CalSAWS

California Statewide Automated Welfare System



# Design Document

## CA 214048 – Categorize by OCR

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Imaging Team |
| | Reviewed By | |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 5/19/20 | 1.1 | Added Ignore Barcode Logic | Chris Vasquez |
| 1/8/21 | 1.2 | Added details in section 2.1.3 - GetBarcodeInfo webservice will require support for service accounts | Chris Vasquez |
| 1/19/21 | 1.3 | Added clarification on Returned Mail Handling via OCR – Section 2.5 | Chris Vasquez |
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DRAFT

# 1 OVERVIEW

## 1.1 Requests

Per DDID 2199, configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to do the following:

1) Automatically categorize all system generated documents.

2) Automatically categorize up to 70 person level/verification documents.

3) Read the form number from a specified location on the document(s) to be determined during detailed design.

4) Capture the Form Name, Form Number, Case Name, Case Number, and Document Type as key metadata.

4a) Documents with no case number are automatically sent to a quality assurance queue for review.

5) Compare the confidence score of all automatically categorized documents to a confidence threshold.

5a) All scanned documents that do not meet the categorization confidence threshold are sent to a quality assurance queue for review. All cases associated the document that does not meet the confidence thresholds will be sent to a quality assurance queue for review.

6) Designated staff to be prompted to select case member, multiple persons, or no person option for all person level document types which will be determined during detailed design.

Per DDID 2502, ensure that the following scan modes attempt to locate a CalSAWS Software system generated barcode:

1) Capture and Indexing Single Case

2) Capture and Indexing Multi-Case

3) Capture and Indexing Virtual Print

4) Returned Mail

The CONTRACTOR shall read the CalSAWS Software system generated imaging/tracking barcodes.

Single Case scan mode is described in CA-214030 (Single Case and Barcode Detection). Multi-Case and Virtual Print scan modes are described in CA-214172 (Multi, Import, Virtual Capture). Return Mail Scan Mode is described in CA-214061 (Returned Mail Capture Mode)

Per DDID 2255, configure the imaging solution to read a unique 2D barcode from all CalSAWS Software system generated forms. This barcode will contain the barcode number which is used to identify the document(s) metadata from the CalSAWS Software.

Barcode scanning is described in CA-214030 (Single Case and Barcode Detection)

Per DDID 2503, configure the imaging solution to allow the following documents to act as separators for the capture and indexing multi-case scan mode and returned mail multi-case scan mode:

1) Cover Sheets - Will contain a barcode with a case number or a no case identifier

2) System Generated Barcoded Documents

The CONTRACTOR shall configure the imaging solution to allow the optional use of generic separator sheets for all scan modes to assist in separating documents.

The CONTRACTOR shall configure the imaging solution to allow the optional use of envelopes as separator sheets for the returned mail multi-case scan mode.

Advanced optical character recognition will be leveraged to identify envelopes when used in the returned mail scan modes. The use of other separation options are documented in CA-214172 (Multi, Import, Virtual Capture).

## 1.2 Overview of Recommendations

- Configure the Imaging Solution to read a barcode or text equivalent from CalSAWS generated documents
- Configure the Imaging Solution to perform a webservice call to CalSAWS to validate the extracted barcode value and retrieve case information
- Configure the Imaging Solution to read a form number from County generated documents
- Configure the Imaging Solution to determine a form name for person/verification documents that meet a confidence threshold
- Configure the Imaging Solution to set an exception reason when person/verification documents do not meet a confidence threshold
- Configure the Imaging Solution to recognize a No Case barcode coversheet
- Configure the Imaging Solution to send documents generated by the Virtual Print Driver through OCR to capture any barcode or form number information
- Configure OCR to recognize envelopes captured using the returned mail scan mode as identifiers for intended separation

## 1.3 Assumptions

- OCR Service will not process documents that are being re-indexed
- The Imaging Solution will create temporary converted copies of non-TIFF documents submitted to the OCR Service
- **Get Form Info** is documented in CA-214035 (Store Index Values)
- The OCR Service will receive 300dpi TIFF files for best OCR extraction rates
- The Implementation of Multi-Case, and Virtual Printer scan modes is documented in CA-214172 (Multi, Virtual, Import Capture)
- Return Mail Scan mode is documented in CA-214061 (Returned Mail Capture Mode)

- Single-Case and Ignore Barcode scan mode is documented in CA-214030 (Capture Single and Barcode Detection)
- Barcode Scanning is document in CA-214033 (Categorize Documents by System Barcode)
- CalSAWS generated documents will contain a QR barcode in the bottom right hand corner of the document. In addition, the text representation of the QR barcode will be printed in plain text near it
- County generated forms will print the form number in the same general location on the document - bottom left hand corner
- OCR Service will be leveraged to identify envelopes when used in the returned mail scan modes. Documents scanned in this mode have the expectation that the envelope will work as a separator at the end of a set of documents for a case
- Returned Mail scan mode is documented in CA-214061 (Returned Mail Capture Mode) and passes document information to the OCR Service
- The OCR Service will attempt to detect one of the following Returned Mail envelope sizes:
    - #10 – 4.125" x 9.5"
    - 6" x 9"
    - 9" x 12"
- The coversheet barcode will use a predefined value stored in a QR code placed in the center of the page. The location of the other data elements on the coversheet will be addressed in CA-214031 (Case Coversheet Generation)
- No case coversheet layout and generation will be addressed in a subsequent SCR

# 2 RECOMMENDATIONS

## 2.1 OCR of Barcoded Documents

### 2.1.1 Overview

Barcodes are normally captured by the hardware of the scanning device during the initial document capture. In some cases, the hardware may not detect the barcode for a variety of reasons (torn page, marks over barcode, etc.). In these cases, the document will be sent to the OCR Service which will attempt to read the barcodes (QR) along with the printed text representation of the QR barcode. Next the OCR validates the data that was extracted from the document and finally it will apply business rules to determine whether the form name and metadata are valid or if the document should be flagged for exception to be reviewed by a user of the system.

### 2.1.2 OCR Process (OCR, Classify & Extract)

The OCR Service will review each document to see if it is able to read the QR barcode printed in the lower right-hand corner of the document or a large QR barcode in the center of the page. In addition the OCR Service will also attempt to find the 16 digit number, which represents the value stored in the QR barcode, which is printed just to the left of the QR barcode. The service will extract these values independently and use them in the validation process. If the document was captured with the Ignore Barcode scan mode, the Barcode Override flag will indicate to the OCR that the barcode should not be leveraged for case context.

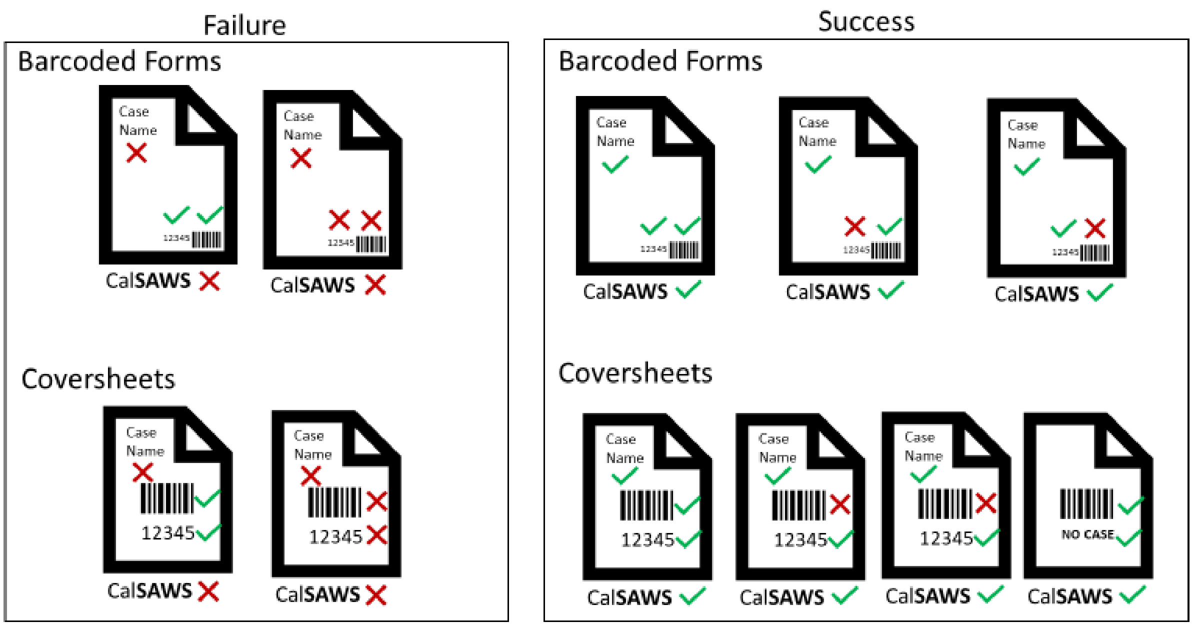
### 2.1.3 Validation/Verification

The extracted data must be validated to ensure that it was read correctly from the document. The OCR Service will make a **Get Barcode Info** webservice call to CalSAWS passing the barcode value. The **Get Barcode Info** webservice will need to be updated to allow for a service account to retrieve case and form info. If the barcode value exists in the CalSAWS database, the webservice call will return information about the document (Case Number, Case Name, Form Name, Form Number, etc.). For coversheets, the OCR Service will look for a large QR barcode in the center of the page with a pre-defined value.

### 2.1.4 Business Rules

Once the barcode values have been validated via the web service call, the OCR Service will apply business rules to these values and set the relevant index or custom properties of the document in the Imaging System. In cases, where the extracted data was not successfully validated/verified or business rules indicate a discrepancy, the document will be flagged as an exception for review by a user.

- Success – sets the form name and associated metadata fields
  - QR Barcode and QR Barcode Text match and were validated via webservice call plus they match the case context passed to the OCR Service
  - Only the QR Barcode was read and validated via webservice call plus it matches the case context passed to the OCR Service
  - Only the QR Barcode Text was read and validated via webservice call plus it matches the case context passed to the OCR Service
  - Only the "No Case" barcode value was found on the document
- Failure – exception reason is set indicating issue for user to review
  - Barcode value(s) mismatch with case context
  - Barcode value(s) were invalid
  - Webservice error was encountered attempting to validate barcode




## 2.2 OCR of County Generated Documents

### 2.2.1 Overview

County generated documents will be sent to the OCR Service which will attempt to read the form number. Next the OCR Service validates the data that was extracted from the document and finally it will apply business rules to determine whether the form name and any other metadata extracted are valid or if the document should be flagged for exception to be reviewed by a user of the system.

### 2.2.2 OCR Process (OCR, Classify & Extract)

The OCR Service will analyze each document and determine to see if it is able to read the form number printed in the lower left-hand corner of the document. While the field is referred to as a form number the system will attempt to read a string of letters, numbers and certain special characters such as dashes from the document. The service will extract the value and use it in the validation process.

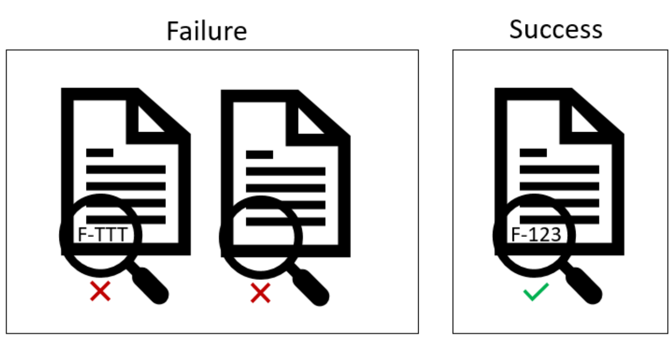
### 2.2.3 Validation/Verification

The extracted data must be validated to ensure that it was read correctly from the document. The OCR Service will refer to data that was stored and cached via the **Get Form Info** request for all document types documented in CA-214035 (Store Index Values).

### 2.2.4 Business Rules

Once the form number value has been validated via the web service call, the OCR Service will apply business rules and set the relevant index or custom properties of the document in the Imaging System. In cases, where the extracted data was not successfully validated/verified or business rules indicate a discrepancy the document will be flagged as an exception for review by a user.

- Success – sets the form name and associated metadata fields
    - If a valid QR barcode was found on the document it will override any form number found on the document and be processed according to section 2.1
    - The form number was read and validated via webservice
- Failure – exception reason is set indicating issue for user to review
    - No valid QR barcode or form number was found
    - Form number found was unable to be validated, or was not present



## 2.3 OCR of Person/Verification Document

### 2.3.1 Overview

Unlike documents that have QR barcodes or Form Numbers, Person/Verification documents are generated by systems outside CalSAWS or County Systems. The goal of the OCR Service is to analyze the document to determine the form name. Next the OCR Service validates any data that was extracted from the document and finally it will apply business rules to determine whether the form name and any other metadata extracted are valid or if the document should be flagged for exception to be reviewed by a user of the system.

### 2.3.2 OCR Process (OCR, Classify & Extract)

The OCR Service will analyze each document and compare it to other documents and data that were used to train the system. The result of the analysis is a list of the possible form names with a confidence level. If the form name with the highest confidence exceeds the specified threshold and the next closest form name is a specified percentage lower the system will confidently set the form name of the document. If the criteria mentioned above is not met the OCR Service will flag the document as an exception for review by a user.

### 2.3.3 Validation/Verification

Any system extracted data must be validated to ensure that it was read correctly from the document. There is no expected validation/verifications expected for these type of documents.

### 2.3.4 Business Rules

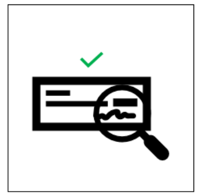
The OCR Service will apply business rules and set the relevant index or custom properties of the document in the Imaging Solution. In cases, where the extracted data was not successfully validated/verified or business rules indicate a discrepancy the document will be flagged as an exception for review by a user.

- Success – sets the form name and associated metadata fields
  - If a valid QR barcode was found on the document it will override any form name determined by the OCR Service and will be processed according to section 2.1
  - If a valid Form Number was found on the document it will override any form name determined by the OCR Service and will be processed according to section 2.2
  - The Form Name selected by the OCR Service meets the specified thresholds for confidence
- Failure – exception reason is set indicating issue for user to review

- The Form Name selected by the OCR Service did not meet the specified thresholds for confidence

Failure

Success



## 2.4 OCR of Documents created by Virtual Print

### 2.4.1 Overview

Documents that are created using the Virtual Print feature of the Imaging System are not processed by a scanner device and therefore any barcode information would be missing when the document is created and goes through the QA process. For this reason, all documents created this way will sent through the OCR Service. Depending on which type of document is created the system will treat it as described in the Sections 2.1, 2.2, or 2.3.

## 2.5 OCR of Returned Mail

### 2.5.1 Overview

Returned Mail is received by the OCR Service with the ~~indicating~~ indicated ~~the form name~~Document Type of “Returned Mail”. The goal of the OCR Service is to analyze each page of the document to determine if the image matches an envelope based on size. Next the OCR Service validates if any pages other than the last page were detected as an envelope. If so the document should be flagged for exception to be reviewed by a user of the system.

### 2.5.2 OCR Process (OCR, Classify & Extract)

The ~~Form Name~~Document Type of the document is defaulted to Returned Mail since the documents were captured using a specific Capture Profile and this information is passed to the OCR Service. The OCR Service will classify the document as described in the Sections 2.1, 2.2, and 2.3. The OCR Service will analyze each page of the document and compare its size to one of the predefined envelope sizes from CalSAWS. Each of the pages that are detected as an envelope will be stored as metadata for use during exception processing.

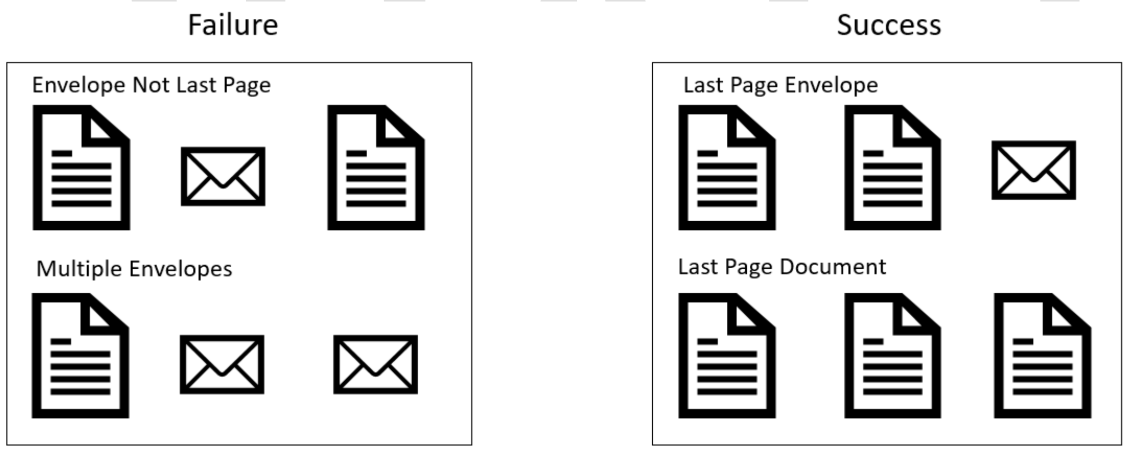
### 2.5.3 Validation/Verification

Any system extracted data must be validated to ensure that it was read correctly from the document. ~~There is no expected validation/verifications expected for these type of documents.~~Validation will be handled based on the type of the document as described in sections 2.1, 2.2, and 2.3.

### 2.5.4 Business Rules

The OCR Service will apply the business rule to determine if the returned mail was split correctly. In cases, where multiple envelopes were detected or the last page of the document was not an envelope the system will flag this document as an exception for review by a user.

- Success – sets the form name and associated metadata fields
  - Detected envelope was last page of document
- Failure – exception reason is set indicating issue for user to review
  - Multiple envelopes were detected in the document
  - Detected envelope was not last page of document



# 3 SUPPORTING DOCUMENTS

| Number | Functional Area | Description | Attachment |
|---|---|---|---|
| 1 | Imaging | A list of the form names/numbers and document types used by the imaging system | Imaging Form Matrix |

# 4 REQUIREMENTS

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 2199 | The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to do the following:<br><br>1) Automatically categorize all system generated documents.<br><br>2) Automatically categorize up to 70 person level/verification documents.<br><br>3) Read the form number from a specified location on the document(s) to be determined during detailed design.<br><br>4) Capture the Form Name, Form Number, Case Name, Case Number, and Document Type as key metadata.<br><br>4a) Documents with no case number are automatically sent to a quality assurance queue for review.<br><br>5) Compare the confidence score of all automatically categorized documents to a confidence threshold.<br><br>5a) All scanned documents that do not meet the categorization confidence threshold are sent to a quality assurance queue for review. All cases associated the document that does not meet the confidence thresholds will be sent to a quality assurance queue for review.<br><br>6) Designated staff to be prompted to select case member, multiple persons, or no person option for all person level document types which will be determined during detailed design. | • OCR Service will not process documents that are being re-indexed<br>• The Implementation of Multi-Case, and Virtual Printer scan modes is documented in CA-214172 (Multi, Virtual, Import Capture)<br>• Return Mail Scan mode is documented in CA-214061 (Returned Mail Capture Mode)<br>• Single-Case scan mode is documented in CA-214030 (Capture Single and Barcode Detection)<br>• Barcode Scanning is document in CA-214033 (Categorize Documents by System Barcode)<br>• CalSAWS generated documents will contain a QR barcode in the bottom right hand corner of the document. In addition, the text representation of the QR barcode will be printed in plain text near it<br>• County generated forms will print the form number in the same general location on the document - bottom left hand corner | • Configure the Imaging Solution to read a form number from County generated documents<br>• Configure the Imaging Solution to perform a webservice call to **Get Form Info** to validate the form number and retrieve form information.<br>• Configure the Imaging Solution to determine a form name for person/verification documents that meet a confidence threshold<br>• Configure the Imaging Solution to set an exception reason when person/verification documents do not meet a confidence threshold |

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 2502 | The CONTRACTOR shall ensure that the following scan modes attempt to locate a CalSAWS Software system generated barcode:<br>1) Capture and Indexing Single Case<br>2) Capture and Indexing Multi-Case<br>3) Capture and Indexing Virtual Print<br>4) Returned Mail<br><br>The CONTRACTOR shall read the CalSAWS Software system generated imaging/tracking barcodes. | • OCR Service will not process documents that are being re-indexed<br>• The Implementation of Multi-Case, and Virtual Printer scan modes is documented in CA-214172 (Multi, Virtual, Import Capture)<br>• Return Mail Scan mode is documented in CA-214061 (Returned Mail Capture Mode)<br>• Single-Case scan mode is documented in CA-214030 (Capture Single and Barcode Detection)<br>• Barcode Scanning is document in CA-214033 (Categorize Documents by System Barcode)<br>• CalSAWS generated documents will contain a QR barcode in the bottom right hand corner of the document. In addition, the text representation of the QR barcode will be printed in plain text near it | • Configure the Imaging Solution to read a barcode or text equivalent from CalSAWS generated documents<br>• Configure the Imaging Solution to perform a webservice call to CalSAWS to validate the extracted barcode value and retrieve case information<br>• Configure the Imaging Solution to send documents generated by the Virtual Print Driver through OCR to capture any barcode or form number information |

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 2255 | The CONTRACTOR shall configure the imaging solution to read a unique 2D barcode from all CalSAWS Software system generated forms. This barcode will contain the barcode number which is used to identify the document(s) metadata from the CalSAWS Software. | • OCR Service will not process documents that are being re-indexed<br>• The Implementation of Multi-Case, and Virtual Printer scan modes is documented in CA-214172 (Multi, Virtual, Import Capture)<br>• Return Mail Scan mode is documented in CA-214061 (Returned Mail Capture Mode)<br>• Single-Case scan mode is documented in CA-214030 (Capture Single and Barcode Detection)<br>• Barcode Scanning is document in CA-214033 (Categorize Documents by System Barcode)<br>• CalSAWS generated documents will contain a QR barcode in the bottom right hand corner of the document. In addition, the text representation of the QR barcode will be printed in plain text near it | • Configure the Imaging Solution to read a barcode or text equivalent from CalSAWS generated documents<br>• Configure the Imaging Solution to perform a webservice call to CalSAWS to validate the extracted barcode value and retrieve case information |

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 2503 | The CONTRACTOR shall configure the imaging solution to allow the following documents to act as separators for the capture and indexing multi-case scan mode and returned mail multi-case scan mode:<br>1) Cover Sheets - Will contain a barcode with a case number or a no case identifier<br>2) System Generated Barcoded Documents<br><br>The CONTRACTOR shall configure the imaging solution to allow the optional use of generic separator sheets for all scan modes to assist in separating documents.<br><br>The CONTRACTOR shall configure the imaging solution to allow the optional use of envelopes as separator sheets for the returned mail multi-case scan mode. | • The coversheet barcode will use a predefined value stored in a QR code placed in the center of the page, documentation of the coversheet are in CA-214031 (Case Coversheet Generation)<br>• Returned Mail scan mode is documented in CA-214061 (Returned Mail Capture Mode) and passes document information to the OCR Service<br>• OCR Service will be leveraged to identify envelopes when used in the returned mail scan modes. Documents scanned in this mode have the expectation that the envelope will work as a separator at the end of a set of documents for a case | • Configure the Imaging Solution to recognize a No Case barcode coversheet<br>• Configure OCR to recognize envelopes captured using the returned mail scan mode as identifiers for intended separation |

# 5 APPENDIX

CalSAWS

California Statewide Automated Welfare System

# Design Document

CA-214686 | CIV-106814

CalHEERS eHIT: BREfS - Consume SAWS Eligibility Authorization and Manage Downstream Processes

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Maria Feliciano |
| | Reviewed By | Derek Goering, Max Volf, Prashant Goel, Geetha Ramalingam, Krishna Akula |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 07/01/2020 | 0.1 | Draft Design | M. Feliciano |
| 08/26/2020 | 0.2 | Reviewed with Analysts | M. Feliciano |
| 9/2/2020 | 0.3 | Committee Review | M. Feliciano |
| 9/4/2020 | 0.4 | Build and Test Team Review | M. Feliciano |
| 10/6/2020 | 1.0 | Reviewed with Committee | M. Feliciano |
| 10/22/2020 | 1.5 | Updates based on Build Team input | M. Feliciano |
| 12/23/2020 | 2.0 | Content Revision: Added clarification for Person Association List and Detail pages. Added recommendation 2.8.2.7 for combining Non-MAGI referrals if multiple DER transactions received for same DER ID. Added recommendation 2.8.2.8 to send Disposition for Medi-Cal EDBC without MAGI budget if there is a CalHEERS case link | Renee Gustafson |
| 1/13/2021 | 2.1 | Added Technical Note to explain Program Status mapping in Disposition Detail Page | M. Feliciano |
| | | | |

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# 1 OVERVIEW

This document details updates to The Systems in support of changes in the electronic Health Information Transfer (eHIT) with CalHEERS Change Request 160528, Business Rules Exposure for SAWS (BREfS) - Consume SAWS Eligibility Authorization and Manage Downstream Processes. This change updates the use of the Disposition transaction to sync up CalHEERS with the correct eligibility authorized in The Systems.

## 1.1 Current Design

The Systems send a Disposition transaction to CalHEERS via eHIT to communicate that The System processed a DER. The Disposition transaction informs CalHEERS:

1. The MAGI Medi-Cal eligibility in the DER was accepted
   or
   The Non-MAGI Medi-Cal eligibility granted in The Systems Medi-Cal Eligibility Determination/Benefit Calculations (EDBC).
   - This includes the Non-MAGI Medi-Cal referral status, Non-MAGI Medi-Cal primary aid code, the Non-MAGI Medi-Cal eligibility status and begin/end dates.
2. The case and person linkage
3. When appropriate, the CalWORKs (CW) or CalFresh (CF) referral status and CalWORKs or CalFresh eligibility
   - This includes the CW/CF referral status, CW/CF primary aid code, the CW/CF eligibility status and begin/end dates per program type.
4. MAGI Medi-Cal NOA Generation Information
   - This information is deprecated in eHIT and no longer used by CalHEERS because CalSAWS now generates the MAGI NOAs.

The Disposition transaction is not visible in The Systems pages for a user to view, but when CalHEERS acknowledges receipt of the Disposition transaction, The Systems update the corresponding DER status to 'Complete'.

If CalHEERS responds with an error for the Disposition, the Disposition error is not shown to the user.

The current triggers to send a Disposition transaction are as follows:

1. **No EDBC:** The Systems send a Disposition without running EDBC when the DER contains all individuals MAGI Medi-Cal Pending Eligible and the status is updated to 'Reviewed'. An unsolicited DER (DER-U) becomes 'Reviewed' after the User marks the status from 'In Process' to 'Reviewed'. A solicited DER is automatically marked 'Reviewed' when received from CalHEERS because it is based on the EDR sent from The Systems. A Disposition is not sent without running EDBC for a Renewal DER (either Batch or Manual). The purpose for The Systems to send a Disposition without running EDBC is to communicate the case and person linkage to CalHEERS.

**Accepted and Saved EDBC:** The Systems send a Disposition when a DER is used in an Accepted and Saved EDBC. A Read-Only EDBC does not trigger a Disposition. The first time The Systems send a Disposition for a DER with final MAGI Medi-Cal eligibility is when the Accepted and Saved EDBC benefit month matches the DER benefit month. If EDBC is run again for the same benefit month or a later benefit month and the same DER is used, The System will send a new Disposition if the Accepted and Saved EDBC has a change in Medi-Cal Eligibility.

> **Note:** If Medi-Cal EDBC logic determines all individuals meet the criteria for Mega Mandatory or have no potential MAGI, the Medi-Cal EDBC hierarchy does not create a "MAGI" budget. This means a DER, if any exist, is not used in EDBC and The Systems do not send a Disposition on the Accepted and Saved EDBC, even when there is a CalHEERS case link. This may potentially leave Non-MAGI Medi-Cal eligibility out of sync on the CalHEERS portal and keep a person on Covered California programs for which they are not eligible.

When there are multiple DERs for the same EDBC benefit month, EDBC logic uses the latest valid DER received on or before the EDBC benefit month to grant MAGI Medi-Cal eligibility, but the eHIT logic will send a Disposition for each DER when the EDBC is Accepted and Saved. Disposition logic checks the status of the DER used in the EDBC is 'Reviewed' and sends a Disposition for all 'Reviewed' DERs with the same benefit month as the EDBC month.

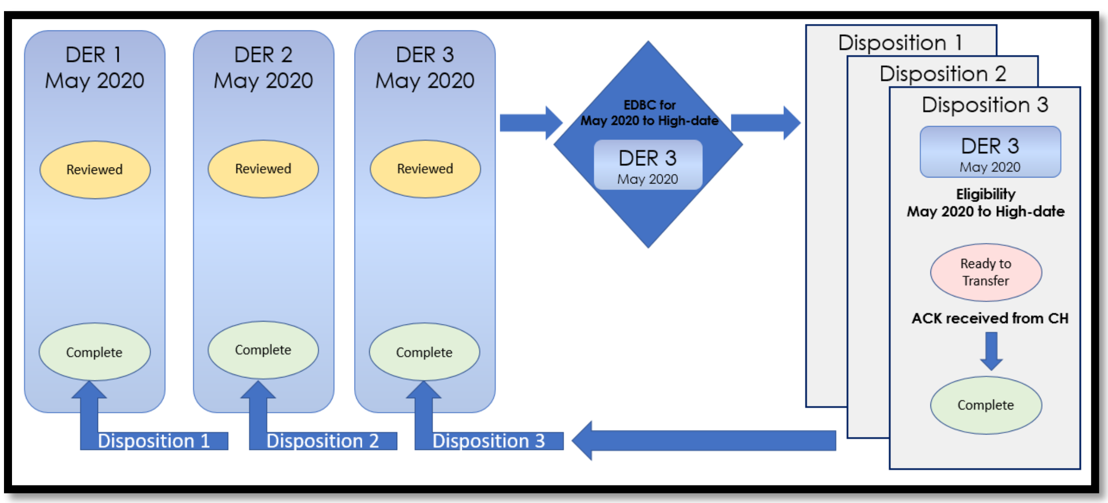



*Figure 1- Current Design: Multiple DERs for one Benefit Month; Multiple Dispositions*

When EDBC is run on a subsequent Benefit month from the DERs received, the logic checks the status of the DER used in the EDBC is 'Reviewed'. The logic does not find a match between the DER benefit month and the EDBC benefit month and therefore does not send a Disposition. The DERs remain in a 'Reviewed' status. See Figure 2.

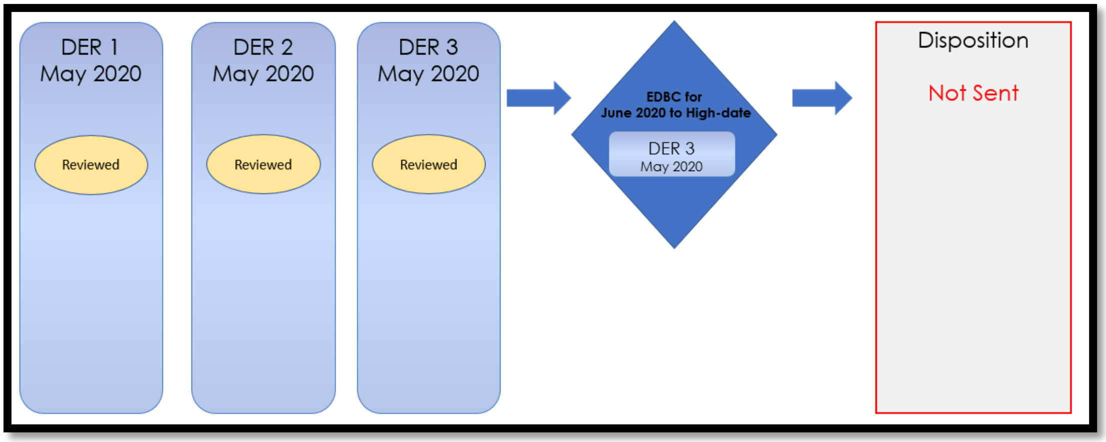



*Figure 2- Current Design: EDBC Benefit Month does not match DER Benefit Month*

When a DER includes a CalWORKs (CW) or CalFresh (CF) referral from CalHEERS, The Systems send a Disposition to communicate CalWORKs or CalFresh eligibility when the CW or CF EDBC is Accepted and Saved. The Systems continue to communicate CW and CF information in a Disposition anytime there are changes to CW or CF.

CalHEERS sends an eligibility determination to The Systems with the expectation that the CalHEERS-determined eligibility is final. The Systems either accept the eligibility determination, evaluate for other Non-MAGI Medi-Cal programs and when necessary, override the eligibility. For Intake and Add-a-Person the eligibility determinations become final in CalHEERS on the first day of the request after 8 p.m. due to the Same Day Remediation functionality.

CalHEERS processes the Non-MAGI Medi-Cal eligibility sent in the Disposition transaction to discontinue Covered CA Programs through a batch process, when appropriate.

The 'Eligibility Workload Inventory' page displays a Covered California icon when a DER is received and not yet actioned by the User. The icon no longer displays when the status is changed to: Complete, Suppressed, Cancelled, Completed Manually, Covered CA Only and Not Needed.

