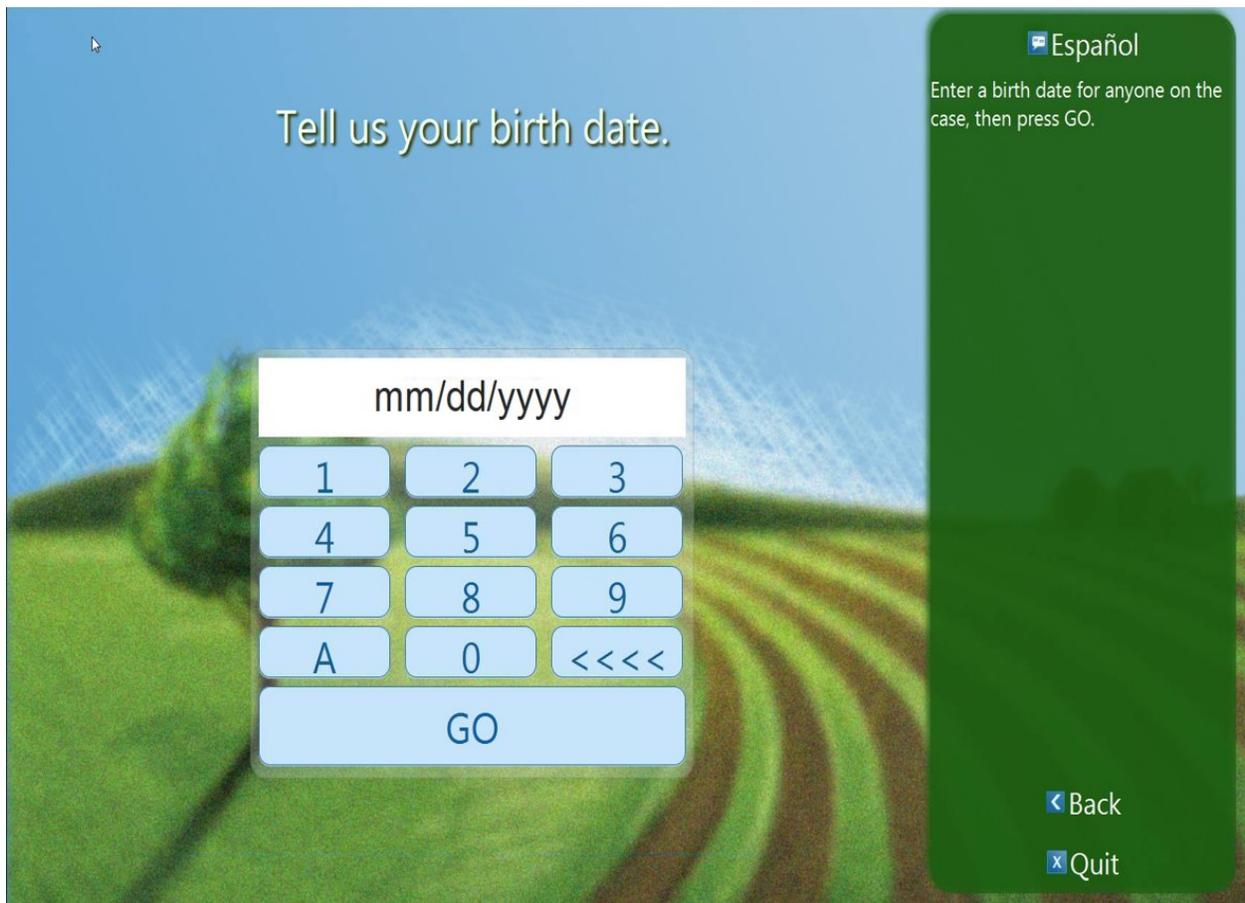


Figure 2.2.1e Birth Date Screen

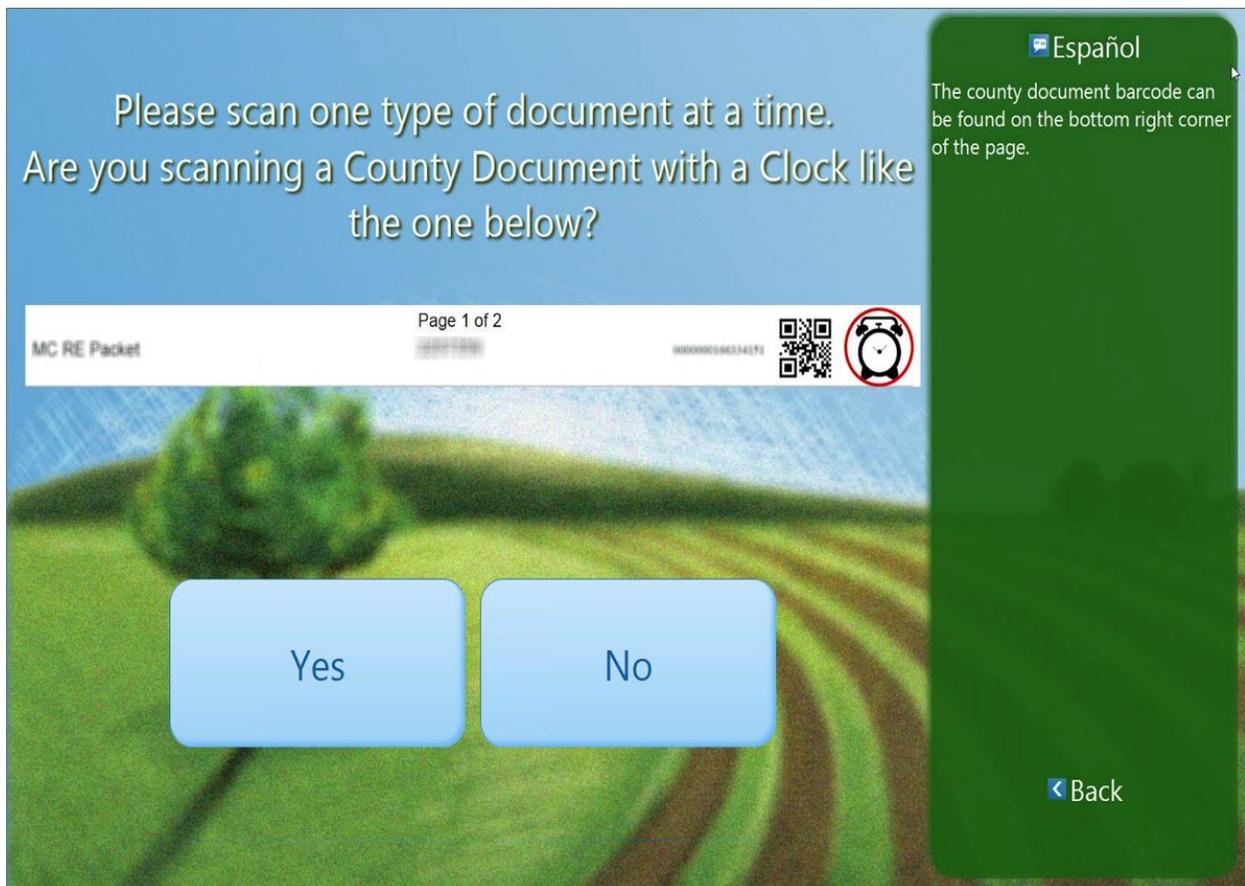


Figure 2.2.1f Document Scan Screen



Figure 2.2.1f Document Type Screen

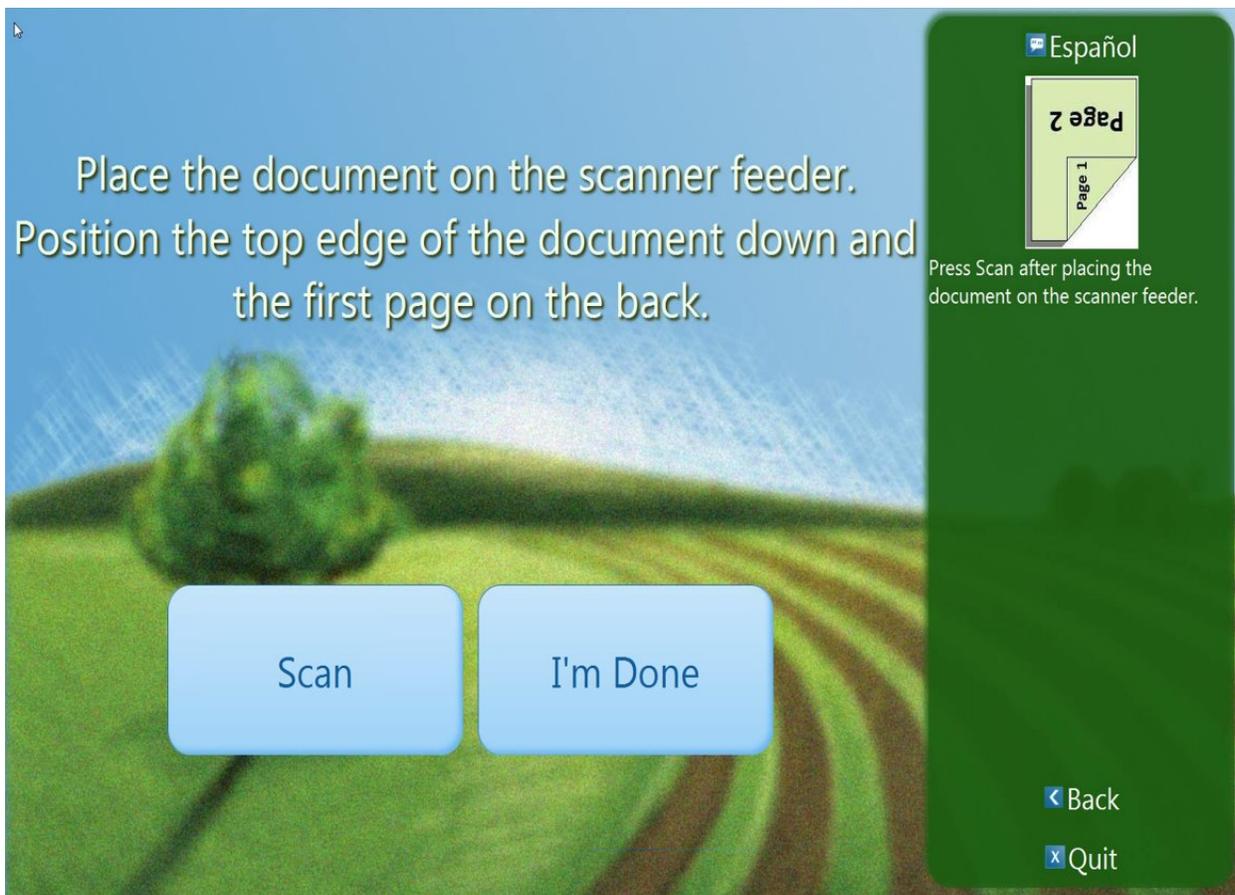


Figure 2.2.1f Document Instructions Screen

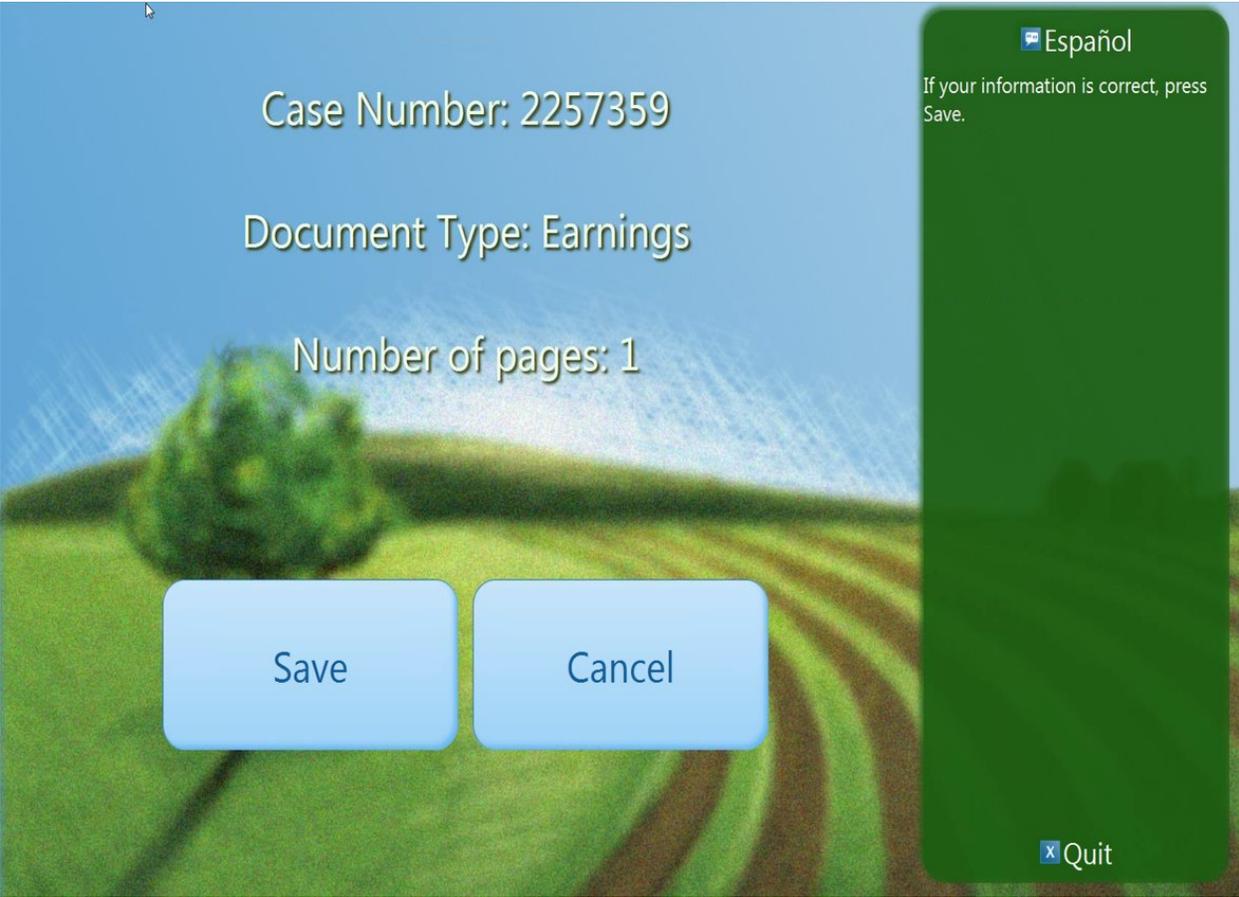


Figure 2.2.1f Document Confirmation Screen

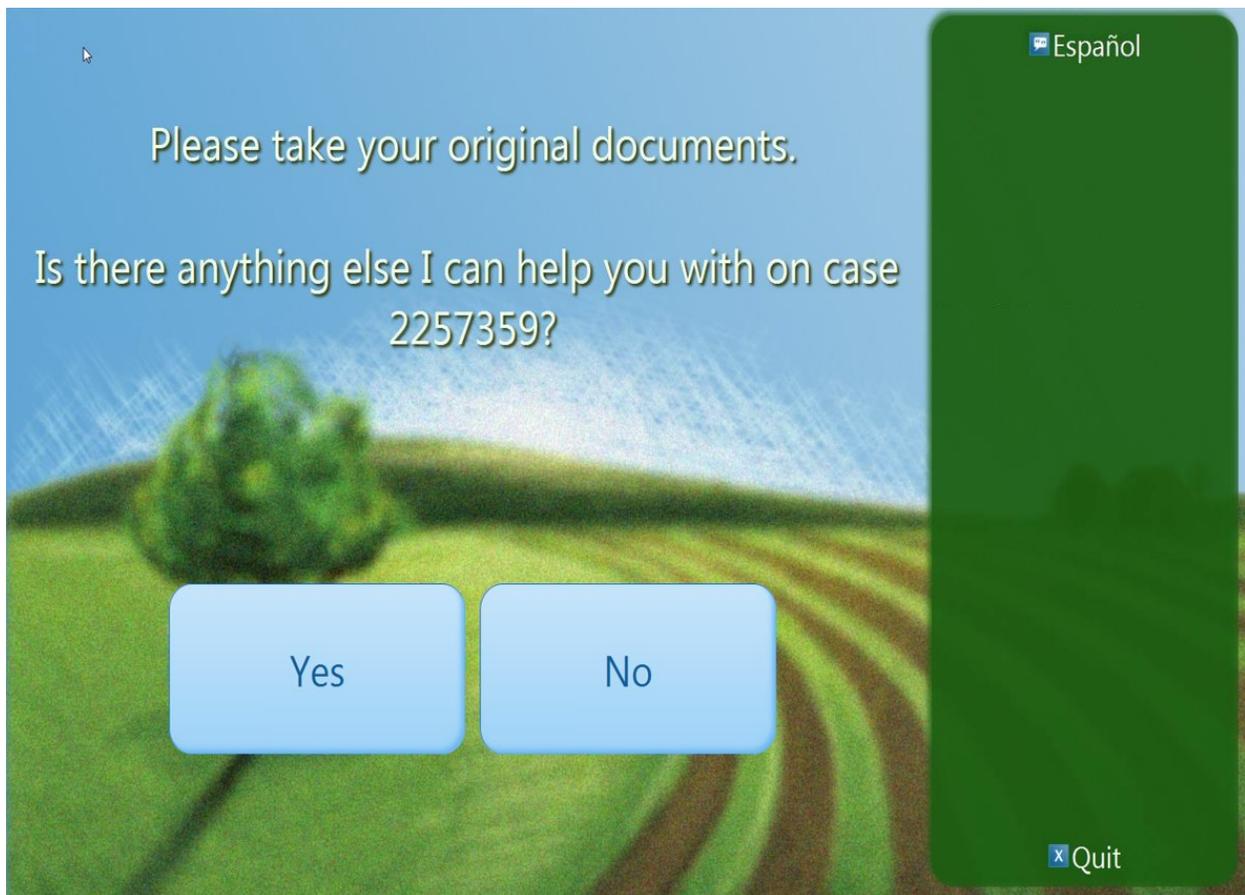


Figure 2.2.1f Document Final Screen

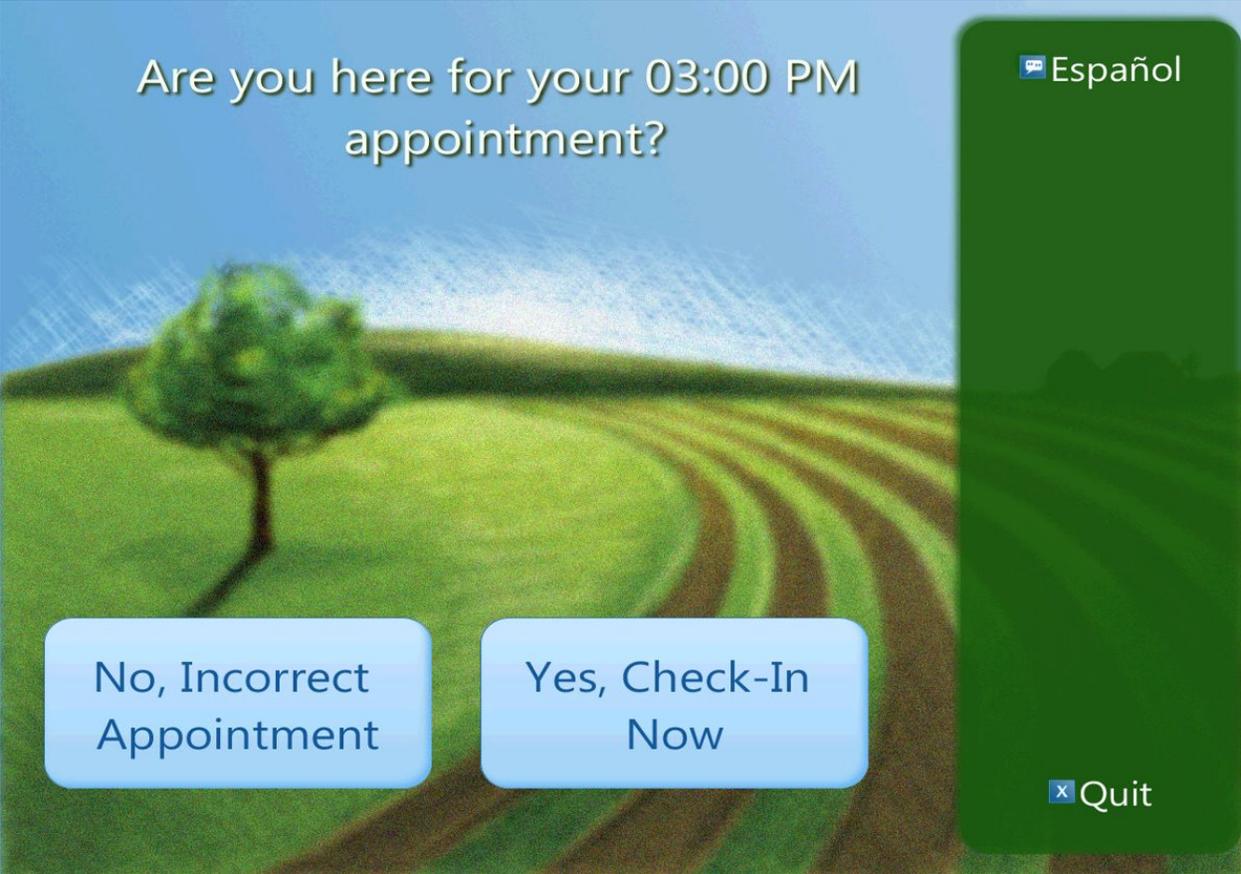


Figure 2.2.1g Appointment Check-in Screen

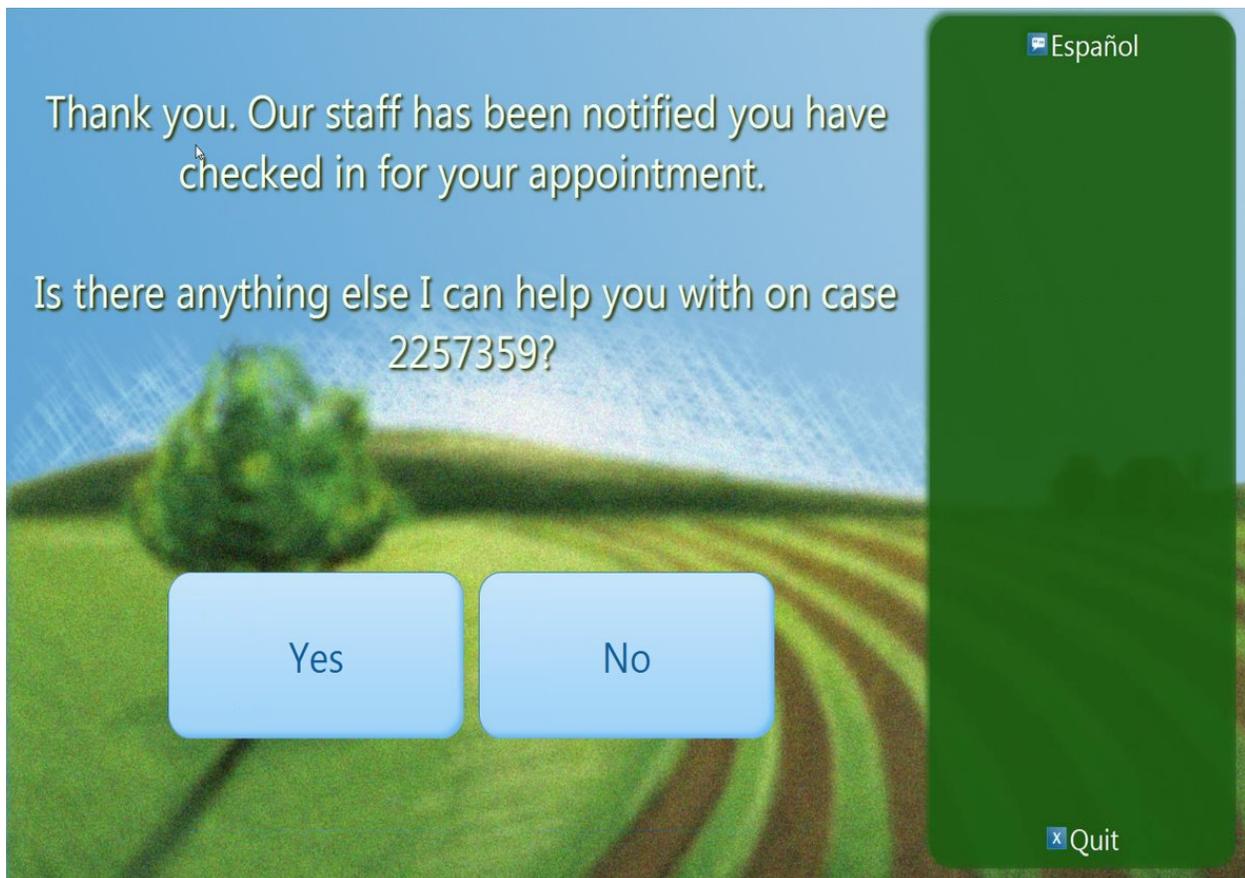


Figure 2.2.1h Appointment Confirmation Screen

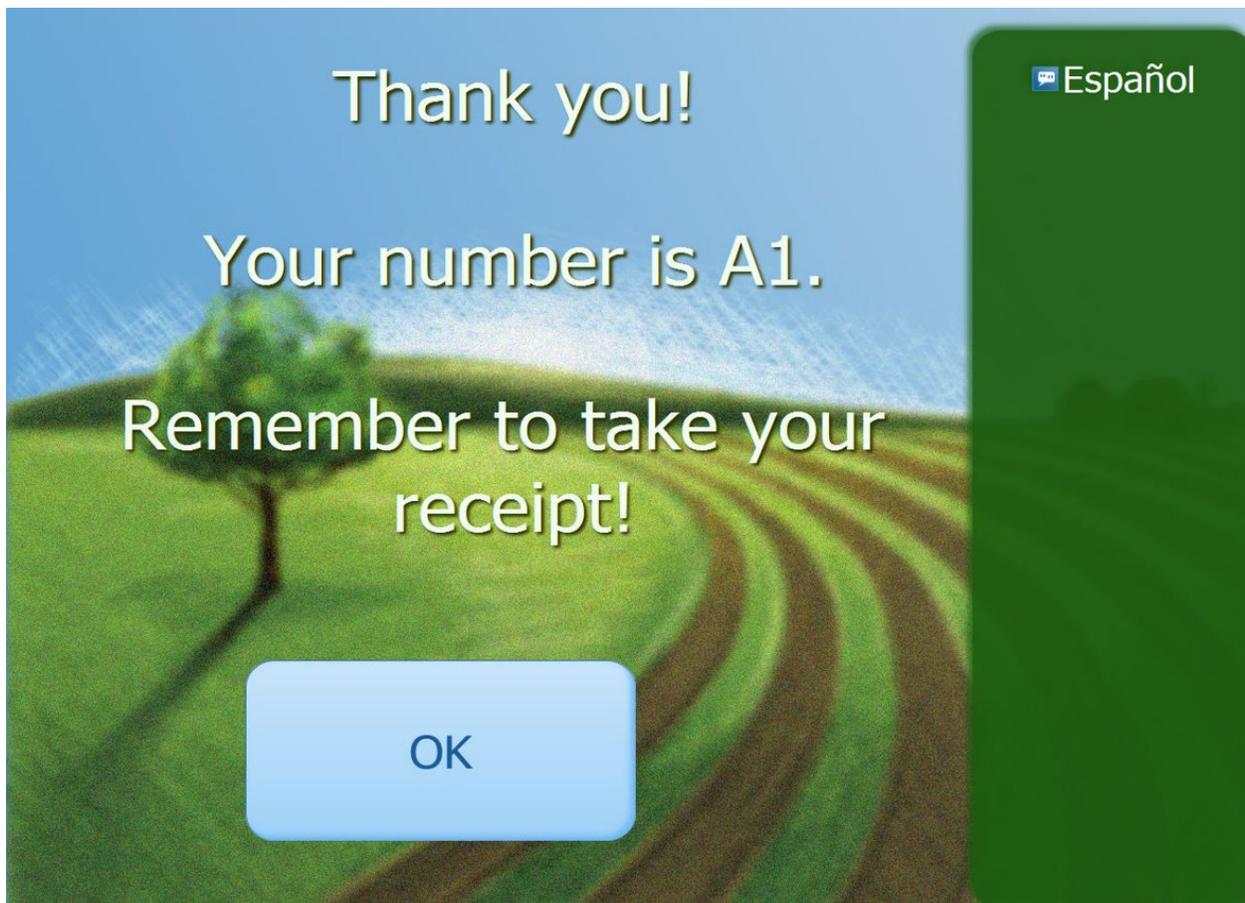


Figure 2.2.1i – Print Receipt Screen

2.2.3 Description of Changes

1. The button labels for the Action Button screen as seen in Figure 2.2.1b will be determined from the Action Detail page within the Device Flow Management page.
2. The Kiosk will authenticate the Customer using Case Number and Birthdate or EBT/BIC card for existing customers checking in.
 - a. If the customer selected the Case Number/Date of Birth validation or swiped their BIC card, the name of the person identified will be used as the Person Name for the Reception Log entry.
 - i. Validation for Date of Birth and Case Entry:
Date of Birth XX/XX/XXXX does not match any person on case XXXXXXXX.
 - b. If the customer swiped their EBT card, the Case Name will be used as the Person Name for the Reception Log entry.

- i. Validation for EBT Card:
 - 1. Error reading your card.
 - 2. Could not find a case from your card.
 - c. If the Kiosk cannot validate the case, the customer will receive the following error on the screen: "Your request cannot be processed, please check in for further assistance."
 - 3. The "On Screen Instructions" will be determined from the Action Detail page in the Kiosk Flow Management pages.
 - a. If the customer did not go through case validation, the question will display as "Is there anything else I can help you with today?"
 - b. If the customer did go through case validation, the validated case will display in the question.
 - c. If the customer answers the question with "Yes", navigate to the Action Selection screen maintaining the case previously verified.
 - d. If the customer answers the question with "No", navigate to the Final screen.
 - e. This will save the customer's actions in the Reception Log Visit Information section and print the receipt for the customer.
 - 4. For the Print Receipt screen If any action the customer took returned a number, display the message "Your number is <Number Assigned>."
 - a. If any action the customer took prints a receipt, display the message "Please take your receipt."
 - b. The receipt printed will include the information for all the actions the customer took during their session. Each Visit type record that is created will be given a separate number that will be printed on the receipt.
 - c. The office address printed on the receipt will be populated from the address stored in LRS/CalSAWS.
 - 5. When scanning a document on the Kiosk, if the document being scanned is a tracked barcoded document (which displays a clock icon), the document will be marked as received on the case.
 - a. The Reception Log entry created will automatically have a Completed status after Waiting.
 - b. Validations for Scanning documents:
 - i. Could not identify your document. Please scan again or take it to the receptionist.
 - ii. Error, no pages scanned.

Note:

- i. Updates to the tracked barcoded documents with the clock icon are part of CA-207108 (DDID 2302) which is in a later release.
- ii. When scanning documents into the Kiosk the corresponding text campaign will send a text message.

This is part of CA-207106 (DDID 2305) and is in a later release.

- iii. Uploading documents from the Kiosk into Imaging is part of CA-214026 (DDID 2192) and will be in a later release.