CalHEERS sends multiple copies of an Unsolicited DER when the applicant or beneficiary requests a Non-MAGI Referral to CalWORKs and CalFresh. Each copy of the Unsolicited DER has the same DER ID, data collection and verifications, but the Non-MAGI Referrals differ between the transactions. To the user, this looks like duplicate or triplicate DER transactions on the IAT Summary and/or MAGI Referral Search page. The user has to mark each DER transaction 'Reviewed' to completely process in EDBC. Depending on the order the Non-MAGI Referrals are added to the Unsolicited DER and the order CalHEERS sends the DER transaction, the user could easily miss a Non-MAGI Referral to CalWORKs or CalFresh because the last DER transaction received may not include those Referrals.

Note: CalHEERS states this is per their current design and does not currently have a Change Request to update their system to only send one Unsolicited DER with all Non-MAGI Referrals combined.

## 1.2 Requests

With CalHEERS Change Request 160528, CalHEERS will consume and save the Disposition information into the CalHEERS portal and update the CalHEERS downstream processes. The Systems will expand the information sent in the Disposition transaction to communicate the final eligibility authorized in the Accepted and Saved EDBC. The expanded information in the Disposition includes an Override reason, if applicable, and sending the authorized MAGI Medi-Cal eligibility.

1. Update eHIT to include Override Reasons in the Disposition transaction.
    - Admin Decision/ALJ ruling
    - Program/Regulation Not Implemented
    - CalHEERS/SAWS Defect
2. Map The Systems Medi-Cal EDBC Override reasons to the following three eHIT Override Reasons:
    - Admin Decision/ALJ ruling
    - Program/Regulation Not Implemented
    - CalHEERS/SAWS Defect
3. Map the Medi-Cal Deemed Infant EDBC budget types to eHIT Override Reason 'Program/Regulation Not Implemented'
4. Update Disposition functionality as follows:
    - No longer send a Disposition for DERs not used in the Medi-Cal Accepted and Saved EDBC when there are multiple DERs for the same benefit month.
        - Update the DER status to 'Suppressed' for all additional DERs not used in EDBC for the same benefit month with status 'Reviewed'.
    - Send a Disposition for the DER used in EDBC even when the DER benefit month does not match the Accepted and Saved EDBC benefit month if the DER status is 'Reviewed'.
        - Update the DER status to 'Suppressed' for all additional DERs not used in EDBC for the same benefit month with status 'Reviewed'.
    - Include the MAGI Medi-Cal primary aid code, program status and effective dates
    - Send only one Disposition as a response to the CalFresh referral; CalFresh eligibility change Dispositions are no longer required.
    - Send a Disposition for Non-MAGI Medi-Cal even when there is no DER used in EDBC if there is a CalHEERS case link.

- **Technical Note**: Eligibility change Dispositions for CalWORKs and Medi-Cal will continue to send.

5. Modify eHIT logic to no longer mark a DER with 'Complete' status when a Disposition is sent for CalFresh or CalWORKs.
6. Update The Systems to display Dispositions.
7. Update The Systems to combine the Non-MAGI Referrals into the last DER when multiple DER transactions for the same DER ID is received from CalHEERS. Mark the status of the prior DER transaction(s) with the same DER ID as 'Suppressed'.

## 1.3 Overview of Recommendations

1. Update the 'MAGI Determination Summary' page to display a Disposition section.
2. Update the 'MAGI Referral Detail' page with a button to open the new 'MAGI Disposition List' page to view all Dispositions associated to the DER.
3. Create a new 'MAGI Disposition List' page to display all Dispositions associated to a DER.
4. Create a new 'MAGI Disposition Detail' page to display the Disposition information.
5. Update the 'Person Association List' and 'Person Association Detail' pages to be dynamic and display the information for either a Disposition or an EDR.
6. Create a new 'MAGI Disposition Error Detail' page to display the Disposition Error received from CalHEERS.
7. Update eHIT to include an 'Override Reason' in the Disposition transaction for the Medi-Cal program when appropriate. The eHIT Override Reasons are:
    - Admin Decision/ALJ ruling
    - Program/Regulation Not Implemented
    - CalHEERS/SAWS Defect
8. Map the Medi-Cal EDBC Override reasons to the eHIT Override Reasons.
9. Map the Medi-Cal Deemed Infant EDBC budget type to eHIT Override Reason 'Program/Regulation Not Implemented'.
10. Update the eHIT logic to only send a Disposition for the DER used in the Accepted and Saved EDBC for a benefit month; update all prior DERs for the same EDBC benefit month with latest status 'Reviewed' to 'Suppressed'.
11. Update the eHIT logic to send a Disposition for the DER used in the Accepted and Saved EDBC when the benefit month is a subsequent month from the DER; update all prior DERs for the same EDBC benefit month with latest status 'Reviewed' to 'Suppressed'. Update eHIT logic to send a Disposition when the "MAGI" budget is not in the Accepted and Saved Medi-Cal EDBC if there is a CalHEERS case link.
12. Update the Disposition transaction to send the MAGI Medi-Cal primary aid code, program status and effective dates.
13. Update the eHIT logic to only send a CalFresh Disposition once as a response to the CalFresh referral.
14. Modify eHIT logic to not mark a DER with 'Complete' status when a Disposition is for CalFresh or CalWORKs.
15. Update eHIT logic to combine all Non-MAGI Referrals into the last DER transaction when multiple DER transactions are received with the same DER ID.

## 1.4 Assumptions

1. The CalHEERS Same Day Remediation functionality is not changing; CalHEERS will finalize eligibility and trigger downstream processes at 8 p.m.
2. There will be no one-time data change to update the status of existing DERs based on new Disposition logic.
3. Dispositions without a status will not display in the Disposition pages.
4. A Manual EDBC does not trigger a Disposition because it is not linked to a DER. This functionality will remain unchanged.
5. For page updates and new pages that display the standard name format, if the Date of Birth and/or Gender is not stored in the system, it will not display as part of the standard name format. If Gender is available, Gender will display per current system functionality as follows:
    - 'M' for Male or Transgender: Male to Female
    - 'F' for Female or Transgender: Female to Male
6. Page changes from CA-217839 (DDID 1991 - Display CalSAWS name throughout the system), planned for Release 21.01, are incorporated into the 'MAGI Referral Detail', 'Person Association List', 'Person Association Detail' pages. This design document assumes CA-217839 is implemented prior to this SCR.
7. Cash-based Medi-Cal received in Foster Care, Kin-GAP, AAP, RCA and SSI programs are not communicated to CalHEERS in a Disposition. Admin Verification of MEDS-Minimal Essential Coverage = 'Yes' is sent in an EDR to CalHEERS to communicate the individual has cash-based Medi-Cal coverage in these programs.
8. The System functionality for determining which DER is used in EDBC is not changing with this SCR.
9. The NOA Generation Information is sent in the Disposition but is not displayed as the information is not used. It will be removed from the Disposition in another SCR once CalHEERS removes it from the schema.
10. Fields not mentioned in the Description of Changes sections, will not be updated.

# 2 RECOMMENDATIONS

## 2.1 MAGI Determination Summary Page

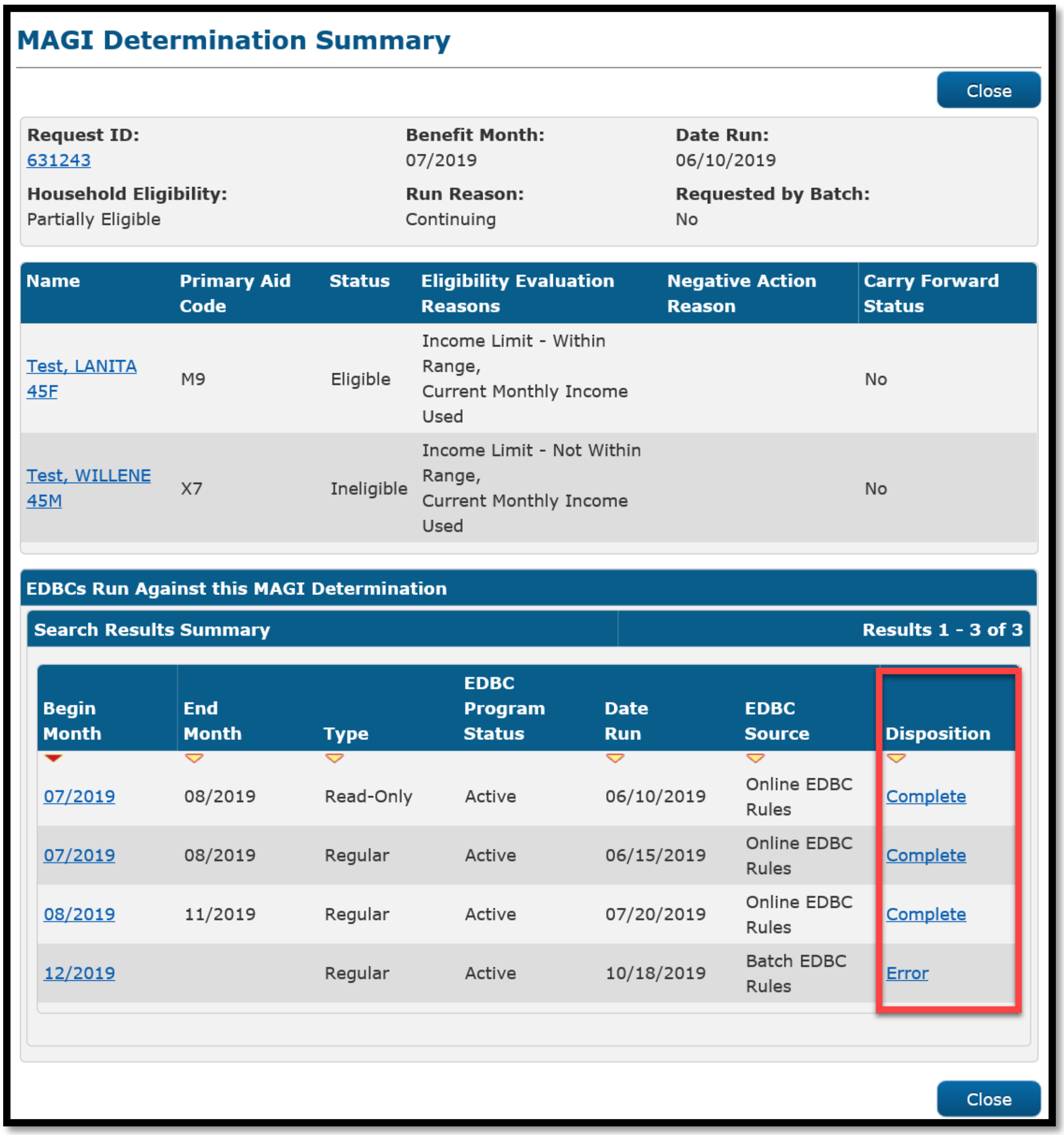
### 2.1.1 Overview

The 'MAGI Determination Summary' page displays information for a MAGI Determination. The page allows the User to review the primary aid code and status of MAGI Medi-Cal eligibility for every individual on the DER.

The page displays the details of all Medi-Cal EDBCs run against the specific MAGI Determination. If an EDBC is listed, the User can click on the 'Begin Month' hyperlink to review the 'Medi-Cal EDBC Summary'.

The 'MAGI Determination Summary' page will now have a 'Disposition' column in the 'EDBCs Run Against this MAGI Determination' section for the User to view the Disposition sent to CalHEERS from each Medi-Cal EDBC.

### 2.1.2 MAGI Determination Summary Mockup



**MAGI Determination Summary**

Close

| Request ID: | Benefit Month: | Date Run: |
|---|---|---|
| 631243 | 07/2019 | 06/10/2019 |
| **Household Eligibility:** | **Run Reason:** | **Requested by Batch:** |
| Partially Eligible | Continuing | No |

| Name | Primary Aid Code | Status | Eligibility Evaluation Reasons | Negative Action Reason | Carry Forward Status |
|---|---|---|---|---|---|
| Test, LANITA 45F | M9 | Eligible | Income Limit - Within Range, Current Monthly Income Used | | No |
| Test, WILLENE 45M | X7 | Ineligible | Income Limit - Not Within Range, Current Monthly Income Used | | No |

**EDBCs Run Against this MAGI Determination**

**Search Results Summary** — **Results 1 - 3 of 3**

| Begin Month | End Month | Type | EDBC Program Status | Date Run | EDBC Source | Disposition |
|---|---|---|---|---|---|---|
| 07/2019 | 08/2019 | Read-Only | Active | 06/10/2019 | Online EDBC Rules | Complete |
| 07/2019 | 08/2019 | Regular | Active | 06/15/2019 | Online EDBC Rules | Complete |
| 08/2019 | 11/2019 | Regular | Active | 07/20/2019 | Online EDBC Rules | Complete |
| 12/2019 | | Regular | Active | 10/18/2019 | Batch EDBC Rules | Error |

Close

**Figure 2.1.1 –** 'MAGI Determination Summary' page with 'Disposition' column

### 2.1.3 Description of Changes

1. Add a "Disposition" column to the 'EDBCs Run Against this MAGI Determination' section.

| Field Label | Description |
| --- | --- |
| Disposition | Displays the latest status of the Disposition as a hyperlink.<br><br>Disposition status options are:<br>• Ready for Transfer<br>• Complete<br>• Error<br>If a Disposition transaction was not sent for that EDBC, the Disposition value is blank.<br><br>'Ready for Transfer' and 'Complete' Disposition status hyperlink opens the 'MAGI Disposition Detail' page.<br><br>'Error' status hyperlink opens the 'MAGI Disposition Error Detail' page. |

### 2.1.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** MAGI Eligibility→Determination hyperlink

### 2.1.5 Security Updates

1. This page utilizes current MAGIDeterminationView rights in the MAGI View Security Group. The new 'Disposition hyperlink navigates to 'MAGI Disposition Detail' page and has the same rights.

### 2.1.6 Page Mapping

Update page mapping for the new column.

### 2.1.7 Page Usage/Data Volume Impacts

No projected usage impacts.

## 2.2 MAGI Referral Detail Page

### 2.2.1 Overview

The 'MAGI Referral Detail' page displays the case and eligibility information provided by CalHEERS on the DER. The page also displays status of the DER once the data is transferred to The Systems and when the DER is used in the Accepted and Saved EDBC.

The 'MAGI Referral Detail' page will now have a Disposition button for the User to view a list of Dispositions associated with a specified DER.

### 2.2.2 MAGI Referral Detail Page Mockup

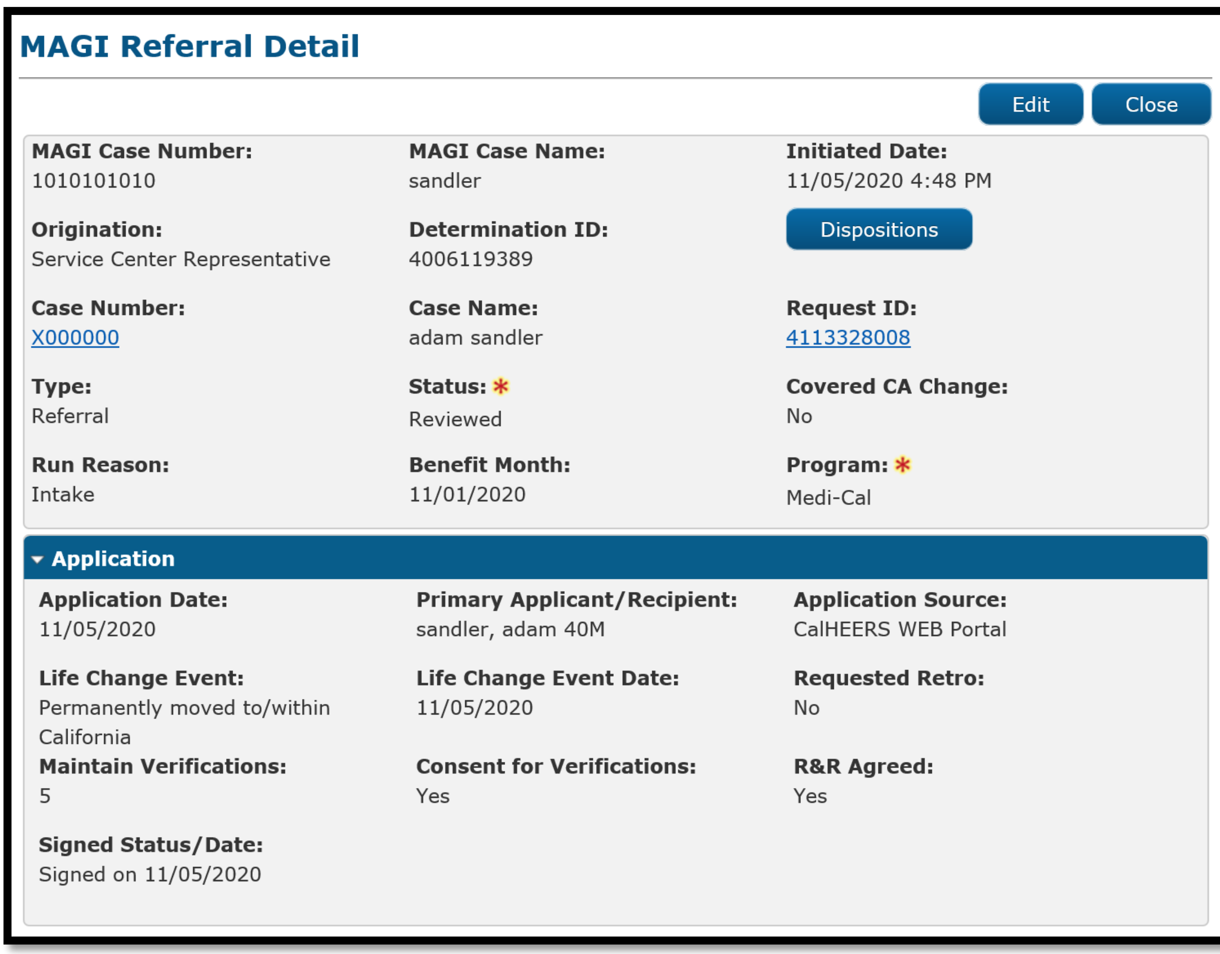



**Figure 2.2.1 –** 'MAGI Referral Detail' page with 'Dispositions' button

### 2.2.3 Description of Changes

1. Add 'Determination ID' field that displays the Determination ID to the right of 'Origination' field. Note: There are differences between C-IV and CalSAWS for the placement of the 'Origination' field. There are no changes to the C-IV placement. C-IV will inherit the CalSAWS display upon migration.
2. Add a button next to the 'Determination ID' field named, "Dispositions"
    a. Clicking the 'Dispositions' button takes the User to the new 'MAGI Disposition List' page.
    b. The button displays if there is a Disposition associated to the DER.

### 2.2.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** MAGI→'Initiated Date' hyperlink

### 2.2.5 Security Updates

This page utilizes current MAGIReferralView rights in the 'MAGI View' Security Group. The new 'Dispositions' button navigates to 'MAGI Disposition List' page and has the same rights.

### 2.2.6 Page Mapping

Update page mapping for the new field.

### 2.2.7 Page Usage/Data Volume Impacts

No projected usage or data volume impacts.

## 2.3 MAGI Disposition List Page

### 2.3.1 Overview

The 'MAGI Disposition List' page displays a list of Dispositions associated to a DER. This list includes Medi-Cal, CalWORKs and CalFresh program Dispositions. This page is read-only and does not have edit capabilities.

### 2.3.2 MAGI Disposition List Page Mockup

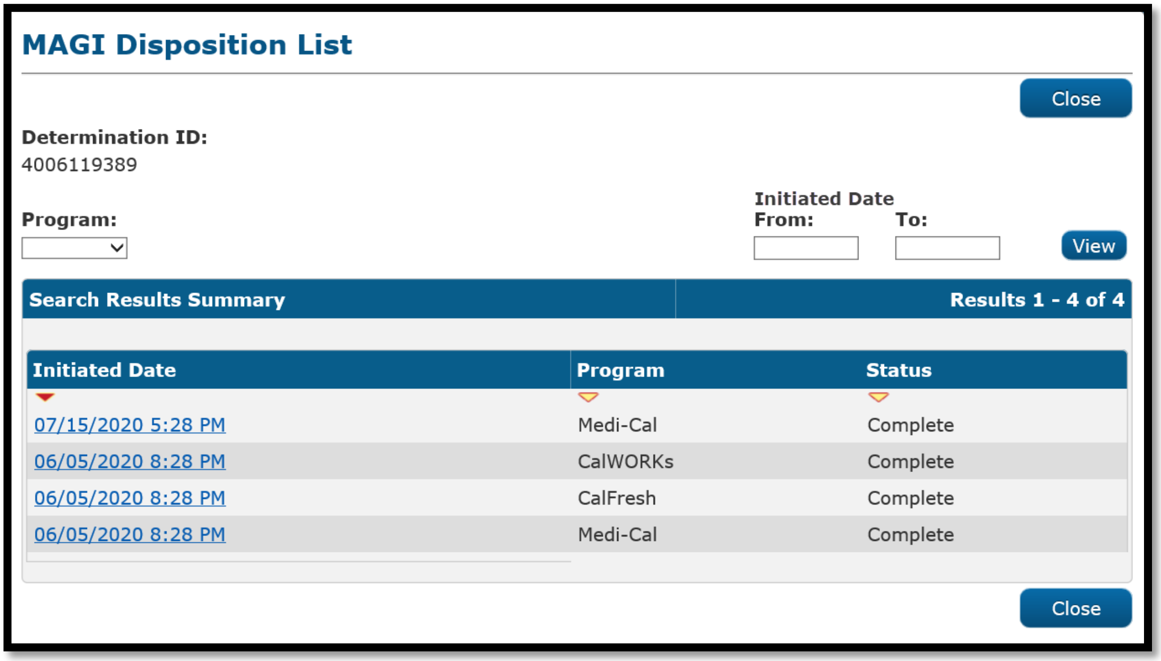



**Figure 2.3.1 –** 'MAGI Disposition List' page

### 2.3.3 Description of Changes

1. Create a new, view-only page named, 'MAGI Disposition List'. Format page similar to 'MAGI Referral Search' page with shaded sections and pagination standards.
2. On page load, the page loads the latest Dispositions sent for this DER where the newest displays first. The User can filter to view all Dispositions, or filter by 'Program', or by the date the Disposition was sent.
3. Add unnamed section with the following:

| Field Label | Description |
|---|---|
| Determination ID | Displays the DER ID linked to the Disposition. |

4. Add an unnamed filter section with the following:

| Field Label | Description |
|---|---|
| Program | A drop-down menu with the following values:<br>• <blank><br>• CalFresh<br>• CalWORKs<br>• Medi-Cal |

| | |
|---|---|
| | The field defaults to <blank> on page load. |
| Initiated Date From: | A date field and button.<br>Date Field to enter date in format: MM/DD/YYYY<br>Button is Date picker<br>The field defaults to <blank> on page load. |
| To: | A date field and button.<br>Date Field to enter date in format: MM/DD/YYYY<br>Button is Date picker<br>The field defaults to <blank> on page load. |

5. Add a section named 'Search Results Summary' that includes standard pagination. The search results default sort by 'Initiated Date' in descending order.
    a. Add the search results section with the following columns:

| Column Label | Description |
|---|---|
| Initiated Date | This column is sortable.<br>This represents the date the Disposition was sent. The Hyperlink will take the User to the 'MAGI Disposition Detail' page. |
| Program | This column is sortable.<br>Name of Program for the Disposition |
| Status | This column is sortable.<br><br>The value displays the latest status of the Disposition.<br><br>Disposition Status options are:<br>• Ready for Transfer<br>• Complete<br>• Error |

6. Button

| Field Label | Description |
|---|---|
| Close | The 'Close' Button closes the page and navigates to the prior page. |

7. Add the standard Application for Monitoring Performance (AMP) bar to the bottom of the page.

### 2.3.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** MAGI→'Initiated Date' hyperlink→Disposition button

### 2.3.5 Security Updates

This page will have the same rights as the 'MAGI Referral Detail' page.

### 2.3.6 Page Mapping

Create Page Mapping for the new page.

### 2.3.7 Page Usage/Data Volume Impacts

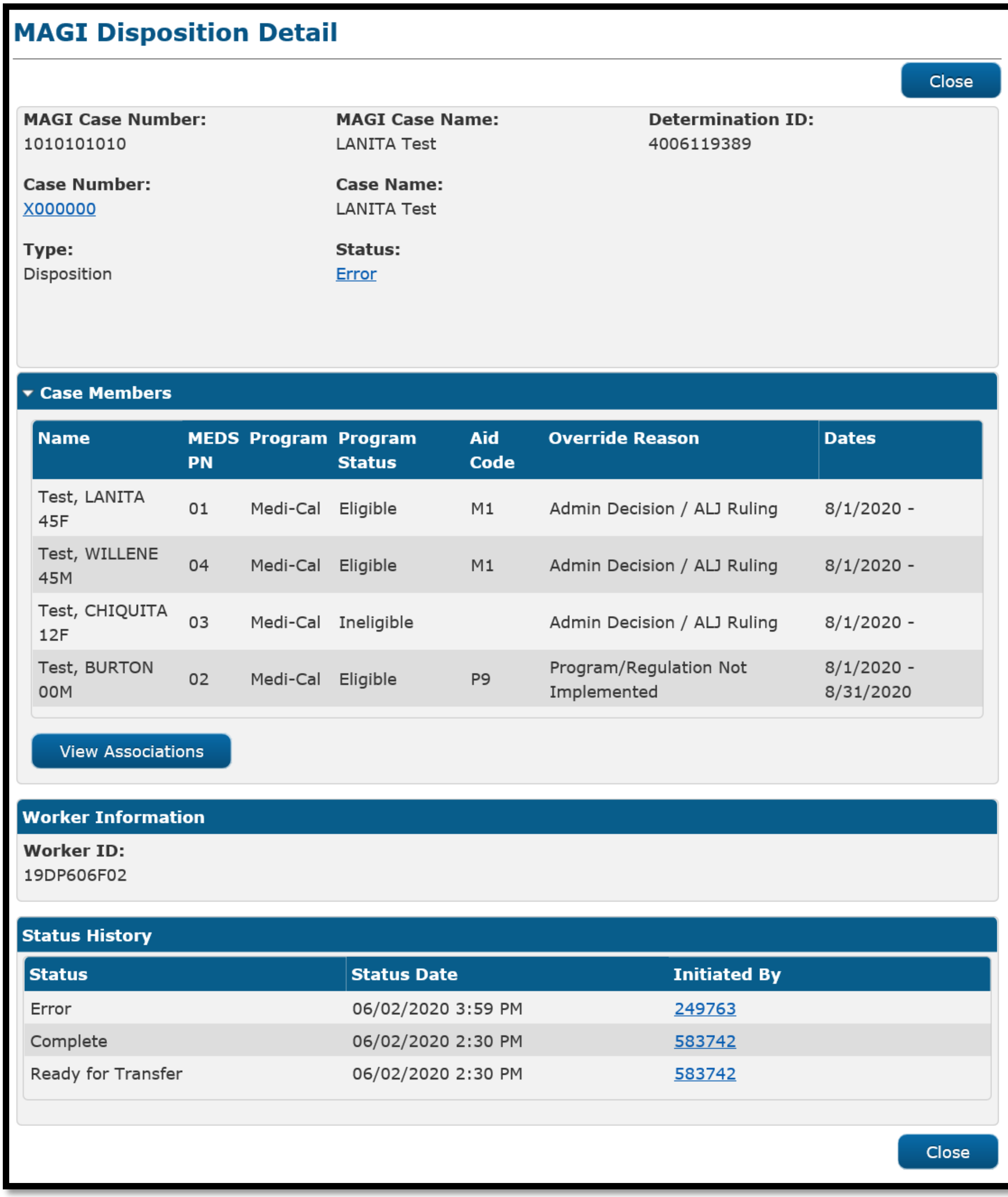
No projected usage or data volume impacts.

## 2.4 MAGI Disposition Detail Page

### 2.4.1 Overview

The 'MAGI Disposition Detail' page displays the information sent in the Disposition transaction to CalHEERS. This page displays case information, program person eligibility details and the status of the Disposition.

### 2.4.2 MAGI Disposition Detail Page Mockup



## MAGI Disposition Detail

Close

**MAGI Case Number:** 1010101010

**MAGI Case Name:** LANITA Test

**Determination ID:** 4006119389

**Case Number:** X000000

**Case Name:** LANITA Test

**Type:** Disposition

**Status:** Error

**Case Members**

| Name | MEDS PN | Program | Program Status | Aid Code | Override Reason | Dates |
|---|---|---|---|---|---|---|
| Test, LANITA 45F | 01 | Medi-Cal | Eligible | M1 | Admin Decision / ALJ Ruling | 8/1/2020 - |
| Test, WILLENE 45M | 04 | Medi-Cal | Eligible | M1 | Admin Decision / ALJ Ruling | 8/1/2020 - |
| Test, CHIQUITA 12F | 03 | Medi-Cal | Ineligible | | Admin Decision / ALJ Ruling | 8/1/2020 - |
| Test, BURTON 00M | 02 | Medi-Cal | Eligible | P9 | Program/Regulation Not Implemented | 8/1/2020 - 8/31/2020 |

View Associations

**Worker Information**

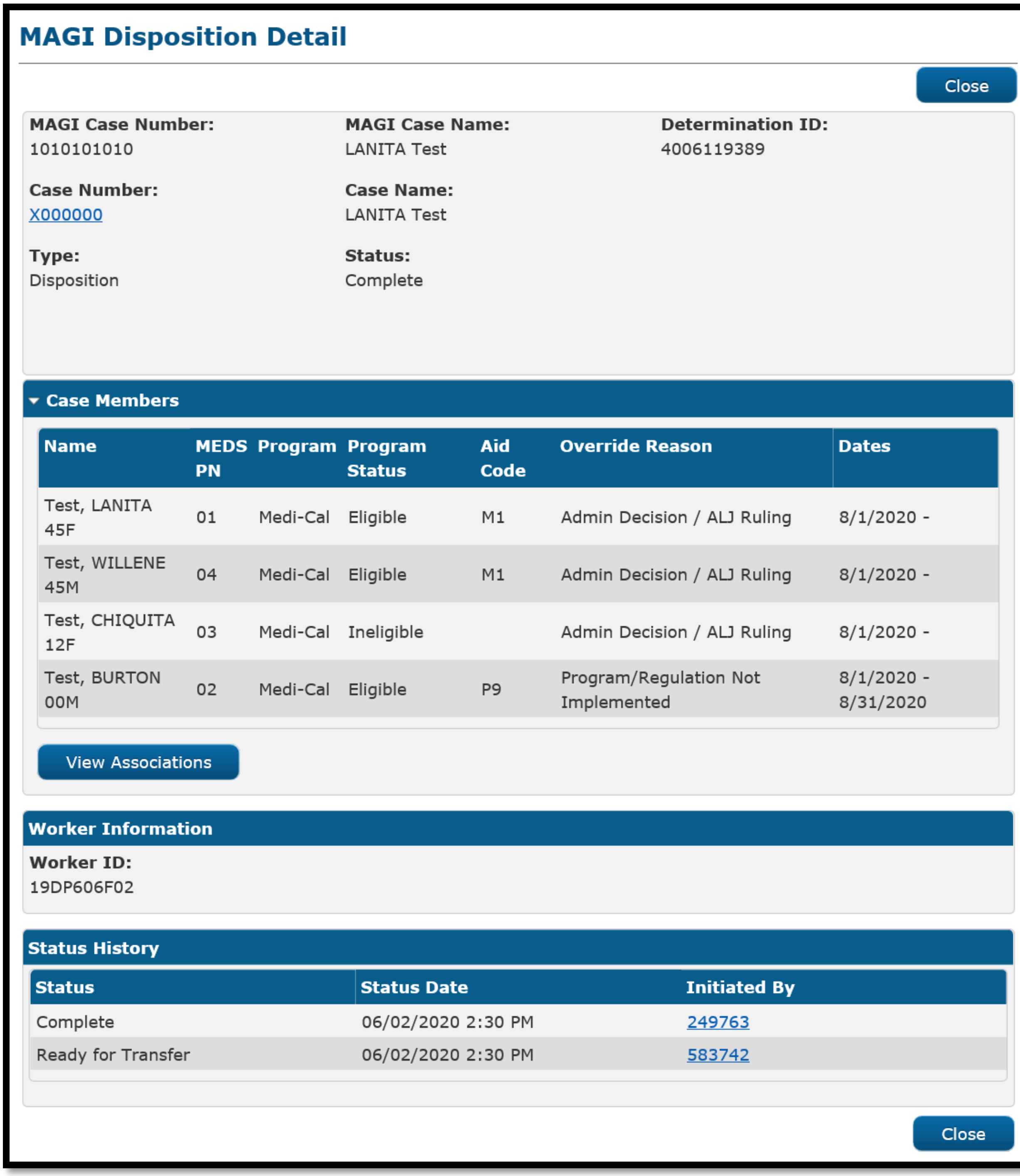
**Worker ID:** 19DP606F02

**Status History**

| Status | Status Date | Initiated By |
|---|---|---|
| Error | 06/02/2020 3:59 PM | 249763 |
| Complete | 06/02/2020 2:30 PM | 583742 |
| Ready for Transfer | 06/02/2020 2:30 PM | 583742 |