6. When checking in for an appointment the Kiosk will search CalSAWS for scheduled and rescheduled customer appointments for the case number entered by the customer.
- a. The following customer appointment types will not be included in the search: Home Visit and Telephone Interview.
 - b. If the customer entered a case number that does not have an appointment that day, display the following message:
 - i. There is no appointment for your case today. Please select another option or ask for more assistance.
 - c. If there is an appointment for the next day or previous day, the following message will display depending on the appointment date:
 - i. There is no appointment for your case today. There is an appointment for your case tomorrow. Please select another option or ask for more assistance.
 - ii. There is no appointment for your case today. There was an appointment for your case yesterday. Please select another option or ask for more assistance.
 - d. If there are multiple appointments for that day, display a screen indicating the times for the appointments that day and allow the customer to select the correct appointment time.
 - e. Once the customer has completed their actions on the Kiosk, the customer appointment that was selected will be updated with a status of "Showed". This status will be added to the Customer Appointment Detail page.
 - f. Validations for appointments out of office:
 - i. The appointment for your case is not in the office. Please select another option or ask for more assistance.
7. The Kiosk Case Number screen will be updated to display options for both letters and numbers.
- a. Update the 'A' button on the existing Case Number screen to display 'A B C' as shown on figure 2.2.1c
 - i. Choosing the 'A B C' button will take the customers to the Case Number screen with the option to enter 'letters' as shown on Figure 2.2.1d.
 - 1. Screen will display each letter individually.
 - 2. Choosing the '1 2 3' button will take the customers back to the Case Number screen with the option to enter 'numbers'.
 - 3. Clicking the 'GO' button will take the customer to the DOB screen (this is the same process flow as existing Case Number screen).

- b. Case Number information that the customer has entered will display accordingly as they go back and forth between the screens that display the two options (letters and numbers).
 - c. Kiosk will default to the Case Number screen that displays the option to enter numbers.
- 8. The Currently Unavailable screen will display when a Kiosk has not been assigned a flow or when the Kiosk is not connected to the system network.
- 9. The Kiosk will not allow Confidential Cases (except Employee/Employee Relative), Minor Consent or Duplicate Cases check in to the Kiosk.
 - a. Confidential Cases with the type of Employee/Employee Relative will be allowed to check in using the Kiosk.

2.2.4 Page Location

N/A

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 FACT User Interface

2.3.1 Overview

The FACT allows the Worker to login using their LRS/CalSAWS credentials in order to assist customers in the lobby. This includes checking them in for appointments and scanning appointment letters. With the appropriate security right assigned, the FACT can also be used for assigning Kiosk flows.

2.3.2 FACT Mockup



The image shows a mockup of the FACT login screen. At the top, the CalSAWS logo is displayed in white on a dark blue background. Below the logo, the text "Welcome to the Facilitated Access Control Tablet (FACT)" is centered in a dark blue font. A horizontal line separates this header from the "Please login" instruction, which is also centered. Below the instruction, there are two input fields: "User Name:" followed by a white text box with a blue border, and "Password:" followed by a white password box with a blue border. At the bottom of the form, a blue button with the text "Login" is centered. The entire form is set against a light gray background.