Close

**Figure 2.4.1 –** 'MAGI Disposition Detail' page with 'Error' status



## MAGI Disposition Detail

Close

**MAGI Case Number:** 1010101010
**MAGI Case Name:** LANITA Test
**Determination ID:** 4006119389

**Case Number:** X000000
**Case Name:** LANITA Test

**Type:** Disposition
**Status:** Complete

**Case Members**

| Name | MEDS PN | Program | Program Status | Aid Code | Override Reason | Dates |
|---|---|---|---|---|---|---|
| Test, LANITA 45F | 01 | Medi-Cal | Eligible | M1 | Admin Decision / ALJ Ruling | 8/1/2020 - |
| Test, WILLENE 45M | 04 | Medi-Cal | Eligible | M1 | Admin Decision / ALJ Ruling | 8/1/2020 - |
| Test, CHIQUITA 12F | 03 | Medi-Cal | Ineligible | | Admin Decision / ALJ Ruling | 8/1/2020 - |
| Test, BURTON 00M | 02 | Medi-Cal | Eligible | P9 | Program/Regulation Not Implemented | 8/1/2020 - 8/31/2020 |

View Associations

**Worker Information**

**Worker ID:** 19DP606F02

**Status History**

| Status | Status Date | Initiated By |
|---|---|---|
| Complete | 06/02/2020 2:30 PM | 249763 |
| Ready for Transfer | 06/02/2020 2:30 PM | 583742 |

Close

**Figure 2.4.2 –** ‘MAGI Disposition Detail’ page with ’Complete’ status

### 2.4.3 Description of Changes

1. Create a new, view-only page named, 'MAGI Disposition Detail'
2. The header section will have the following fields:

| Field Label | Description |
|---|---|
| MAGI Case Number | Displays the CalHEERS Case Number. |
| MAGI Case Name | Displays the CalHEERS Case Name as provided by CalHEERS |
| Determination ID | Displays the DER ID linked to the Disposition. CH_Transact_Info.Det_Resp_Num_Identif |
| Case Number | Displays the System Case Number. The hyperlink opens the 'Case Summary' page for the Case Number. |
| Case Name | Displays the System Case Name. |
| Type | Displays the type of Transaction |
| Status | Displays the latest status for the Disposition. When the Status is 'Error', the status 'Error' is a hyperlink and opens the 'MAGI Disposition Error Detail' page. |

3. The 'Case Members' section will have the following fields:

| Field Label | Description |
|---|---|
| Name | Displays the Applicant/Recipient's Name<br><br>Displays in standard name format: "Last Name, First Name Age Gender" |
| MEDS PN | Displays the MEDS Person Number |
| Program | Displays the Program Name<br><br>Program Name options are:<br>• CalFresh<br>• CalWORKs<br>• Medi-Cal |
| Program Status | Displays the Program Status<br><br>Program Status options are:<br>• Eligible<br>• Ineligible<br>• Discontinue |
| Aid Code | Displays the Aid code granted in the EDBC |

| | |
|---|---|
| Override Reason | Displays the Override Reason, if appropriate |
| Dates | Displays the Effective Dates of Eligibility |

4. Display the 'View Associations' button within the Case Members section.

| Button Label | |
|---|---|
| View Associations | Clicking the 'View Associations' button opens the 'Person Association List' page. |

5. The 'Worker Information' section will have the following fields:

| Field Label | Description |
|---|---|
| Worker ID | Displays the Worker ID assigned to the Medi-Cal program at the time the Disposition is created. |

6. The 'Status History' section will have the following fields:

| Field Label | Description |
|---|---|
| Status | Displays each Disposition Status sorted in descending order with the newest status on top.<br><br>Disposition Status options are:<br>• Ready for Transfer<br>• Complete<br>• Error |
| Status Date | Displays the date the status change occurred. |
| Initiated By | Displays the Staff ID who initiated the status change.<br>The hyperlink takes User to the 'Staff Detail' page. |

7. Button

| Field Label | Description |
|---|---|
| Close | The 'Close' Button closes the page and navigates to the prior page. |

8. Add the standard AMP bar to the bottom of the page.

**Technical Note**: Current implementation of Program Status is reflecting the Systems Program/Person Status instead of CalHEERS Program Status. Options are Active, Denied, Discontinued and Ineligible. See mapping below:

| **Latest DER Status** | **CalSAWS/C-IV Program/Person Status equivalent** | **Disposition Person Program Status** |
|---|---|---|
| MAGI Eligible | Medi-Cal Active | Medi-Cal Eligible |
| MAGI Conditionally Eligible | Medi-Cal Active | Medi-Cal Eligible |
| MAGI Discontinued | Medi-Cal Discontinued | Medi-Cal Discontinued |
| MAGI Ineligible | Medi-Cal Denied | Medi-Cal Ineligible |
| Any | Medi-Cal Ineligible | Medi-Cal Eligible |
| | | |
| Non-MAGI Potentially Eligible | The CalSAWS/C-IV Program person status depends on Non-MAGI eligibility and has the same options as above | Follows the above |

CA-223676 will address the update to map the display to the CalHEERS Program Status sent in the Disposition in a future release.

### 2.4.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** MAGI→'Initiated Date' hyperlink→Disposition button→'Initiated Date' hyperlink
  **Or**
- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** MAGI Eligibility→'Determination' hyperlink→Disposition Status hyperlink

### 2.4.5 Security Updates

1. This page will have the same rights as the 'MAGI Referral Detail' and 'MAGI Determination Detail' pages.

### 2.4.6 Page Mapping

Create Page Mapping for the new page.

### 2.4.7 Page Usage/Data Volume Impacts

No projected usage impacts.

## 2.5 Person Association List Page

### 2.5.1 Overview

The 'Person Association List' page displays the case members included in the Disposition or EDR transaction. The page displays the linkage of The Systems person to the CalHEERS person.

### 2.5.2 Person Association List Page Mockup

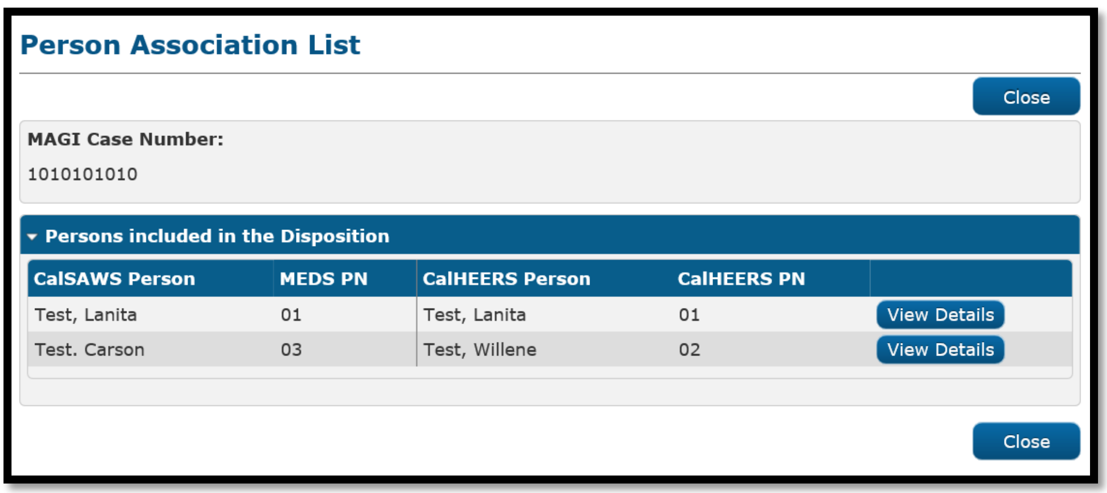



**Figure 2.5.1 –** 'Person Association List' page

### 2.5.3 Description of Changes

1. Update the 'Person Association List' page to be a dynamic page that displays the person association from either an EDR or a Disposition.
2. Update the section name label dynamically based on the type of transaction.
    a. The section label reads, "Persons included in the Request" when the information is from an EDR transaction.
    b. The section label reads, "Persons included in the Disposition" when the information is from a Disposition transaction.
3. Update 'CalSAWS Person' (or 'C-IV Person') to display the name of the person as follows:

a. If the information is from a pending EDR transaction or Disposition, display the information from the Individual Demographics page.

> **Note**: The Disposition transaction only includes Person Numbers and does not include an Individual's Name, DOB or CIN. The System does not store an effective-dated history of changes to an individual's name, DOB or CIN; therefore, if an individual's Name, DOB or CIN changed after a Disposition is sent, the *current* information in Individual Demographics will display on the 'CalSAWS Person' (or 'C-IV Person') side.

b. If the information is from an EDR transaction already sent, display the information sent in the EDR.

4. Update the row that displays the CalHEERS person information to display the CalHEERS person information as follows:
   a. If the information is from an ~~pending~~ EDR transaction, display the person information from the latest-DER or ICT received prior to the EDR (if any).
   ~~b. If the information is from an EDR transaction already sent, display the person information from the latest DER received prior to the EDR sent date.~~
   c. If the information is from a Disposition transaction, display the person information from the DER associated to the Disposition.

### 2.5.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** MAGI→'Initiated Date' hyperlink→Disposition button→'Initiated Date' hyperlink→MAGI Disposition Detail→Person Associations button
  **Or**
- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** MAGI Eligibility→'Determination' hyperlink→Disposition Status hyperlink→MAGI Disposition Detail→Person Associations button

### 2.5.5 Security Updates

No changes.

### 2.5.6 Page Mapping

No changes.

### 2.5.7 Page Usage/Data Volume Impacts

No projected usage or data volume impacts.

## 2.6 Person Association Detail Page

### 2.6.1 Overview

The ‘Person Association Detail’ page displays the details for each linked person on the EDR or Disposition transaction. The Systems person details are based on the information in Individual Demographics or on the EDR and the CalHEERS person details are from the latest DER.

### 2.6.2 Person Association Detail Page Mockup

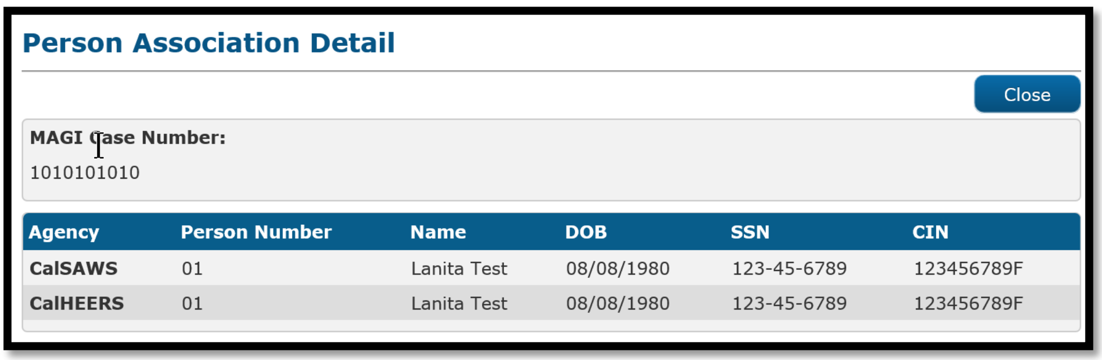



**Figure 2.6.1 –Person Association Detail page – Mockup**

### 2.6.3 Description of Changes

1. Update the ‘Person Association Detail’ page to be a dynamic page that displays the person association from both an EDR and a Disposition transaction.
2. Update the row that displays The System person information (CalSAWS or C-IV) to display the person information as follows:
    a. If the information is from a pending EDR transaction or Disposition, display the information from the Individual Demographics page.

        **Note**: The Disposition transaction only includes Person Numbers and does not include an Individual’s Name, DOB or CIN in The System. The System does not store an effective-dated history of changes to an individual’s name, MEDS PN, DOB or CIN; therefore, if an individual’s Name, MEDS PN, DOB or CIN changed after a Disposition is sent, the *current* information in Individual Demographics based on the current MEDS PN will display on the ‘CalSAWS Person’ (or ‘C-IV Person’) side.

   b. If the information is from an EDR transaction already sent, display the information sent in the EDR.
3. Update the row that displays the CalHEERS person information to display the CalHEERS person information as follows:
   a. If the information is from an ~~pending~~ EDR transaction, display the person information from the latest DER or ICT received prior to the EDR (if any).
   ~~b. If the information is from an EDR transaction already sent, display the person information from the latest DER received prior to the EDR sent date.~~
   c. If the information is from a Disposition transaction, display the person information from the DER associated to the Disposition.

### 2.6.4 Page Location

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** MAGI→'Initiated Date' hyperlink→Disposition button→'Initiated Date' hyperlink→MAGI Disposition Detail→Person Associations button→'View Details' button
  **Or**
- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** MAGI Eligibility→'Determination' hyperlink→Disposition Status hyperlink→MAGI Disposition Detail→Person Associations button→'View Details' button

### 2.6.5 Security Updates

No changes.

### 2.6.6 Page Mapping

No changes.

### 2.6.7 Page Usage/Data Volume Impacts

No projected usage impacts.

## 2.7 MAGI Disposition Error Detail Page

### 2.7.1 Overview

The 'MAGI Disposition Error Detail' page displays the error information received from CalHEERS on a Disposition. This page is read-only and does not have edit capabilities.

### 2.7.2 MAGI Disposition Error Detail Mockup

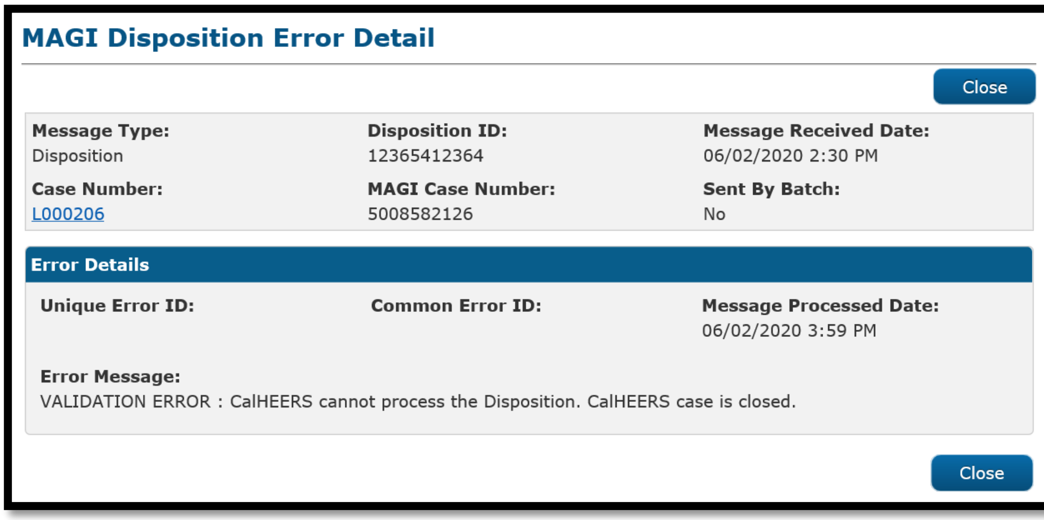



**Figure 2.7.1 –** 'MAGI Disposition Error Detail' page

### 2.7.3 Description of Changes

1. Update the 'MAGI Request Error Detail' page to be a dynamic page that will display errors received as Logging transactions (Business Validations) from CalHEERS for both EDRs and Dispositions.
    a. Update the page name to read, 'MAGI Request Error Detail' when the error is associated to an EDR.
    b. Update the page name to read, 'MAGI Disposition Error Detail' when the error is associated to a Disposition.
2. Update the header section to have the following dynamic fields depending on the Message Type:

| Field Label | Description |
|---|---|
| Message Type | A display of the type of message.<br>• Display 'Determination Request' when the error is associated to an EDR transaction. |

| | |
|---|---|
| | • Display "Disposition" when the error is associated to a Disposition transaction. |
| Disposition ID | A dynamic display of the Disposition ID number if the error is associated to a Disposition transaction. This field is hidden if the error is associated to an EDR transaction. |
| Request ID | A dynamic display of the Request ID number if the error is associated to an EDR transaction. The hyperlink will open the MAGI Request Detail page for the Request ID.<br><br>Note: This is the current label on the 'MAGI Request Error Detail' page. This field is hidden if the error is associated to a Disposition transaction. |

**Note**: The remaining field labels in the header and 'Error Details' sections are unchanged. The values display based on the error transaction received from CalHEERS.

### 2.7.4 Page Location

- **Local:** e-Tools
- **Task:** MAGI→'Initiated Date' hyperlink→Disposition button→'Initiated Date' hyperlink→'Error' status hyperlink
  **Or**
- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** MAGI Eligibility→'Determination' hyperlink→Disposition Status hyperlink→'Error' status hyperlink

### 2.7.5 Security Updates

No changes.

### 2.7.6 Page Mapping

Update page mapping for the new field.

### 2.7.7 Page Usage/Data Volume Impacts

No projected usage or data volume impacts.

## 2.8 eHIT

### 2.8.1 Overview

eHIT logic will now include an 'Override Reason' in the Disposition transaction for the Medi-Cal program when appropriate. The eHIT Override Reasons are: Administrative Decision/ALJ ruling, CalHEERS/SAWS Defect, and Policy Not Implemented. Deemed Infant EDBC budget types will map to eHIT Override Reason 'Program/Policy Not Implemented'.

The eHIT logic will only send a Disposition for the DER used in the Accepted and Saved EDBC for a benefit month and all prior DERs for the same EDBC benefit month with latest status 'Reviewed' will update to 'Suppressed'. The Disposition transaction will now send the MAGI Medi-Cal primary aid code, program status and effective dates in addition to the current logic which sends this for Non-MAGI Medi-Cal, CalWORKs and CalFresh. The eHIT logic will now send a Disposition for Mega Mandatory or no potential MAGI Medi-Cal EDBCs if there is a CalHEERS case link.

The eHIT logic will only send a CalFresh Disposition once as a response to the CalFresh referral and a DER will not be marked with 'Complete' status when a Disposition is for CalFresh or CalWORKs.

The eHIT logic will combine CalFresh, CalWORKs and Full Medi-Cal Hierarchy referrals received in multiple DER transactions with the same DER ID into the last DER transaction with the same DER ID and then mark the prior DER transaction(s) status as 'Suppressed'.

**Note**: The Technical changes for eHIT Schema updates are documented in SCRs CA-217624 | CIV-107530 (CalHEERS eHIT: Update Interface Schema to version 17) in the same release as this SCR.

### 2.8.2 Description of Change

1. Update eHIT Disposition logic to always include the ProgramReferralDetails node for each individual when sending a Disposition for an Accepted and Saved Regular EDBC. Exception: if an individual is Active FRI for 'MAGI Determination Pending', do not include the ProgramReferralDetails for that individual. (This keeps the person MAGI Pending on CalHEERS Portal.)

The ProgramReferralDetails node includes the following elements:

a. Referral Program Type Code: (Required)
    - CalWORKs (CW)
    - CalFresh (FS)
    - Medi-Cal (MC) –includes Non-MAGI and MAGI Medi-Cal
b. Referral Status Code:
    - Processed (PR)
c. Referral Status Date: Date the EDBC was Accepted and Saved.
d. Aid Code: Primary Aid Code if Active MEM or MMO If the individual is active on more than one aid code, send the primary aid code. If the individual is on more than one aid code and there is no primary aid code, send status IE without an aid code. (This is for the rare case of them having only a secondary and special segment aid code.)
e. Program Status Code:
    - Eligible (EL) – used to communicate Active MEM on Medi-Cal, CalWORKs and CalFresh. Also includes Active MMO in CalWORKs.
    - Ineligible (IE) – used to communicate Denial in Medi-Cal, CalWORKs or CalFresh.
    - Discontinued (DS)
f. SAWS Override Reason Code per individual:

| eHIT Code | Description |
|---|---|
| ALJ | Admin Decision / ALJ Ruling |
| DEF | CalHEERS / SAWS Defect |
| PNI | Program/Regulation Not Implemented |

See 2.8.2.4 for population logic

g. Program Period Range - Begin Date: Benefit month of the EDBC. For infants born in the EDBC month, use the infant’s DOB.
h. Program Period Range - End Date: End date of the eligibility. Use eHIT high-date for high-dated EDBCs. Populate with last day of benefit month if the EDBC is a one-month EDBC.

**Note**: Only one ‘Program Referral Details’ node is sent per person, per Disposition; a separate Disposition is sent for each ‘Referral Program Type Code’ when Regular EDBC is Accepted and Saved for more than one program type at the same time.

**For example**: A Medi-Cal and CalWORKs EDBC is Accepted and Saved for a case, the System would send two Disposition transactions; one Disposition for all Medi-Cal eligibility and one Disposition for all CalWORKs eligibility.

**Technical Note:** The eHIT logic that determines if an Accepted and Saved ~~Medi-Cal or~~ CalWORKs EDBC triggers a Disposition is not changing. The eHIT logic that sends multiple Dispositions for the same single EDBC is updated with 2.8.2.5. The eHIT logic that sends CalFresh Dispositions is updated with 2.8.2.2. The eHIT logic that determines if an Accepted and Saved Medi-Cal EDBC without a "MAGI" budget will trigger a disposition is updated with 2.8.2.8.

2. Update eHIT logic to send a Disposition for the CalFresh program when the first CalFresh Regular EDBC is Accepted and Saved after receiving a DER with a Referral for CalFresh. This will communicate to CalHEERS that the CalFresh Referral was processed and include the CalFresh eligibility. Further changes to CalFresh will no longer be communicated to CalHEERS via a Disposition unless a new Referral is received from CalHEERS for CalFresh.

3. Update eHIT logic to no longer update the status of the DER from 'Reviewed' to 'Complete' based on a Disposition for the CalFresh or CalWORKs programs; the DER status will only change based on the Disposition for the Medi-Cal program.

4. Update eHIT logic to send a SAWS Override Reason Code for the appropriate individual in the EDBC when a User overrides the Medi-Cal EDBC based on the following mappings:

| EDBC Override Reason Code (CT325) | eHIT SAWS Override Reason Code |
|---|---|
| Administrative Decision | Admin Decision / ALJ Ruling |
| Aid Paid Pending | Admin Decision / ALJ Ruling |
| CalWORKs Family Reunification | Program/Regulation Not Implemented |
| CF Student-Child Care Exception Erroneous Calculation | CalHEERS/SAWS Defect |
| COVID-19 | Program/Regulation Not Implemented |
| CW POI - 1 Month Suspense | Program/Regulation Not Implemented |
| Erroneous Calculation | CalHEERS/SAWS Defect |
| Hearing Decision | Admin Decision / ALJ Ruling |
| Hunt v. Kizer | Program/Regulation Not Implemented |
| Incorrect Configuration | CalHEERS/SAWS Defect |
| ISM Adjustment | Program/Regulation Not Implemented |
| LTC Allocation | Program/Regulation Not Implemented |
| Manual EDBC Program | Program/Regulation Not Implemented |

| EDBC Override Reason Code (CT325) | eHIT SAWS Override Reason Code |
|---|---|
| MC POI - Sneede Member/MBU | Program/Regulation Not Implemented |
| Month prior to C-IV/LRS | Program/Regulation Not Implemented |
| New Policy | Program/Regulation Not Implemented |
| Regulation Change | Program/Regulation Not Implemented |
| Retro CW/CF | Program/Regulation Not Implemented |
| Saldivar | Admin Decision / ALJ Ruling |
| Unable to Complete Conversion | CalHEERS/SAWS Defect |
| Vital Statistics | Program/Regulation Not Implemented |

**Exception:** If a Deemed infant is protected on either one of the 'Deemed Protection without SOC' or 'Deemed Protection with SOC' EDBC budgets in the Accepted and Saved Regular EDBC, send SAWS Override Reason Code of "Program/Regulation Not Implemented" for the Deemed Infant. Always send this SAWS Override Reason Code when the Medi-Cal EDBC protects the Deemed Infant on either 'Deemed Protection without SOC' or 'Deemed Protection with SOC' budget, regardless if the User performs a Medi-Cal EDBC override or not.

5. Update eHIT logic to no longer send a Disposition for the additional prior DERs with the same benefit month as the EDBC Benefit month when they are not used in the EDBC. The eHIT logic that determines if an Accepted and Saved Regular Medi-Cal EDBC triggers a Disposition is not changing except as described in 2.8.2.8 for an EDBC without a "MAGI" budget.
    a. Update eHIT logic to update the DER status to 'Suppressed' for the DERs for which a disposition was not sent in the above scenario. See Figure 3.

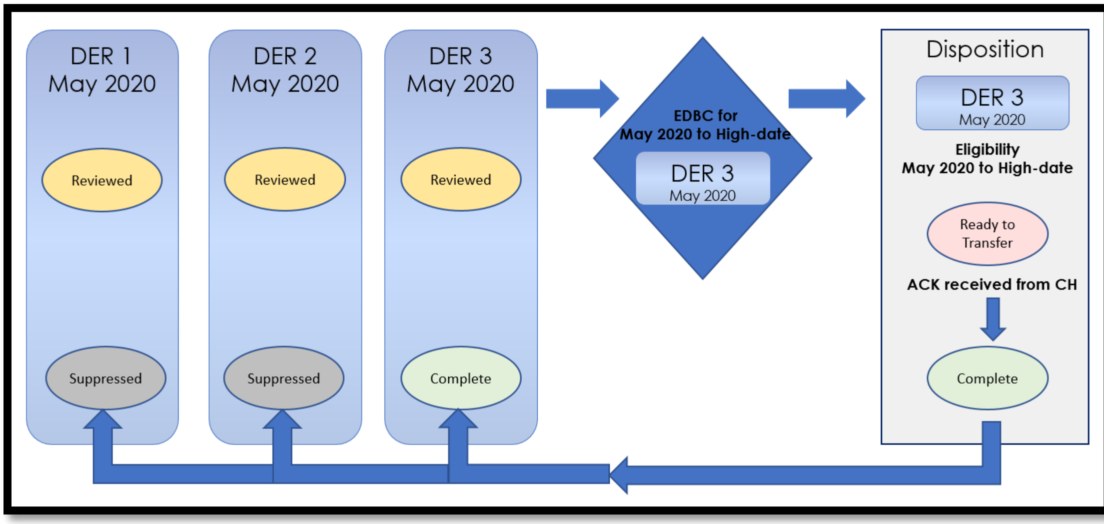



*Figure 3- New Logic- Multiple DERs for one Benefit Month*

6. Update eHIT logic to send a Disposition for the DER used in EDBC when the Accepted and Saved Regular EDBC benefit month does not match the DER's benefit month if the DER status is 'Reviewed'.
    a. Update eHIT logic to update the status for all prior DERs for the same benefit month as the DER used in EDBC to 'Suppressed' for the DERs for which a disposition was not sent in the above scenario. See Figure 4.

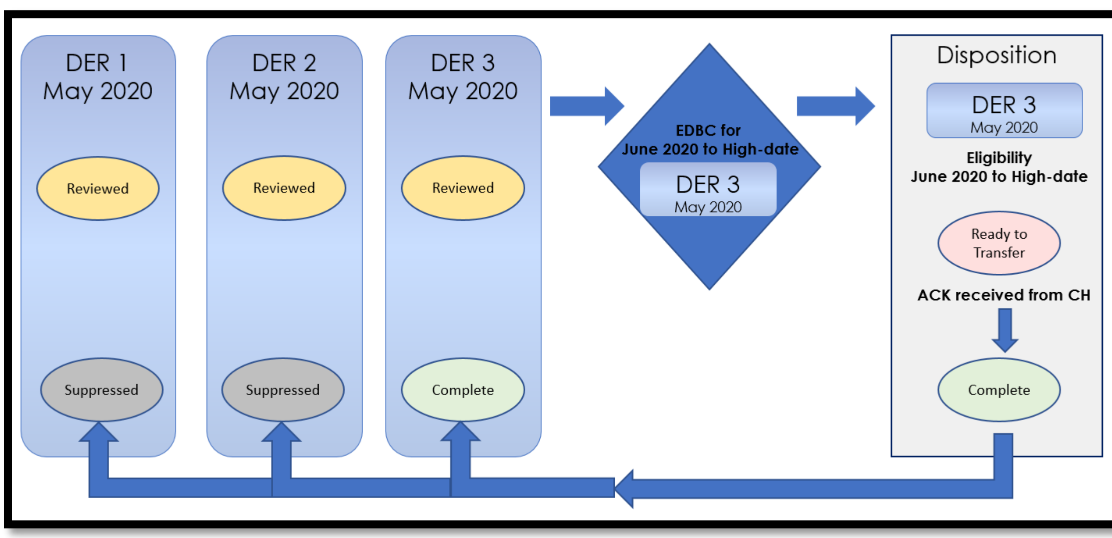



*Figure 4- New Logic- EDBC Benefit Month does not match DER Benefit Month*

7. Update eHIT logic to combine the CalFresh, CalWORKs and Full Medi-Cal hierarchy referrals to the last DER transaction received when multiple DER transactions are received from CalHEERS with the same DER ID.
    a. For the purposes of this logic, a Non-MAGI Referral is defined as CalFresh = Yes, CalWORKs = Yes or Full Medi-Cal Hierarchy = Yes.

If any DER transaction with the same DER ID has a Non-MAGI Referral for Full Medi-Cal Hierarchy = Yes, CalFresh = Yes or CalWORKs = Yes, copy all "Yes" Non-MAGI Referrals to the latest DER transaction. If the latest DER transaction has a "No" for any, but a prior transaction has a "Yes", save the "Yes" on the latest DER transaction. This will allow the user to see all Non-MAGI Referrals on the latest DER transaction.

b. Update the status of the prior DER transaction(s) with the same DER ID to 'Suppressed' as long as the status of the prior DER transaction is 'Received', or 'In Progress'.

**Technical Note:** Typically, the multiple DER transactions with the same DER ID are received at the same time into CalSAWS. However, it is possible for CalHEERS to send a new DER transaction with a Non-MAGI Referral and the same DER ID from a prior DER transaction already processed by the user (status is 'Complete', 'Manually Complete', 'Covered CA Only', or 'Not Needed'). All of the Non-MAGI Referrals for that DER ID will be copied to the latest DER transaction, but the status of the prior DER transaction(s) will not be updated to 'Suppressed'.

8. Update eHIT logic to send a Disposition for an Accepted and Saved Regular Medi-Cal EDBC that does not contain a "MAGI" budget if there is a CalHEERS case link.
    a. Associate the Disposition to the latest DER on the case with 'Reviewed', 'Manually Completed' or 'Complete' status.
    b. If the status of the DER associated to the Disposition is 'Reviewed', update the status to 'Complete' when the Disposition is acknowledged by CalHEERS.
    c. If there is more than one DER with status 'Reviewed' for the same benefit month of the DER associated to the Disposition, update the status of the prior DERs for that benefit month from 'Reviewed' to 'Suppressed'.

### 2.8.3 Interface Partner

CalHEERS

### 2.8.4 eHIT Schema Version

eHIT Schema version 17

# 3 SUPPORTING DOCUMENTS

| Number | Functional Area | Description | Attachment |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1 | | Security Matrix | CA 214686 CIV 106814 BREfS Securit |
| | | | |

# 4 REQUIREMENTS

## 4.1 Project Requirements

| REQ # | REQUIREMENT TEXT | How Requirement Met |
|---|---|---|
| 2.20.1.9 | The LRS shall display summary and detailed interface LRS Data that has been received from external systems, as specified by COUNTY. | LRS will display the Disposition information and any resulting errors if the transaction fails. |

CalSAWS

California Statewide Automated Welfare System

# Design Document

CA-51740

DDCR 5091: Lobby Management Customer Lobby Monitoring System

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Erika Kusnadi-Cerezo |
| | Reviewed By | Long Nguyen, Sai Ram Bodla, Srividhya Sivakumar, Michael Wu, Abel Lopez, Himanshu Jain |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 04/09/2020 | 1.0 | Initial | Erika Kusnadi-Cerezo |
| 11/12/2020 | 2.0 | Design Clarification. Security Udpates (Section 2.6.5 and 2.6.6) was updated to reflect correct Rights to Group mapping and also added a new Security Group Information remove | Erika Kusnadi-Cerezo |
| 12/7/2020 | 3.0 | Added another Assumption that changes to the LA Lobby App will not be part of this design, Added to section 2.1.3 to have Lobby Monitor Call status be returned when user is filtering for All or Waiting To Be Seen on the Customer Status field. Lastly. Figure 2.2.4 was updated to match the design and Figure 2.2.6 was removed along with Section 2.2.3#2D to add the Location information display on the tooltip in order to match CIV existing functionality. | Erika Kusnadi-Cerezo |
| 12/9/2020 | 4.0 | Updated the Waiting Status on the Appendix Status. Message Center does not display when Reception Log is in Waiting Status. | Erika Kusnadi-Cerezo |
| 12/10/2020 | 5.0 | Updated Appendix section to be more detailed on what should be displayed in Message Center based on how the status got updated. | Erika Kusnadi-Cerezo |
| 12/24/2020 | 6.0 | Content Revision 2<br>• Added to Section 2.8.3 Description of Changes the following:<br>    ○ The order in which the Office promotion being display may change and not match with how it is being listed on the Lobby Monitor detail | Erika Kusnadi-Cerezo |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| | | page.<br>o Add that the Location information being display and the audio being call for the Lobby Monitor is based on the customer's language preferences.<br>o Added the Lobby facing monitor resolution size.<br>o Added that Lobby Monitor will need to be refreshed or restarted in order to display updates made on the Lobby Monitor Detail page.<br>• Added the Language Preference Matrix to the Appendix Section. | |
| 1/4/2021 | 7.0 | Updated Maximum character for Custom Header from 80 to 50 in Section 2.6.6 and the Custom Header is only available in English. | Erika Kusnadi-Cerezo |
| 1/13/2021 | 8.0 | Content Revision 3:<br>Added to Section 2.1.3 to add a horizontal scroll bar to the Reception Log Detail page and the mockup to display the scroll page (Figure 2.12.b) | Erika Kusnadi-Cerezo |

# Table of Contents

# 1 OVERVIEW

The Lobby Monitoring system allows county offices to call up customers by using a visual and audio support system on dedicated monitors in their lobbies. The county may also use the lobby monitors to displays alerts and promotions.

## 1.1 Current Design

The C-IV system allows county offices to call up customers by using visual and audio support system on dedicated monitors in their county offices lobbies. This is achieved by adding additional functionalities in message center and the Reception Log Detail page along with creating a Lobby Monitor page that allows users to view or update the Lobby Monitor for each office. These specific functionalities currently do not exist in the LRS/CalSAWS system.

## 1.2 Requests

Update the LRS/CalSAWS system so that it can communicate to the dedicated lobby monitors in each county offices that will allow the workers to call up customers by using a visual and audio support systems.

## 1.3 Overview of Recommendations

1. Update the Reception Log (Reception Log List page and the Reception Log Detail page) pop up window to allow users the ability to maximize the application window.
2. Update the Reception Log Detail page to allow workers to update the reception log status to Lobby Monitor Call.
3. Update Message Center to allow workers to update the reception log status to Lobby Monitor Call.
4. Create a new page that will allow county workers to manage the county office's lobby monitors and ability to call up customers by using a visual and audio support system.

## 1.4 Assumptions

1. Reception Log pop up window (Reception Log List page and the Reception Log Detail page) will continue to open to the existing size that the LRS/CalSAWS system currently have set.
2. Hide From Monitor functionality will continue to function as it does currently.
3. Fields that are not mentioned will retain existing functionality unless mentioned in the description of changes.
4. Changes to the Los Angeles Lobby Check-In Application to accommodate the new Lobby Monitor functionality will not be included as part of this SCR.

# 2 RECOMMENDATIONS

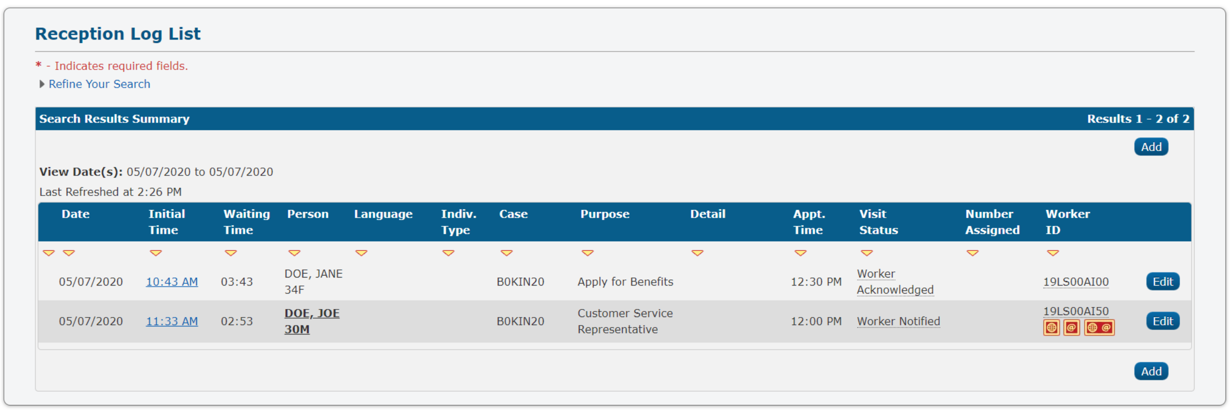
Update the LRS/CalSAWS system to have the ability to maximize the Reception Log pop up window and the ability to communicate to the participants within the county offices that have a dedicated lobby monitor. This will allow the workers to call up the customers by using a visual and audio support system via these dedicated monitors.

## 2.1 Reception Log List/Detail Pop-up Window

### 2.1.1 Overview

Update the Reception Log List/Detail pop-up window that will allow users the ability to maximize the application window.

### 2.1.2 Reception Log List/Detail Pop-up Window Mockup



Reception Log List

* - Indicates required fields.

Refine Your Search

Search Results Summary — Results 1 - 2 of 2

Add

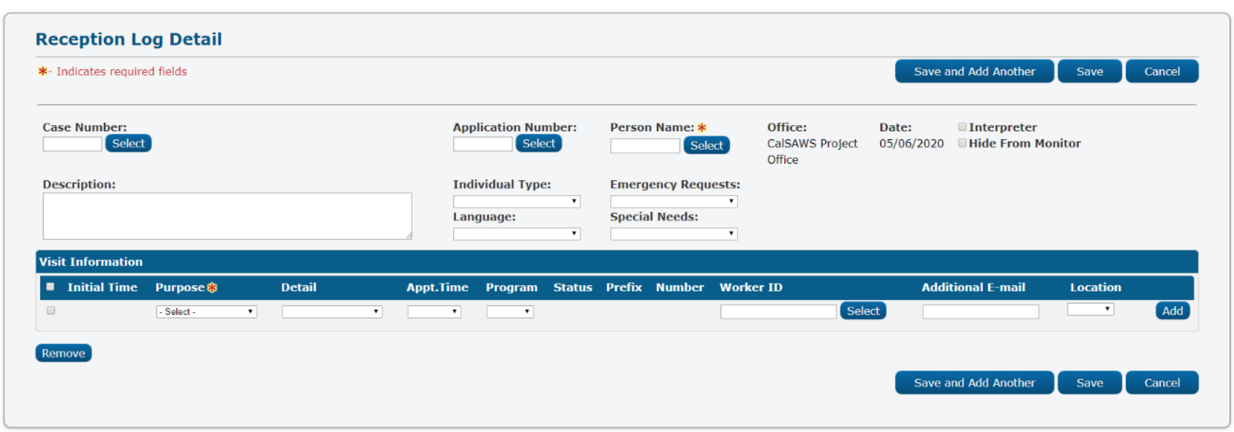
View Date(s): 05/07/2020 to 05/07/2020

Last Refreshed at 2:26 PM

| Date | Initial Time | Waiting Time | Person | Language | Indiv. Type | Case | Purpose | Detail | Appt. Time | Visit Status | Number Assigned | Worker ID | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 05/07/2020 | 10:43 AM | 03:43 | DOE, JANE 34F | | | B0KIN20 | Apply for Benefits | | 12:30 PM | Worker Acknowledged | | 19LS00AI00 | Edit |
| 05/07/2020 | 11:33 AM | 02:53 | DOE, JOE 30M | | | B0KIN20 | Customer Service Representative | | 12:00 PM | Worker Notified | | 19LS00AI50 | Edit |

Add

Figure 2.1.1 – Reception Log List page



Reception Log Detail

*- Indicates required fields

Save and Add Another | Save | Cancel

Case Number: Select

Application Number: Select

Person Name: * Select

Office: CalSAWS Project Office

Date: 05/06/2020

Interpreter

Hide From Monitor

Description:

Individual Type:

Emergency Requests:

Language:

Special Needs:

Visit Information

| | Initial Time | Purpose * | Detail | Appt.Time | Program | Status | Prefix | Number | Worker ID | Additional E-mail | Location | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | - Select - | | | | | | | Select | | | Add |

Remove

Save and Add Another | Save | Cancel

Figure 2.1.2a – Reception Log Detail page

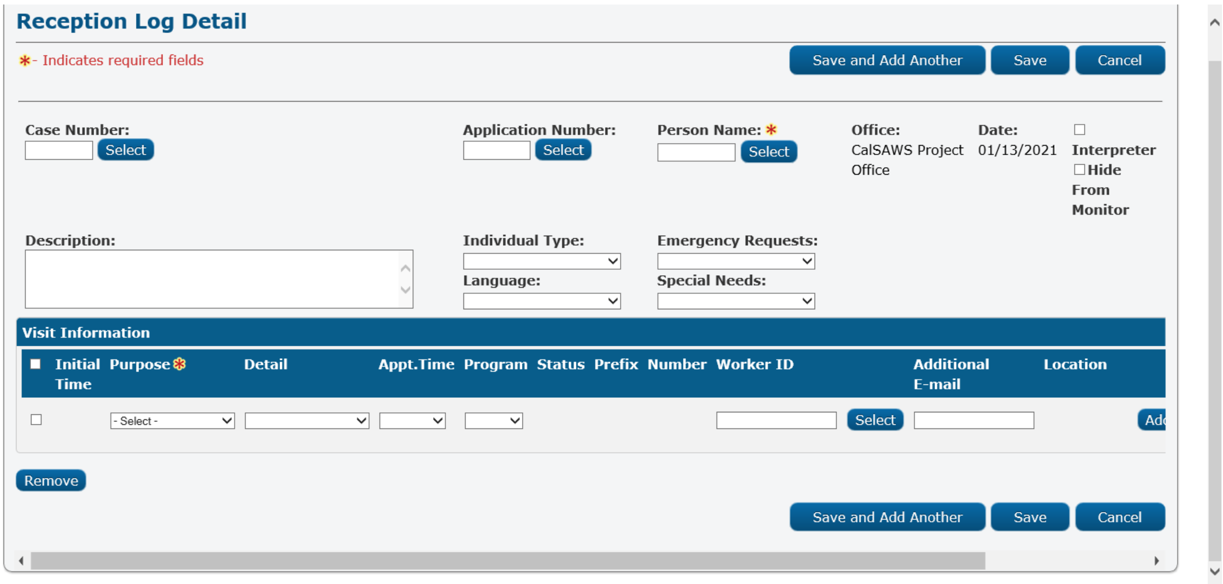



**Figure 2.1.2b – Reception Log Detail page**

### 2.1.3 Description of Changes

1. Update the Reception Log List/Detail pop-up window to allow users to maximize and minimize the Reception Log List/Detail pop-up window as shown on Figure 2.1.1 and Figure 2.1.2.
2. Update Reception Log List to return 'Lobby Monitor Call' status on the Search Results Summary block when the 'Customer Status' field is set to 'All' or 'Waiting To Be Seen'.
3. Add a horizontal scroll bar on the Reception Log Detail page to allow users to scroll horizontally when they are on the Reception Log Detail page.

**Note:** Reception Log pop up window (Reception Log List page and the Reception Log Detail page) will continue to open to the existing size that the LRS/CalSAWS system currently have set.

### 2.1.4 Page Location

- **Reception Log Link located on the LRS Homepage**

### 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 Reception Log Detail page

### 2.2.1 Overview

Update the Reception Log Detail page to allow workers to update the reception log status to Lobby Monitor Call and a new field titled "Location".

### 2.2.2 Reception Log Detail page Mockup

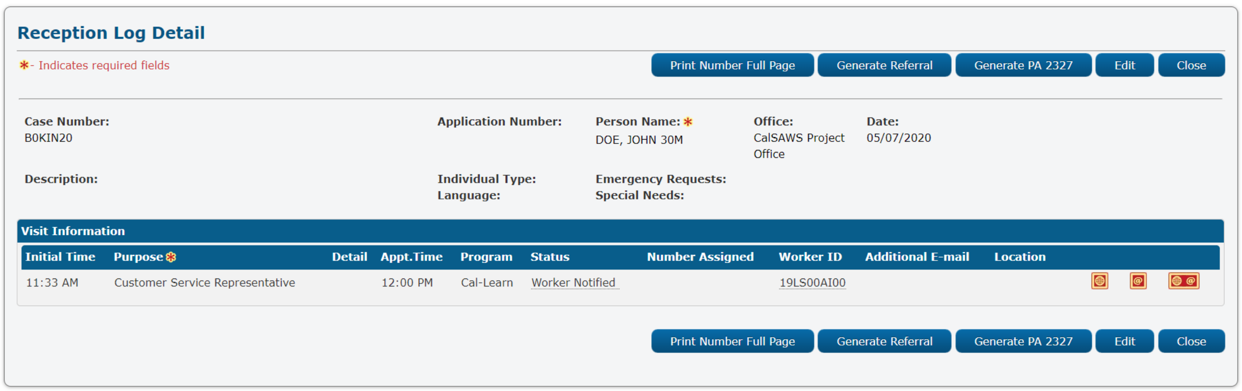



**Figure 2.2.1 – Reception Log Detail Page 'View' Mode**

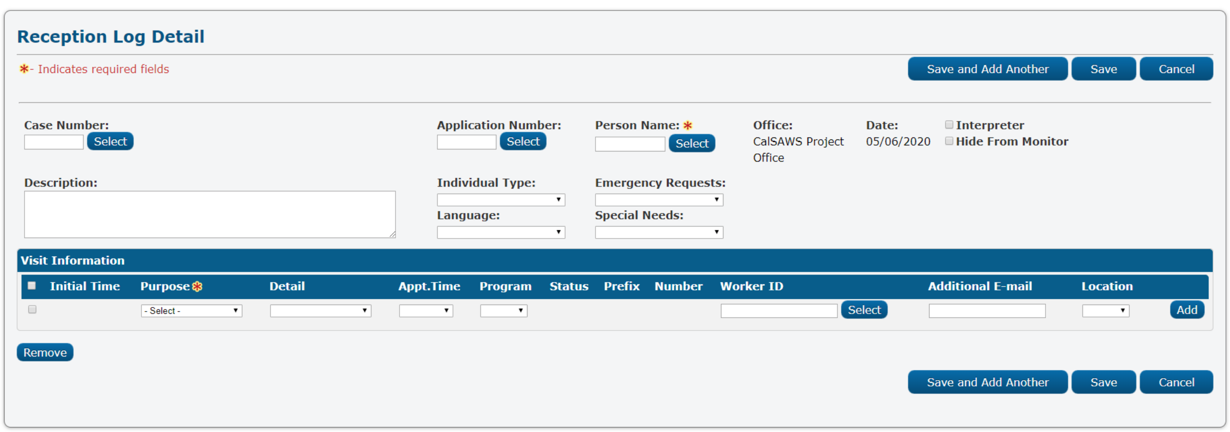



**Figure 2.2.2 – Reception Log Detail Page 'Create' Mode with office set up with 'Location' information.**

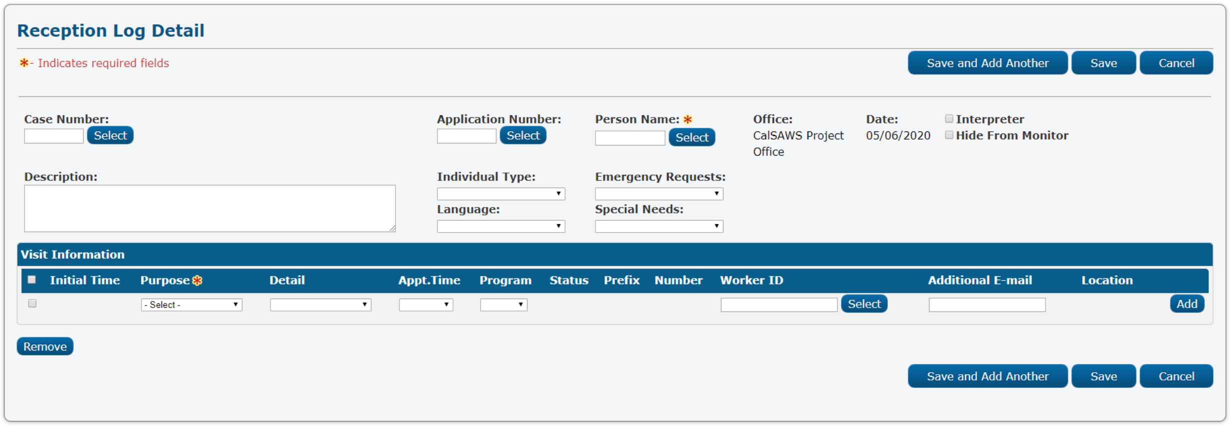



**Figure 2.2.3 – Reception Log Detail Page 'Create' Mode without office set up with 'Location' information.**

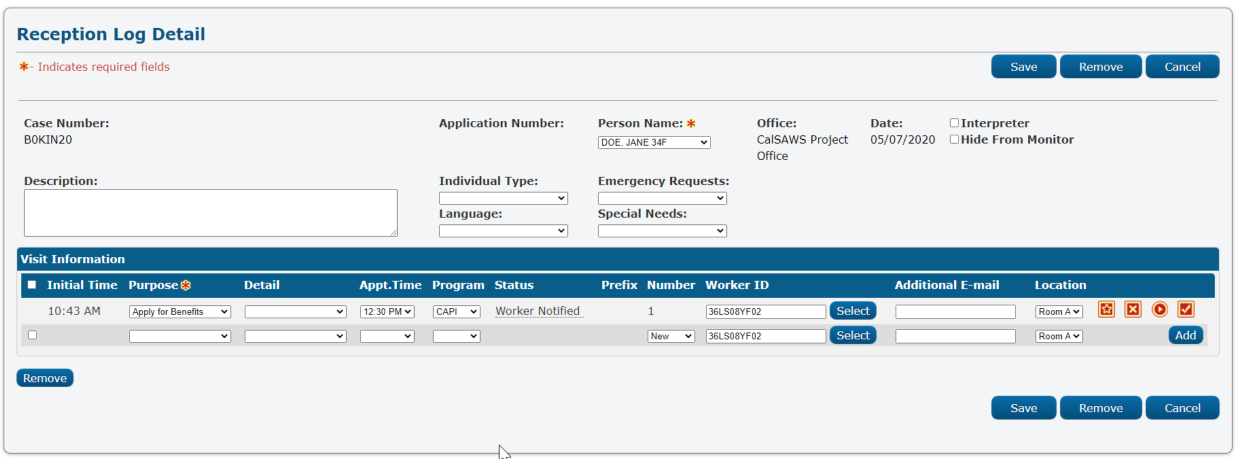



**Figure 2.2.4 – Reception Log Detail Page 'Edit' Mode with office set up with 'Location' information.**

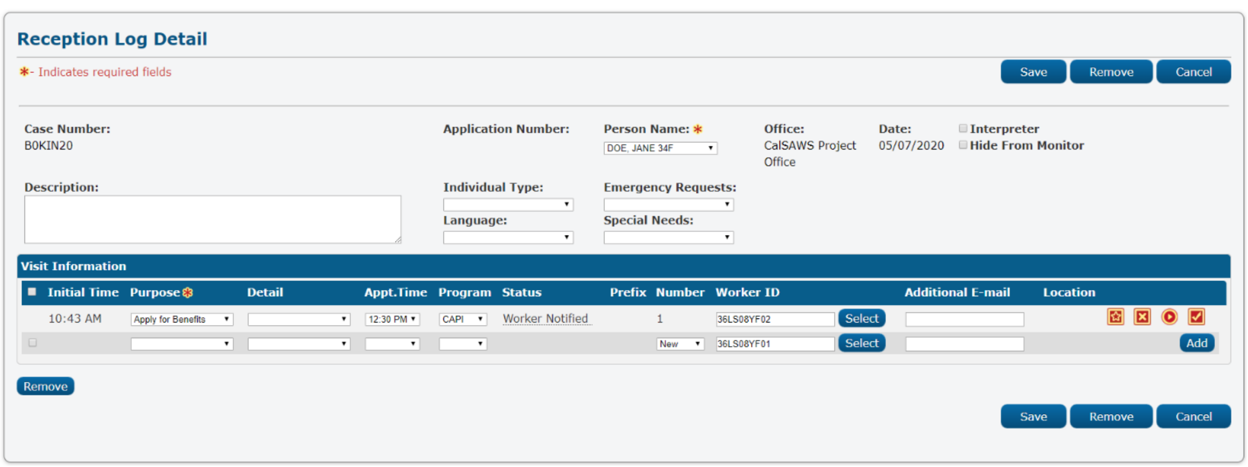



**Figure 2.2.5 – Reception Log Detail Page 'Edit' Mode without office set up with 'Location' information.**

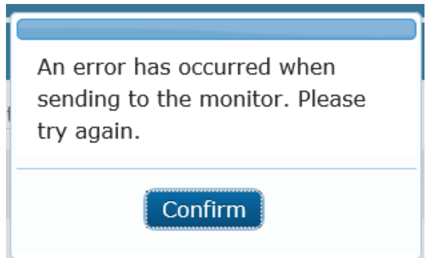



**Figure 2.2.6 – Error pop up when not able to communicate to Lobby Monitor.**

### 2.2.3 Description of Changes

1. Update the required icon on the 'Purpose' column to match all the other required icons.
2. Update the Reception Log Detail page with a new Column titled 'Location' as shown in Figure 2.2.1 through Figure 2.2.5
    a. Value under the 'Location' drop down field will be based on the information that is inputted in the 'Reception Locations' section in the 'Lobby Monitor Detail' page (please see section 2.6 for further information).
    b. The new column titled 'Location' will not have a location drop down (as shown on Figure 2.2.3 and Figure 2.2.5) if the office is not set up with 'Location' information through the Lobby Monitor Detail page (see Section 2.6 of this design document for details on the new Lobby Monitor pages).
    c. The new column titled 'Location' will display with a list of location(s) (as shown on Figure 2.2.2 and Figure 2.2.4) that the visit can take place within the office. This applies only to office(s) where 'Location' information through the Lobby Monitor Detail page is set up (see Section 2.6 of this design document for details on the new Lobby Monitor pages).
        i. Drop down value for 'Location' will display 'blank' followed by the list of 'location' information inputted from the Lobby Monitor Detail page in alphabetical order.
            1. The last location that was selected will be set as the default so the worker will not have to reset their location each time, they call a customer.
3. Add a new icon titled 'Monitor Call' icon as shown on Figure 2.2.2 and Figure 2.2.3.
    a. The 'Monitor Call Icon' will not display if the office does not have 'Location' information set up through the Lobby Monitor Detail page (see Section 2.6 of this design document for details on the new Lobby Monitor page that is being added to the LRS/CalSAWS system).
    b. For offices that have 'Location' information set up , the 'Monitor Call' icon will display after the reception log entry has been created, it will be visible when the Reception Log Detail is in

'Edit' mode, and it'll be the first icon listed right next to the 'Location' drop down field.

    i. Once the 'Monitor Call' icon is clicked, the icon will display darker so that the worker will know that it's been clicked.
    ii. Once the location is selected and the 'Monitor Call' icon is click, upon clicking the 'Save' button the reception log entry status will be updated to 'Lobby Monitor Call' status.
    iii. If the worker clicks on the 'Monitor Call' icon again and save it, another status will be logged and will display as another row in tooltip.
    iv. The 'Monitor Call' icon will no longer display once the worker clicks the 'X' icon (No Response), 'Play' icon (Meeting Started), or the 'Check Mark' icon (Complete) (see Section 2.6 of this design document for details on the new Lobby Monitor pages).

        **Note:** This applies if any of the above icons are clicked through Message Center as well.

    **Note:** (Please see Appendix section for more information on how the Monitor Call should behave based on the status of the Reception Log record).

  c. If the 'Hide from Monitor' option is selected while creating the Reception Log Entry, the 'Monitor Call' icon will not appear next to those Reception Log visits or on the Message Center.
    i. The 'Hide from Monitor' option will apply to all visits associated to the Reception Log Entry.

4. Create an error message pop-up window to display when the 'Monitor Call' icon is clicked from Reception Log Detail page as shown on Figure 2.2.7.
  a. Error Message Pop-Up window will display when LRS/CalSAWS system is not able to send the information to the Lobby Monitor after clicking the 'Monitor Call' icon.
    i. Error Message pop-up will display the following message along with a 'Confirm' button at the bottom of the window:
      1. "An error has occurred when sending to the monitor. Please try again."
      2. Clicking the 'Confirm' button will close the error message pop-up window.
  b. Reception Log record status will not be updated to 'Lobby Monitor Call' status.
5. Add the following validation to the Reception Log Detail page:
  a. "<u>Location</u> – Field is required when selecting Monitor Call. Please select a value."

i. This validation will display when the worker tries to save the Reception Log entry with the 'Monitor Call' icon selected and no 'Location' value selected.
ii. This validation will apply if the Location is set up through the Lobby Monitor Detail page.

### 2.2.4 Page Location

- **Reception Log Link located on the LRS Homepage**

### 2.2.5 Security Updates

N/A

### 2.2.6 Page Mapping

Update Page Mapping to accommodate the new icon along with the new column titled 'Location'.

### 2.2.7 Page Usage/Data Volume Impacts

N/A

## 2.3 Message Center

### 2.3.1 Overview

Update Message Center with the ability for workers to update the Reception Log record status to 'Lobby Monitor Call' and update the 'Location' information through Message Center.

### 2.3.2 Message Center Mockup

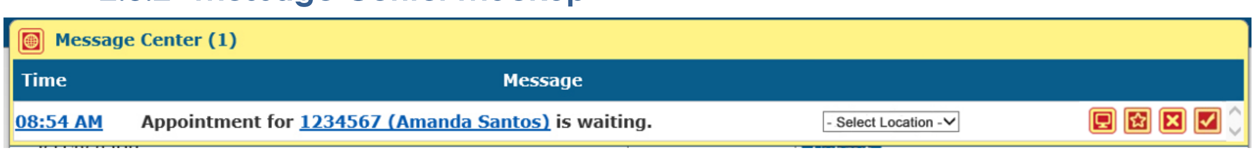



**Figure 2.3.1 – Message Center for offices that have 'Location' information setup**

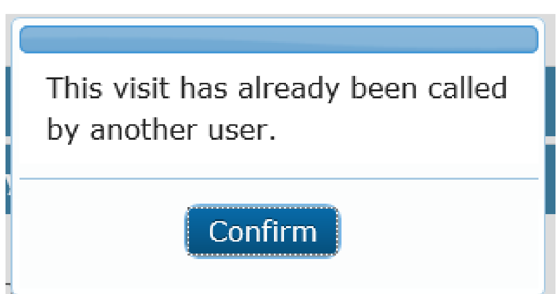


**Figure 2.3.2 – Message Center error pop-up window**

### 2.3.3 Description of Changes

1. Update the background color for Message Center from Pink to Yellow as shown on Figure 2.3.1.
2. Update Message Center to display a 'Location' drop down field and a 'Monitor Call' icon as shown on Figure 2.3.1
    a. Add a 'Location' drop down field to Message Center for offices that have 'Location' information set up through the Lobby Monitor Detail page (see Section 2.6 of this Design Document for details on the new Lobby Monitor page that is being added to the LRS/CalSAWS system).
        i. 'Location' drops down field will display the same information as the 'Location' drop down field in Reception Log.
            1. 'Location' drop down field will display the list of locations inputted on the 'Lobby Monitor Detail' page in alphabetical order.
            2. It will default to the first location on the list or the last location used by the worker.
        ii. For offices that do not have 'Location' information set up through the Lobby Monitor Detail page (see Section 2.6 of this Design Document for details on the new Lobby Monitor page that is being added to the LRS/CalSAWS system) the 'Location' drop down field will not display in Message Center.
    b. Add a 'Monitor Call' icon to Message Center that can update the reception log entry to 'Lobby Monitor Call' status.
        i. Once the 'Monitor Call' icon is clicked, the associated reception log record will be updated to 'Lobby Monitor Call' status.
        ii. The 'Monitor Call' icon will no longer display once the worker click the 'X' icon (No Response), 'Play' icon (Meeting Started), or the 'Check Mark' icon (Complete).
        iii. 'Monitor Call' icon will not display if the office does not have 'Location' information set up through the Lobby Monitor Detail page (see Section 2.6 of this Design Document for details on the new Lobby Monitor page that is being added to the LRS/CalSAWS system).
        **Note:** This apply if any of the above icons are click through Reception Log Detail page.

    **Note:** (Please see Appendix section for more information on how the Monitor Call should behave based on the status of the Reception Log record).
3. Create an error message pop-up window from Message Center that will display as shown on Figure 2.3.2

   a. The error message pop-up window will display when two different workers are trying to update the reception log entry status to 'Lobby Monitor Call' simultaneously (one from Message Center and the other from Reception Log) by clicking the 'Monitor Call' icon.
   b. Error Message pop-up window will display the following message along with a 'Confirm' button at the bottom of the window.
      i. 'This visit has already been called by another user.'
      ii. Clicking the 'Confirm' button will close the error message pop-up window.
4. Create an error message pop-up window to display when the 'Monitor Call' icon is clicked from Message Center as shown on Figure 2.2.7.
   a. Error Message Pop-Up window will display when LRS/CalSAWS system is not able to send the information to the Lobby Monitor after clicking the 'Monitor Call' icon.
      i. Error Message pop-up will display the following message along with a 'Confirm' button at the bottom of the window:
         1. "An error has occurred when sending to the monitor. Please try again."
         2. Clicking the 'Confirm' button will close the error message pop-up window.
   b. Reception Log record status will not be updated to 'Lobby Monitor Call' status.

### 2.3.4 Page Location

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

### 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 Lobby Management

### 2.4.1 Overview

Add a new collapsible task bar called 'Lobby Management' under the Global Navigation 'Admin Tools' and Local Navigation 'Office Admin' and create a new Lobby Monitor page and child pages.

### 2.4.2 Lobby Management Mockup

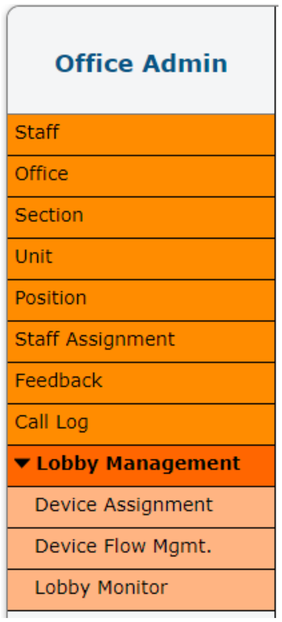



**Figure 2.4.1 – New Lobby Management Task Bar**

### 2.4.3 Description of Changes

1. Create a new collapsible task navigation section called 'Lobby Management' under the Global Navigation 'Admin Tools' and Local Navigation 'Office Admin' as shown on Figure 2.4.1.
    a. The 'Lobby Management' navigation will only display for workers that have security rights to access the 'Device Assignment' page, 'Device Flow Mgmt.' page or 'Lobby Monitor' page.
        i. The 'Lobby Management' collapsible navigation task will default to open when user navigate to the Office Admin page.

### 2.4.4 Page Location

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

- **Task: Lobby Management**

### 2.4.5 Security Updates

N/A

### 2.4.6 Page Mapping

N/A

### 2.4.7 Page Usage/Data Volume Impacts

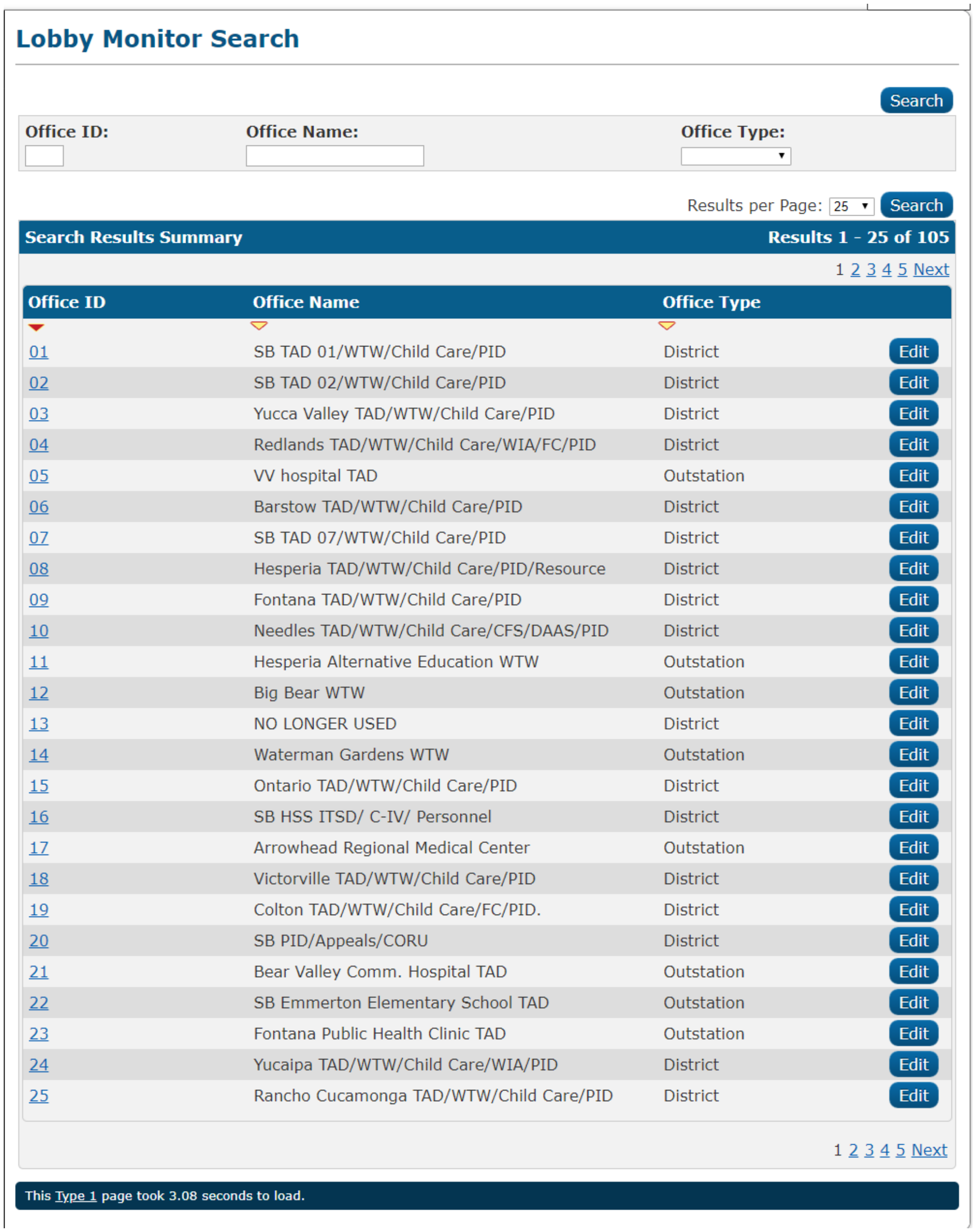
N/A

## 2.5 Lobby Monitor Search page

### 2.5.1 Overview

Create a new page titled ‘Lobby Monitor Search’ page that will allow workers to search for an office within their county in order to update the Lobby Monitor for that specific office. The ‘Lobby Monitor Search’ page will allow workers to search by ‘Office ID’, ‘Office Name’ and ‘Office Type’.