Figure 2.3.1a FACT Login Screen Mockup

CalSAWS

Welcome to the Facilitated Access Control Tablet (FACT)

Please login

Login failed. Please try again or
log in to CalSAWS to verify your password

User Name:

Password:

Login

Figure 2.3.1b FACT Login Error Screen Mockup

CalSAWS

Welcome to the Facilitated Access Control Tablet (FACT)

The FACT is not associated to an office.
Please log in to CalSAWS and specify the office
on the Device Assignment Detail page.

User Name:

Password:

Login

Figure 2.3.1c FACT Unassociated Office Error Screen Mockup

CalSAWS

Welcome to the FACT

Please make a selection:

WBR

Kiosk Flow

Log Out

Configure Kiosk

Figure 2.3.1d FACT Home Screen Mockup w/ Configure Kiosk Option Mockup

CalSAWS

Welcome to the FACT

Please make a selection:

WBR

Kiosk Flow

Log Out

Figure 2.3.1d FACT Home Screen Mockup without Configure Kiosk Option Mockup

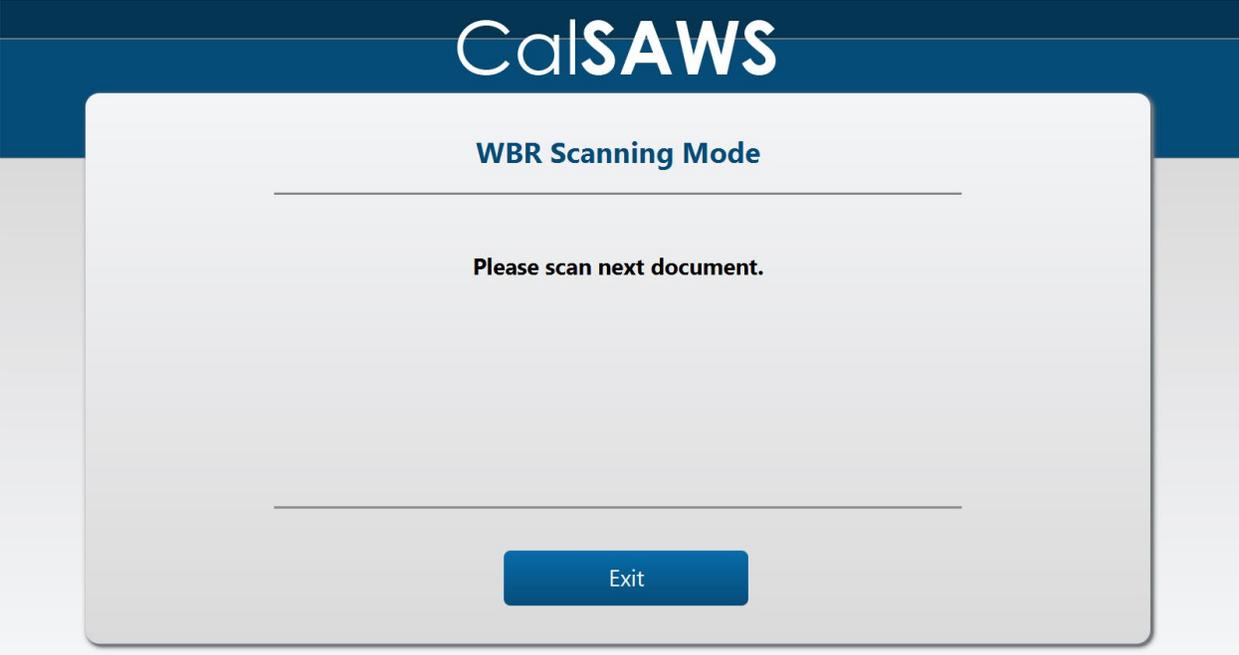


Figure 2.3.1e FACT WBR Scanning Mode Mockup

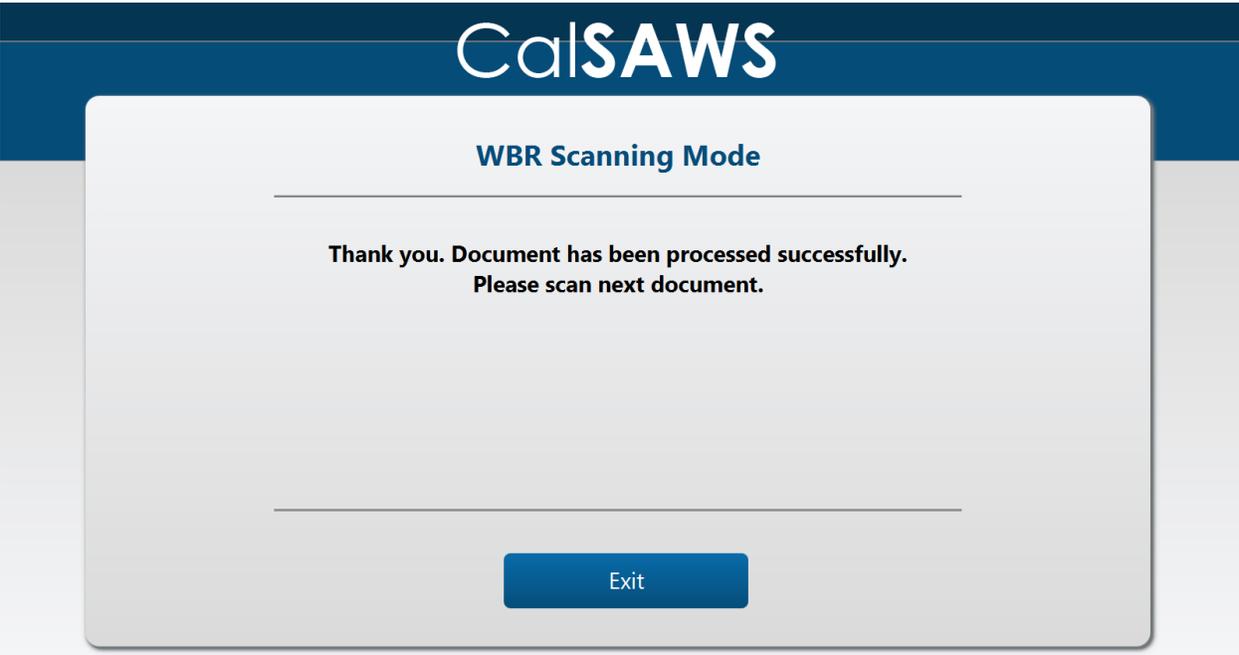


Figure 2.3.1f FACT WBR Scanning Mode Successful Mockup

Configure Kiosk

The Kiosks in this office can be updated with a different flow from the selection below. The Kiosk will reflect the new flow within 15 minutes.

Please Select Kiosk: ▼

Please Select Flow: ▼

Save

Exit

Figure 2.3.1g Configure Kiosk Mockup

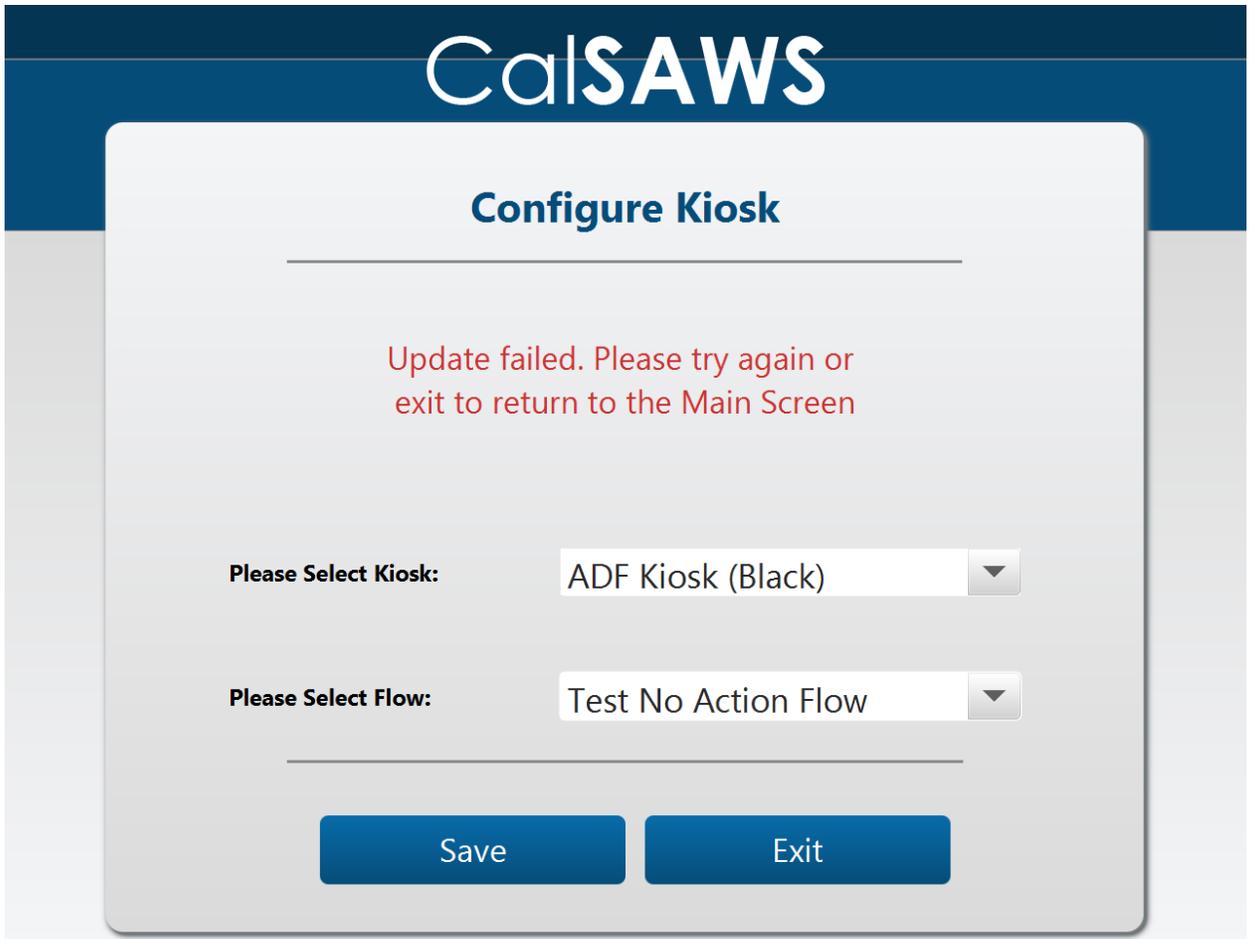


Figure 2.3.1h Configure Kiosk Error Mockup

2.3.3 Description of Change

1. Update the logo and all error verbiage from C-IV to CalSAWS.
2. The user will enter their LRS/CalSAWS credentials in order to log in to the FACT.
 - a. If the login fails, the following message will display: "Login failed. Please try again or log in to CalSAWS to verify your password."
 - b. If the tablet has not been associated to an office through the Device Assignment Detail page, the following message will display: "This FACT is not associated to an office. Please log in to CalSAWS and specify the office on the Device Assignment Detail page."
3. Kiosk Flow button will take the User to the Kiosk Flow that has been set up for the FACT in the Device Management pages.
 - a. No Document Upload functionality is supported through the flow on the FACT. The WBR Mode will need to be used in order to mark tracked barcoded documents as received.

- b. The Remote Kiosk Configuration security group will display the button, allowing the user to use the FACT to configure the Kiosk flow.
 - i. Note: This Security Group already exists in the LRS/CalSAWS system.
- 4. WBR button will allow a user to scan the barcode of either an appointment letter to check them in for the appointment, or a tracked barcoded document to mark the document as received in the LRS/ CalSAWS by using the built-in camera in the tablet to read the barcode.
 - a. A receipt will be printed based on the setting in the WBR section of the Device Assignment Detail page.
 - b. A worker notification will be sent based on the WBR settings from the Device Assignment Detail page.
 - c. The following messages will display when an error occurs using the WBR Scanning Mode.
 - i. "Failed to initialize barcode reader." This will occur when there is an issue with the barcode reader.
 - ii. "Print failed, please scan the document again." This will occur when the printer was not able to print a receipt.
 - iii. "Scan failed, please scan the document again." This will occur when the scanner was not able to read the barcode.

Note: Uploading documents from the Kiosk into Imaging is part of CA-214026 (DDID 2192) and will be in a later release.

- 5. Configure Kiosk button will allow a user of the FACT to change the flow that is assigned to a Kiosk.
 - a. The flow of a FACT cannot be changed from this screen.
 - b. The button will only display if the User logging in has the correct security rights.
 - c. If the new Kiosk and Flow configuration does not get updated, the following message will display: "Update failed. Please try again or exit to return to the Main Screen."

2.3.4 Page Location

N/A

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Reception Log

2.4.1 Overview

The Reception Log Detail page displays all Visit Information for each Reception Log entry that is created. When a Customer checks in using one of the Lobby Applications, a Reception Log Detail record is created with the specified Visit Information. The Status of the visit along with how it is created is displayed in the hover over tooltip on the Status field in the Visit Information Section

2.4.2 Reception Log Detail Mockup

							Print Full Page	Clos
		Time	Status	Notified Worker	Message	E-mail	Created By	
		10:52 AM	Kiosk Start				Kiosk	
		10:52 AM	Waiting				Kiosk	
		10:52 AM	Worker Notified	36LS06ZB05	N	N	Kiosk	
		10:52 AM	Worker Notified	36LS18DS0Y	Y	N	Kiosk	
		10:52 AM	Worker Notified		N	Y	Kiosk	
ram	Status	11:01 AM	Complete				Melissa Breezefather	
Complete				johnmabe@ci-iv.org	11:01			

Figure 2.4.1 Reception Log Detail Status Hover Tooltip Mockup

2.4.3 Description of Change

1. Once the customer is checked in using the Kiosk a Reception Log entry will be created with the visit type that is mapped to the button using the Device Admin pages in the LRS/CalSAWS.

- a. When checking in the Reception Log will display the Kiosk Staff record name that is associated with the Kiosk/FACT in the Created By section when hovering over the Status tooltip.
- b. The initial status record when checking in through the Kiosk flow will be Kiosk Start.
- c. The Second status when checking in will be set to Waiting except for when the Customer is only scanning documents.
- d. The number and specified prefix will display in the Number Column on the Reception Log Detail page.

Note: The Los Angeles Check-in Lobby app flow for Reception Log will not be changed.

2.4.4 Page Location

Home Page – Reception Log link

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

N/A

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 Web Service Updates

2.5.1 Overview

The current web services for the Los Angeles County Lobby Check In application currently reside in the YBN Application. These web services will be moved to the LRS/CalSAWS since YBN is being replaced with a 58 county Self-Service Portal. The web services that support the C-IV Lobby Kiosk and FACT will be moved to the LRS/CalSAWS.

2.5.2 Description of Change

1. Create the web services in the LRS/CalSAWS to support the Los Angeles County Lobby Check In application used by County Workers to check in customers. See Supporting Documents Section 1 for detailed web service information.

2. Create the web services in the LRS/CalSAWS to support the C-IV Lobby Kiosk and FACT applications. See Supporting Documents Section 2 for detailed web service information.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Online	List of web services to be removed from YBN and created in LRS/CalSAWS to support the LA County Lobby Check-In application.	DDID 1778 LRS App Web Services.xlsx
2	Online	List of Web Services required for porting the C-IV Kiosk and FACT to LRS/CalSAWS.	DDID 1778 CIV Lobby Web Services.xlsx

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1778	<p>Original: The CONTRACTOR shall expand the Los Angeles County's iOS solution to support all 58 Counties. The C-IV java solution shall also be integrated to support the current Kiosk and FACTs for use by all 58 Counties.</p> <p>Revised: The CONTRACTOR shall expand the Los Angeles County's iOS Lobby Check-in solution to support all 58 Counties. The C-IV java solution shall also be integrated to support the current Kiosk and FACTs for use by all 58 Counties.</p>	<ul style="list-style-type: none"> - The YBN web service that supports the IOS apps will be rearchitected to work independent of the self-service portal with CalSAWS directly. Dependencies on the self-service portal and modifications to it to support the iOS apps will be part of the new self-service portal. - The Printing devices and Scanning devices will not change for any application. - Estimate includes current features in LRS iOS and C-IV Lobby/FACT applications, no additional features. - Transferring data is not part of this estimate as the Statewide Self-Service Portal is not within the scope of CalSAWS migration. - This estimate does not include the External Mobile App as the Statewide Self-Service Portal is not within the scope of CalSAWS migration. - The Los Angeles County's iOS solutions will require modifications and access to the C4Yourself and Benefits CalWIN Self Service Portal in order to work for the remaining 57 counties. Since the Self-Service Portal modifications are not to be included within the scope of this CalSAWS Migration D&I Project these changes will not be estimated or accounted for. Once the CONSORTIUM identifies the approach and requirements for the Self Service portal, they will be calculated by the CONTRACTOR and reviewed and prioritized by the CONSORTIUM for 	<p>Updated the LRS iOS solution to include the CalSAWS system name and support all 58 counties. Migrated the existing C-IV Kiosk and FACT applications to the CalSAWS system.</p>

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
		<p>approval through the County Change Control Board process.</p> <ul style="list-style-type: none"> - The iOS Lobby Check-in Solutions in this estimate will only be supported for Los Angeles County until the Self-Service Portal has been addressed. - The purchase of any new iOS device, kiosks, or FACTs is not accounted for. - Additional counties electing to use the supported iOS, kiosk, or FACT devices that currently do not utilize these devices is not accounted for. - Test equipment for iOS devices will continue to be provided by LA County as they are currently provided today in LRS. - This estimate does not account for onsite support for updates to the iOS and Kiosk systems. Support will continue to be provided how it is currently provided in the LRS and C-IV systems. 	