### 2.5.2 Lobby Monitor Search Mockup




| Office ID | Office Name | Office Type | |
|---|---|---|---|
| 01 | SB TAD 01/WTW/Child Care/PID | District | Edit |
| 02 | SB TAD 02/WTW/Child Care/PID | District | Edit |
| 03 | Yucca Valley TAD/WTW/Child Care/PID | District | Edit |
| 04 | Redlands TAD/WTW/Child Care/WIA/FC/PID | District | Edit |
| 05 | VV hospital TAD | Outstation | Edit |
| 06 | Barstow TAD/WTW/Child Care/PID | District | Edit |
| 07 | SB TAD 07/WTW/Child Care/PID | District | Edit |
| 08 | Hesperia TAD/WTW/Child Care/PID/Resource | District | Edit |
| 09 | Fontana TAD/WTW/Child Care/PID | District | Edit |
| 10 | Needles TAD/WTW/Child Care/CFS/DAAS/PID | District | Edit |
| 11 | Hesperia Alternative Education WTW | Outstation | Edit |
| 12 | Big Bear WTW | Outstation | Edit |
| 13 | NO LONGER USED | District | Edit |
| 14 | Waterman Gardens WTW | Outstation | Edit |
| 15 | Ontario TAD/WTW/Child Care/PID | District | Edit |
| 16 | SB HSS ITSD/ C-IV/ Personnel | District | Edit |
| 17 | Arrowhead Regional Medical Center | Outstation | Edit |
| 18 | Victorville TAD/WTW/Child Care/PID | District | Edit |
| 19 | Colton TAD/WTW/Child Care/FC/PID. | District | Edit |
| 20 | SB PID/Appeals/CORU | District | Edit |
| 21 | Bear Valley Comm. Hospital TAD | Outstation | Edit |
| 22 | SB Emmerton Elementary School TAD | Outstation | Edit |
| 23 | Fontana Public Health Clinic TAD | Outstation | Edit |
| 24 | Yucaipa TAD/WTW/Child Care/WIA/PID | District | Edit |
| 25 | Rancho Cucamonga TAD/WTW/Child Care/PID | District | Edit |



**Figure 2.5.1 – Lobby Monitor Search page**

### 2.5.3 Description of Changes

1. Create a new page titled 'Lobby Monitor Search' page as shown on Figure 2.5.1.
    a. The page will have a search section containing the following fields:
        i. Office ID

            1. This will be an editable text field.
      ii. Office Name
            1. This will be an editable text field
      iii. Office Type
            1. This will be a drop down field that will list the different office types that is available for the associated county.
                  a. Value will be listed in alphabetical order.
            2. Drop down field will default to blank.
   b. Clicking the 'Search' button will update the 'Search Results Summary' section with the result based on the information inputted from the following fields 'Office ID', 'Office Name' or 'Office Type'.
   c. The 'Lobby Monitor Search' page will have 4 different columns under the 'Search Results Summary' section.
      i. First column will be titled 'Office ID'
            1. This column will hold an identification number used by the county and will comprise part of the Worker ID.
            2. The identification number will be a hyperlink that will navigate the worker to the 'Lobby Monitor Detail' page in view mode for that specific office.
      ii. Second column will be titled 'Office Name'
            1. This column will be a descriptive text capturing the name of a physical office location.
      iii. Third column will be titled 'Office Type'
            1. This column will capture the type of office. It may have the following values: Outstation, Regional, Main etc.
      iv. Fourth column will be an 'Edit' button.
            1. Clicking the 'Edit' button will take the worker to the 'Lobby Monitor Detail' page in 'edit' mode for that specific office.
            2. 'Edit' button will be hidden for workers that does not have the proper security right.
   d. The Search Result Summary will default to be in order of 'Office ID' in ascending numerical order.
      i. Worker will need to click on the downward arrow that display in each column in order to sort the result accordingly.
   e. The 'Lobby Monitor Search' page will automatically load with a list of all the offices that is available for the county they are accessing.

**Note:** Chrome is the preferred browser to use for the Lobby Monitor pages to work properly.

### 2.5.4 Page Location

- **Global: Admin Tools**
- **Local: Office Admin**
- **Task: Lobby Management → Lobby Monitor**
  - **The new 'Lobby Monitor' task item will appear in the 'Lobby Management' collapsible task navigation section below the 'Device Flow Mgmt.' task item. Clicking the 'Lobby Monitor' task item will take the worker to the 'Lobby Monitor Search' page.**
  - **Users will need proper security rights to see the 'Lobby Monitor' task item.**

### 2.5.5 Security Updates

1. Security Rights

| Security Right | Right Description | Right to Group Mapping |
|---|---|---|
| LobbyMonitorView | View Lobby Monitor Search; Lobby Monitor Detail; Office Promotion Detail | Lobby Monitor View and Lobby Monitor Edit |
| LobbyMonitorEdit | View and Edit Lobby Monitor Search; Lobby Monitor Detail; Office Promotion Detail; | Lobby Monitor Edit |

2. Security Groups

| Security Group | Group Description | Group to Role Mapping |
|---|---|---|
| Lobby Monitor Edit | View and Edit the Lobby Monitor Search, Lobby Monitor Detail and Office Promotion Detail pages. | See Security Matrix |
| Lobby Monitor View | View the Lobby Monitor Search,Lobby Monitor Detail pages and Office Promotion Detail pages | See Security Matrix |

### 2.5.6 Page Mapping

Create new Page Mapping for the Lobby Monitor Search page.

### 2.5.7 Page Usage/Data Volume Impacts

N/A

## 2.6 Lobby Monitor Detail page

### 2.6.1 Overview

Create a new page titled 'Lobby Monitor Detail' page that will contain all the elements that will control the Customer Facing Lobby Monitor for the specified office. This will include Reception Log Locations, Custom Header, News Alerts, Designed Promotions, Office Promotion and Customer Dashboard Link.

### 2.6.2 Lobby Monitor Detail Mockup

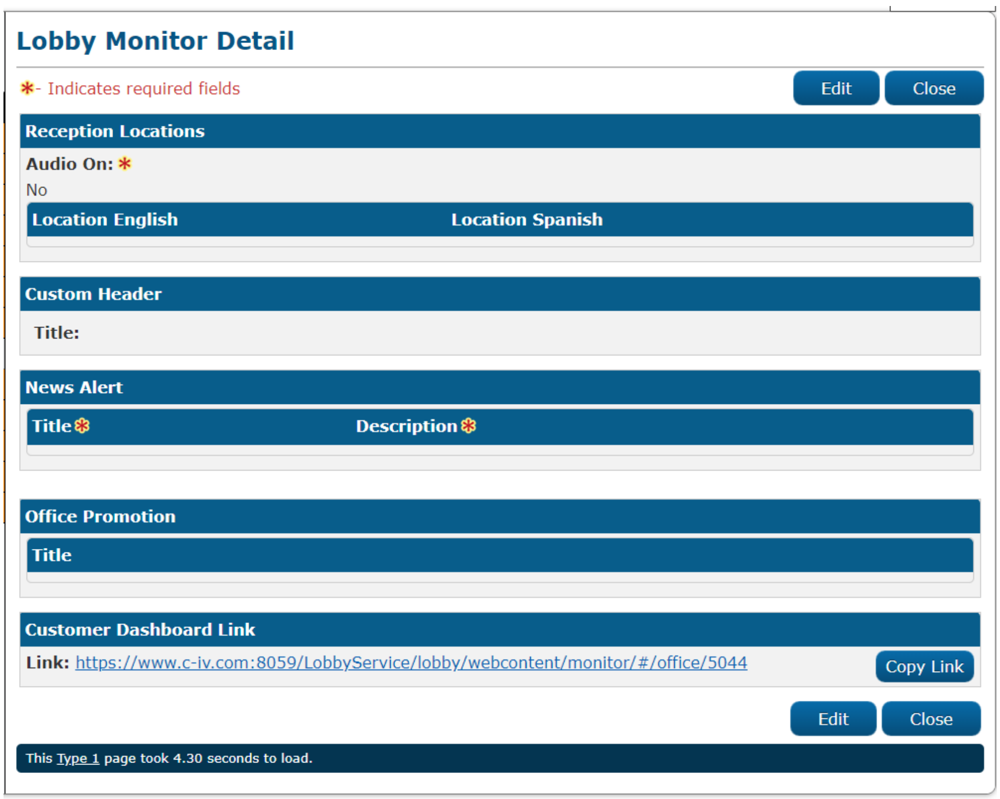



**Figure 2.6.1 – Lobby Monitor Detail page View Mode (LA and CalWIN counties)**

## Lobby Monitor Detail

*- Indicates required fields

Edit | Close

**Reception Locations**

**Audio On:** *

No

| Location English | Location Spanish |
| --- | --- |

**Custom Header**

**Title:**

**News Alert**

| Title * | Description * |
| --- | --- |

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**Display English Version:**

Yes

**Display Spanish Version:**

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- Receive notifications
- Check messages
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**Display English Version:**

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**Display Spanish Version:**

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For 24/7 access to:

- Benefit information
- Program status
- Requesting forms
- Worker contact information
- Office hours & locations
- And much more!

**Display English Version:**

Yes

**Display Spanish Version:**

Yes

**Office Promotion**

| Title |
| --- |

**Customer Dashboard Link**

**Link:** https://www.c-iv.com:8059/LobbyService/lobby/webcontent/monitor/#/office/5044 Copy Link

Edit | Close

This Type 1 page took 4.30 seconds to load.

Figure 2.6.2 – Lobby Monitor Detail page View Mode (CIV Counties)

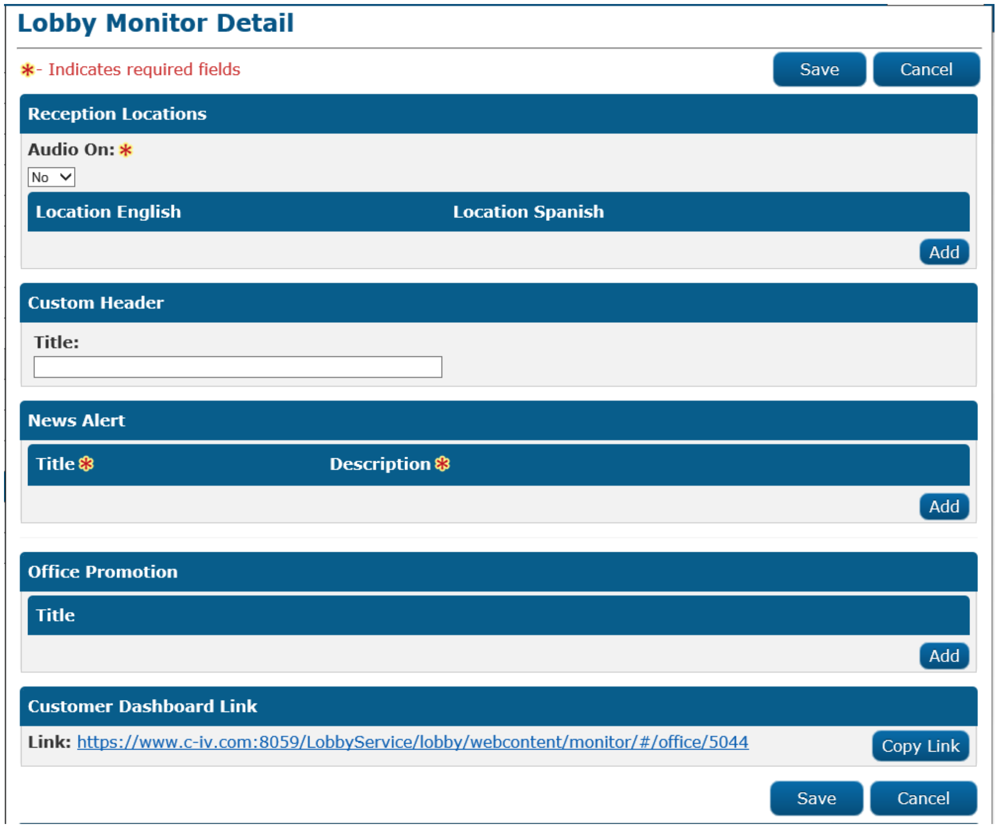
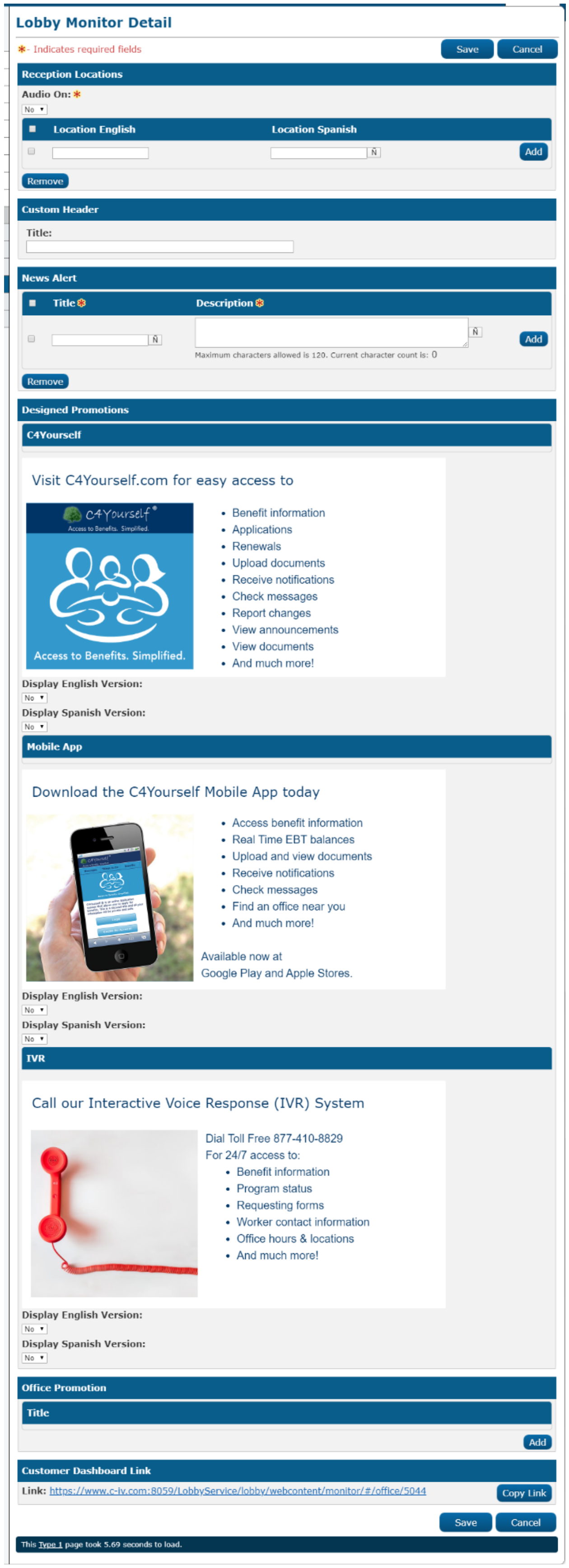



Figure 2.6.3 – Lobby Monitor Detail page Edit Mode (LA and CalWIN counties)


Lobby Monitor Detail
*- Indicates required fields
Save
Cancel
Reception Locations
Audio On: *
No
Location English
Location Spanish
Add
Remove
Custom Header
Title:
News Alert
Title *
Description *
Add
Maximum characters allowed is 120. Current character count is: 0
Remove
Designed Promotions
C4Yourself
Visit C4Yourself.com for easy access to
C4Yourself
Access to Benefits. Simplified.
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Renewals
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Receive notifications
Check messages
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View announcements
View documents
And much more!
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Display English Version:
No
Display Spanish Version:
No
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Real Time EBT balances
Upload and view documents
Receive notifications
Check messages
Find an office near you
And much more!
Available now at
Google Play and Apple Stores.
Display English Version:
No
Display Spanish Version:
No
IVR
Call our Interactive Voice Response (IVR) System
Dial Toll Free 877-410-8829
For 24/7 access to:
Benefit information
Program status
Requesting forms
Worker contact information
Office hours & locations
And much more!
Display English Version:
No
Display Spanish Version:
No
Office Promotion
Title
Add
Customer Dashboard Link
Link: https://www.c-iv.com:8059/LobbyService/lobby/webcontent/monitor/#/office/5044
Copy Link
Save
Cancel
This Type 1 page took 5.69 seconds to load.

Figure 2.6.4 – Lobby Monitor Detail page Edit Mode (CIV Counties)

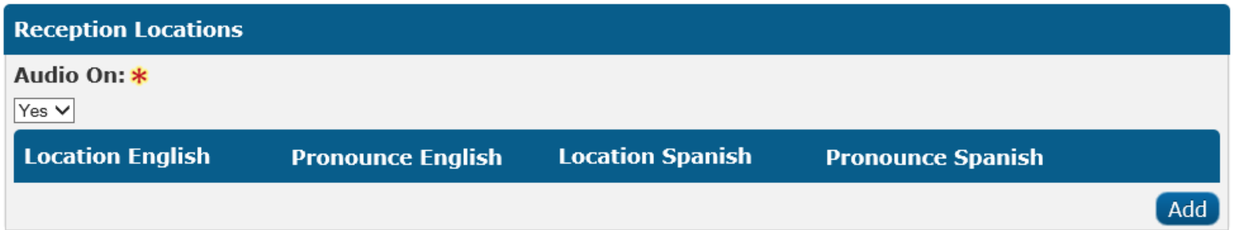


Figure 2.6.5 – Reception Locations Audio On field set to 'Yes' with no 'Location' added

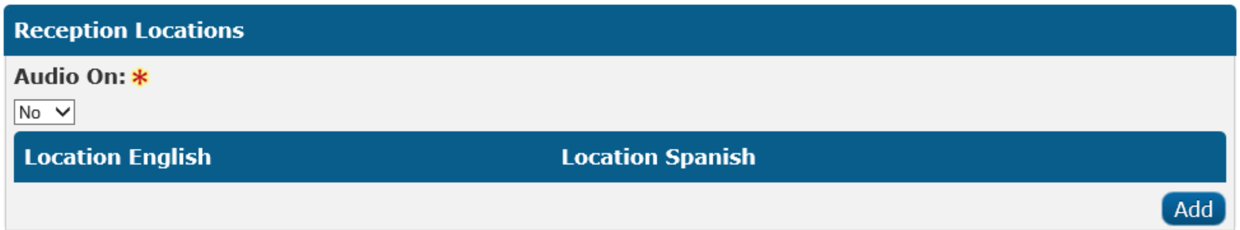


Figure 2.6.6 – Reception Locations Audio On field set to 'No' with no 'Location' added

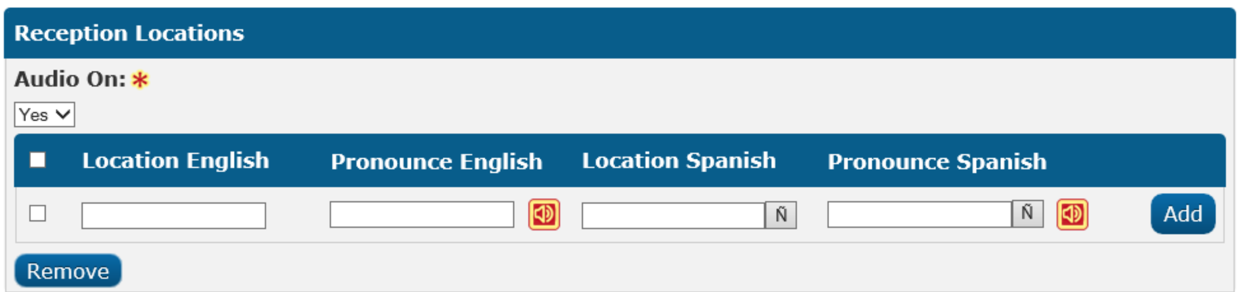


Figure 2.6.7 – Reception Locations Audio On field set to 'Yes' with 'Location' added

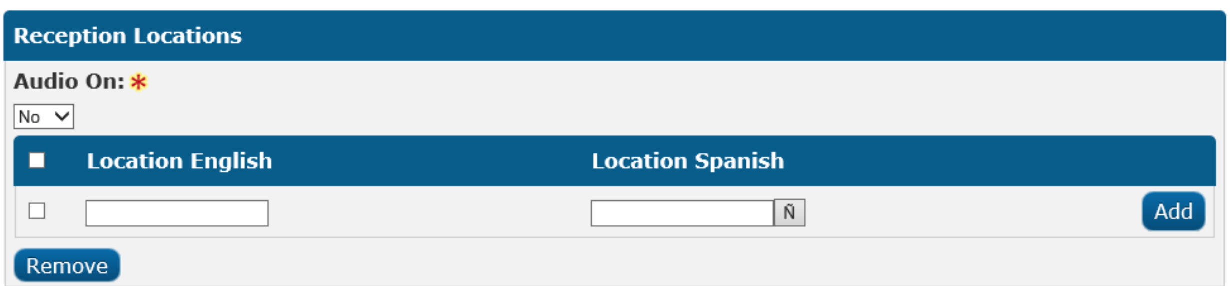


Figure 2.6.8 – Reception Locations Audio On field set to 'No' with 'Location' added

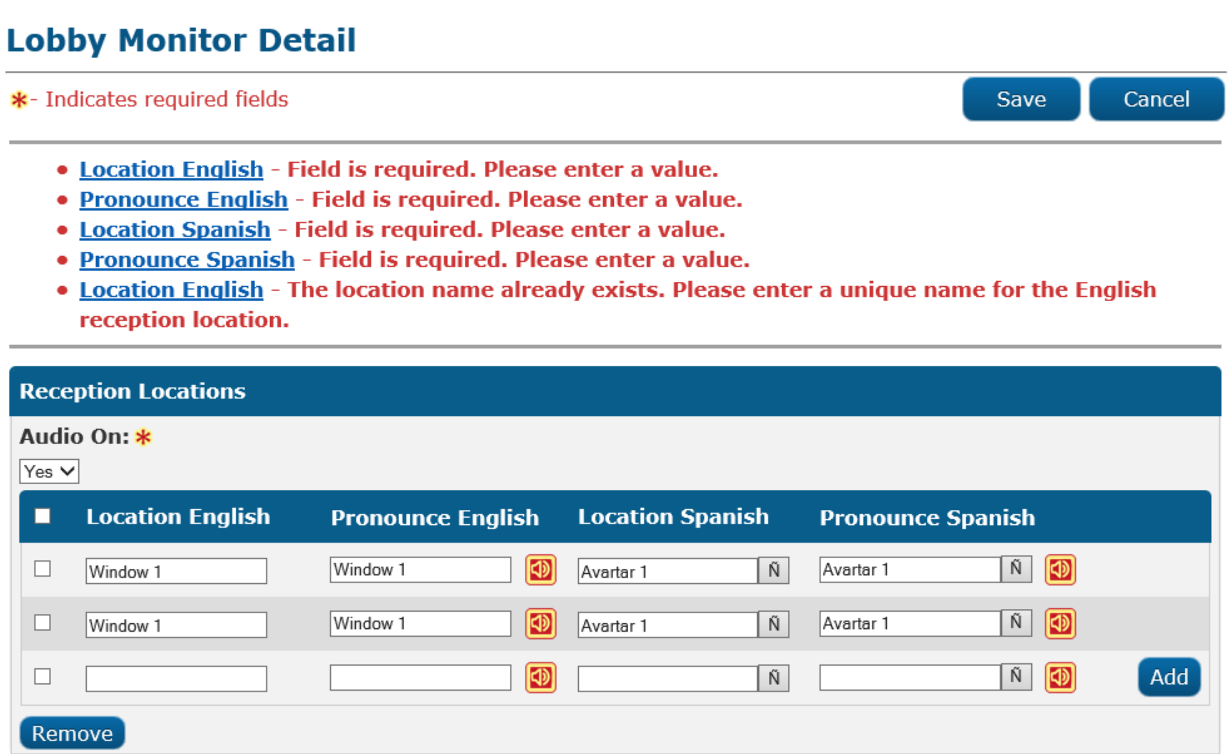


**Figure 2.6.9 – Reception Locations Audio On field set to 'Yes' with 'Location' added validations.**

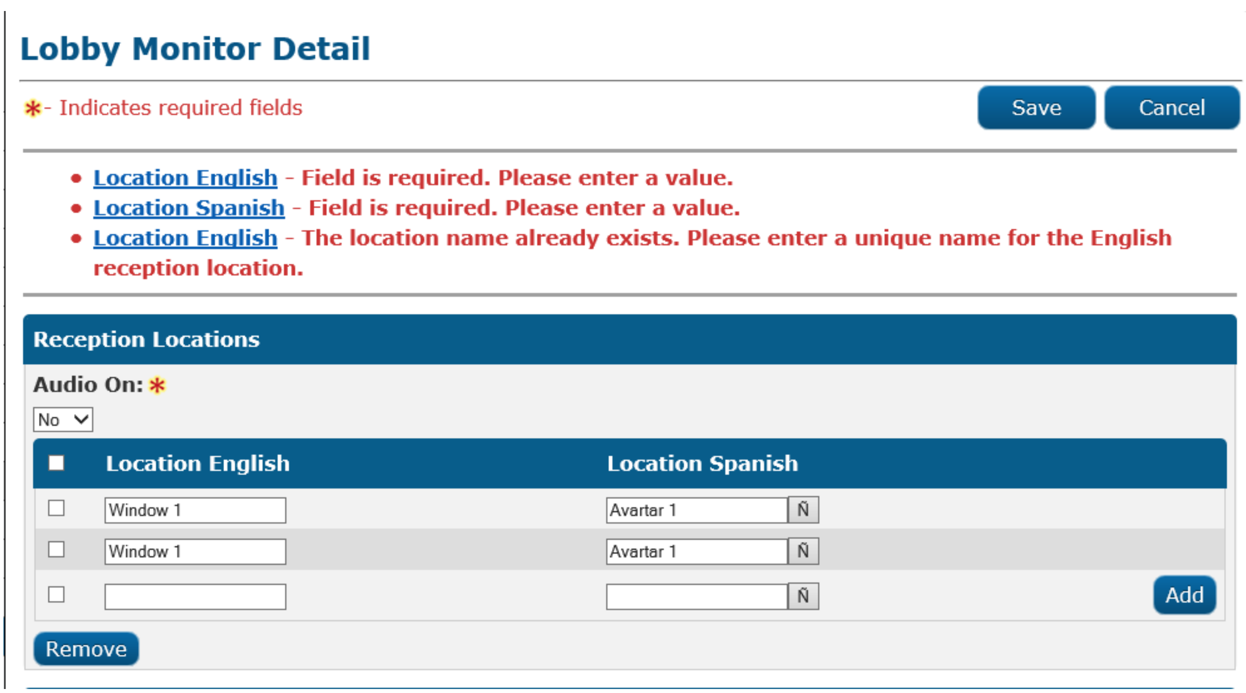


**Figure 2.6.10 – Reception Locations Audio On field set to 'No' with 'Location' added validations.**

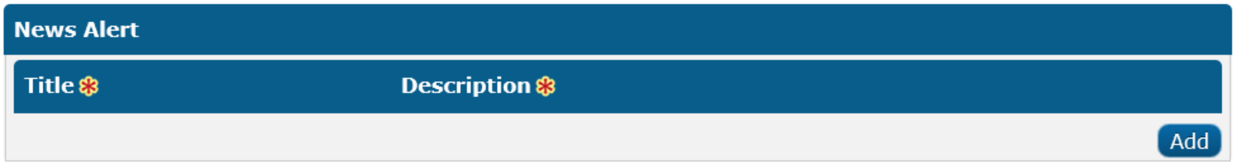


**Figure 2.6.11 –No custom News Alert added**

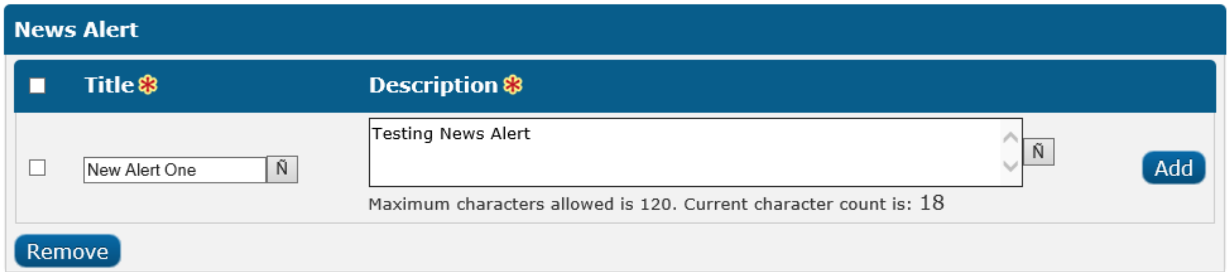


**Figure 2.6.12 – Customer News Alert added**

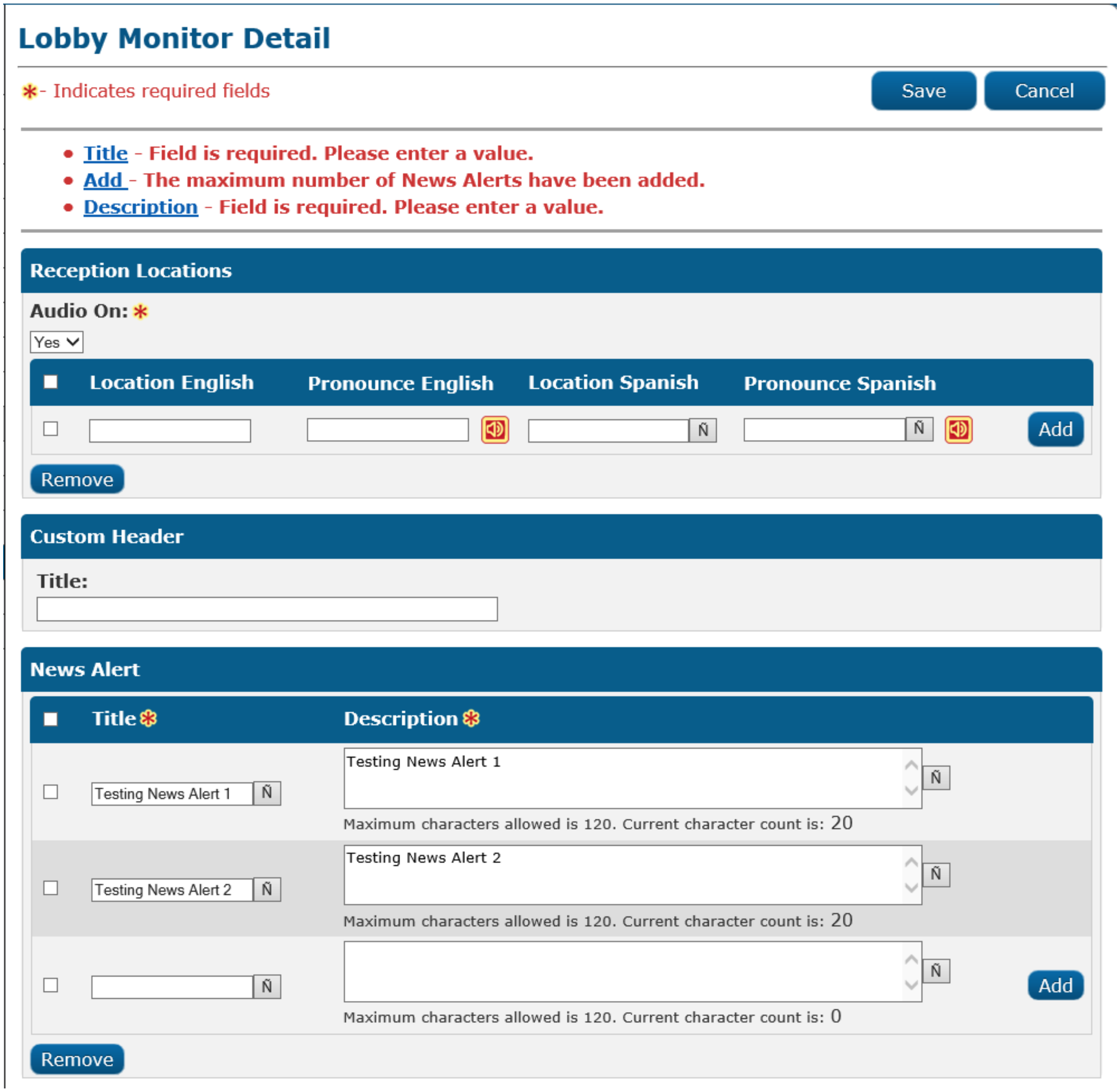


**Figure 2.6.13 – Custom News Alert added validations**

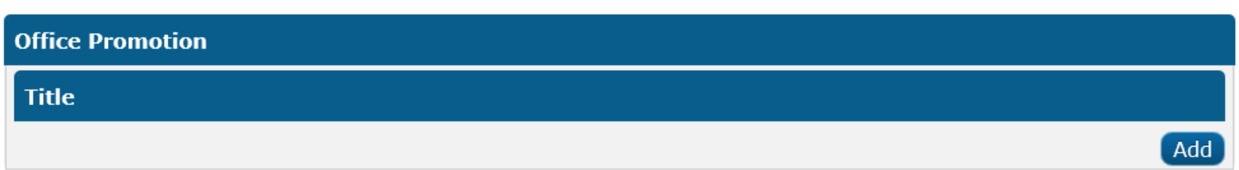


**Figure 2.6.14 – No Custom Office Promotion Added**

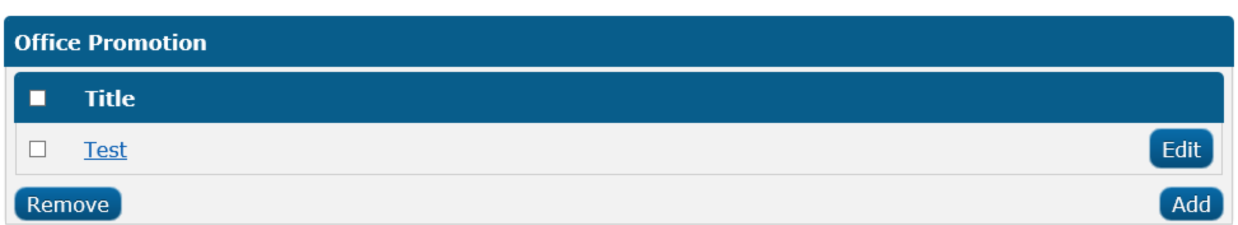

**Figure 2.6.15 – With Custom Office Promotion Added**

Lobby Monitor Detail
*- Indicates required fields
Save
Cancel
• Add - Office Promotions are pending removal, please click the Save button prior to adding new promotions.
Reception Locations
Audio On: *
Yes
Location English
Pronounce English
Location Spanish
Pronounce Spanish
Add
Custom Header
Title:
News Alert
Title *
Description *
Add
Designed Promotions
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• Receive notifications
• Check messages
• Report changes
• View announcements
• View documents
• And much more!
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Display English Version:
Yes
Display Spanish Version:
Yes
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• Real Time EBT balances
• Upload and view documents
• Receive notifications
• Check messages
• Find an office near you
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Display English Version:
Yes
Display Spanish Version:
Yes
IVR
Call our Interactive Voice Response (IVR) System
Dial Toll Free 877-410-8829
For 24/7 access to:
• Benefit information
• Program status
• Requesting forms
• Worker contact information
• Office hours & locations
• And much more!
Display English Version:
Yes
Display Spanish Version:
Yes
Office Promotion
Title
Testing
Edit
Testing 2
Edit
Remove
Add
Customer Dashboard Link
Link: http://:/LobbyService/lobby/webcontent/monitor/#/office/5044
Copy Link
Save
Cancel

**Figure 2.6.16 – Office Promotion custom validation**

## Lobby Monitor Detail

*- Indicates required fields

Save | Cancel

- Add - You have reached the maximum number of Office Promotions.

**Reception Locations**

Audio On: *

Yes

| Location English | Pronounce English | Location Spanish | Pronounce Spanish |
|---|---|---|---|

Add

**Custom Header**

Title:

**News Alert**

| Title * | Description * |
|---|---|

Add

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Yes

Display Spanish Version:

Yes

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- Benefit information
- Program status
- Requesting forms
- Worker contact information
- Office hours & locations
- And much more!

Display English Version:

Yes

Display Spanish Version:

Yes

**Office Promotion**

| ☐ | Title | |
|---|---|---|
| ☐ | Testing | Edit |
| ☐ | Testing 2 | Edit |
| ☐ | Testing 3 | Edit |

Remove | Add

**Customer Dashboard Link**

Link: http://:/LobbyService/lobby/webcontent/monitor/#/office/5044 Copy Link

Save | Cancel

This Type 1 page took 10.07 seconds to load.

**Figure 2.6.17 – Office Promotion custom validation**

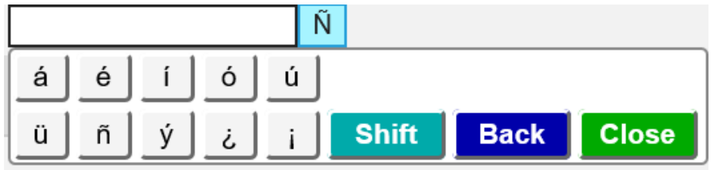



**Figure 2.6.18 – Spanish keypad to allow Spanish Characters**

### 2.6.3 Description of Changes

1. Create a new page titled 'Lobby Monitor Detail' page as shown on Figure 2.6.1 through Figure 2.6.4 that is accessible through the 'Lobby Monitor Search' page by either clicking on the 'Office ID' hyperlink ('View' mode) or clicking on the 'Edit' button ('Edit' mode).
    a. The 'Lobby Monitor Detail' page will have the following fields:
        i. Create a section titled 'Reception Locations' as shown on Figure 2.6.5 through Figure 2.6.10.
            1. The 'Reception Locations' section will have the following:
                a. A required drop down field titled 'Audio On:' and will default to 'No' and will have the following options:
                    i. Yes
                    ii. No
                b. A dynamic subsection that will display based on value that is set in the 'Audio On:' drop down field.
                    i. If the 'Audio On:' drop down field is set to 'No' the subsection will have 2 different columns as shown on Figure 2.6.6 and an 'Add' button.
                        1. First Column will be titled 'Location English'.
                        2. Second Column will be titled 'Location Spanish'.
                        3. Clicking the 'Add' button will refresh the page and the subsection will now display 3 columns, an 'Add' button and a 'Remove' button as shown on Figure 2.6.8
                            a. The system will refresh and add an additional row that will allow the worker to add additional Location in

both English and Spanish every time the user click the 'Add' button.

b. Clicking the 'Remove' button will remove the row right away but the worker will need to click the 'Save' button on the 'Lobby Monitor Detail' page for the information to be updated.
c. First column will be a 'check box'.
d. Second column will be titled 'Location English'.
    i. This column will have an editable text field and have a 20 characters limit. Once the maximum characters limit has been reached, no further characters can be inputted.
e. Third column will be titled 'Location Spanish'.
    i. This column will have an editable text field and have a 20 characters limit. Once the maximum characters limit has been reached, no further characters can be inputted.
    ii. There will be a 'Ñ' icon right

next to the editable text field and clicking on the 'Ñ' icon will open a Spanish keypad that will allow for Spanish characters as shown on Figure 2.6.18.

iii. There will be a tool tip that will display 'Open the keypad'.

ii. If the 'Audio On:' drop down field is set to 'Yes' the subsection will have 4 different columns as shown on Figure 2.6.5 and an 'Add' button.
   1. First column will be titled 'Location English'.
   2. Second column will be titled 'Pronounce English'.
   3. Third column will be titled 'Location Spanish'.
   4. Fourth column will be titled 'Pronounce Spanish'.
   5. Clicking the 'Add' button will refresh the page and the subsection will now display 5 columns, an 'Add' button and a 'Remove' button as shown on Figure 2.6.7
      a. The system will refresh and add an additional row that will allow the worker to add additional Location and Pronunciation in both English and Spanish every time the user click the 'Add' button.
      b. Clicking the 'Remove' button will remove the row right away but the worker will need to click the 'Save' button

on the 'Lobby Monitor Detail' page for the information to be updated.

c. First column will be a 'check box'.
d. Second column will be titled 'Location English'.
    i. This column will have an editable text field and have a 20 characters limit. Once the maximum characters limit has been reached, no further characters can be inputted.
e. Third column will be titled 'Pronounce English'.
    i. This column will have an editable text field and have a 20 characters limit. Once the maximum characters limit has been reached, no further characters can be inputted.
    ii. Text entered in this column will remain even if the 'Audio On' field is changed to 'No'.
    iii. Next to the editable text field there will be an 'Audio' icon.

iv. Clicking on the 'Audio' icon will let the worker preview what the Audio will sound like when calling the locations in English.

**Note:** Audio functionality will only work if the LRS/CalSAWS application is open using Chrome.

f. Fourth column will be titled 'Location Spanish'.
   i. This column will have an editable text field and have a 20 characters limit. Once the maximum characters limit has been reached, no further characters can be inputted.
   ii. There will be a 'Ñ' icon right next to the editable text field.
   iii. Clicking on the 'Ñ' icon will open a Spanish keypad that will allow for Spanish characters as shown on Figure 2.6.18.
   iv. There will be a tool tip that will

display 'Open the keypad'.

g. Fifth column will be titled 'Pronounce Spanish'.
    i. This column will have an editable text field and have a 20 characters limit. Once the maximum characters limit has been reached, no further characters can be inputted.
    ii. Text entered in this column will remain even if the 'Audio On' field is changed to 'No'.
    iii. There will be a 'Ñ' icon right next to the editable text field.
    iv. Clicking on the 'Ñ' icon will open a Spanish keypad that will allow for Spanish characters as shown on Figure 2.6.18.
    v. There will be a tool tip that will display 'Open the keypad'.
    vi. Next to the 'Ñ' icon there will be an 'Audio' icon.
    vii. Clicking on the 'Audio' icon will let the worker

preview what the Audio will sound like when calling the locations in Spanish.
**Note:** Audio functionality will only work if the LRS/CalSAWS application is open using Chrome.

c. Add the following custom validation for the 'Reception Locations' section as shown on Figure 2.6.9 and Figure 2.6.10.
    i. "Location English – The Location name already exists. Please enter a unique name for the English reception location."
        1. This validation will be trigger when the worker clicks the 'Save' button on the 'Lobby Monitor Detail 'page and the Location English field have more than 1 unique name.
    ii. "Location English – Field is required. Please enter a value."
        1. This validation will be trigger when the worker clicks the 'Save' button on the 'Lobby Monitor Detail' page without inputting any information in the 'Location English' editable text field.
    iii. "Location Spanish – Field is required. Please enter a value."
        1. This validation will be trigger when the worker clicks the 'Save' button on the 'Lobby Monitor Detail' page without inputting any information in the 'Location Spanish' editable text field.
    iv. "Pronounce English – Field is required. Please enter a value."
        1. This validation will be trigger if the 'Audio On' field is set to

'Yes' and the worker click the 'Save' button on the 'Lobby Monitor Detail' page without inputting any information in the 'Pronounce English' editable text field.

v. "Pronounce Spanish – Field is required. Please enter a value."
    1. This validation will be trigger if the 'Audio On' field is set to 'Yes' and the worker click the 'Save' button on the 'Lobby Monitor Detail' page without inputting any information in the 'Pronounce Spanish' editable text field.

2. Information entered under the 'Reception Locations' will not be saved until the worker click the 'Save' button on the 'Lobby Monitor Detail' page.

ii. Create a section titled 'Custom Header' as shown on Figure 2.6.1through Figure 2.6.4.
    1. The 'Custom Header' section will have an editable text field titled 'Title:'.
        a. Editable field will have a maximum ~~80~~ 50characters limit. Once the maximum characters limit has been reached, no further characters can be inputted.
        b. Only one Custom Header can be created.
        c. Custom Header information will not be saved until the worker click the 'Save' button on the 'Lobby Monitor Detail' page.
        d. Custom header is available in English only.

iii. Create a section titled 'News Alert' as shown on Figure 2.6.11 through Figure 2.6.13.
    1. The 'News Alert' section will have two columns and an 'Add' button as shown on Figure 2.6.11.
        a. First column will be titled 'Title' and will be required.
        b. Second column will be titled 'Description' and will be required.
        c. Clicking the 'Add' button will refresh the page and the 'News Alert' section will now have threes columns, an 'Add' button and a 'Remove' button as shown on figure 2.6.12.
            i. The system will refresh and add an additional row that will allow the

worker to add additional News Alert every time the user click the ‘Add’ button.

ii. Clicking the ‘Remove’ button will remove the row right away but the worker will need to click the ‘Save’ button on the ‘Lobby Monitor Detail’ page for the information to be updated.

iii. First column will be a ‘check box’.

iv. Second column will be titled ‘Title’ and will be a required field.
    1. This column will have an editable text field and have a 30 characters limit. Once the maximum characters limit has been reached, no further characters can be inputted.
    2. There will be a ‘Ñ’ icon right next to the editable text field.
        a. Clicking on the ‘Ñ’ icon will open a Spanish keypad that will allow for Spanish characters as shown on Figure 2.6.18.
        b. There will be a tool tip that will display ‘Open the keypad’.

v. Third column will be titled ‘Description’ and will be a required field.
    1. This column will have an editable text field and have a 120 characters limit. Once the maximum characters limit has been reached, no further characters can be inputted.
    2. There will be a ‘Ñ’ icon right next to the editable text field.
        a. Clicking on the ‘Ñ’ icon will open a Spanish keypad that will allow for Spanish characters as shown on Figure 2.6.19.

b. There will be a tool tip that will display 'Open the keypad'.

3. Underneath the editable text field it will display a character tracking. This will track the number of characters entered in this field.
    a. Character tracking will have the following language: "Maximum characters allowed is 120. Current character count is: 0"
        i. It will start with 0 but will increase as the amount of characters entered in the field increases.

2. The 'News Alert' section can have a maximum of three custom News Alert.
3. Add the following validations as shown on Figure 2.6.13.
    a. "Add – The maximum number of News Alert have been added."
        i. This validation will be trigger when a worker clicks the 'Add' button under the 'News Alert' section when there's already three custom News Alert.
4. Custom News Alert information will not be saved until the worker click the 'Save' button on the 'Lobby Monitor Detail' page.

iv. Create a section titled 'Designed Promotions' as shown on Figure 2.6.1 through Figure 2.6.4 that will display for C-IV counties offices only.
    1. Create three subsections for the 'Design Promotions' section.
        a. First subsection will be titled 'C4Yourself' and will display a custom promotion as shown on Figure 2.6.2 and Figure 2.6.4 and two drop down fields. Custom promotion will be available in Spanish as well.
            i. Custom promotion will be titled 'Visit C4Yourself.com for easy access to'.

1. Title in Spanish: 'Visite C4Yourself.com para acceder fácilmente a'

ii. Custom promotion will have the following descriptions:
    1. It will display the C4Yourself image.
    2. It will list the following information in bullet points and in the order as listed below:
        a. Benefit information
            i. Spanish: 'Información de beneficios'
        b. Applications
            i. Spanish: 'Solicitudes'
        c. Renewals
            i. Spanish: 'Renovación'
        d. Upload documents
            i. Spanish: 'Subir documentos'
        e. Receive notifications
            i. Spanish: 'Recibir notificaciones'
        f. Check messages
            i. Spanish: 'Revisar mensajes'
        g. Report changes
            i. Spanish: 'Reportar cambios'
        h. View announcements
            i. Spanish: 'Ver anuncios'
        i. View documents
            i. Spanish: 'Ver documentos'
        j. And much more!
            i. Spanish: 'y mucho más!

iii. The two drop down fields will have the following titles:
    1. First drop down field will be titled 'Display English Version'.

a. This field will have two different drop down values and it will be listed in the following order:
    i. 'No'
    ii. 'Yes'
b. It will default to 'No'.

2. Second drop down field will be titled 'Display Spanish Version'.
    a. This field will have two different drop down values and it will be listed in the following order:
        i. 'No'
        ii. 'Yes'
    b. It will default to 'No'.

b. Second subsection will be titled 'Mobile App' and will display a custom promotion as shown on Figure 2.6.2 and Figure 2.6.4 and two drop down fields. Custom promotion will be available in Spanish as well.
    i. Custom promotion will be titled 'Download the C4Yourself Mobile App today'.
        1. Title in Spanish: 'Descargue hoy la aplicación móvil de C4Yourself'
    ii. Custom promotion will have the following descriptions:
        1. It will display an image of a cell phone.
        2. It will list the following information in bullet points and in the order as listed below:
            a. Access benefit information
                i. Spanish: 'Acceder la información sobre sus beneficios'
            b. Real Time EBT balances

i. Spanish: 'Saldos de EBT'

c. Upload and view documents
   i. Spanish: 'Cargar y ver documentos'
d. Receive notifications
   i. Spanish: 'Recibir notificaciones'
e. Check messages
   i. Spanish: 'Revisar mensajes'
f. Find an office near you
   i. Spanish: 'Encontrar una oficina cerca de usted'
g. And much more!
   i. Spanish: 'y mucho más!

3. It will display the following message:
   a. First line: 'Available now at'
      i. Spanish: 'Disponible ahora en'
   b. Second line: 'Google Play and Apple Stores.'
      i. Spanish: 'Google Play y tiendas de Apple.'

iii. The two drop down fields will have the following titles:
   1. First drop down field will be titled 'Display English Version'.
      a. This field will have two different drop down values and it will be listed in the following order:
         i. 'No'
         ii. 'Yes'
      b. It will default to 'No'.

2. Second drop down field will be title ‘Display Spanish Version’.
    a. This field will have two different drop down values and it will be listed in the following order:
        i. ‘No’
        ii. ‘Yes’
    b. It will default to ‘No’.

c. Third subsection will be titled ‘IVR and will display a custom promotion as shown on Figure 2.6.2 and Figure 2.6.4 and two drop down fields. Custom promotion will also be available in Spanish.
    i. Custom promotion will be titled ‘Call our Interactive Voice Response (IVR) System’.
        1. Title in Spanish: ‘Llame a nuestro Sistema de Respuesta de Voz Interactive (IVR)
    ii. Custom promotion will have the following descriptions:
        1. It will display an image of a phone.
        2. It will display the following message: ‘Dial Toll Free [IVR number] For 24/7 access to:’
            a. Spanish: ‘Marque el número gratuito [IVR number] para el acceso 24/7 a:’
            b. The [IVR number] will be specific to the IVR phone number for each county. This will apply for both the English and Spanish version of the promotion.
        3. It will list the following information in bullet points and in the order as listed below:
            a. Benefit information

i. Spanish: ‘Información de beneficios’

b. Program status

i. Spanish: ‘Estado del programa’

c. Requesting form

i. Spanish: ‘Solicitud de formularios’

d. Worker contact information

i. Spanish: ‘Información de contacto del trabajador’

e. Office hours & Locations

i. Spanish: ‘Horario de oficina y ubicaciones’

f. And much more!

i. Spanish: ‘y mucho más!’

iii. The two drop down fields will have the following titles:

1. First drop down field will be titled ‘Display English Version’.
   a. This field will have two different drop down values and it will be listed in the following order:
      i. ‘No’
      ii. ‘Yes’
   b. It will default to ‘No’.
2. Second drop down field will be title ‘Display Spanish Version’.
   a. This field will have two different drop down values and it will be listed in the following order:
      i. ‘No’
      ii. ‘Yes’
   b. It will default to ‘No’.

2. The 'Designed Promotions' section will be hidden for offices in Los Angeles County and offices in CalWIN Counties. The 'Lobby Monitor Detail' page will look like Figure 2.6.1 and Figure 2.6.3.

v. Create a section titled 'Office Promotion' as shown on Figure 2.6.14 through Figure 2.6.17.
   1. Create a subsection titled 'Title' along with an 'Add' button as show on Figure 2.6.14.
      a. Clicking the 'Add' button will navigate the worker to the 'Office Promotion Detail' page in 'Create' mode (see section 2.7 for further information).
   2. The 'Office Promotion' section can have a maximum of three custom Office Promotion.
      a. When an office promotion has been saved through the 'Office Promotion Detail' page, the 'Office Promotion' subsection will have 2 columns, an and a 'Remove' button as shown on Figure 2.6.18.
         i. Column 1 will have a 'check box'.
         ii. Column 2 will be titled 'Title'.
            1. It will display the text that's been inputted in the 'Title' field on the 'Office Promotion Detail' (Figure 2.7.1) page as a hyperlink.
               a. Clicking the hyperlink will navigate the worker to the 'Office Promotion Detail' page in 'View' mode.
            2. It will display an 'Edit' button.
               a. Clicking on the 'Edit' button will navigate the worker to the 'Office Promotion Detail' page in 'Edit' mode.
      b. Clicking the 'Remove' button will remove the row right away but the worker will need to click the 'Save' button on the 'Lobby Monitor Detail' page for the information to be updated.
      c. Create a custom validation as shown on Figure 2.6.16 and Figure 2.6.17.
         i. <u>Add</u> – You have reached the maximum number of Office Promotions.

1. This validation will display when a user clicks the 'Add' button after three office promotions has been added.

ii. Add – Office Promotions are pending removal, please click the Save button prior to adding new promotions.

   1. This validation will display when there's 3 custom office promotions and they checked off one or more of the custom office promotion and click the 'Remove' button and then click the 'Add' button.

vi. Create a section titled 'Customer Dashboard Link' as shown on Figure 2.6.1 through Figure 2.6.4.

   1. 'Customer Dashboard Link' section will display the following
      a. Link: 'Office hyperlink'
         i. 'Office hyperlink' will be a unique hyperlink for each office.
         ii. Clicking the hyperlink will navigate the user to the customer facing Lobby Monitor System (see section 2.8 for more information).
      b. 'Copy Link' button.
         i. Clicking on the button will copy the hyperlink.

**Note:** Chrome is the preferred browser to use for the Lobby Monitor pages to work properly.

### 2.6.4 Page Location

- **Global: Admin Tools**
- **Local: Office Admin**
- **Task: Lobby Management → Lobby Monitor**

### 2.6.5 Security Updates

1. Security Rights

| Security Right | Right Description | Right to Group Mapping |
|---|---|---|

| | | |
|---|---|---|
| LobbyMonitorEdit | View and Edit Lobby Monitor Search; Lobby Monitor Detail; Office Promotion Detail; | Lobby Monitor Edit, |
| LobbyMonitorRemove | View and Edit Lobby Monitor Detail; Office Promotion Detail; | Lobby Monitor Edit, Information Remove |
| LobbyMonitorView | View the Lobby Monitor Search, Lobby Monitor Detail and Office Promotion Detail. | Lobby Monitor View, Lobby Monitor Edit, Information Remove |

2. Security Groups

| Security Group | Group Description | Group to Role Mapping |
|---|---|---|
| Lobby Monitor Edit | View and Edit the Lobby Monitor Search, Lobby Monitor Detail and Office Promotion Detail pages. | See Security Matrix |
| Lobby Monitor View | View the Lobby Monitor Search, Lobby Monitor Detail pages and Office Promotion pages | See Security Matrix |
| Information Remove | Remove information from lists across data collection pages | Eligiibility Supervisor, Regional Call Center Supervisor, System Administrator |

### 2.6.6 Page Mapping

Create new Page Mapping for the Lobby Monitor Detail page

### 2.6.7 Page Usage/Data Volume Impacts

N/A

## 2.7 Office Promotion Detail

### 2.7.1 Overview

Create a new page titled 'Office Promotion Detail' that will contain all the elements that will allow users to create their own office promotion that will display on the Customer Facing Lobby Monitor for the specified office.

### 2.7.2 Office Promotion Detail Mockup

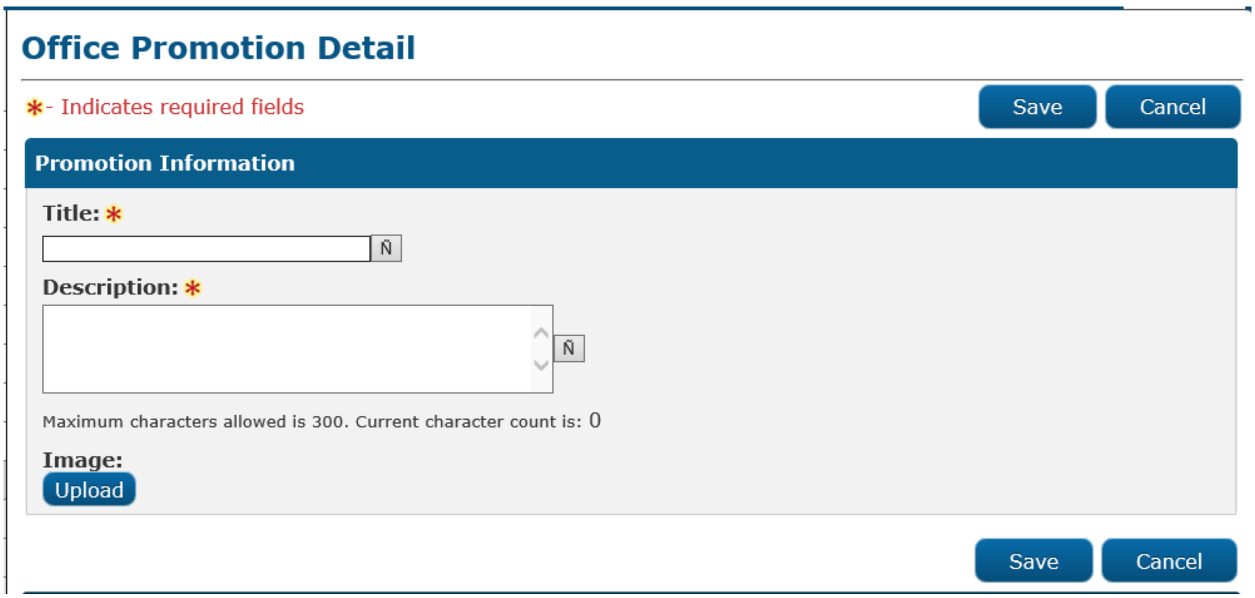



**Figure 2.7.1 – Office Promotion 'Create' mode**

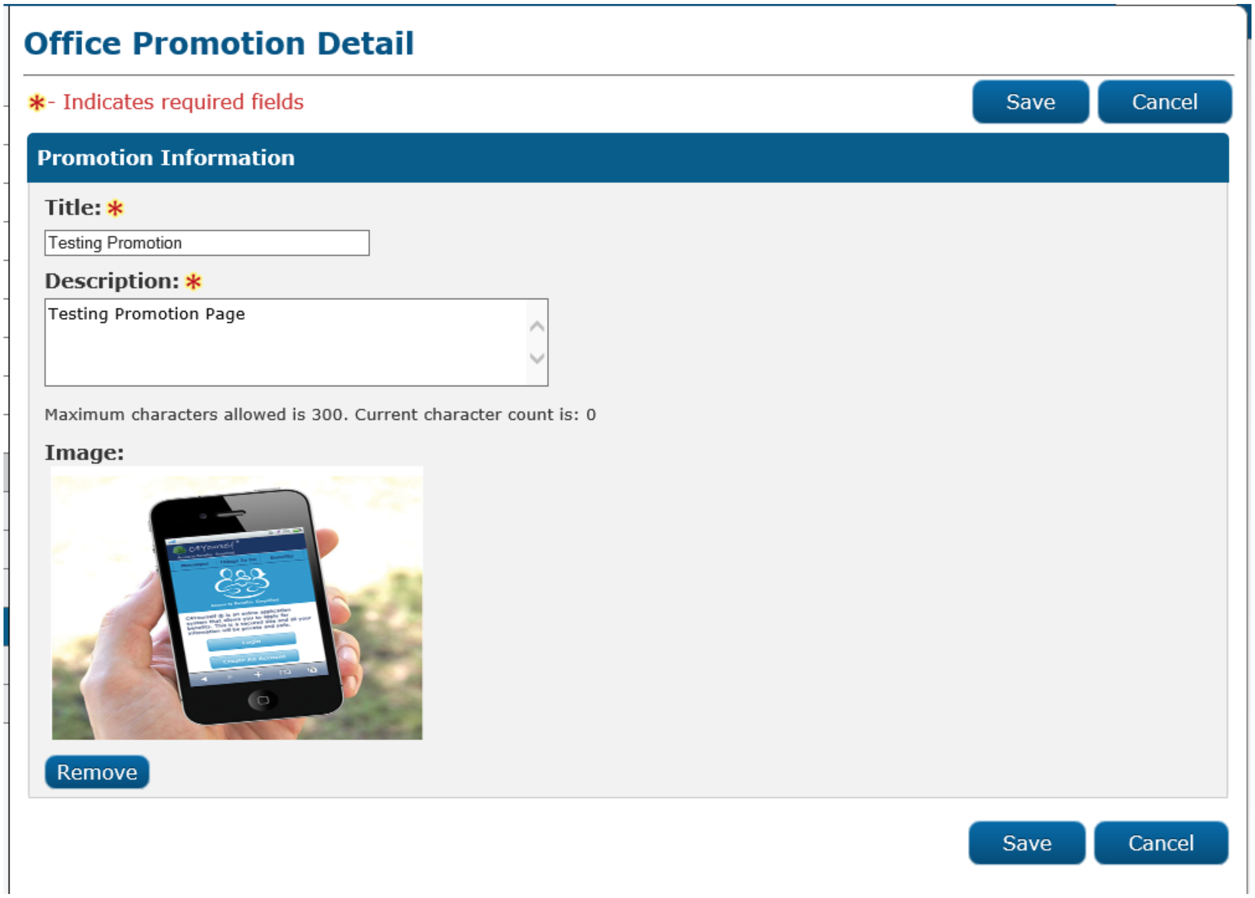



**Figure 2.7.2 – Office Promotion 'Edit' mode.**

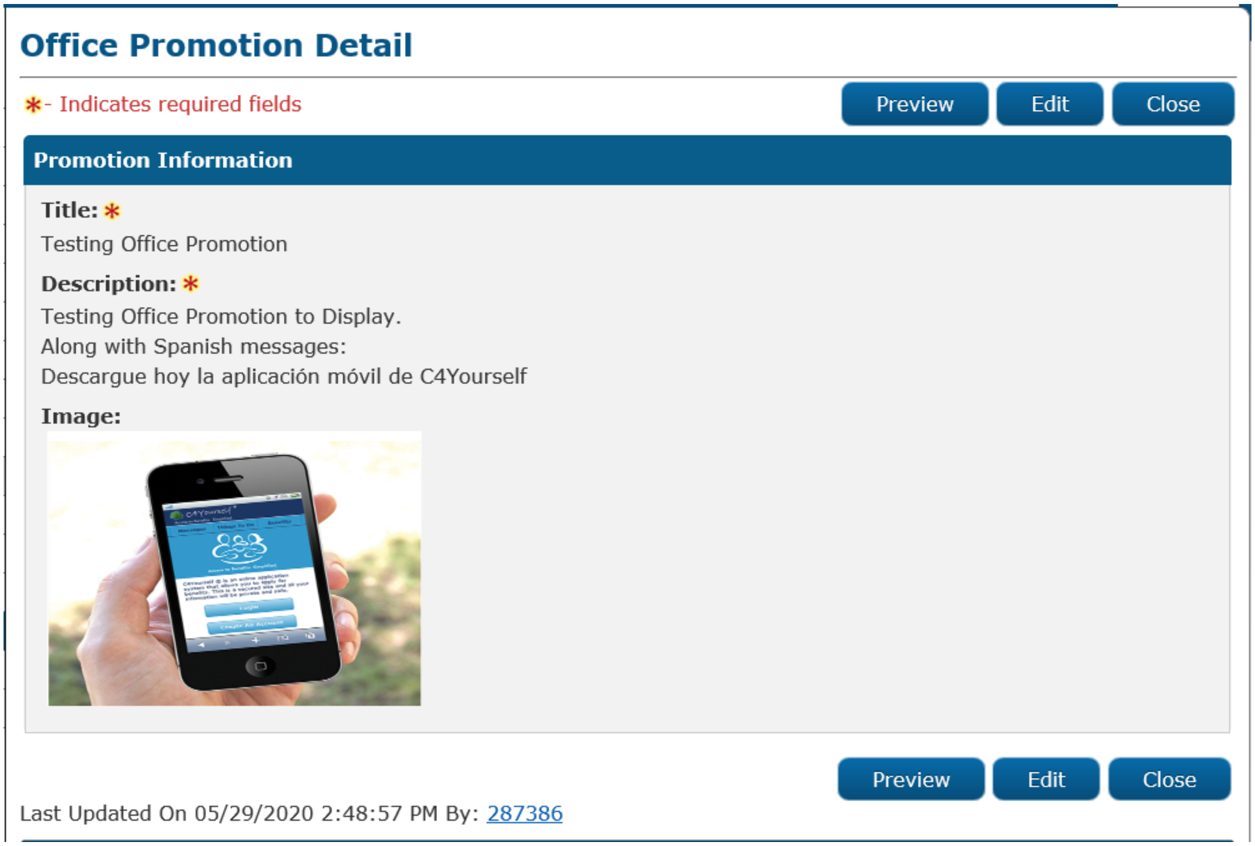



**Figure 2.7.3 – Office Promotion 'View' mode.**

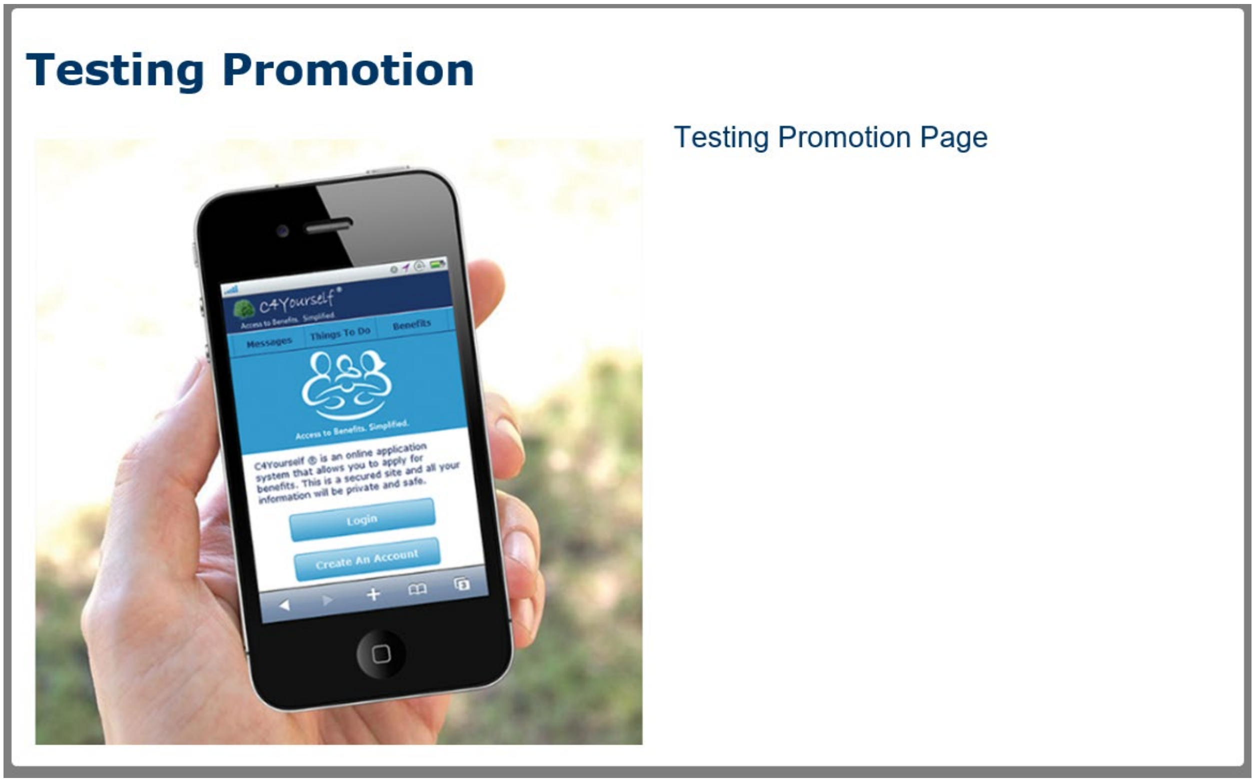



Figure 2.7.4 – Office Promotion 'Preview' window.