CalSAWS

California Statewide Automated Welfare System

Design Document

DDID 1768 SCR CA-207577 – AMP: Online Error pages should be recorded as valid transactions

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Henry Lee
	Reviewed By	Sumeet Patil

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/09/2020	1.0	Initial draft	Henry Lee

Table of Contents

1	Overview	4
1.1	Current Design	4
1.2	Requests	4
1.3	Overview of Recommendations	4
1.4	Assumptions	4
2	Recommendations	5
2.1	Status	5
2.2	Request Type	5
3	Requirements	6
3.1	Migration Requirements	6

1 OVERVIEW

The AMP (Application for Measuring Performance) application records the online transaction performance for the CalSAWS application. This SCR will update the application to record online transactions that result in exception pages with the status of valid transactions and a request type that indicates an exception occurred.

1.1 Current Design

A CalSAWS online transaction that results in an exception (UEID) page is currently recorded as an invalid transaction. The invalid transactions gets recorded in AMP with status value of -1.

1.2 Requests

A CalSAWS online transaction which results in an exception page should be recorded as a valid transaction in AMP.

1.3 Overview of Recommendations

1. Online transactions resulting in an exception page should be recorded with status value of 1.
2. To indicate that an exception page was returned, the request type will have a value of 4 (EXCEPTION: UEID occurred).
3. For additional troubleshooting and debugging purpose, the following updates will be made
 - a. Record the Online server number, processing the online transaction.
 - b. Group transactions by Controller names and assign them unique range of Ids.

1.4 Assumptions

1. No effort will be made to change statuses from -1 to 1 for existing transactions in AMP.
2. For transactions where the online server name is not available, the server name value will be left blank.

2 RECOMMENDATIONS

2.1 Status

Online transactions resulting in an exception page will be recorded with status value of 1.

2.2 Request Type

Online transactions resulting in an exception page will be recorded with a request type value of 4 (EXCEPTION: UEID occurred).

Other request type values:

Request Type	Description
1	OK
2	BACK/FORWARD button clicked
3	ERR: New window opened using CTRL+N. TOTAL_TIME will be set to -1 for such records
4	EXCEPTION: UEID occurred

2.3 Capturing additional information

For additional troubleshooting and debugging purpose, the following enhancements will be made -

1. There is a cluster of online servers processing the online requests. Record the Online server number processing the request. This server number will be stored in AMP_TRANSACTION table. This information will be used for monitoring and debugging performance issues.
2. The Online transactions will be grouped by Controller/Servlet name and a unique range of Ids will be assigned to the transactions falling under the same group.
 - a. For example – all transactions with pattern under utilitites/journal/* will be grouped under range of ids – 101 to 200:
 - i. utilitites/journal/add - 101
 - ii. utilitites/journal/view - 102
 - iii. utilitites/journal/search - 103
 - iv. utilitites/journal/edit – 104

3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1768	<p>The CONTRACTOR shall modify AMP to meet the needs of CalSAWS by:</p> <ol style="list-style-type: none"> 1) Not using the status value of "-1" to record transactions returning error pages 2) Continue importing imaging transactions for all 58 Counties provided the new Imaging solution supports import of transaction performance data 3) Incorporate command categorization for all Counties at the time of migration 4) Capture workstation names for workstations on which users use IE browser to access the CalSAWS application 		<p>Online transactions resulting in an exception page will be recorded with status value of 1 and request type of 4.</p> <p>This SCR meets the requirement #1 for DDID #1768</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214196 | DDID 1967

Remove System, County, or Agency specific references/logos from Non-State Form headers

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Rainier Dela Cruz
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/23/2020	1.0	Initial Revision	Rainier Dela Cruz
07/14/2020	1.1	Updates based on QA feedback	Rainier Dela Cruz
08/25/2020	1.2	Added technical clarification in Section 2.1.2.2.	Rainier Dela Cruz
09/10/2020	1.3	Added a note in Section 2.1.2.2.	Rainier Dela Cruz
11/09/2020	1.4	Added updates to YBN mapping.	Rainier Dela Cruz

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	5
	2.1 Update Form Header.....	5
	2.1.1 Overview	5
	2.1.2 Description of Change.....	5
3	Supporting Documents	7
4	Requirements.....	8
	4.1 Migration Requirements.....	8

1 OVERVIEW

1.1 Current Design

The form headers in LRS/CalSAWS contain System, Los Angeles County, or Agency references. The headers also contain Los Angeles County specific logos and Director and Board of Supervisor names.

1.2 Requests

Update and/or remove any System, Los Angeles County, or Agency references, Los Angeles County specific logos, and Director and Board of Supervisor names from the form headers.

1.3 Overview of Recommendations

1. Remove Los Angeles County specific logos.
2. Update 'County of Los Angeles' static text to a dynamic variable that is populated with the county name where the case is managed.
3. Remove Los Angeles County Agency references.
4. Remove Los Angeles County Director and Board of Supervisor names.
5. Update the logic to populate the county name when the form is generated through YBN.

1.4 Assumptions

1. Existing form trigger conditions will NOT be updated.

2 RECOMMENDATIONS

2.1 Update Form Header

2.1.1 Overview

Update and/or remove any System, Los Angeles County, or Agency references, Los Angeles County specific logos, and Director and Board of Supervisor names from the form headers.

2.1.2 Description of Change

1. Remove Los Angeles County specific logos from the form headers.
2. Update 'County of Los Angeles' static text to a dynamically populated variable and populate it with the county name where the case is managed in.
 - a. Update 'County of Los Angeles' to 'County of <CountyName>', where '<CountyName>' is a variable.
Note: Users must be logged in using their county login (i.e. @36 or @19) for the county name to be populated.
 - b. Add population logic to populate the variable. The variable will be populated as follows:

Variable	Description	Population
CountyName	The name of the county.	The variable will be populated with the name of the county where the case is managed.

Technical Note: The Document Parameters page the ABP 127 DVS form and the PA 106 form uses will be updated to populate the county name. The Document Parameters page will be updated from 'Blank.jsp' to 'StaticPDF.jsp'. No updates to the Document Parameters page for the other existing forms.

3. Remove Agency references or replace the agency name with 'State of California'.
4. Remove County Director and Board of Supervisor names.

Note: Please refer to **Section 3 Supporting Document #1** for the specific headers that contain logos, county name, agency, and Director and Board of Supervisor names and the updates for each header.

2.2 Update Forms Generated from YBN

2.2.1 Overview

The form headers were updated to add a new field and have the County name dynamically populated. When a form is generated through YBN, the County name should be populated.

2.2.2 Description of Change

1. Update the logic to populate the County name for the following forms when generated through YBN:
 - a. SAR 7
 - b. SAR 72
 - c. SAR 73
 - d. QR 7 LA
 - e. CF 37
 - f. VOB
 - g. NA 1273
 - h. Cover Letter

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	List of Form Headers	List of Form Headers.xlsx

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1967	<p>As Side-by-Side sessions were focused on comparing the front end (online pages) functionality of the application, the CONTRACTOR shall budget an allowance of twenty-nine thousand, one hundred fifty-five hours (29,155) to accommodate for any Unforeseen differences in the code base that result in additional requirements.</p> <p>The requirements for the allowance of hours must be finalized and approved by the CONSORTIUM for the CONTRACTOR to meet design, build and System Test milestones, subject to the requirements meeting requirements in the LRS Agreement.</p> <p>As the requirements for the designated SCRs are identified, the SCRs will be calculated by the CONTRACTOR and reviewed and prioritized by the CONSORTIUM for approval through the County Change Control Board process.</p>	<p>Estimates will include the necessary Tasks in the software development lifecycle required to implement the CalSAWS DD&I SCR including deployment and change management.</p> <p>- For the new requirements to be included with CalSAWS DD&I UAT preparation activities (targeted to begin April 2021 for C-IV), the requirements for the unforeseen Differences allowance hours must be finalized, approved by the CONSORTIUM and added to the CalSAWS DD&I SOR by July 1, 2020 for the CONTRACTOR to meet design, build and System Test milestones.</p>	<p>The system change request updated and/or removed any System, Los Angeles County, or Agency references, Los Angeles County specific logos, and Director and Board of Supervisor names from the form headers.</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-217839 | DDID 1991

Display CalSAWS name throughout the system

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Melissa Mendoza, Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/16/2020	1.0	Initial	Erika Kusnadi-Cerezo
09/4/2020	2.0	Update Page Mapping section for Finding's related pages, updated mockup for the timed out message on the EBT Account page and modify the description of changes and updated the description of changes and mockup for the CalFresh Payment Accuracy Review section.	Erika Kusnadi-Cerezo
9/15/2020	3.0	Update the Page Usage/Data Volume for section 2.73.7 and updated mockup for section 2.22.2 to use CalSAWS logo	Erika Kusnadi-Cerezo
9/25/2020	4.0	Updated Figure 2.3.1 and 2.19.1 to match description of changes. Updated #2 and #3 on the Assumption section from address to addressed, 'Time Limit Detail' to 'Time Limist Aid Detail' on section 2.14, Section 2.18.3 #1c from generate to generated to match mockup, and added 15 to Section 2.21.3 #1f to match mockup.	Erika Kusnadi-Cerezo
9/30/2020	5.0	Updated Mockup 2.8.2 and added section 2.8.3.2c to relabel the button Link to LRS case to Link to case. Added Figure 2.1.3 and 2.1.2b, rename Figure 2.1.2 to 2.1.2a. Added to Section 2.1.3 #3 and 4 and added to 2.1.6 page mapping to be updated. Updated figure	Erika Kusnadi-Cerezo.

		2.15.1 as well since the option for 'All' in the Type field is not an option. For the attach Additional document: CODE_TABLE the updated the information for the column Updated: SHORT_DECODE_NAME & UPDATED: LONG_DECODE_NAME for the following CATGRY_ID: 10070, 10076, 10079, 10086, 10095	
10/6/2020	6.0	Updated mockup for figure 2.1.2b so the message at the bottom of the page matches with all the other mockups and the change. Updated 'generated' to 'generate' in 2.18.3c and updated Figure 2.18.1a to match this change as well.	Erika Kusnadi-Cerezo
11/4/2020	7.0	Added to Section 2.18.3 #1n to change LRS to CalSAWS to CalSAWS and for 2.18.3 #1o to reference figure 2.18.1f mockup 2.18.1f. Added to Section 2.18.2 Figure 2.18.1e	Erika Kusnadi-Cerezo
11/9/2020	8.0	Updated Section 2.17.31.c added ':' after System Errors Updated Section 2.19.3.c added ? after LRS	Erika Kusnadi-Cerezo

Table of Contents

1	Overview	11
1.1	Current Design.....	11
1.2	Requests.....	11
1.3	Overview of Recommendations.....	11
1.4	Assumptions	11
2	Recommendations.....	12
2.1	Cash Aid Time Limit pages	12
2.1.1	Overview	12
2.1.2	Cash Aid Time Limit page Mockups.....	12
2.1.3	Description of Changes	15
2.1.4	Page Location	16
2.1.5	Security Updates.....	16
2.1.6	Page Mapping.....	16
2.1.7	Page Usage/Data Volume Impacts	16
2.2	Duplicate CIN List	16
2.2.1	Overview	16
2.2.2	Duplicate CIN List Mockup	16
2.2.3	Description of Changes	16
2.2.4	Page Location	17
2.2.5	Security Updates.....	17
2.2.6	Page Mapping.....	17
2.2.7	Page Usage/Data Volume Impacts	17
2.3	e-Application Summary.....	17
2.3.1	Overview	17
2.3.2	E-Application Mockup	17
2.3.3	Description of Changes	18
2.3.4	Page Location	18
2.3.5	Security Updates.....	18
2.3.6	Page Mapping.....	18
2.3.7	Page Usage/Data Volume Impacts	18
2.4	EBT Card Detail.....	18
2.4.1	Overview	18

2.4.2	EBT Card Detail Mockup	19
2.4.3	Description of Changes	19
2.4.4	Page Location	19
2.4.5	Security Updates.....	19
2.4.6	Page Mapping.....	20
2.4.7	Page Usage/Data Volume Impacts	20
2.5	CalFresh Payment Accuracy Review	20
2.5.1	Overview	20
2.5.2	CalFresh Payment Accuracy Review Mockup	21
2.5.3	Description of Changes	22
2.5.4	Page Location	22
2.5.5	Security Updates.....	22
2.5.6	Page Mapping.....	22
2.5.7	Page Usage/Data Volume Impacts	22
2.6	Resources.....	22
2.6.1	Overview	22
2.6.2	Resources Mockup	23
2.6.3	Description of Changes	23
2.6.4	Page Location	23
2.6.5	Security Updates.....	23
2.6.6	Page Mapping.....	23
2.6.7	Page Usage/Data Volume Impacts	24
2.7	Homepage	24
2.7.1	Overview	24
2.7.2	Homepage Mockup.....	24
2.7.3	Description of Changes	24
2.7.4	Page Location	25
2.7.5	Security Updates.....	25
2.7.6	Page Mapping.....	25
2.7.7	Page Usage/Data Volume Impacts	25
2.8	IHSS Referral pages	26
2.8.1	Overview	26
2.8.2	IHSS Referral page Mockups.....	26
2.8.3	Description of Changes	28
2.8.4	Page Location	28

2.8.5	Security Updates.....	28
2.8.6	Page Mapping.....	28
2.8.7	Page Usage/Data Volume Impacts	28
2.9	Information Update Detail.....	28
2.9.1	Overview	28
2.9.2	Information Update Detail Mockup	29
2.9.3	Description of Changes	29
2.9.4	Page Location	30
2.9.5	Security Updates.....	30
2.9.6	Page Mapping.....	30
2.9.7	Page Usage/Data Volume Impacts	30
2.10	Person Association pages.....	30
2.10.1	Overview	30
2.10.2	Person Association page Mockups.....	30
2.10.3	Description of Changes	31
2.10.4	Page Location	31
2.10.5	Security Updates.....	31
2.10.6	Page Mapping.....	31
2.10.7	Page Usage/Data Volume Impacts	31
2.11	Select CalHEERS Person Number	32
2.11.1	Overview	32
2.11.2	Select CalHEERS Person Number Mockup.....	32
2.11.3	Description of Changes	32
2.11.4	Page Location	32
2.11.5	Security Updates.....	32
2.11.6	Page Mapping.....	33
2.11.7	Page Usage/Data Volume Impacts	33
2.12	MAGI Request Detail.....	33
2.12.1	Overview	33
2.12.2	MAGI Request Detail page Mockup	34
2.12.3	Description of Changes	35
2.12.4	Page Location	35
2.12.5	Security Updates.....	35
2.12.6	Page Mapping.....	35
2.12.7	Page Usage/Data Volume Impacts	35

2.13	MAGI Referral Detail	35
2.13.1	Overview	35
2.13.2	MAGI Referral Detail Mockup.....	35
2.13.3	Description of Changes	36
2.13.4	Page Location	36
2.13.5	Security Updates.....	37
2.13.6	Page Mapping.....	37
2.13.7	Page Usage/Data Volume Impacts	37
2.14	Time Limit Aid Detail	37
2.14.1	Overview	37
2.14.2	Time Limit Aid Detail Mockup	38
2.14.3	Description of Changes	39
2.14.4	Page Location	39
2.14.5	Security Updates.....	39
2.14.6	Page Mapping.....	39
2.14.7	Page Usage/Data Volume Impacts	39
2.15	Targeted Low-Income pages.....	39
2.15.1	Overview	39
2.15.2	Targeted Low-Income Mockups	40
2.15.3	Description of Changes	41
2.15.4	Page Location	42
2.15.5	Security Updates.....	42
2.15.6	Page Mapping.....	42
2.15.7	Page Usage/Data Volume Impacts	42
2.16	Threshold Language Monitoring	42
2.16.1	Overview	42
2.16.2	Threshold Language Monitoring Mockup	43
2.16.3	Description of Changes	44
2.16.4	Page Location	44
2.16.5	Security Updates.....	44
2.16.6	Page Mapping.....	44
2.16.7	Page Usage/Data Volume Impacts	44
2.17	Case and Procedural Error Rate (CAPER)	44
2.17.1	Overview	44
2.17.2	Case and Procedural Error Rate (CAPER) Mockup	44

2.17.3	Description of Changes	46
2.17.4	Page Location	46
2.17.5	Security Updates.....	46
2.17.6	Page Mapping.....	46
2.17.7	Page Usage/Data Volume Impacts	46
2.18	General Assistance/General Relief Case Review	46
2.18.1	Overview	46
2.18.2	General Assistance/General Relief Case Review Mockups	47
2.18.3	Description of Changes	50
2.18.4	Page Location	52
2.18.5	Security Updates.....	52
2.18.6	Page Mapping.....	52
2.18.7	Page Usage/Data Volume Impacts	52
2.19	Medi-Cal Application Processing	52
2.19.1	Overview	52
2.19.2	Medi-Cal Application Processing Mockup.....	52
2.19.3	Description of Changes	54
2.19.4	Page Location	54
2.19.5	Security Updates.....	54
2.19.6	Page Mapping.....	54
2.19.7	Page Usage/Data Volume Impacts	54
2.20	Medi-Cal Negative Case Action	54
2.20.1	Overview	54
2.20.2	Medi-Cal Negative Case Action Mockup.....	54
2.20.3	Description of Changes	56
2.20.4	Page Location	56
2.20.5	Security Updates.....	56
2.20.6	Page Mapping.....	56
2.20.7	Page Usage/Data Volume Impacts	56
2.21	Medi-Cal Redetermination Review	56
2.21.1	Overview	56
2.21.2	Medi-Cal Redetermination Review Mockup.....	56
2.21.3	Description of Changes	58
2.21.4	Page Location	58
2.21.5	Security Updates.....	58

2.21.6	Page Mapping.....	58
2.21.7	Page Usage/Data Volume Impacts	58
2.22	System Error Message.....	58
2.22.1	Overview	58
2.22.2	System Error Message Mockup	59
2.22.3	Description of Changes	59
2.22.4	Page Location	59
2.22.5	Security Updates.....	59
2.22.6	Page Mapping.....	59
2.22.7	Page Usage/Data Volume Impacts	59
2.23	EBT Account pages.....	60
2.23.1	Overview	60
2.23.2	EBT Account Timed Out Message Mockup	60
2.23.3	Description of Changes	60
2.23.4	Page Location	60
2.23.5	Security Updates.....	60
2.23.6	Page Mapping.....	61
2.23.7	Page Usage/Data Volume Impacts	61
2.24	Run EDBC pages	61
2.24.1	Overview	61
2.24.2	Run EDBC page Mockups.....	61
2.24.3	Description of Changes	61
2.24.4	Page Location	61
2.24.5	Security Updates.....	62
2.24.6	Page Mapping.....	62
2.24.7	Page Usage/Data Volume Impacts	62
2.25	Code Detail table	62
2.25.1	Overview	62
2.25.2	Mockup	62
2.25.3	Description of Changes	62
2.25.4	Page Location	62
2.25.5	Security Updates.....	62
2.25.6	Page Mapping.....	63
2.25.7	Page Usage/Data Volume Impacts	63
3	Supporting Documents	63

4	Requirements.....	64
4.1	Migration Requirements.....	64

1 OVERVIEW

1.1 Current Design

Currently the LRS/CalSAWS system has multiple references to 'LRS' throughout the system.