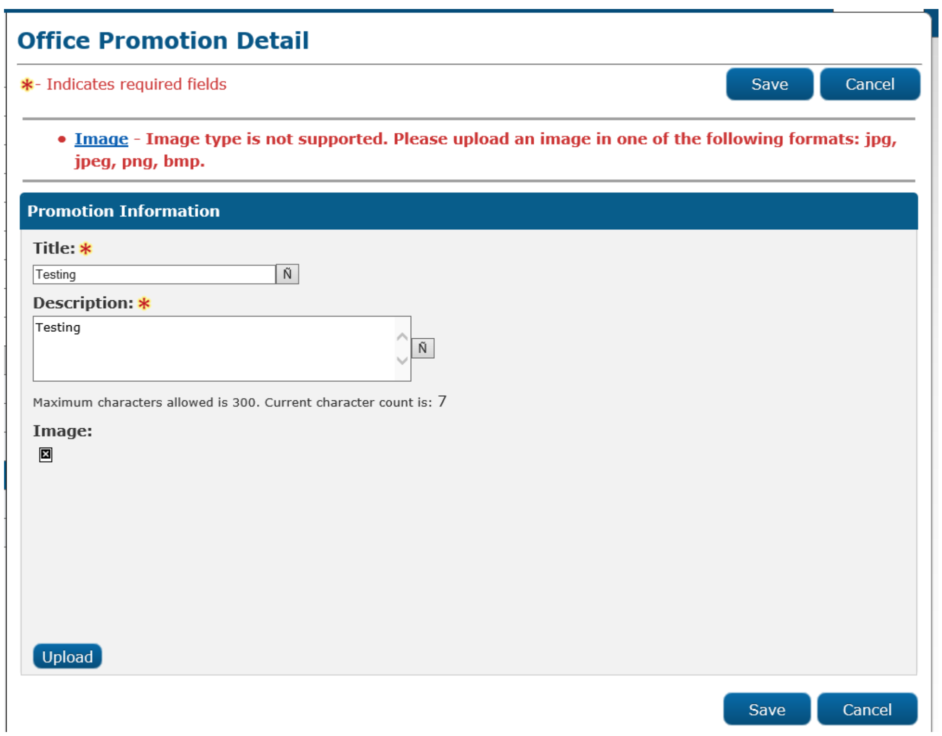



Figure 2.7.5 – Office Promotion validation 1

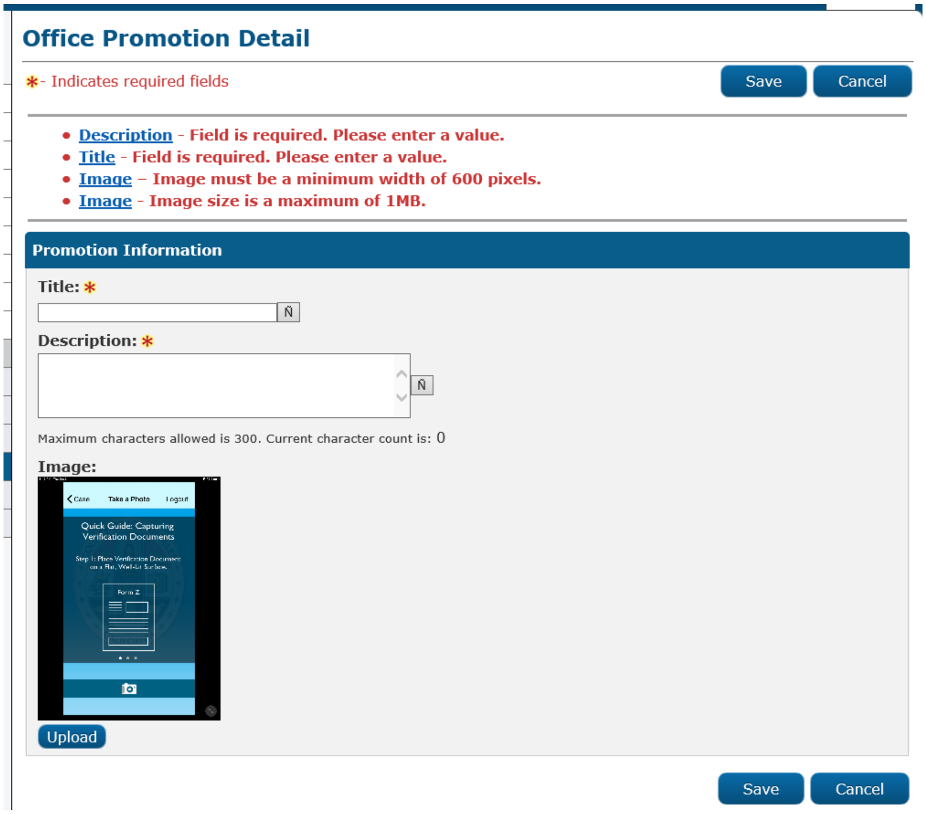



**Figure 2.7.6 – Office Promotion validation 2**

### 2.7.3 Description of Changes

1. Create a new page titled 'Office Promotion Detail as shown on Figure 2.7.1 to Figure 2.7.3.
    a. The 'Office Promotion Detail' will have a section titled 'Promotion Information'.
        i. Within the 'Promotion Information' section it will have the following fields.
            1. An editable text field titled 'Title:'
                a. This editable text field will be required and have a maximum characters of 30. Once the maximum characters limit has been reached, no further characters can be inputted.
                    i. There will be a 'Ñ' icon right next to the editable text field.
                        1. Clicking on the 'Ñ' icon will open a Spanish keypad that will allow for Spanish characters as shown on Figure 2.6.18.

a. There will be a tool tip that will display 'Open the keypad'.

2. An editable text field titled 'Description:'
    a. This editable text field will be required and have a maximum characters of 300. Once the maximum characters limit has been reached, no further characters can be inputted.
        i. There will be a 'Ñ' icon right next to the editable text field.
            1. Clicking on the 'Ñ' icon will open a Spanish keypad that will allow for Spanish characters as shown on Figure 2.6.18.
                a. There will be a tool tip that will display 'Open the keypad'.
        ii. Underneath the editable text field it will display a character tracking. This will track the number of characters entered in this field.
                a. Character tracking will have the following language: "Maximum characters allowed is 300. Current character count is: 0
                    i. It will start with 0 but will increase as the amount of characters entered in the field increases.
3. A field to upload an image. This field will be titled 'Image:'
    a. It will have an 'Upload' button.
        i. Clicking the 'Upload' button will allow the user to upload an image.
            1. Image width must be a minimum of 600 pixels.
            2. Image size will be a maximum of 1MB.
            3. Image will only be supported for the following file type only:
                a. jpg
                b. jpeg

c. png
d. bmp

4. The 'Office Promotion Detail' page in 'Edit' mode, will have a 'Remove' button when there is an image that was uploaded as shown on Figure 2.7.2.
    a. Clicking the 'Remove' button will remove the uploaded image and the 'Remove' button will be replace by the 'Upload' button.
        i. Clicking the 'Upload' button will allow the user to upload an image.
            1. User will need to click 'Save' button on the 'Office Promotion Detail' page for the new uploaded image to be saved.
            2. User will need to click' the 'Save' button on the 'Office Promotion Detail' page and access the page in 'Edit' mode again in order to remove the image.

b. The 'Office Promotion Detail' page will have a 'Save' button, a 'Cancel' button, a 'Preview' button, an 'Edit' button and a 'Close' button.
    i. The 'Save' button will save the information that the user added under the 'Promotion Information' section and will take the user back to the 'Lobby Monitor Detail' page.
        1. 'Save' button will display when the 'Office Promotion Detail' page is in 'Create' or 'Edit' mode.
    ii. The 'Cancel' button' will discard any changes that was made under the 'Promotion Information' section and will take the user back to the 'Lobby Monitor Detail' page.
        1. 'Cancel' button will display when the 'Office Promotion Detail' page is in 'Create or 'Edit' mode.
    iii. The 'Preview' button will display when the 'Office Promotion Detail' page is in 'View' mode.
        1. Clicking the 'Preview' button will open a new window and will display what the office promotion will look like based on the information inputted on the 'Promotion Information' section as shown on Figure 2.7.4.
    iv. The 'Edit' button will display when the 'Office Promotion Detail' page is in 'View' mode.

            1. Clicking on the 'Edit' button will take the user to the 'Office Promotion Detail' page in 'Edit' mode.
    v. The 'Close' button will display when the 'Office Promotion Detail' page is in 'View' mode.
            1. Clicking the 'Close' button will take the user back to the 'Lobby Monitor Detail' page.
c. Create the following custom validations as shown on Figure 2.7.5 and Figure 2.7.6.
    i. '<u>Image</u> – Image type is not supported. Please upload an image in one of the following formats: jpg, jpeg, png, bmp.'
        1. This validation will display when the user clicks the 'Save' button on the 'Office Promotion Detail' page and the uploaded image is not one of the following supported formats: jpg, jpeg, png, bmp.
    ii. '<u>Image</u> – Image must be a minimum width of 600 pixels.'
        1. This validation will display when the user clicks the 'Save' button on the 'Office Promotion Detail' page and the uploaded image does not have a minimum width of 600 pixels.
    iii. '<u>Image</u> – Image size is a maximum of 1MB.'
        1. This validation will display when the user clicks the 'Save' button on the 'Office Promotion Detail' page and the uploaded image have a size greater than 1 MB.

**Note:** Chrome is the preferred browser to use for the Office Promotion Detail page to work properly.

### 2.7.4 Page Location

- **Global: Admin Tools**
- **Local: Office Admin**
- **Task: Lobby Management → Lobby Monitor**

### 2.7.5 Security Updates

1. Security Rights

| Security Right | Right Description | Right to Group Mapping |
|---|---|---|
| LobbyMonitorEdit | View and Edit Lobby Monitor Search; Lobby Monitor Detail; Office Promotion Detail; | Lobby Monitor Edit, |

| | | |
|---|---|---|
| LobbyMonitorRemove | View and Edit Lobby Monitor Detail; Office Promotion Detail; | Lobby Monitor Edit, Information Remove |
| LobbyMonitorView | View the Lobby Monitor Search, Lobby Monitor Detail and Office Promotion Detail. | Lobby Monitor View, Lobby Monitor Edit, Information Remove |

2. Security Groups

| Security Group | Group Description | Group to Role Mapping |
|---|---|---|
| Lobby Monitor Edit | View and Edit the Lobby Monitor Search, Lobby Monitor Detail and Office Promotion Detail pages. | See Security Matrix |
| Lobby Monitor View | View the Lobby Monitor Search, Lobby Monitor Detail pages and Office Promotion pages | See Security Matrix |
| Information Remove | Remove information from lists across data collection pages | Eligiibility Supervisor, Regional Call Center Supervisor, System Administrator |

### 2.7.6 Page Mapping

Create a new page mapping for the Office Promotion Detail page.

### 2.7.7 Page Usage/Data Volume Impacts

N/A

## 2.8 Lobby Monitoring System

### 2.8.1 Overview

Create a Lobby Monitoring system that will show an animated display in the Lobby Monitoring Screen that will be use by the county offices to inform the customer where to go and the ability to display promotions and other pertinent information.

### 2.8.2 Lobby Monitoring System Mockup

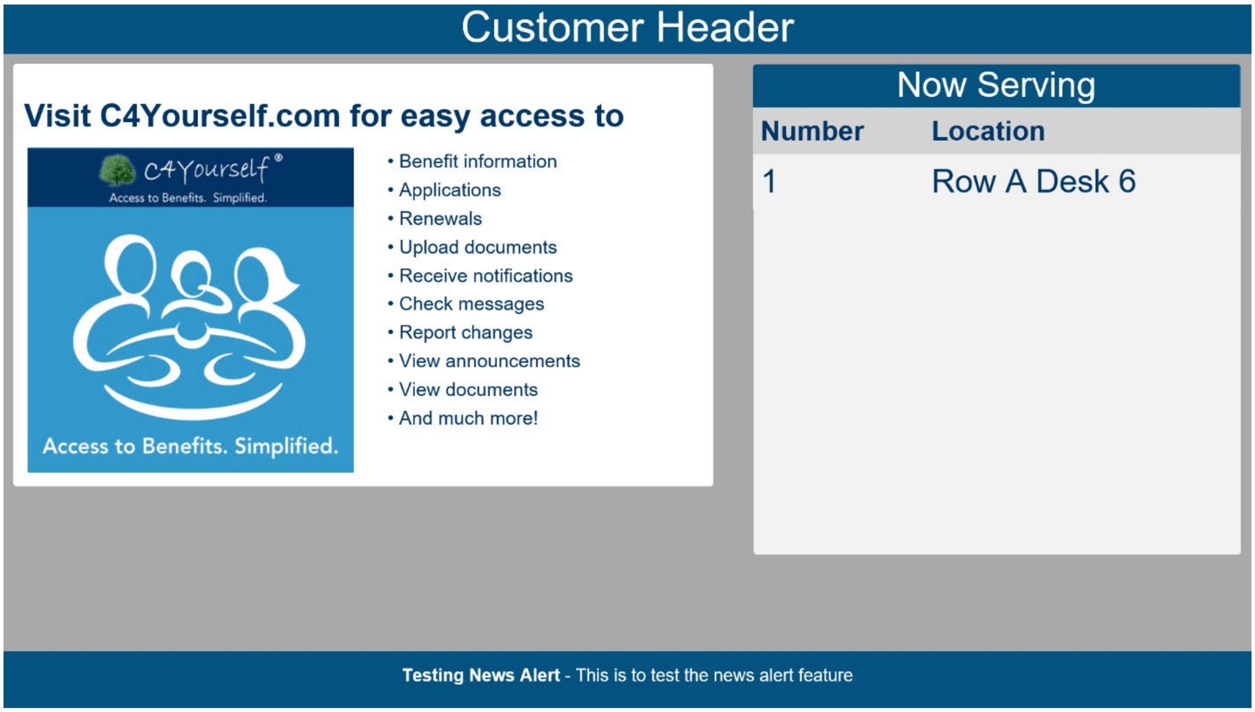



**Figure 2.8.1 – Lobby Monitoring System**

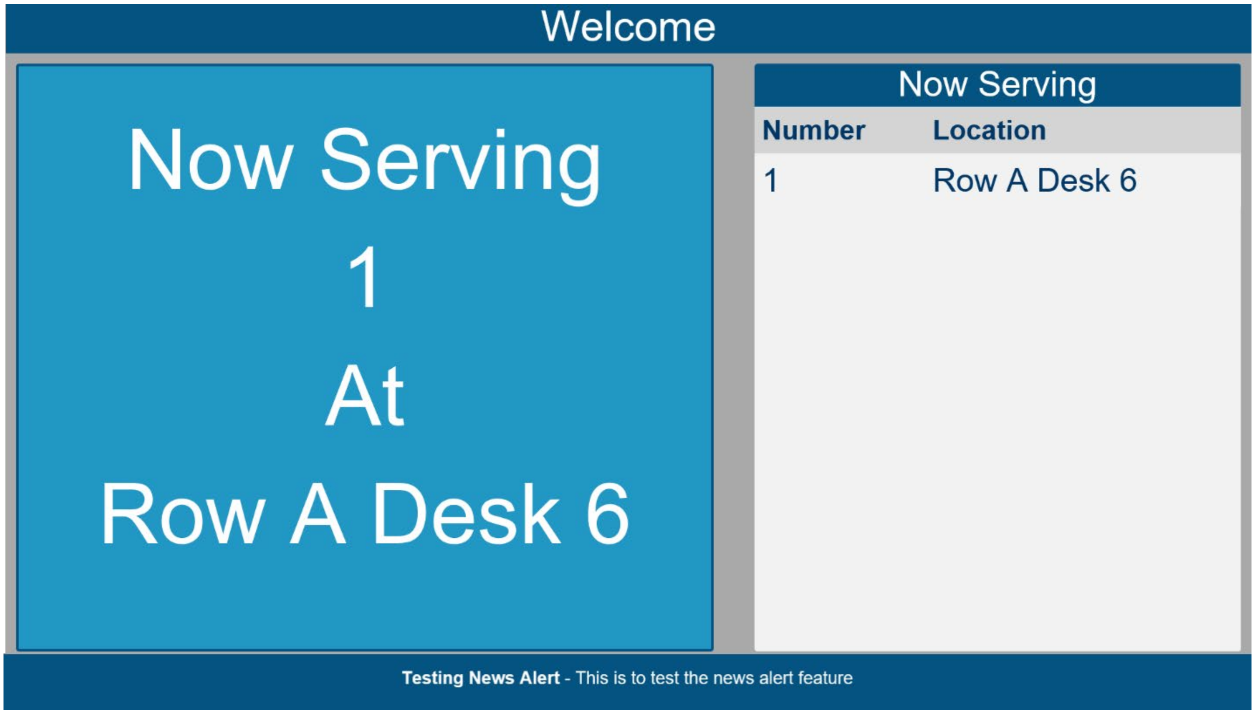



**Figure 2.8.2 – Lobby Monitoring System with Number call**

### 2.8.3 Description of Changes

1. Create an animated display to be display as part of the Lobby Monitoring Screen that will show the customers' number and the associated location, along with displaying the office promotion(s) and pertinent information as shown on Figure 2.8.1 and Figure 2.8.2.
    a. Display a 'Custom Header' as part of the Lobby Monitoring Screen.
        i. 'Custom Header' to be located on the top of the Lobby Monitor Screen.
        ii. 'Custom Header' will default to 'Welcome' (as shown on Figure 2.8.2) unless a different value is entered on the Lobby Monitor Detail page under the 'Custom Header' field (as shown on Figure 2.8.1).
    b. Display a list showing the customer's number that was called along with the location they should proceed.
        i. List will be located on the right hand side of the Lobby Monitor Screen and will display the following:
            1. It will have a header titled 'Now Serving'.
            2. Two columns underneath the 'Now Serving' titled.
                a. First column will be titled 'Number'.
                    i. This column will display the 'Number Assigned' information from the Reception Log specific to the

Reception Log record that was created.

1. This column will display both the ‘Prefix’ and the ‘Number’.

b. Second column will be titled ‘Location’.

i. This column will display the ‘Location’ information that is associated to the ‘Number Assigned’ for the specific Reception Log record.

1. This column will display the Location information that’s chosen from the Reception Log. If the ‘Location’ information is changed in Reception Log, the ‘Location’ information being display will also change accordingly.

ii. Information being listed will display in the Lobby Monitor Screen when the status in the Reception Log record is updated to ‘Lobby Monitor Call’.

iii. Information being listed will no longer display in the Lobby Monitor Screen when the Reception Log record is updated to one of the following statuses:

1. Meeting Started
2. Complete
3. No Response.

Note: For Reception Log entry that have the ‘Hide from Monitor’ field checked off, will not be display on the Monitor.

c. Display ‘Designed Promotions’ and ‘Office Promotion’ on the left hand side of the Lobby Monitor Screen.

i. Both the ‘Designed Promotions’ and ‘Office Promotion’ will display in the same location and it will cycle through.

a. ‘Office Promotion’ being display in the Lobby Monitor will be based on the information that was created in the ‘Office Promotion’ section on the Lobby Monitor Detail page.

i. If there are multiple custom office promotions created, it’ll display in the same order as how its listed on the Lobby Monitor Detail page. However, there will be instances where the order being display may change and no longer match with how its being listed on the Lobby Monitor Detail page. This can happen when a Lobby Monitor Call or multiple Lobby Monitor Call occurs when the office promotion are in the middle of cycling through.

2. 'Designed Promotions' will cycle through after all the 'Office Promotion'.
    a. 'Designed Promotions' being display in the Lobby Monitor will be based on the value being set in the 'Designed Promotions' section on the Lobby Monitor Detail page.
        i. The 'C4Yourself' designed promotion will display if the 'Display English Version' is set to 'Yes'.
            1. If the 'Display Spanish Version' is set to 'Yes' the Spanish version of the 'C4Yourself' design promotion will display after the English version.
        ii. The 'Mobile App' designed promotion will display if the 'Display English Version' is set to 'Yes'.
            1. If the 'Display Spanish Version' is set to 'Yes' the Spanish version of the 'Mobile App' design promotion will display after the English version.
        iii. The 'IVR' designed promotion will display if the 'Display English Version' is set to 'Yes'.
            1. If the 'Display Spanish Version' is set to 'Yes' the Spanish version of the 'IVR' design promotion will display after the English version.
    b. The order in which the 'Designed Promotions' being cycle through will be as the following when all 3 sections for both the 'Display English Version' and 'Display Spanish Version' is set to 'Yes' on the 'Lobby Monitor Detail' page:
        i. C4Yourself
            1. English
            2. Spanish
        ii. Mobile App
            1. English
            2. Spanish
        iii. IVR
            1. English

2. Spanish

**Note:** Designed Promotion will only be available for CIV counties at this time.

d. Display 'News Alert' at the bottom of the Lobby Monitor Screen.
   i. If there are more than one 'News Alert' that was created on the 'Lobby Monitor Detail' page it will continue to cycle through at the bottom of the Lobby Monitor Screen.
   ii. If there are no 'News Alert' created on the 'Lobby Monitor Detail' page, blue bar will not appear at the bottom of the Lobby Monitor Screen.
e. Display the customer Number and Associated Location as show on Figure 2.8.2.
   i. Customers Number and Location will display on the left hand side where the 'Office Promotions/Designed Promotions' is located.
      1. Customer Number and Location will display every time the 'Monitor Call icon is click through Message Center or Reception Log Detail page.
      2. Customer Number and Location will display in English, Spanish or both English and Spanish. This will be dependent on the customer preferred language (please refer to the Appendix section for the Language preference matrix).
         a. Language preference will be based on the value selected on the 'Language' field on the Reception Log Detail page; or as documented in the customer's Individual Demographics Detail 'Language' field if there was no value set on the Reception Log Detail page.
         b. If the customer's preferred language is set to English or something other than Spanish, then display only in English.
         c. If the customer's preferred language is Spanish, then display only in Spanish.
            i. This wil be based on the value entered on the 'Location Spanish' field on the Lobby Monitor Detail page.
         d. If the customer's preferred language is not selected (either in Reception Log Detail page or the Individuals Demographics Detail) display in both English and Spanish.

2. Add an Audio Automation for Number calling as part of the 'Lobby Monitoring System'.
   a. Audio Automation will allow the system to call numbers out through the Lobby Monitor System and it will be synchronized

with the Lobby Monitor Screen. Audio will play when the Lobby Monitor Screen display the Customer Number and Associated Location (see section 2.8.3.1.c).

- i. Audio will call out the Number and the Location information to the associated Reception Log Record.
  1. Audio will be available in both English and Spanish if the 'Audio On' field is set to 'Yes' under the 'Reception Locations' section of the 'Lobby Monitor Detail' page.
     - a. Audio will play in either English, Spanish or both English and Spanish. This will be dependent on the customer preferred language (please refer to the Appendix section for the Language preference matrix).
       - i. Language preference will be based on the value selected on the 'Language' field on the Reception Log Detail page; or as documented in the customer's Individual Demographics Detail 'Language' field if there was no value set on the Reception Log Detail page.
         1. If the customer's preferred language is set to English or something other than Spanish, then only the English audio will play.
         2. If the customer's preferred language is Spanish, then ony the Spanish audio will play.
         3. If the customer's preferred language is not selected (either in Reception Log Detail page or the Individuals Demographics Detail) play both the English and Spanish audio.
  2. Audio will play only if the 'Audio On' field on the 'Lobby Monitor Detail' page is set to 'Yes'.
  3. Audio will play every time the user clicks on the 'Monitor Call' icon either through Message Center or through the Reception Log Detail.
     - a. Audio will pronounce the information in English when the English version is display.
     - b. Audio will pronounce the information in Spanish when the Spanish version is display.

Note: If the 'Audio On' field is set to 'No' on the 'Lobby Monitor Detail' page, the Audio will not play even when the user click the 'Lobby Monitor' icon through Message Center or Reception Log Detail page.

3. The supported lobby facing monitor resolution size is 1920 X 1080 which is the standard for 1080p monitors.
4. Lobby Monitor will need to be refreshed or restarted in order to display updates that were made on the Lobby Monitor Detail page.

**Note:** Chrome is the preferred browser to use for the Lobby Monitoring pages to work properly.

### 2.8.4 Page Location

- **Global: Admin Tools**
- **Local: Office Admin**
- **Task: Lobby Management → Lobby Monitor**
    - **Clicking the hyperlink on the 'Customer Dashboard Link' section of the 'Lobby Monitor Detail' page will open a new window for the worker to display the Lobby Monitoring System for the specified office that they are accessing.**

### 2.8.5 Security Updates

N/A

### 2.8.6 Page Mapping

N/A

### 2.8.7 Page Usage/Data Volume Impacts

N/A

## 2.9 Update the Responsive Voice to include API key.

### 2.9.1 Overview

Lobby Monitor functionality uses a third party vendor 'Responsive Voice' for the functionality to call out number for the Lobby Monitor System. Include an API key to the Lobby Monitor Responsive Voice call.

### 2.9.2 Description of Change

1. Update the Lobby Monitor Responsive Voice call to include the API key in the LRS/CalSAWS system.

### 2.9.3 Execution Frequency

N/A

### 2.9.4 Key Scheduling Dependencies

N/A

### 2.9.5 Counties Impacted

N/A

### 2.9.6 Data Volume/Performance

N/A

### 2.9.7 Interface Partner

N/A

### 2.9.8 Failure Procedure/Operational Instructions

N/A

## 2.10 Create new web services for Lobby Monitor functionality

### 2.10.1 Overview

Create new web services for the LRS/CalSAWS system for the Lobby Monitor functionality to work and communicate properly.

### 2.10.2 Description of Change

1. Create web services in the LRS/CalSAWS to support the Lobby Monitor functionality that is being added to the LRS/CalSAWS system. See Supporting Documents Section 1 for Lobby Monitor web services information.
2. Create a new 'Customer Dashboard Link' to correspond to the new web services and unique for each offices.

### 2.10.3 Execution Frequency

N/A

### 2.10.4 Key Scheduling Dependencies

N/A

### 2.10.5 Counties Impacted

N/A

### 2.10.6 Data Volume/Performance

N/A

### 2.10.7 Interface Partner

N/A

### 2.10.8 Failure Procedure/Operational Instructions

N/A

# 3 SUPPORTING DOCUMENTS

| Number | Functional Area | Description | Attachment |
|---|---|---|---|
| 1 | Online | List of Web Services that requires to be created in LRS/CalSAWS for the Lobby Monitor functionality. | Attached Document - Lobby Monitor endpoints.xlsx |
| 2 | Online | Security Matrix | Attached Document - CA-51740 Security Matrix.xls |

# 4 REQUIREMENTS

## 4.1 Project Requirements

| REQ # | REQUIREMENT TEXT | How Requirement Met |
|---|---|---|
| 2.2.2.1 | The LRS shall provide a method of tracking the following contacts via the traffic log:<br>a. Face-to-face contacts;<br>d. Inter-County transfer contacts;<br>e. Traffic in the traditional office setting; | Allows tracking of traffic in the traditional office setting. |

| | | |
|---|---|---|
| | f. Outreach User contacts in both fixed and non-fixed locations;<br>g. Non-DPSS COUNTY Users;<br>h. Non-COUNTY agencies;<br>i. General public contacts, including e-Government; and<br>j. Other contacts. | |

## 5 APPENDIX

| Reception Log Record Status | Behavior |
|---|---|
| Waiting | 'Monitor Call' icon, 'X' icon, 'Check Mark' icon will display in Reception Log. Message Center will not be present for Waiting Status. |
| Worker Notified | 'Monitor Call' icon, 'Star' icon, 'X' icon, 'Play' icon, and 'Check Mark' icon will display in Reception Log. The 'Monitor Call' icon, 'Star' icon, 'X' icon and 'Check Mark' icon will display in Message Center. |
| Worker Acknowledged | 'Monitor Call' icon, 'Play' icon, 'X' icon and 'Check Mark' icon will display in both Reception Log and Message Center (this only apply to Message Center if worker updated the status to Worker Acknowledged directly from Message Center).<br>Note: If a worker update the status to Worker Acknowledge from Reception Log, there will be no change to the icons that are being displayed in Message Center. |
| Lobby Monitor Call | 'Monitor Call' icon, 'X' icon, 'Play' icon and 'Check Mark icon will display in both Reception Log and Message Center (this only apply to Message Center if worker updated the status to Lobby Monitor Call directly from Message Center).<br>Note: If a worker update the status to Lobby Monitor Call from Reception Log, there will be no change to the icons that are being displayed in Message Center. |
| Kiosk Start | No Icons will display in both Reception Log and Message Center. |
| No Response | No icons will display in both Reception Log and Message Center. |
| Meeting Started | 'Check Mark' icon will display in both Reception Log and Message Center (this only appy to Message Center if worker |

| | |
|---|---|
| | updated the status to Meeting Started directly from Message Center).<br>Note: If a worker update the status to Meeting Started from Reception Log, there will be no change to the icons that are being displayed in Message Center. |
| Complete | No icons will display in both Reception Log and Message Center. |

## LANGUAGE PREFERENCE MATRIX

| Reception Log (Language) | Individual Demographics (Language) | Language being display/audio play: |
|---|---|---|
| Spanish | Not checked | Spanish |
| English or Other Than Spanish | Not checked | English |
| Not Selected | Spanish | Spanish |
| Not Selected | English or Other than Spanish | English |
| Not Selected | Not Selected (new applicant) | English and Spanish |

# CalSAWS

California Statewide Automated Welfare System

# Design Document

## CA-214039 DDID 2509 – e-ICT Document Transfer

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Erika Kusnadi, Gillian Bendicio, Howard Suksanti |
| | Reviewed By | |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 7/2/2020 | .01 | Initial Draft | Erika Kusnadi, Gillian Bendicio, Howard Suksanti |
| 10/21/2020 | .02 | Added section 2.2 for the External Staging drawer | Howard Suksanti |
| 10/23/2020 | .03 | Updated the document based on the review comments | Howard Suksanti |
| 11/5/2020 | .04 | Updated the document based on the review comments | Howard Suksanti |
| 1/8/2021 | .05 | Design clarification: added the support document name and Confidential flag information. | Howard Suksanti |
| 1/15/2021 | .06 | Content Revision 1:<br>o Update the cyclic job to copy image to the destination drawer instead of re-index.<br>o 3 additional assumptions were added.<br>o Updated the design document to remove requirement for when a case was unlinked from the e-ICT since its no longer needed (address under a separate SCR).<br>o Updated Section 2.5 to provide more details on when the ICT is being sent by the Sending County.<br>o Updated Section 2.6 to provide more details for the Hyland process flow for the ICT Document Detail page to display the appropriate values based on the new Hyland Imaging Mapping. Also added Page Mapping | Howard Suksanti, Erika Kusnadi |

| | | | |
|---|---|---|---|
| | | requirement.<br>o Updated Section 2.7 to open a new Hyland pop up window when they hyperlink is clicks and it will be secured by a security right. Added more details on the values that would need to display on the ICT Document List page based on the New Hyland Imaging Mapping. Added Page mapping requirement and Security Updates for reference only.<br>o Updated the Overview of Recommendation section #5 Case Member List since there is no change to the Case Member List page.<br>o Added a new Appendix section. | |
| 1/22/2021 | .07 | Added assumption on the form names that are not in CalSAWS scenario. | Howard Suksanti |
| | | | |
| | | | |

# Table of Contents

# 1 OVERVIEW

This SCR updates the Electronic Inter County Transfer (e-ICT) process to connect to the CalSAWS Imaging Solution (Hyland).