1.2 Requests

Update any references to 'LRS' throughout the LRS/CalSAWS system with CalSAWS, System or remove the LRS reference if applicable.

1.3 Overview of Recommendations

1. Pages in the system that have 'LRS' references will be updated to CalSAWS, System or be removed if applicable.
2. Values on the Category_ID table that reference 'LRS' will be updated to CalSAWS, System or be removed if applicable.

1.4 Assumptions

1. Existing functionality will remain unchanged unless called out as part of the design document.
2. 'LRS' references for reports/analytics/dashboard will be addressed separately. There are multiple efforts to address this which can be tracked under DDID 1991 under the Analytics Track.
3. 'LRS' references for Tasks will be addressed separately. There are multiple efforts to address this which can be tracked under the following DDID's: DDID 1955, DDID 1628, DDID 162.
4. 'LRS' references for Online Help page will be addressed separately with DDID 1071.

2 RECOMMENDATIONS

Any reference to 'LRS' throughout the LRS/CalSAWS system will be renamed to CalSAWS, System or 'LRS' will be removed if applicable.

2.1 Cash Aid Time Limit pages

2.1.1 Overview

Update 'LRS' references on the Cash Aid Time Limit pages to CalSAWS, System or remove if applicable.

2.1.2 Cash Aid Time Limit page Mockups

Cash Aid Time Limit Month List

[Close](#)

Name:
DOE, JANE 34F

Welfare to Work

Plan Sign Date: 06/30/2014 **Time Clock Start Date:** 07/01/2014 **Time Clock Start Reason:** **County:** Los Angeles

Clocks	Months Used	Months Remaining
TANF	48	12
CalWORKs	19	29
WTW	8	16

Search Results Summary
Results 1 - 9 of 9

Month/Year	TANF	CalWORKs	WTW	County	Add Reason	
<input type="checkbox"/> 07/2020	Count	Exempt	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/> 06/2020	Count	Exempt	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/> 03/2020	Count	Exempt	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/> 02/2020	Count	Exempt	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/> 01/2020	Count	Exempt	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/> 06/2019	Count	Exempt	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/> 05/2019	Count	Exempt	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/> 04/2019	Count	Exempt	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/> 07/2018	Count	Exempt	Exempt	Los Angeles	CalSAWS Month	Edit View History

[Remove](#)
[Add](#)

! - Manually calculated clocks do not match system rules.

[Close](#)

This Type 1 page took 1.73 seconds to load.

Figure 2.1.1 – Cash Aid Time Limit Month List

Cash Aid Time Limit Month Detail

* - Indicates required fields

Edit Close

Name: * DOE, JANE 34F	Effective Month: * 07/2020	Add Reason: * CalSAWS Month
Aid Issued By: * Los Angeles	Send to WDTIP? * Yes	Case Number: * B0WCW20
Program: * CalWORKs	Aid Code: 30 - CW-All Other Families (Fed)	

Exceptions

Type	Reason	Clocks	Created By
Exempt	302 - WtW - Disabled (30+ days)	CalWORKS/WTW	Batch, PB19E301
Exempt	321 - Participating in Appraisal, Assessment, or Development of a WTW Plan	WTW	Batch, PB19E301

Clocks	Status
TANF	Count
CalWORKs	Exempt
WTW	Exempt

! - Manually calculated clocks do not match system rules.

Last Updated On 07/09/2020 9:59:09 PM By: [583100](#)

Edit Close

This Type 1 page took 6.38 seconds to load.

Figure 2.1.2a – Cash Aid Time Limit Month Detail (View Mode)

Cash Aid Time Limit Month Detail

*- Indicates required fields

Edit

Close

Name: * DOE, JANE 34F	Effective Month: * 09/2020	Add Reason: * Manual
Aid Issued By: * Los Angeles	Send to WDTIP? * Yes	Case Number: * Non LRS Case Number
Program: * CalWORKs	Aid Code: 30 - CW-All Other Families (Fed)	Non LRS Case Number: * test

Exceptions

Type	Reason	Clocks	Created By
Exempt	302 - WtW - Disabled (30+ days)	CalWORKS/WTW	Batch, PB19E305

Clocks	Status
TANF	Count
CalWORKs	Exempt
WTW	Exempt

! - Manually calculated clocks do not match systems rules.

Last Updated On 09/29/2020 9:55:29 PM By: [997372](#)

Edit

Close

This [Type 1](#) page took 0.58 seconds to load.

Figure 2.1.2b – Cash Aid Time Limit Month Detail (View Mode)

Cash Aid Time Limit Month Detail

*- Indicates required fields

Save

Cancel

Name: *	Effective Month: *	Add Reason: *
<input type="text"/>	09/2020	Manual
Aid Issued By: *	Send to WDTIP? *	Case Number: *
Los Angeles	Yes	Non CalSAWS Case Number
Program: *	Aid Code: *	Non CalSAWS Case Number: *
CalWORKs	30 - CW-All Other Families (Fed)	<input type="text"/>

Exceptions

Type	Reason	Clocks	Created By
<input type="checkbox"/> Exempt	302 - WtW - Disabled (30+ days)	CalWORKS/WTW	Batch, PB19E305
<input type="text"/>	<input type="text"/>		<input type="text"/>
<input type="button" value="Remove"/>			<input type="button" value="Add"/>

Last Updated On 08/29/2020 12:29:17 AM By: [588576](#)

Save

Cancel

This page took 1.16 seconds to load.

Figure 2.1.3 – Cash Aid Time Limit Month Detail (Edit Mode)

2.1.3 Description of Changes

1. Update the message that displays at the bottom of the Cash Aid Time Limit Month List page from 'Manually calculated clocks do not match LRS rules' to 'Manually calculated clocks do not match system rules.'
2. Update the message that displays at the bottom of the Cash Aid Time Limit Month Detail page from 'Manually calculated clocks do not match LRS rules' to 'Manually calculated clocks do not match system rules.'
3. On the Cash Aid Time Limit Month Detail page relabel 'Non LRS Case Number:' to 'Non CalSAWS Case Number:' as shown on Figure 2.1.2b and Figure 2.1.3
4. On the Cash Aid Time Limit Month Detail page, update the drop down value of 'Non LRS Case Number' on the Case Number field to 'Non CalSAWS Case Number'.

Note: Under the 'Add Reason' field, the value 'LRS Month' is updated to 'CalSAWS Month'. This is part of the update to the Code Table value. Please reference section 2.25 of the design document (Supporting Document: CODE_TABLE updates.xlsx)

2.1.4 Page Location

- Global: Eligibility
- Local: Customer Information
- Task: Time Limits

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

Update Page Mapping to reflect the changes.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Duplicate CIN List

2.2.1 Overview

Update 'LRS' references on the Duplicate CIN List page to CalSAWS, System or remove if applicable.

2.2.2 Duplicate CIN List Mockup

The screenshot displays the 'Duplicate CIN List' interface. At the top, a message states: 'The selected CIN: 986912059 has already been assigned to the following person(s) in CalSAWS:'. Below this message are three buttons: 'Select', 'Request New CIN', and 'Cancel'. A section titled 'CIN Match Results' contains a table with the following data:

Name	SSN	DOB	Gender	Address	Source
<input checked="" type="radio"/> Jcsajxxzq, Jane	123-45-6789		Female	888 N SAN VICENTE BLVD WEST HOLLYWOOD, CA 90069	CalSAWS

Below the table are three buttons: 'Select', 'Request New CIN', and 'Cancel'. At the bottom of the page, a dark blue bar contains the text: 'This Type 1 page took 1.08 seconds to load.'

Figure 2.2.1 – Duplicate CIN List

2.2.3 Description of Changes

1. Update the message that displays at the top of the Duplicate CIN List page from 'The selected CIN: xxxx has already been assigned to the

following person(s) in LRS:' to 'The selected CIN: xxxx has already been assigned to the following person(s) in CalSAWS:'

- a. 'xxxx' refers to the CIN number that was selected.

2.2.4 Page Location

- **Global: Case Info**
- **Local: New Application**
- **Task: N/A**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 e-Application Summary

2.3.1 Overview

Update 'LRS' references on the e-Application Summary page to CalSAWS, System or remove if applicable.

2.3.2 E-Application Mockup

The screenshot shows a web interface titled "e-Application Summary". At the top right, there are four buttons: "View Images", "Link e-App to Case", "Edit", and "Close". Below the buttons is a table of application details:

e-App Number: LRS3836699	e-App Status: Transferred to System	Case Number: L0822E1
Application Date: 07/16/2020	Signed Date:	Transferred Date: 07/16/2020
Expedited Services/Immediate Need/Immediate MediCal: No	Authorized Representative:	Programs: CF, CW
Office: 015 Metro East 19 DRAPER DRIVE LOS ANGELES, CA 90023-3411	Signed SAWS2A:	
Child Abuse: No	Domestic Abuse: No	Elder Abuse: No
Other Emergency: No	Indian Reservation: No	Consent for Verifications: Yes
Origin: YBN USER	User Agency:	Years Verification Maintained:

Figure 2.3.1 – e-Application Summary

2.3.3 Description of Changes

1. On the e-Application Summary page, relabel the button titled 'Link e-App to LRS Case' to 'Link e-App to Case'.
 - a. Buttons are located on both the top and bottom of the e-Application Summary page.

2.3.4 Page Location

- **Global: Case Info**
- **Local: e-Tools**
- **Task: e-Application Search**

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 EBT Card Detail

2.4.1 Overview

Update 'LRS' references on the EBT Card Detail page to CalSAWS, System or remove if applicable.

2.4.2 EBT Card Detail Mockup

EBT Card Detail

*- Indicates required fields

Reissue
Edit
Close

Card Number:
0766202862117080

Account Number:
[1901B0WCW20](#)

Card Information

Name: * AUDLEY, JOSEPHINA 34F	Recipient Type: * Primary	Access Type: * Cash & CalFresh	Status Date: 09/04/2007
Delivery Method: * Pickup	Status: * Card Printed	Status Reason:	PIN Locked: Yes Unlock PIN
			Restaurant Meals: No

Demographic Information

CalSAWS Address: Josephina Audley 105 BRAYTON RD PALMDALE CA 93550	EBT Address: Josephina Audley 105 BRAYTON RD PALMDALE CA 93550
Date of Birth: 10/28/1985	SSN: 705-77-1870
Date of Birth: 10/28/1985	SSN: 705-77-1870

Status History

Status	Status Reason	Access Type	Worker ID	Status Date
Card Printed		Cash & CalFresh	19	09/04/2007

Figure 2.4.1 – EBT Card Detail

2.4.3 Description of Changes

1. Update the Demographic Information section on the EBT Card Detail page to relabel 'LRS Address:' to 'CalSAWS Address:'.

2.4.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: EBT Account List**

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

Update Page Mapping to reflect the change.

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 CalFresh Payment Accuracy Review

2.5.1 Overview

Update 'LRS' references on the CalFresh Payment Accuracy Review page to CalSAWS, System or remove if applicable.

2.5.2 CalFresh Payment Accuracy Review Mockup

CalFresh Payment Accuracy Review

* - Indicates required fields

Review Number: 40078880 **Program:** CalFresh

Case Number: [Redacted] **Case Name:** Case Name **Sample Month:** 05/2020

Review Date: *

Disposition:

Type of Action:

File Type:

Program Type:

Allotment:

Finding:

Review Date:

Error Amount:

Class Code:

Cause Code:

Nature Code:

CalSAWS Related Errors:

User Error:

User Error Amount:

Change Center Monitoring:

Error Causer By:

No Income Reptd/Still Deducted:

ABAWD Cases:

ABAWD Error Amount:

Comments:

Save Cancel

Save Cancel

Figure 2.5.1 – CalFresh Payment Accuracy Review

2.5.3 Description of Changes

1. Relabel the following fields on the CalFresh Payment Accuracy Review page:
 - a. 'LRS Related Errors:' to 'CalSAWS Related Errors:'
 - b. 'LRS User Error:' to 'User Error:'
 - c. 'LRS User Error Amount:' to 'User Error Amount:'
 - d. 'MIE Comments:' to 'Comments:'

2.5.4 Page Location

- **Global: Special Units**
- **Local: Quality Review**
- **Task: Quality Review Detail**

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

N/A

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Resources

2.6.1 Overview

Update 'LRS' references on the Los Angeles County Resources page to CalSAWS, System or remove if applicable.

2.6.2 Resources Mockup



Figure 2.6.1 – Resource

2.6.3 Description of Changes

1. Update the titles on the following links on the Resources page to the following:
 - a. 'LRS Simulation' to 'CalSAWS Simulation'
 - b. 'LRS User Calendar' to 'CalSAWS User Calendar'
- Note: This is specific to Los Angeles County Resources links.

2.6.4 Page Location

- **Resources link on the Utilities navigation bar.**
Note: County must be Los Angeles.

2.6.5 Security Updates

N/A

2.6.6 Page Mapping

N/A

2.6.7 Page Usage/Data Volume Impacts

N/A

2.7 Homepage

2.7.1 Overview

Update 'LRS' references on the Homepage page to CalSAWS, System or remove if applicable.

2.7.2 Homepage Mockup

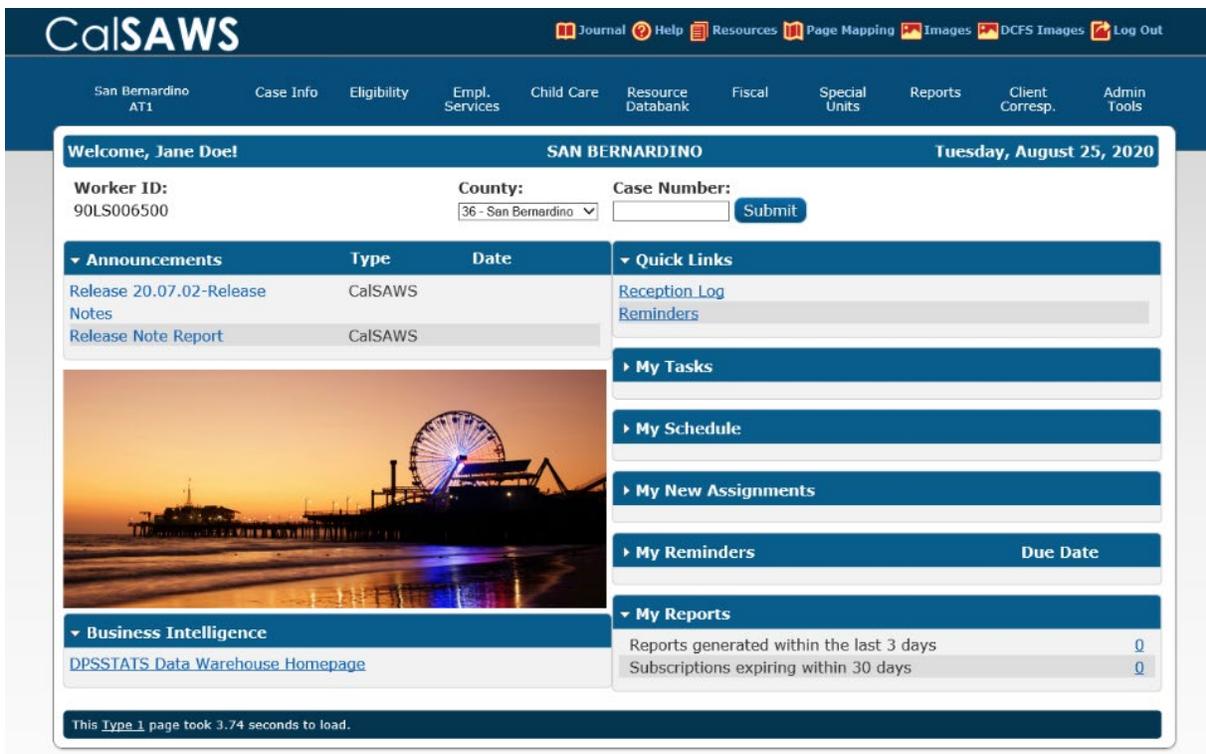


Figure 2.7.1 – Homepage

2.7.3 Description of Changes

1. Remove the 'LRS' logo located on the top left hand side of the homepage to 'CalSAWS'.
 - a. This change will apply to all pages in the CalSAWS system.
2. Create a new 'CalSAWS' logo as shown on Figure 2.7.1.
 - a. 'CalSAWS' logo will be in white Century Gothic font and will be located on the left hand side on the Utilities navigation bar row.
 - b. This change will apply to pages throughout the CalSAWS system.

3. Relabel 'LRS Quick Links' to 'Quick Links'
4. Relabel 'LRS Business Intelligence' to 'Business Intelligence'
5. Under the Announcements section, the value on the 'Type' column will be updated from 'LRS' to 'CalSAWS' for 'Release Note Report' and 'Release xx.xx.xx – Release Notes'
 - a. For 'Release xx.xx.xx – Release Notes' announcement the xx.xx.xx will refer to the release information.

2.7.4 Page Location

- **Homepage**

2.7.5 Security Updates

N/A

2.7.6 Page Mapping

N/A

2.7.7 Page Usage/Data Volume Impacts

N/A

2.8 IHSS Referral pages

2.8.1 Overview

Update 'LRS' references on the IHSS Referral pages to CalSAWS, System or remove if applicable.

2.8.2 IHSS Referral page Mockups

IHSS Referral Search

▼ Refine Your Search Search

Case Number: <input type="text"/>	IHSS Case Number: <input type="text"/>	Status: Pending ▼
<input type="checkbox"/> Show Unassigned Only	Referral Date Range:	
Assigned To: <input type="text"/> Select	From: <input type="text"/>	To: <input type="text"/>

Results per Page: 25 ▼ Search

IHSS Case	IHSS App Date	Case	Referral Date	Status	IHSS Office	Assigned To
No Data Found						

This Type_1 page took 7.77 seconds to load.

Figure 2.8.1 – IHSS Referral Search

IHSS Referral Detail

[Link to Case](#)[Edit](#)[Close](#)**IHSS Case Number:**

[REDACTED]

IHSS Application Date:

09/15/2020

Referral Date:

09/15/2020

Status:

Rejected

Assigned CalSAWS Worker:

Primary Applicant

Name:

[REDACTED]

Date of Birth:

[REDACTED]

Social Security Number:

[REDACTED]

Gender:

Male

CIN:**Spoken Language:**

Armenian

Phone Number:

[REDACTED]

Written Language:

English

Mailing Address:

[REDACTED]

Residence Address:

[REDACTED]

Authorized Representative

Name:**Phone Number:****Mailing Address:**

IHSS Worker

Name:

[REDACTED]

Worker Number:

[REDACTED]

E-mail:

[REDACTED]

Phone Number:

[REDACTED]

District Office:

19 Los Angeles

MEDS Information

County:**Case Number:****FBU:****Person Number:**

CalSAWS Case Information

Case Number:**Case Name:****Program Type:****Program Status:****Worker:**[Link to Case](#)[Close](#)[Edit](#)Last Updated On 09/16/2020 9:10:32 AM By: [583803](#)

This Type 1 page took 0.79 seconds to load.

Figure 2.8.2 – IHSS Referral Detail

2.8.3 Description of Changes

1. On the IHSS Referral Search page, relabel the following fields:
 - a. Relabel the editable field titled 'LRS Case Number:' to 'Case Number:'.
 - b. Relabel the column titled 'LRS Case' to 'Case'.
2. On the IHSS Referral Detail page, relabel the following fields:
 - a. Relabel the field titled 'Assigned LRS Worker:' to 'Assigned CalSAWS Worker:'.
 - b. Relabel the block titled 'LRS Case Information' to 'CalSAWS Case Information'.
 - c. Relabel the button titled 'Link to LRS Case' to 'Link to Case'.

2.8.4 Page Location

- **Global: Case Info**
- **Local: Referral**
- **Task: IHSS Referral Search**

2.8.5 Security Updates

N/A

2.8.6 Page Mapping

Update Page Mapping to reflect the change.

2.8.7 Page Usage/Data Volume Impacts

N/A

2.9 Information Update Detail

2.9.1 Overview

Update 'LRS' references on the Information Update Detail page to CalSAWS, System or remove if applicable.

2.9.2 Information Update Detail Mockup

Information Update Detail

Confirm
Close

MAGI Case Number: 5190380840	Case Number: L12C901	Case Name: Case Name
Referral Date: 07/16/2020	Type: Information Update	Status: In Process

Person Details

PN#	Name	Ethnic	Hispanic	Spoken Language	Written Language
01	SO CRAIG	Black or African American	No	English	English

Contact Details

PN#	Home	Work	Cell	E-Mail	Preferred Method of Communication
01			(310)555-2230	Dale.Borland@mailier.ie	Email

Mailing Address

PN#	Street	City	State	Zip
01				

Optional Gender Identity and Sexual Orientation Information

PN#	Gender Identity	Birth Certificate Gender	Sexual Orientation
01	Male	Male	Straight or Heterosexual

Authorized Representative

First Name:	Last Name:	Middle Name:
Maiden Name:	Suffix:	
Organization:	E-mail:	
Home:	Work:	Cell:

Requested Programs

CHDP	WIC	Family PACT
SHOP	EPSDT	PCSP
Voter Registration		

Confirm
Close

This Type_1 page took 2.56 seconds to load.

Figure 2.9.1 – Information Update Detail

2.9.3 Description of Changes

1. On the Information Update Detail page, relabel the following fields:
 - a. Relabel 'LRS Case Name' to 'Case Name'
 - b. Relabel 'LRS Case Number' to 'Case Number'

2.9.4 Page Location

- Global: Case Info
- Local: e-Tools
- Task: External Agencies → MAGI

2.9.5 Security Updates

N/A

2.9.6 Page Mapping

Update Page Mapping to reflect the change.

2.9.7 Page Usage/Data Volume Impacts

N/A

2.10 Person Association pages

2.10.1 Overview

Update 'LRS' references on the Person Association pages to CalSAWS, System or remove if applicable.

2.10.2 Person Association page Mockups

Person Association List Close

MAGI Case Number:
CH0I5000E5

Persons included in the Request

CalSAWS Person	MEDS PN	CalHEERS Person	CalHEERS PN
Na Property	01	Na Property	01

View Details Close

This Type 1 page took 1.27 seconds to load.

Figure 2.10.1 – Person Association List

Person Association Detail

Edit Close

MAGI Case Number:
CHOI5000E5

Agency	Person Number	Name	DOB	SSN	CIN
CalSAWS	01	Na Property	09/19/1954	890-80-9002	731962460
CalHEERS	01	Na Property	09/19/1954	890-80-9002	731962460

Edit Close

This [Type 1](#) page took 1.41 seconds to load.

Figure 2.10.2 – Person Association Detail

2.10.3 Description of Changes

1. On the Person Association List page, relabel the field titled 'LRS Person' to 'CalSAWS Person'.
2. On the Person Association Detail page, under the field titled 'Agency' renamed the column label 'LRS' to 'CalSAWS'.

2.10.4 Page Location

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

2.10.5 Security Updates

N/A

2.10.6 Page Mapping

Update Page Mapping to reflect the change.

2.10.7 Page Usage/Data Volume Impacts

N/A

2.11 Select CalHEERS Person Number

2.11.1 Overview

Update 'LRS' references on the Select CalHEERS Person Number page to CalSAWS, System or remove if applicable.

2.11.2 Select CalHEERS Person Number Mockup

Select CalHEERS Person Number

*- Indicates required fields

Select Cancel

CalSAWS Case Person

First Name:	Middle Name:	Last Name:
RANDELL		FULKE
DOB:	SSN:	CIN:
05/17/2006	963-54-5904	734011961

CalHEERS Person Numbers available for selection

CalHEERS PN	Name	DOB	SSN	CIN
<input type="radio"/>				

Select Cancel

This Type_1 page took 1.17 seconds to load.

Figure 2.11.1 – Select CalHEERS Person Number

2.11.3 Description of Changes

1. On the Select CalHEERS Person Number page, relabel the block titled 'LRS Case Person' to 'CalSAWS Case Person'.

2.11.4 Page Location

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

2.11.5 Security Updates

N/A

2.11.6 Page Mapping

Update Page Mapping to reflect the change.

2.11.7 Page Usage/Data Volume Impacts

N/A

2.12 MAGI Request Detail

2.12.1 Overview

Update 'LRS' references on the MAGI Request Detail page CalSAWS, System or remove if applicable.

2.12.2 MAGI Request Detail page Mockup

MAGI Request Detail

Send All
Cancel

MAGI Case Number: CH0I5000E5	MAGI Case Name: CH - na property	Request ID: 10000000300
Case Number: 15000E5	Case Name: na property	
Type:	Status: Pending	
Run Reason: Continuing	Benefit Month: 09/01/2020	Program: * Medi-Cal

Application

Application Date: 08/06/2020	Primary Applicant/Recipient: Na Property	Application Source: SAWS
Life Change Event:	Life Change Event Date:	Requested Retro: No
Maintain Verifications: 5	Consent for Verifications: Yes	R&R Agreed: Yes
Signed Status/Date: Signed on 08/06/2020		

Case Members

Name	MEDS PN	DOB	SSN	CIN	Non-Compliance
Na Property	01	09/19/1954	890-80-9002	731962460	

View Associations

Requested Options

APTC/CSR

Begin Month: 09/01/2020	CSR: No
-----------------------------------	-------------------

Name	Status
No Data Found	

Requested Programs

CalWORKs	CalFresh	CHDP
WIC	Family PACT	SHOP
EPSDT	PCSP	

Authorized Representative

Comments

Worker Information

Worker ID:
19AS00006A

Status History

Status	Status Date	Initiated By
Pending	08/07/2020 3:24 PM	996640

Send All
Cancel

This [Type 1](#) page took 0.74 seconds to load.

Figure 2.12.1 – MAGI Request Detail

2.12.3 Description of Changes

1. On the MAGI Request Detail page, relabel the following fields:
 - a. Relabel 'LRS Case Name' to 'Case Name'
 - b. Relabel 'LRS Case Number' to 'Case Number'

2.12.4 Page Location

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

2.12.5 Security Updates

N/A

2.12.6 Page Mapping

Update Page Mapping to reflect the change.

2.12.7 Page Usage/Data Volume Impacts

N/A

2.13 MAGI Referral Detail

2.13.1 Overview

Update 'LRS' references on the MAGI Referral Detail page to CalSAWS, System or remove if applicable.

2.13.2 MAGI Referral Detail Mockup

MAGI Referral Detail

[Link to Case](#)
[Edit](#)
[Close](#)

MAGI Case Number: CH0I5000E5	MAGI Case Name: CH - na property	Initiated Date: 08/06/2020 11:05 AM
Origination:		
Case Number: I5000E5	Case Name: na property	Request ID: 1000000211
Type: Determination Response	Status: *	Covered CA Change:
Run Reason: Negative Action	Benefit Month: 09/01/2020	Program: * Medi-Cal

Application

Application Date: 08/06/2020	Primary Applicant/Recipient: Property, Na 65F	Application Source: SAWS
Life Change Event:	Life Change Event Date:	Requested Retro: No
Maintain Verifications: 5	Consent for Verifications: Yes	R&R Agreed: Yes
Signed Status/Date: Signed on 08/06/2020		

Case Members

Name	DOB	SSN	CIN	Non-Compliance	CalSAWS Person
Property, Na 65F	09/19/1954	890-80-9002	731962460		Yes

Figure 2.13.1 – MAGI Referral Detail

2.13.3 Description of Changes

1. On the MAGI Referral Detail page, relabel the following fields:
 - a. 'LRS Case Number:' to 'Case Number:'
 - b. 'LRS Case Name:' to 'Case Name:'
2. On the Case Members block of the MAGI Referral Detail page, relabel the field titled 'LRS Person' to 'CalSAWS Person'.
3. On the MAGI Referral Detail page, relabel both buttons titled 'Link to LRS Case' to 'Link to Case'.

2.13.4 Page Location

- **Global: Case Info**
- **Local: e-Tools**
- **Task: External Agencies → MAGI**

2.13.5 Security Updates

N/A

2.13.6 Page Mapping

Update Page Mapping to reflect the change.

2.13.7 Page Usage/Data Volume Impacts

N/A

2.14 Time Limit Aid Detail

2.14.1 Overview

Update 'LRS' references on the Time Limit Aid Detail page to CalSAWS, System or remove if applicable.

2.14.2 Time Limit Aid Detail Mockup

Time Limit Aid Detail

*- Indicates required fields
Close

Benefit Month: * 10/2017	Ineligible Month: No	Overpayment Balance: \$0.00
------------------------------------	--------------------------------	---------------------------------------

Recoupable Aid

Manual Amount: *	\$	0.00
Amount:	\$	392.00
Total:	\$	392.00

▼ Recoupable Aid Amount History

Control Number	Program	Type	Status	Status Date	Amount
1916264959	CalWORKs	Issuance	Issued	09/23/2017	\$392.00

Overpayment Collections

Manual Amount:	\$	0.00
Amount:	\$	0.00
Total:	\$	0.00

▶ Overpayment Collection Amount History

Child Support Collections

Child Support Collection Amount:	\$	74.31
---	-----------	--------------

▼ Child Support Collection Amount History

Collection Number	Type	Posted Date	Amount
826145177	Assigned Arrears	07/02/2020	\$34.32
826145178	Assigned Arrears	07/02/2020	\$6.86
826124837	Assigned Arrears	06/26/2020	\$26.27
826124838	Assigned Arrears	06/26/2020	\$6.86

Time Limit Aid Balance:	=	317.69
--------------------------------	---	---------------

Comments:

Close

Last Updated On 07/03/2020 2:25:51 AM By: [595441](#)

This Type 1 page took 1.27 seconds to load.

Figure 2.14.1 – Time Limit Aid Detail

2.14.3 Description of Changes

1. On the Time Limit Aid Detail page, relabel the following fields:
 - a. On the Recoupable Aid block, relabel 'LRS Amount' to 'Amount'.
 - b. Relabel the block titled 'LRS Recoupable Aid Amount History' to 'Recoupable Aid Amount History'.
 - c. On the Overpayment Collections block, relabel 'LRS Amount' to 'Amount'.
 - d. Relabel the block titled 'LRS Overpayment Collection Amount History' to 'Overpayment Collection Amount History'.

2.14.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: Time Limit Aid Summary**

2.14.5 Security Updates

N/A

2.14.6 Page Mapping

Update Page Mapping to reflect the change.

2.14.7 Page Usage/Data Volume Impacts

N/A

2.15 Targeted Low-Income pages

2.15.1 Overview

Update 'LRS' references on the Targeted Low-Income pages to CalSAWS, System or remove if applicable.

2.15.2 Targeted Low-Income Mockups

Targeted Low-Income Search

Case Number: <input type="text"/> <input type="button" value="Select"/>	Sending Case Number: <input type="text"/>	Type: <input type="text" value=""/>
Initiated Date		
From: <input type="text"/> <input type="button" value=""/>	To: <input type="text"/> <input type="button" value=""/>	Status: <input type="text" value=""/>
ZIP: <input type="text"/>		

Results per Page:

This [Type_1](#) page took 1.03 seconds to load.

Figure 2.15.1 – Targeted Low-Income Search

Targeted Low-Income Detail

[Link to Case](#)
[Cancel](#)

Sending Case Number: 00009728252
Initiated Date: 03/22/2018
Case Number:

Type: Regular Application
Current Status: Received
Case Name:

▼ All People Associated with the Referral

	Name	DOB	SSN	CIN
<input checked="" type="checkbox"/>	JOHN DOE	05/25/1997	603985504	91192522D
<input type="checkbox"/>	JANE DOE	05/01/1967		

▼ Healthy Families

Application Date: 02/20/2018
Retro MC: No
RE Month:

Primary Applicant/Recipient: JOHN DOE
Disabled Members: No

Program Status: Active
Unlisted Member Requesting MC: Yes

Name	Role	Status
JOHN DOE	MEM	Active
JANE DOE	FSO	Denied

Status History

Status	Status Date	Initiated By
Received	03/22/2018	244506

Sending County Comments

33332574598

Assignment

Worker:
[Select](#)

[Link to Case](#)
[Cancel](#)

This Type_1 page took 1.73 seconds to load.

Figure 2.15.2 – Targeted Low-Income Detail

2.15.3 Description of Changes

1. On the Targeted Low-Income Search page, relabel the field titled 'LRS Case Number' to 'Case Number'.
2. On the Search Results Summary section on the Targeted Low-Income Search page, relabel the column titled 'LRS Case Number' to 'Case Number'.

3. On the Targeted Low-Income Detail page, relabel the field titled 'LRS Case Number' to 'Case Number'.
4. On the Targeted Low-Income Detail page, relabel the buttons titled 'Link to LRS Case' to 'Link to Case'.

2.15.4 Page Location

- **Global: Case Info**
- **Local: e-Tools**
- **Task: External Agencies → Targeted Low-Income**

2.15.5 Security Updates

N/A

2.15.6 Page Mapping

Update Page Mapping to reflect the change.

2.15.7 Page Usage/Data Volume Impacts

N/A

2.16 Threshold Language Monitoring

2.16.1 Overview

Update 'LRS' references on the Threshold Language Monitoring page to CalSAWS, System or remove if applicable.

2.16.2 Threshold Language Monitoring Mockup

Threshold Language Monitoring

*- Indicates required fields

Save Cancel

Review Number: 40078880	Program: CalFresh	
Case Number: B006D48	Case Name: Case Name	Sample Month: 05/2020
Review Date: * <input type="text"/>	Reviewer Worker ID:	Reviewer Name:
App Date: <input type="text"/>	District Number: <input type="text"/>	Worker ID: <input type="text"/>

Language Designation Form

PA 481 on file?

Language Designation

Is Section A completed?

Spoken Language Designated?

Other language (specify):

Is Section B completed?

Written language designated?

Other language (specify):

Findings II

Is PA 481 signed by participant?

Is PA 481 signed by CCW?

Is PA 481 signed by ES?

Is Designated Language NOA on file?

Case comments:

Was "Disclosure" box checked?

Are there any errors on the case?

Comments

Save Cancel

Figure 2.16.1 – Threshold Language Monitoring

2.16.3 Description of Changes

1. On the Threshold Language Monitoring page, relabel the field titled 'LRS Case Comments:' to 'Case Comments:'

2.16.4 Page Location

- **Global: Special Units**
- **Local: Quality Review**
- **Task: Finding**

2.16.5 Security Updates

N/A

2.16.6 Page Mapping

N/A

2.16.7 Page Usage/Data Volume Impacts

N/A

2.17 Case and Procedural Error Rate (CAPER)

2.17.1 Overview

Update 'LRS' references on the Case and Procedural Error Rate (CAPER) page to CalSAWS, System or remove if applicable.

2.17.2 Case and Procedural Error Rate (CAPER) Mockup

Case and Procedural Error Rate (CAPER)

* - Indicates required fields

Save

Cancel

Review Number: 40078880	Program: CalFresh	
Case Number: B006D48	Case Name: Case Name	Sample Month: 05/2020
Application Number: <input type="text"/>		Finding Program: <input type="text"/>
Review Date: * <input type="text"/>	Reviewer Worker ID: <input type="text"/>	Reviewer Name: <input type="text"/>
District Number: <input type="text"/>	Case Review: <input type="text"/>	Worker ID: <input type="text"/>
2 Negative Case Action:		
Did applicant request Expedited Services?		<input type="text"/>
Where Q's 14 thru 18 answered by pt. on SAWS1?		<input type="text"/>
Did EW evaluate household for ES?		<input type="text"/>
Was additional info requested? (postponed verification)		<input type="text"/>
Was ID provided by applicant?		<input type="text"/>
Was the ES determination explained in C/C?		<input type="text"/>
Was County Column completed by CWD?		<input type="text"/>
Was VCL generated?		<input type="text"/>
Was ES dispositioned timely in the system? (within 3 days of application)		<input type="text"/>
3 Withdrawal:		
Client's request?		<input type="text"/>
Application Date:	<input type="text"/>	<input type="text"/>
Denial/Withdrawal Date:	<input type="text"/>	<input type="text"/>
Notice Date:	<input type="text"/>	<input type="text"/>
Was the CW89 signed by PT?		<input type="text"/>
Was CW 10 sent?		<input type="text"/>
4 Denial:		
Correct NOA sent?		<input type="text"/>
Correct regulations on NOA?		<input type="text"/>
Was NOA/NOMI issued timely?		<input type="text"/>
Info Correctly updated in the system?		<input type="text"/>
NOA held until the 30th day?		<input type="text"/>
Documents to support denial?		<input type="text"/>
NOMI Issued?		<input type="text"/>
5. Analysis of Review Negative Case Action:		
Valid?		<input type="text"/>
Was Error initiated by Customer Service Center?		<input type="text"/>
Was Tracking Ticket generated?		<input type="text"/>
6. Termination/Discontinuance:		
Correct NOA sent?		<input type="text"/>
Termination Date:	<input type="text"/>	<input type="text"/>
Notice Date:	<input type="text"/>	<input type="text"/>
Correct regulations on NOA?		<input type="text"/>
Was NOA issued timely?		<input type="text"/>
Info Correctly updated in the system?		<input type="text"/>
NOMI issued?		<input type="text"/>
Documents to support termination?		<input type="text"/>
Rescind required?		<input type="text"/>
TCF generated correctly?		<input type="text"/>
TCF Start Date:	<input type="text"/>	<input type="text"/>
TCF End Date:	<input type="text"/>	<input type="text"/>
7. Results of Disagreement:		
Verification provided after review date?		<input type="text"/>
Reviewer misapplied policy?		<input type="text"/>
Reviewer in advertance?		<input type="text"/>
Other?		<input type="text"/>
8. System Errors:		
<input type="text"/>		
9. Review comments:		
<input type="text"/>		

Save

Cancel

Figure 2.17.1 – Case and Procedural Error Rate (CAPER)

2.17.3 Description of Changes

1. On the Case and Procedural Error Rate (CAPER) page, relabel the following fields:
 - a. Update the field titled 'Was ES dispositioned timely on LRS? (within 3 days of application)' to 'Was ES dispositioned timely in the system? (within 3 days of application)'.
 - b. Update the fields titled 'Info Correctly updated on LRS?' to 'Info Correctly updated in the system?'.
 - c. Update the field titled 'LRS Errors:' to 'System Errors:'.

2.17.4 Page Location

- **Global: Special Units**
- **Local: Quality Review**
- **Task: Finding**

2.17.5 Security Updates

N/A

2.17.6 Page Mapping

N/A

2.17.7 Page Usage/Data Volume Impacts

N/A

2.18 General Assistance/General Relief Case Review

2.18.1 Overview

Update 'LRS' references on the General Assistance/General Relief Case Review page to CalSAWS, System or remove if applicable.

2.18.2 General Assistance/General Relief Case Review Mockups

General Assistance/General Relief Case Review

*- Indicates required fields Save Cancel

1. Case Information:

Review Number: 40078880	Program: CalFresh	
Case Number: B006D48	Case Name: Case Name	Sample Month: 05/2020
Review Date: * <input type="text"/>	Reviewer Worker ID:	Reviewer Name:
District Number: <input type="text"/>	Unit Number: <input type="text"/>	Worker ID: <input type="text"/>
GR App Date: <input type="text"/>	Case status: <input type="text"/>	Disposition: <input type="text"/>

2. Unemployable (U)(GR 41-100, 41-200, 41-300)*?

Needs Special Assistance(NSA)

Was NSA policy applied correctly?

If No, the reason is: (chaeck all that apply)

- PA 2012 not completed and/or not on file
- System beginning and end dates do not match PA 2012
- System Data Collection/Disability DAPD screen not completed
- Pt failed both SSI Advocacy appointment but system did not generate an appointment to see EW
- Pt did not attend appt with EW but aid was not denied/terminated for whereabouts unknown
- Administrative Decision: ABP 597 not completed not/or not on file
- Other

Administratively Unemployable (Admin U)

Category:

Figure 2.18.1a – General Assistance/General Relief Case Review

Category:

Was Admin U policy applied correctly?

If No, the reason is: (check all that apply)

- System not updated to reflect appropriate Admin U reason
- Case comments or verification (if applicable) not on file to substantiate the Admin U determination?
- If Admin Decision, Data Collection/Disability DAPD screen not completed to reflect the appropriate reason
- System not updated to match the duration stated on verification provided (if any)

Unemployability

Was Temp U/Perm U Policy applied correctly?

If No, the reason is: (check all that apply)

- Pt did not attend Medical Disability Assessment appt
- ABP 1676P/Disability Statement completed by County/VA/Private insured physician not on file
- No other Temp U reason due to unavailable next appt documented on Case Comments
- Medical Disability Assessment not schedule
- Perm U status assigned incorrectly by the system
- Perm U not given to GR Pt. who has an approved Medi-Cal case
- Other

Disability /???Valid From/??? Date

Disability /???Expiration/??? Date

ABP 23A, Notice About Change to Employable Status was generated 10 days prior to expiration date?

If Good Cause determined, completed ABP 592 on file

Figure 2.18.1b – General Assistance/General Relief Case Review

SSI Advocacy

Was SSI Advocacy applied correctly

If No, the reason is (check all that apply)

- If determined unemployable (Temp U, NSA, Perms are automatically deferred to SSP MAP) for 12 out of 18 months, the system did not generated an ABP SSI 3
- 2nd notice was not generated
- Pt. did not attend 2nd SSI apt but aid not terminated
- 65-year-old Pt. did not apply SSI-but aid was not terminated
- Refusal to apply for SSI documented in Case Comments but aid was not terminated
- Other

If Good Cause determined, completed ABP 592 on file

3. Employable (GR 41-400)*

Employable

Were Employable Requirements applied Correctly

If No, the reason is (check all that apply)

- ABP 589 not completed and/or not on file but aid was not denied/terminated (if not registered within 12 months)
- ABP 85 not completed and/or not on file but aid was not denied/terminated
- Appropriate screen(s) were not completed

Figure 2.18.1c – General Assistance/General Relief Case Review

Employable Status is

4. General Policies & Requirements (40-100)/MSARP (40-120)

Were General Policies & Requirements applied correctly?

If No, the reason is (check all that apply)

Pt. was fired from or quit a job within 60 days but application date without Good Cause but aid was not denied

Pt. eligible for other benefits and/or resources but did not apply for them and aid was not terminated/denied

ABP 898-16 was not completed and/or not on file, but aid was not terminated

Initial Statement of Facts was not signed and dated but aid not denied

Note: The deficiency reasons listed above do not apply to NSA participants

SSP 14 (09/10) not signed and dated, but did aid not denied

Completed PA 481 was not on file

Completed TEMP2215 was not on file

Completed SAWS 1 was not on file

Completed Form 5076 was not on file

Other

If Good Cause determined, completed ABP 1170 on file

Was MSARP policy applied correctly

If No, the reason is (check all that apply)

Pt. failed to attend Assessment apt, but aid was not terminated/denied

Substance Abuse Pre-screening screen is not completed

Positive Pre-screening result, but system did not generate Assessment apt

Figure 2.18.1d – General Assistance/General Relief Case Review

9. Pending T & U Visa (42-400)

Is Pending T & U Visa policy applied correctly

If No, the reason is (check all that apply)

Letter/receipt from USCIS indicated it is for a T&U Visa application not on file

USCIS I-797 indicating it is for a T&U application not on file

ISCI I-797C indicating it is for an application for Employment Authorization for a U Visa application not on file

T&U Visa petition was not approved/denied after appeal, but aid not terminated

T&U Visa petition was denied and Pt. did not appeal through USCIS, but GR aid was not terminated

T&U Visa denied and Pt. appealed through USCIS, but GR aid was terminated

Pt. did not provide application status update on a six-month interval

Fingerprint: Acceptable forms of status updates:

- Update obtained from USCIS via phone call
- USCIS letter
- PA 853-T&U (only allowed for the initial six-month interval update)

CalSAWS Case Comments not updated documenting six-month interval application status

Figure 2.18.1e – General Assistance/General Relief Case Review

15. NOA & Hearings (44-400)*

Was NOA & Hearings policies applied as a result of a negative action during the sample month

If No, the reason is (check all that apply)

CalSAWS/Manual NOA not generated

NOA not sent at least nine calendar days prior to the hearing date

Hearing date and time not on NOA

GR Regulations Section not correctly cited on NOA

Legal Aid Information not on NOA

Other

Figure 2.18.1f – General Assistance/General Relief Case Review

2.18.3 Description of Changes

1. On the General Assistance/General Relief Case Review page, relabel the following fields:
 - a. 'LRS beginning and end dates do not match PA 2012' will be updated to 'System beginning and end dates do not match PA 2012'. (Figure 2.18.1a)
 - b. 'LRS Data Collection/Disability DAPD screen not completed' to 'System Data Collection/Disability DAPD screen not completed'. (Figure 2.18.1a)
 - c. 'Pt failed both SSI Advocacy appointment but LRS did not generated an appointment to see EW' to 'Pt failed both SSI Advocacy appointment but system did not generate an appointment to see EW'. (Figure 2.18.1a)
 - d. 'LRS not updated to reflect appropriate Admin U reason' to 'System not updated to reflect appropriate Admin U reason'. (Figure 2.18.1b)
 - e. 'LRS case comments or verification (if applicable) not on file to substantiate the Admin U determination?' to 'Case comments or verification (if applicable) not on file to substantiate the Admin U determination?' (Figure 2.18.1b)
 - f. 'If Admin Decision, LRS Data Collection/Disability DAPD screen not completed to reflect the appropriate reason' to 'If Admin Decision, Data Collection/Disability DAPD screen not completed to reflect the appropriate reason'. (Figure 2.18.1b)
 - g. 'LRS not updated to match the duration stated on verification provided (if any)' to 'System not updated to match the duration stated on verification provided (if any)' (Figure 2.18.1b)
 - h. 'Perm U status assigned incorrectly by LRS' to 'Perm U status assigned incorrectly by the system'. (Figure 2.18.1b)
 - i. 'If determined unemployable (Temp U, NSA, Perms are automatically deferred to SSP MAP) for 12 out of 18 months, LRS did not generated an ABP SSI 3' to 'If determined unemployable (Temp U, NSA, Perms are automatically deferred

- to SSP MAP) for 12 out of 18 months, the system did not generate an ABP SSI 3'. (Figure 2.18.1c)
- j. 'Appropriate LRS screen(s) not completed' to 'Appropriate screen(s) were not completed'. (Figure 2.18.1c)
 - k. 'Initial LRS Statement of Facts was not signed and dated but aid not denied' to 'Initial Statement of Facts was not signed and dated but aid not denied'. (Figure 2.18.1d)
 - l. 'Substance Abuse Pre-screening screen on LRS is not completed' to 'Substance Abuse Pre-screening screen is not completed'. (Figure 2.18.1d)
 - m. 'Positive Pre-screening result, but LRS did not generate Assessment apt' to 'Positive Pre-screening result, but system did not generate Assessment apt'. (Figure 2.18.1d)
 - n. 'LRS Case Comments not updated documenting six-month interval application status' to 'CalSAWS Case Comments not updated documenting six-month interval application status' (Figure 2.18.1e)
 - o. 'LRS/Manual NOA not generated' to 'CalSAWS/Manual NOA not generated'. (Figure 2.18.1f)

2.18.4 Page Location

- **Global: Special Units**
- **Local: Quality Review**
- **Task: Finding**

2.18.5 Security Updates

N/A

2.18.6 Page Mapping

N/A

2.18.7 Page Usage/Data Volume Impacts

N/A

2.19 Medi-Cal Application Processing

2.19.1 Overview

Update 'LRS' references on the Medi-Cal Application Processing page to CalSAWS, System or remove if applicable.

2.19.2 Medi-Cal Application Processing Mockup

Medi-Cal Application Processing

*- Indicates required fields

Save

Cancel

1. Case Information:

Review Number:
40078880

Program:
CalFresh

Case Number:
BOKIN20

Case Name:
Case Name

Sample Month:
05/2020

Review Date: *

Reviewer Worker ID:

Reviewer Name:

District Number:

Unit Number:

Worker ID:

Application Number:

Aid Code:

Application disposition:

Review disposition:

2. Processing Time:

Application processed within 45 days

Application Date

Authorization Date

Number of Days

3. Deficiencies

4. Causes

Trouble ticket initiated (Explain in detail in Section XI, Include date of TT and resolution)

5. Are there any U.S. Citizen or U.S. Nationals in the household?

DRA Citizenship requirement met/exempt?

If no, indicate ID#

If citizenship requirement is not met, has birth match been requested?

DRA Identity requirement met/exempt?

If no, indicate ID #

If DRA requirements are not met, is applicant receiving full scope benefits?

Is SSN or proof of application for SSN provided?

If it has been 60 days since date of application and proof of SSN is not provided, are the benefits terminated?

Were DRA actions documented in Case Comments?

If NO, indicate who missed documenting comments

Any discrepancies between DRA Detail screen and MEDS?

6. Are there any Legal Permanent Residents (LPR) in the household?

Is SAVE document in file for all household members with LPR status

Is secondary or additional verification necessary per SAVE document?

If secondary or additional verification is necessary, is there a copy of G-845 on file?

Is IEVS abstract on file?

7. Medical Support Enforcement Forms in file?

If no, select item:

Are there any case comments pertaining to Medical Support Enforcement forms?

Is the Absent Parent Screen completed for each absent/unmarried parent?

8. Was CHDP referral requested on the application

Was CHDP referral completed in the system?

9. Any discrepancies between MEDS and CalSAWS?

If Yes, select item:

CalSAWS Aid Code(s):

MEDS Aid Code(s):

10. Unresolved MEDS alerts:

If Yes, list alert#:

MEDS critical alerts:

MEDS Recon alerts:

11. Reviewer Comments: (Detail comments required for all deficiencies)

12. Are there ANY errors in this case:

Date NOA Issued:

NOA Issued For:

Correct Reason Should Be:

System or User Error:

Save

Cancel

Figure 2.19.1 – Medi-Cal Application Processing

2.19.3 Description of Changes

1. On the Medi-Cal Application Processing page, relabel the following fields:
 - a. 'Is LRS Absent Parent Screen completed for each absent/unmarried parent?' to 'Is the Absent Parent Screen completed for each absent/unmarried parent?'
 - b. 'Was CHDP referral on LRS completed?' to 'Was CHDP referral completed in the system?'
 - c. '9. Any discrepancies between MEDS and LRS?' to '9. Any discrepancies between MEDS and CalSAWS?'
 - d. 'LRS Aid Code(s):' to 'CalSAWS Aid Code(s):'
 - e. 'LRS or User Error:' to 'System or User Error:'

2.19.4 Page Location

- **Global: Special Units**
- **Local: Quality Review**
- **Task: Finding**

2.19.5 Security Updates

N/A

2.19.6 Page Mapping

N/A

2.19.7 Page Usage/Data Volume Impacts

N/A

2.20 Medi-Cal Negative Case Action

2.20.1 Overview

Update 'LRS' references on the Medi-Cal Negative Case Action page to CalSAWS, System or remove if applicable.

2.20.2 Medi-Cal Negative Case Action Mockup

Medi-Cal Negative Case Action

*- Indicates required fields

Save

Cancel

1. Case Information:

Review Number:
40078880

Program:
CalFresh

Case Number:
B006D48

Case Name:
Case Name

Sample Month:
05/2020

Review Date: *

Reviewer Worker ID:

Reviewer Name:

District Number:

Unit Number:

Worker ID:

Disposition:

2. Reason For Termination (reason agency is terminating the case)

CalSAWS term reason:

MEDS term reasons:

3. Termination Action Correct?

If No, select item:

If SB87 requirement not applied, indicate missing step:

CalSAWS Error?

4. Was this case rescinded within the cure month?

5. Was this case re-established (instead of being rescinded)?

Within cure month?

At the same district?

6. Benefits active on MEDS?

7. Any discrepancies between MEDS and CalSAWS?

If Yes, select item:

CalSAWS aid codes discrepancies:

MEDS aide codes discrepancies:

8. Unresolved MEDS alerts?

If Yes, select alert #:

MEDS critical alerts:

MEDS Recon alerts:

9. Medical Support Enforcement Forms in file?

If No, select item:

Are there any case comments pertaining to Medical Support Enforcement forms?

Is the Absent Parent Screen completed for each absent/unmarried parent?

10. Are there any Legal Permanent Residents (LPR) in the household?

Is SAVE document on file for all household members with LPR status?

Is secondary or additional verification necessary per SAVE document? (Answer "No" only if SAVE docs are in file)

If secondary or additional verification is necessary, is there a copy of the G-845 on file? (Answer "No" only if additional verification necessary)

11. Review Comments:

12. Are there ANY errors in this case?

Save

Cancel

Figure 2.20.1 – Medi-Cal Negative Case Action

2.20.3 Description of Changes

1. On the Medi-Cal Negative Case Action page, relabel the following fields:
 - a. 'LRS term reason:' to 'CalSAWS term reason'
 - b. 'LRS Error?' to 'CalSAWS Error?'
 - c. '7. Any discrepancies between MEDS and LRS?' to '7. Any discrepancies between MEDS and CalSAWS?'
 - d. 'LRS aid codes discrepancies:' to 'CalSAWS aid codes discrepancies:'
 - e. 'Is LRS Absent Parent Screen completed for each absent/unmarried parent?' to 'Is the Absent Parent Screen completed for each absent/unmarried parent?'

2.20.4 Page Location

- **Global: Special Units**
- **Local: Quality Review**
- **Task: Finding**

2.20.5 Security Updates

N/A

2.20.6 Page Mapping

N/A

2.20.7 Page Usage/Data Volume Impacts

N/A

2.21 Medi-Cal Redetermination Review

2.21.1 Overview

Update 'LRS' references on the Medi-Cal Redetermination Review page to CalSAWS, System or remove if applicable.

2.21.2 Medi-Cal Redetermination Review Mockup

Medi-Cal Redetermination Review

* - Indicates required fields

Save Cancel

1. Case Information:

Review Number: 40078880 Program: CalFresh
Case Number: B006D48 Case Name: Case Name Sample Month: 05/2020
Review Date: * Reviewer Worker ID: Reviewer Name:
District Number: Unit Number: Worker ID:
Disposition:

2. Was Redetermination process completed timely (in due or cure month)? (If Yes, go to section IV)

3. Reasons for Redetermination not completed timely: (Complete ONLY if answer to section II is NO)

4. Redetermination disposition:

5. Was the case terminated?

Terminated for ???No/??? RD (Redetermination not received)?

If Yes, was reminder phone call made (FML 369)?

Terminated for Failure to Provide?

If Yes, was SBB7 followed?

If No, indicate missing step:

6. Required verification/ documentation on file?

If No, select items:

6) Change in Immigration/ Citizenship Status
7) Address/ Disability Verif.
8) MC 210 RV
9) IEVS

7. Are changes reported on MC210 RV updated in the system?

If No, select items:

1) Income
2) Expenses/ Deductions
3) Other Health Insurance

8. Was CHDP referral requested?

If Yes, was CHDP referral completed in the system?

9. Are there any Legal Permanent Residents (LPR) in the household? (if No, go to section X)

Is SAVE document on file for all household members with LPR?

Is secondary or additional verification necessary per SAVE document? (Answer No only if SAVE docs are in file)

If secondary or additional verification is necessary, is there a copy of G-845 on file? (Answer "No" only if additional verification necessary)

10. Medical Support Enforcement Forms in file?

If No, select item:

Are there any case comments pertaining to Medical Support Enforcement forms?

Is the Absent Parent Screen completed for each absent/unmarried parent?

11. Was there a change from zero SOC to SOC? (if section 8(a) on MC210 RV is check)

Any eligible child for Medi-Cal/ Healthy Families bridging program?

All steps followed in the referral of eligible children to Medi-Cal/HF Bridging Program?

If No, check steps not followed:

1) Children not placed on MEDS with 7X (PA-5308)
2) Consent not on file (per CHDP on CalSAWS)
3) Pt. not contacted for verbal consent

12. Are there any U.S. Citizens or U.S. Nationals in the household?

If Yes, enter ID#:

DRA citizenship requirement met/ exempt?

ID#:

DRA identity requirement met/ exempt?

ID#:

If not met, are copies of citizenship/ identity document marked ???original seen??? on file?

If No, check MEDS INQE screen. Is citizenship/ identity verified by SSN data match?

If No, check MEDS INWA screen. Is there MEDS alerts?

Which alerts?

Any discrepancies between DRA Detail screen and MEDS?

13. Any discrepancies between MEDS and CalSAWS?

If Yes, select item:

CalSAWS Aid Code(s):

MEDS Aid Code(s):

14. Unresolved MEDS alerts:

If Yes, list alert#:

MEDS critical alerts:

MEDS Recon alerts:

15. Was RD result documented in CalSAWS case comments?

16. Was the case imaged on EDMS?

17. Review Comments:

18. Are there ANY errors in this case?

19. Error caused by?

Save Cancel

Figure 2.21.1 – Medi-Cal Redetermination Review

2.21.3 Description of Changes

1. On the Medi-Cal Redetermination Review page, relabel the following fields:
 - a. '7. Are changes reported on MC210 RV updated on LRS?' to '7. Are changes reported on MC210 RV updated in the system?'
 - b. 'If yes, was CHDP referral on LRS completed?' to 'If yes, was CHDP referral completed in the system?'
 - c. 'Is LRS Absent Parent Screen completed for each absent/unmarried parent?' to 'Is the Absent Parent Screen completed for each absent/unmarried parent?'
 - d. '13. Any discrepancies between MEDS and LRS?' to '13. Any discrepancies between MEDS and CalSAWS?'
 - e. 'LRS Aid Code(s):' to 'CalSAWS Aid Code(s):'
 - f. '15. Was RD result documented in LRS case comments?' to '15. Was RD result documented in CalSAWS case comments?'

2.21.4 Page Location

- **Global: Special Units**
- **Local: Quality Review**
- **Task: Finding**

2.21.5 Security Updates

N/A

2.21.6 Page Mapping

N/A

2.21.7 Page Usage/Data Volume Impacts

N/A

2.22 System Error Message

2.22.1 Overview

Update the message that is being displayed on the System Error Message page to remove the 'LRS' reference.

2.22.2 System Error Message Mockup

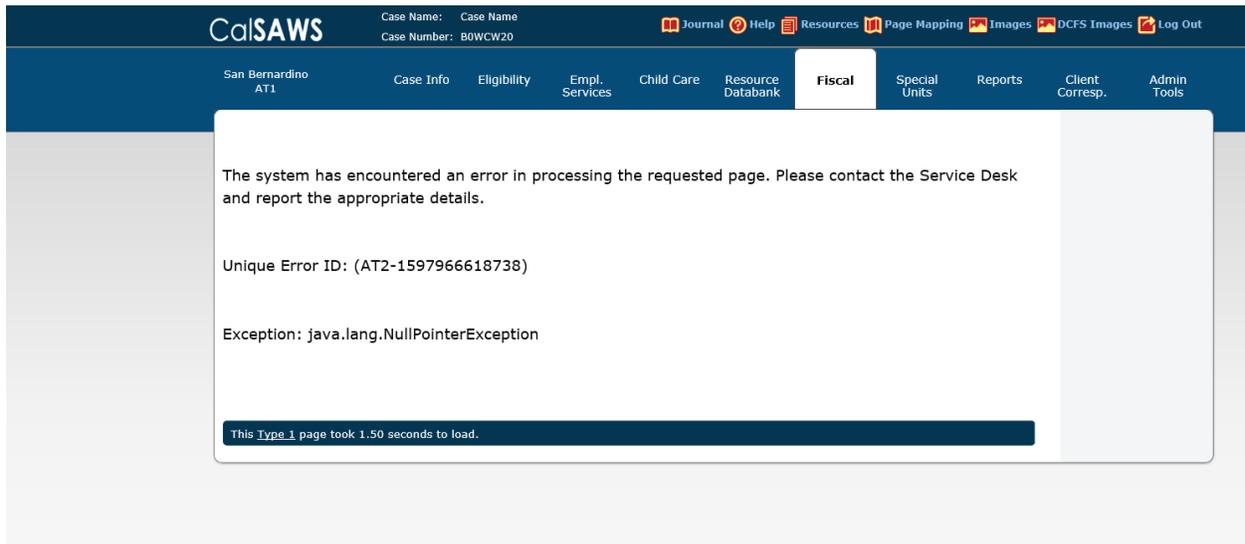


Figure 2.22.1 – System Error Message

2.22.3 Description of Changes

1. Update the message that displays in the system when an error is encountered. Updated the message 'The system has encountered an error in processing the requested page. Please contact the LRS Service Desk and report the appropriate details.' to 'The system has encountered an error in processing the requested page. Please contact the Service Desk and report the appropriate details.'

2.22.4 Page Location

- N/A

2.22.5 Security Updates

N/A

2.22.6 Page Mapping

N/A

2.22.7 Page Usage/Data Volume Impacts

N/A

2.23 EBT Account pages

2.23.1 Overview

Update the message that is displayed on the EBT Account pages when it is not able to connect to the EBT system.

2.23.2 EBT Account Timed Out Message Mockup

The screenshot shows a web interface for 'EBT Account Detail'. At the top right, there are two buttons: 'Add Card' and 'Close'. Below these buttons, a red error message reads: 'No response has been received from the EBT System. System has timed out the connection. Please try again later.' Below the message is a table with account details:

Account Number: 1901B0WCW20	Begin Date: 07/14/2015	End Date:
Card Holder: * Josephina Audley	Card Access Type: * Cash & CalFresh	Card Status: Issued

Below the table is a section titled 'Cash' with a blue header. It contains a table with the following information:

Status: Active	Balance: \$64,051.85
--------------------------	--------------------------------

Figure 2.23.1 – EBT Account Timed Out Message

2.23.3 Description of Changes

1. Update the messages that displays on the EBT Account pages when the system did not receive a response from the EBT System.
 - a. Update the Timed Out message to 'No response has been received from the EBT System. System has timed out the connection. Please try again later.'

2.23.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: EBT Account List**

2.23.5 Security Updates

N/A

2.23.6 Page Mapping

N/A

2.23.7 Page Usage/Data Volume Impacts

N/A

2.24 Run EDBC pages

2.24.1 Overview

Update 'LRS' references on the Run EDBC pages to CalSAWS, System or remove if applicable.

2.24.2 Run EDBC page Mockups

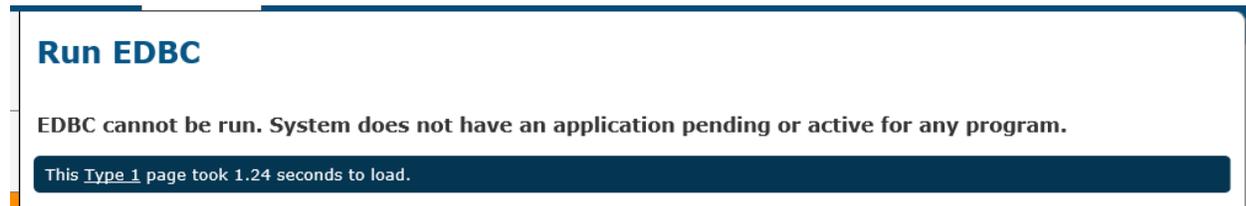


Figure 2.24.1 – Run EDBC and Manual EDBC – EDBC cannot be run message

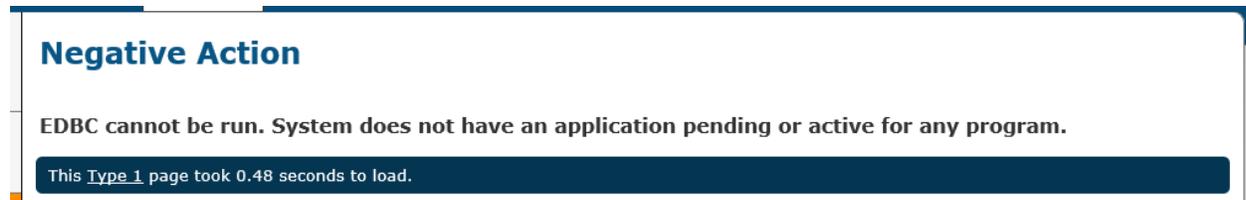


Figure 2.24.2 – Negative Action - EDBC cannot be run message.

2.24.3 Description of Changes

1. Update the EDBC cannot be run message for the following pages: Run EDBC, Create Manual EDBC, Negative Action Detail pages.
 - a. Message will be updated from 'EDBC cannot be run. LRS does not have an application pending or active for any program.' to 'EDBC cannot be run. System does not have an application pending or active for any program.'

2.24.4 Page Location

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

- **Task: Run EDBC (For Run EDBC page) or Manual EDBC (for Create Manual EDBC page)**

Page Location for Negative Action Detail page:

- **Global: Eligibility**
- **Local: Case Summary**
- **Task: Negative Action**

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 Code Detail table

2.25.1 Overview

Update 'LRS' values on the CODE_DETL table to 'CalSAWS', 'System' or remove if applicable.

2.25.2 Mockup

N/A – No page change

2.25.3 Description of Changes

1. Update the CODE_DETL table as specified in the 'CODE_TABLE updates' Supporting Document.

2.25.4 Page Location

- **N/A**

2.25.5 Security Updates

N/A

2.25.6 Page Mapping

N/A

2.25.7 Page Usage/Data Volume Impacts

N/A

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Code Detail Table	List of changes to the values on the CODE_DETL table	CODE_TABLE updates.xlsx

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1991	<p>The CONTRACTOR shall display the CalSAWS name throughout the system including but not limited to page name, badges, logos, headers on forms and NOAs, to the 58 County users.</p>	<p>LRS State Forms and NOAs do not include a System or County logo as of July 2018. It is assumed the non-display of a System or County logo on State Forms and NOA's will continue with CalSAWS. Therefore, there is no associated estimate with updating a logo on LRS State Forms or NOAs.</p> <ul style="list-style-type: none"> - There are 398 LRS BI Reports and 53 C-IV BI Reports that have been identified to be ported into the new system, for a total of 451 BI reports that will require updates as of July 2018. - The effort to create a new system logo is accounted for as part of Migration DDID #106. The dashboards will be updated to reflect the new CalSAWS system logo. There will be no County specific logos. - The image will be a static CalSAWS system logo in the OBIEE pages and will not dynamically change by county to county specific logos. 	<p>References to 'LRS' throughout the systems were updated 'CalSAWS', 'System' or removed.</p>