There are 2 main e-ICT transactions that will be modified as part of this SCR (Inbound and Outbound transactions).

- e-ICT Image Inbound process will be modified to be able to store images into CalSAWS Imaging Solution.
- e-ICT Image Outbound process will be modified to have a capability to retrieve image from CalSAWS Imaging Solution.

## 1.1 Current Design

e-ICT Image Inbound process:

When CalSAWS received an image inbound file from other Counties. e-ICT Image Inbound Reader job stores the receiving images into a File Management System (FMS). One Minute Image Transfer Batch job picks up the images from FMS and transfers the image to store into Electronic Document Management System (EDMS).

e-ICT Image Outbound process:

When an e-ICT is initiated from CalSAWS application (or the County received a request to e-ICT a case), e-ICT Image Outbound Writer job retrieves applicable images associated to the case and person from both EDMS and FMS (for NOAs). The job then bundles all the images into an Outbound file for sending out to other Counties.

In addition to the image transfer that occur initially when a case is moved from County to another County. e-ICT process also supports an additional document transfer that worker can request to send over any additional documents to the receiving County.

## 1.2 Requests

1. Modify e-ICT Image transfer process to be able to retrieve/upload images from/to the new CalSAWS Imaging Solution (Hyland).

## 1.3 Overview of Recommendations

1. Setup Re-index and Copy Imaging Client APIs in CalSAWS.
2. Add External Staging drawer in Hyland system.
3. Create a mapping between the e-ICT Document type and the CalSAWS Imaging Form name.
4. Modify ICT Document List page to be able to display documents in Hyland system.
5. Update the ICT Detail and ICT Document Detail~~, and Case Member List~~ page to save the appropriate transaction code into the ICT_TRANSACT table in the

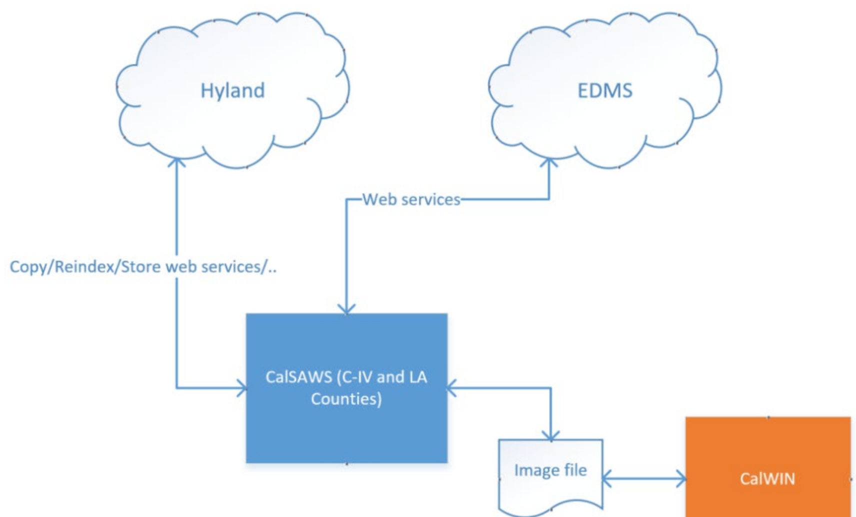
database. The Transaction Code will then be picked up by the cyclic to perform the ~~re-index~~ copy and route document calls to Hyland.

6. Create a cyclic job for copying images between CalSAWS Counties that are linked to Hyland.
7. Modify e-ICT Image Outbound Writer job (CalWIN) to be able to retrieve image from Hyland.
8. Modify e-ICT Image Inbound Reader job (CalWIN) to be able to store image into Hyland.

In the diagram below, the image exchange between CalSAWS and CalWIN County will still remain as a file based interface until CalWIN migrated to the CalSAWS Imaging Solution. The CalWIN e-ICT Inbound and Outbound jobs will be turned off in phases after CalWIN migrated to Hyland system.

The System will retrieve images from EDMS for Los Angeles County until LA County migrated to the CalSAWS Imaging Solution. The System will call the existing EDMS web services to extract/store image from EDMS. After LA County migrated to CalSAWS Imaging Solution, these EDMS web services will no longer be used by the e-ICT process.

<u>Overview Diagram</u>:




## 1.4 Assumptions

1. Imaging Client API (StoreDocument) will be implemented as part of CA-214026: Kiosk, Self Service App.
2. Imaging Client API (Search/Download Document) will be implemented as part of CA-214055: VLP Interface.

3. Re-index client API in this design document will be used in SCR CA-214049: Confidential Security for Case Level Documents and CA-214051: e-Application Metadata.
4. The External Staging drawer in this design document will also be used in CA-214051: e-Application Metadata.
5. CA-200820 will implement the functionality of allowing cases that have been flagged as Domestic Violence to be sent through e-ICT.
6. CA-214898 will implement the Task functionality to inform workers when images/documents will need to be removed from the County Case drawer when the e-ICT is unlinked from the Case.
7. The process to start inserting a new ICT Transaction record to the database, will not start until CIV counties migrate to the CalSAWS system.
8. All existing Validations on the ICT Document List page and ICT Document Detail page will apply to Hyland process flow.
9. Existing functionality that are not part of this SCR will remain unchanged.
10. The DCR to add the mapping between Imaging Form Name and E-ICT document type will not apply to form names that does not exists in CalSAWS at the time of implementation. A subsequence SCR will add the mapping in future release.

# 2 RECOMMENDATIONS

The ICT Detail, ICT Document Detail and Case Member List page will be updated to save information to the ICT_TRANSACT table in the database. This information will be used for the e-ICT image transfer, where the new cyclic job will then perform the copy images from the sending County to the receiving County.

This SCR will add the ability for the e-ICT batch jobs and online page to be able to retrieve and store images into Hyland system.

## 2.1 Imaging Client API: Re-index, Copy

### 2.1.1 Overview

The following new Imaging Client API will be added into CalSAWS. These new Client API will be used to re-index/copy image in Hyland system.

- Re-index
- Copy

Re-index client API can be used to re-index the image to the appropriate imaging drawer in Hyland system.
Copy client API can be used to copy an image from one location to another location.

### 2.1.2 Description of Change

1. Setup Re-index client API.

2. Setup Copy client API.

*Table 1 – Re-index Request Parameters*

| Re-index - REQUEST | | | | |
|---|---|---|---|---|
| **CALSAWS FIELD NAME** | **IMAGING VALUE NAME** | **TYPE** | **COMMENTS** | **REQUIRED** |
| documentId | Id | String | Document Id. | Y |
| uniqueId | Indexing Field 1 | Long | Case or Person unique Id. | N |
| caseNumberOrCIN | Indexing Field 2 | String | Case Number or CIN number. | N |
| caseOrPersonName | Indexing Field 3 | String | Case name or Person name. | N |
| barcodeNumber | Indexing Field 4 | String | Barcode Number. | N |
| formNumber | Indexing Field 5 | String | Form Number. | N |
| formName | Document Type | String (40 Char. Limit) | Imaging Form Name. | N |
| applicableDate | Custom Property – Applicable Date | Date (MM/DD/YYYY) | Document Applicable Date. | N |
| receivedDate | Custom Property – Received Date | Date (MM/DD/YYYY) | Document Received Date. | N |
| documentType | Custom Property – Document Type | String | Document Type. | N |
| countyCode | Custom Property – County Code | String | County Code. | N |
| drawerName | Drawer Name | String | If the case is NOT confidential, append "Case" to the County Name of the authenticated user. | Y |

| | | | | |
|---|---|---|---|---|
| | | | Ex. “San Bernardino Case”<br><br>If the case IS confidential, append “Confidential” to the County Name of the authenticated user.<br>Ex. “San Bernardino Confidential” | |
| timeSensitive | Custom Property - Time Sensitive | Boolean | Time sensitive status of document in CalSAWS. | N |
| origin | Custom Property – Origin | String | Origin. | N |
| applicationNumber | Custom Property – E-Application Number | String | The Electronic Application Number that links a document to its appropriate case information. | N |
| captureInformation | Custom Property – Capture Information | String (256 Char. Limit) | Capture Information. | N |
| hearingsNumber | Custom Property – Hearings Number | String (40 Char. Limit) | Hearings Number. | N |
| investigationsID | Custom Property – Investigations ID | String (40 Char. Limit) | Investigations ID. | N |
| bundleID | Custom Property- Bundle ID | String | An identification field not modifiable by the end user. | N |

| | | | | |
|---|---|---|---|---|
| Notes | Notes | String | This field appends notes that include data attributes in and, if applicable, data attributes do not present in the Request Parameters. | N |
| Confidential | Custom Property – Confidential | Boolean | Indicates if a Case is considered Confidential in CalSAWS – Default False. | Y |

*Table 2 – Re-index Response Parameters*

| Re-index - RESPONSE | | | | |
|---|---|---|---|---|
| CALSAWS FIELD NAME | IMAGING VALUE NAME | TYPE | COMMENTS | REQUIRED |
| returnCode | | String | Web service return code. | Y |

*Table 3 – COPY Request Parameters*

| Copy - REQUEST | | | | |
|---|---|---|---|---|
| CALSAWS FIELD NAME | IMAGING VALUE NAME | TYPE | COMMENTS | REQUIRED |
| documentID | documentID | String | Document Id. | Y |
| destUniqueID | Indexing Field 1 | Long | Case or Person UID. | N |
| destCaseNumberOrCIN | Indexing Field 2 | String | Case number or CIN number. | N |
| destCaseOrPersonName | Indexing Field 3 | String | Case or Person name. | N |
| destbarcodeNumber | Indexing Field 4 | String | Barcode Number. | N |
| destFormNumber | Indexing Field 5 | Date (MM/DD/YYYY) | Form Number. | N |
| destFormName | DocumentType | String (40 Char. Limit) | Imaging Form Name. | N |

| | | | | |
|---|---|---|---|---|
| destApplicableDate | Custom Property – Applicable Date | Date (MM/DD/YYYY) | Date. | N |
| destReceivedDate | Custom Property – Received Date | Date (MM/DD/YYYY) | Date. | N |
| destDocumentType | Custom Property – Document Type | String (40 Char. Limit) | Imaging Document Type. | N |
| destDrawerName | drawer | String | Imaging Drawer name | Y |
| Confidential | Custom Property – Confidential | Boolean | Indicates if a Case is considered Confidential in CalSAWS – Default False. | Y |

*Table 4 – COPY Response Parameters*

| Copy - RESPONSE | | | | |
|---|---|---|---|---|
| CALSAWS FIELD NAME | IMAGING VALUE NAME | TYPE | COMMENTS | REQUIRED |
| returnCode | | String | Web service return code. | Y |
| documentId | | String | New document ID. | Y |

## 2.2 Add External Staging drawer in Hyland

### 2.2.1 Overview

The new External Staging drawer will be used to store document when there is an e-ICT. E-ICT Documents will be store in this location until the e-ICT is linked to a case.

## 2.3 Create a mapping between the e-ICT Document type and the CalSAWS Imaging Form name

### 2.3.1 Overview

Create a mapping between the e-ICT document type and the Imaging Form name. There will be a new column in the DOC_TEMPL_IMG table to store the mapping between the e-ICT document type and the CalSAWS Imaging Form name.

Please refer to document type mapping in the Supporting Documents section.

Please refer to the list of NOAs that will be sent in the e-ICT image transfer in the Supporting Documents section.

### 2.3.2 Description of Changes

Add the mapping between e-ICT Document type and the Imaging Form name in the DOC_TEMPL_IMG table.

## 2.4 Database changes.

### 2.4.1 Overview

There will be changes in the Database tables to support the e-ICT Imaging transfer process.

### 2.4.2 Description of Changes

Add the following database columns into the database table.

1. ICT_IMG table.
    - Add a column to store the Hyland document ID.
    - ~~Add a column to store the County code.~~
    - Add a column to store the imaging form name.
2. ICT_ADDL_DOC
    - Add a column to store the imaging form name.
3. ICT_TRANSACT table.
    - Add a column to store the ICT_IMG_STATUS_CODE.
4. DOC_TEMPL_IMG table.
    - Add columns to store the mapping between the e-ICT document type and the imaging form name.

## 2.5 ICT Detail Page

### 2.5.1 Overview

The ICT Detail page allows workers to access information regarding the aiding county's case and also used to send or request an ICT. CA-214039 will update the ICT Detail page ~~will be updated~~ to save e-ICT information to the ICT_TRANSACT table in the database when and e-ICT are sent. ~~or when the e-ICT is unliked from a case.workers are initiating the e-ICT process, unlinking an e-ICT from a case or canceling e-ICT Request or Transfer.~~

Please refer to Section 2.8 for the EICT Transaction Type Code that should be associated when the e-ICT is Sent. ~~and when the e-ICT is unlinked from a case.~~

Please refer to the Appendix section for the specific Table that the value will be saved to in the Database.

### 2.5.2 ICT Detail Mockup

N/A

### 2.5.3 Description of Changes

1. Update the ICT Detail Page to save information to the database when the sending County sends the e-ICT information.
    a. When the sending County sends the e-ICT (clicking the 'Send ICT' button) and then saves it by clicking the 'Save' button, the system will insert a new ICT Transaction record to the database. ~~ICT_TRANSACT table upon the 'Save' button being clicked. This will then be picked up by the Cyclic job to perform the Copy image and populate the ICT document list.~~
        i. This will apply to both the scenario if the ICT was initiated by the Sending County or if it was initiated by the Received County (Sending County is responding to the requested ICT).
        ii. Please refer to Section 2.8 for the EICT Transaction Type Code that should be associated for when the e-ICT process is initiated.
        iii. Please refer to the Appendix section for the specific Table that the value will be saved to in the Database.
2. ~~Update the ICT Detail Page to save information to the Database when a worker is unlinking the e-ICT to a Case.~~
    a. ~~Upon clicking the 'Unlink' button from the ICT Detail page, the system will insert the value of e-ICT is unlinked to a case to the ICT_TRANSACT table. This will then be picked up by the Cyclic~~

~~job to search for the ICT document from the old case and re-index to the External Staging drawer.~~

i. ~~Please refer to Section 2.8 for the EICT Transaction Type Code that should be associated for when the e-ICT is unlinked from a case.process to request additional documents is initiated.~~

3. Update the 'View Documents' button to check the Code Detail Table (Category ID 15) to determine if it will follow EDMS process flow or Hyland process flow prior to loading the ICT Document List page. Please refer to Section 2.7 for details on the changes being made to the ICT Document List page for EDMS process flow and Hyland process flow.
   a. ~~For EDMS process flow:~~
      i. ~~The hyperlink will point to EDMS on the ICT Document List page and will follow the same process at it currently is.~~
      ii. ~~Continue to use existing values to display under the 'Type' column.~~
   b. ~~For Hyland process flow:~~
      i. ~~The hyperlink will point to Hyland and will follow the new process. Please refer to Section 2.7 for more details.~~
      ii. ~~Use Hyland's Form Name values (refer to section 4 for the e-ICT Document Types and CalSAWS Imaging Form Names for more detail) to display under the 'Type' column.~~

### 2.5.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: ICT Summary → 'Send ICT' button**

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

### 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 ICT Document Detail

### 2.6.1 Overview

The ICT Document Detail page displays detailed information about an ICT Document Request or Transfer. CA-214039 will update the ICT Document Detail page ~~will be updated~~ to save e-ICT information to the ~~ICT_TRANSACT table in the~~ database when additional documents are being transferred to the receiving County. ~~workers are requesting additional documents from the sending County.~~ As well as updating the information being display on the Imaging Document Types, ICT Category, and Interface Document Type field for Counties that are using the Hyland application.

Please refer to Section 2.8 for the EICT Transaction Type Code that should be associated when additional documents are being transferred to the receiving County.

Please refer to the Appendix section for the specific Table that the value will be saved to in the Database when additional documents are being transferred and the Table information that will be used to display the information on the ICT Document Detail page.

### 2.6.2 ICT Document Detail Mockup

N/A

### 2.6.3 Description of Changes

1. Update the ICT Document Detail Page to save information to the Database when additional documents are being transferred to the receiving County. ~~a worker is requesting additional documents from the sending County.~~ Please refer to the Appendix section for the specific Table that the value will be saved to in the Database when additional documents are being transferred
    a. ~~Upon clicking the 'Save and Return' button from the ICT Document Detail page,~~ The system will insert a new ICT Transaction record to the database when the sending County save the record on the ICT Document Detail page and the status value is equal to 'Ready to Transfer'. ~~ICT_TRANSACT table~~. This will then be picked up by the Cyclic job to ~~perform the~~ Copy the image from the appropriate application (EDMS or Hyland) based on whether the sending County uses EDMS or Hyland application. Please refer to section 2.8 for more details for the functionality of the Cyclic Job and the EICT Transaction Type Code that should be associated when additional documents are being transferred. ~~populate the ICT document list.~~

2. Update the ICT Document Detail page to display Hyland's Imaging Document Types, ICT Category, and Interface Document Type for workers that are working in the context of a County that uses Hyland application. For workers that are working in the context of a County that uses EDMS application, the ICT Document Detail page will function as it currently is. Please refer to the Appendix section for the Table information that will be used to display the information on the ICT Document Detail page (Document Category, Document Type, and Interface Document Type).
    i. Display the ICT Category information on the ICT Document Category field. This will be based on the value selected from the ICT Document Category field on the ICT Document List (please refer to Section 2.7 for more details on the ICT Document Category field).
    ii. Display the list of all associated Imaging Document Types on the Document Type field based on the value of the ICT Category that is being displayed on the Document Category field (refer to the EICT Document Mappings.xlsx in the Supporting Document section for more details).
    iii. Display the Outbound ICT Doc Type/Inbound ICT Doc Type accordingly on the Interface Document Type field (refer to the EICT Document Mappings.xlsx in the Supporting Document section for more details on the Outbound ICT Doc Type/ Inbound ICT Doc Type).

### 2.6.4 Page Location

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

### 2.6.5 Security Updates

N/A

### 2.6.6 Page Mapping

Update Page Mapping

### 2.6.7 Page Usage/Data Volume Impacts

N/A

## 2.7 ICT Document List

### 2.7.1 Overview

The ICT Document List page displays a list of all documents associated to an e-ICT. It lists original ICT documents as well as additional document requests/transfers. CA-214039 will update the ICT Document List page to communicate to Hyland application to allow workers to retrieve documents/images link to an e-ICT case.

### 2.7.2 ICT Document List Page Mockup

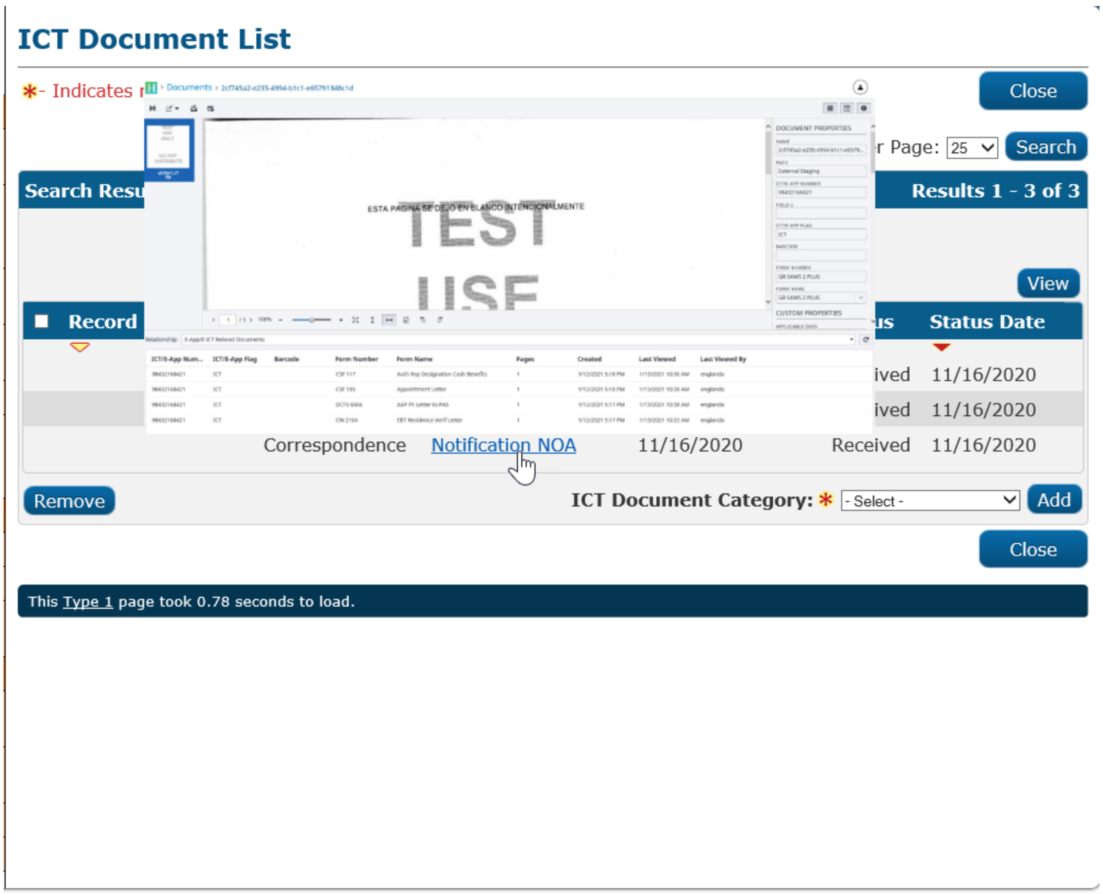



**Figure 2.7.1 – Document List page with Hyland pop up.**

### 2.7.3 Description of Changes

1. For counties that are using the Hyland imaging solution, the ICT Document List page will be updated as follow:
   a. A new Hyland pop-up window will display (it will open to the External Staging Drawer in Hyland) when users clicked on the Hyperlink under the Type field. ~~update the hyperlinks to point to~~

~~the Hyland application to retrieve the image from Hyland and display it on the ICT Document List page.~~

i. The parameter to be sent to Hyland will be:
    1. DOC_ID,
    2. View Name
    3. Environment URL.

ii. The Imaging Form name will not be a Hyperlink for workers who do not have the ImagingICTEAppView security right.

b. The ICT Document Category drop down field will populate with the Hyland's ICT Category as per the new Hyland Imaging Mapping.

c. The Category field will display the ICT Category as per the new Hyland Imaging Mapping.

d. The Type field will display the Imaging Form Name as per the new Hyland Imaging Mapping.

Note: For Counties that using EDMS application, the ICT Document List page will continue to functional as it currently is.

Please refer to the EICT Document Mappings.xlsx in the Supporting Document section for more details on the Imaging Form Names and ICT Category.

Please refer to the Appendix section for the Table information that will be used to display the information on the ICT Document list page (Category and Type fields).

Note: Within the Hyland Pop-up window the associated images/documents for the hyperlink that is clicked with display on top. Under the Relationship section (located underneath the image) all associated images/documents will be listed for that specific ICT. As per Hyland existing functionality, clicking on any of the images/documents listed under the Relationship section will open a new window.

Note: For e-ICT between Counties that are both using Hyland Imaging Solution, documents/images in the Person Level Drawer will not be copied to the External Staging Drawer.

### 2.7.4 Page Location

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

### 2.7.5 Security Updates

1. Security Rights

| Security Right | Right Description | Right to Group Mapping |
|---|---|---|
| ImagingICTEAppView | Allows access to the Hyland External Staging for ICT or EApp images/documents. | ICT Document Edit, ICT Document View, ICT Transfer View, ICT Transfer Edit. |

2. Security Groups

| Security Group | Group Description | Group to Role Mapping |
|---|---|---|
| ICT Document Edit | View and edit the ICT additional document requests and transfers. | System Administrator |
| ICT Document View | View the ICT additional document requests and transfers. | Eligibility Staff, Eligibility Supervisor, Regional Call Center Staff, Regional Call Center Supervisor, View Only, System Administrator. |
| ICT Transfer View | View all ICT transactions for a county. | Eligibility Staff, Eligibility Supervisor, Regional Call Center Staff, Regional Call Center Supervisor, View Only, System Administrator. |
| ICT Transfer Edit | View, Add, Edit, and Link all ICT transactions for a county. | System Administrator |

Note: The ImagingICTEappView security right is created under CA-214062. The above are for reference only.

### 2.7.6 Page Mapping

Update Page Mapping

### 2.7.7 Page Usage/Data Volume Impacts

N/A

## 2.8 Create a Cyclic job for copying images between CalSAWS Counties

### 2.8.1 Overview

This new cyclic job will be the job that transfer images internally in the CalSAWS Counties. This job will run every 30 minutes to copy image from the sending County image drawer to the receiving County image drawer in Hyland.

There will be an interim process that the job will retrieve/store image from/into EDMS for Los Angeles County until the County migrated to the CalSAWS Imaging Solution.

The following table list the overview actions that the cyclic job will perform when there is an e-ICT between EDMS to Hyland, Hyland to EDMS, Hyland to Hyland, and CalWIN to Hyland.

| From Imaging Solution/Consortium | To Imaging Solution | Overview Steps |
|---|---|---|
| EDMS | Hyland | 1. The job will retrieve images from EDMS.<br>2. The job will store the image into External Staging drawer in Hyland.<br>3. The job will ~~re-index~~ copy the document to the appropriate drawer. |
| Hyland | EDMS | 1. The job will retrieve images from Hyland.<br>2. The job will store image into the staging location (FMS), the existing one-minute image transfer batch process (PB19C991) will transfer the image to EDMS. |
| Hyland | Hyland | 1. The job will retrieve images from Hyland.<br>2. The job will Copy image to the External Staging drawer.<br>3. The job will ~~re-index~~ copy the document to the appropriate drawer. |
| CalWIN | Hyland | The job will ~~re-index~~ copy the document to the appropriate drawer when an e-ICT is linked to a case. |

### 2.8.2 Description of Change

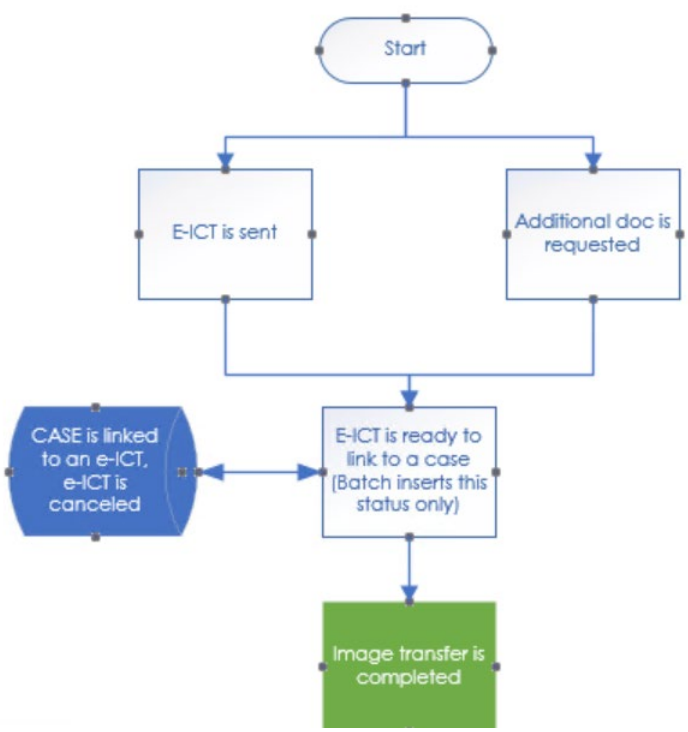
The cyclic job will perform as specified in the sections below based on the ICT_IMG_STATUS_CODE.

When the web service call to Hyland or EDMS is failed, the batch will not remove the transaction record from the table. If the web service call continues to fail after attempting to store/copy/re-index image 3 times (one time per each batch run), the job will mark the transaction record as error. The cyclic job will not pick up the record on the 4th run.

The operation staff will also follow the procedure in section 2.8.7 when a web service transaction is failed.

List of ICT_IMG_STATUS CODE:

1. AA (TBD) – e-ICT is sent.
2. BB (TBD) – Additional Document is requested.
3. CC (TBD) – e-ICT is ready to link to a case.
4. ~~DD (TBD) – e-ICT is unlinked to a case.~~




1. The following section list the actions that the cyclic job will perform when there is an e-ICT from County that is associated to EDMS imaging solution to County that is associated to Hyland Imaging Solution:

1.1 Steps when the ICT_IMG_STATUS_CODE is e-ICT is sent (The e-ICT status is not in canceled):

- Search all e-ICT documents in EDMS and store the document in the staging location (FMS) including all Case and Person level documents.
- Search NOAs from FMS.
- ~~Populate ICT_IMG table with the FMS IDs~~
    - ~~Forms~~
    - ~~NOAs~~
- Store all e-ICT documents into Hyland External Staging drawer.
- Route all documents to the Pre-OCR queue.
- Populate ICT_IMG table with the new Hyland document ID (External Staging drawer).
    - Forms
    - NOAs
- Update the ICT_IMG_STATUS_CODE to e-ICT is ready to link to a case.

1.2 Steps when the ICT_IMG_STATUS_CODE is Additional Document is requested (The e-ICT status is not in canceled):

- Search all Additional documents from EDMS and store the document into FMS.
- ~~Populate ICT_IMG table with the FMS IDs.~~
- Store all e-ICT documents into Hyland External Staging drawer.
- Populate receiving County record in ICT_IMG table with the new document ID (External Staging drawer).
- Route all documents to the Pre-OCR queue.
- Update the ICT_IMG_STATUS_CODE to e-ICT is ready to link to a case.
- Update the additional document transfer status to 'Transferred' for additional document that was successfully copied.
- Update the additional document transfer status to 'Not Found' for additional document that was not found.

1.3 Steps when the ICT_IMG_STATUS_CODE is e-ICT is ready to link to a case, and a case is linked to the e-ICT (The e-ICT status is not in canceled):

- Search all e-ICT documents from the External Staging drawer.
- ~~Re-index~~ Copy all e-ICT documents to the destination drawers (Case, Case_Confid, Pers, etc.).
- Route all documents to the Pre-OCR queue.
- Remove the ICT_TRANSACT record.
- Update the additional document transfer status to 'Received' for additional document that is successfully ~~re-index~~ copy.

1.4 ~~Steps when the ICT_IMG_STATUS_CODE is e-ICT is unlinked to a case (The e-ICT status is not in canceled):~~

- ~~Search all e-ICT documents from the Case/Case_Confid/Person drawer that are associated to the e-ICT #.~~
- ~~Re-index the image to the appropriate drawer.~~
    a. ~~e-ICT is not linked to a case. Re-index all documents to the External Staging drawer. The case information will be removed from the image metadata. Update the ICT_IMG_STATUS_CODE to ICT is ready to link to a case.~~
    b. ~~e-ICT is linked to a new case. Re-index all documents to the new destination drawer. Route all documents to the Pre-OCR queue. Delete the ICT_TRANSACT record.~~

2. The following section list the actions that the cyclic job will perform when there is an e-ICT from County that is associated to Hyland imaging solution to County that is associated to EDMS Imaging Solution:

2.1 Steps when the ICT_IMG_STATUS_CODE is e-ICT is sent (The e-ICT status is not in canceled):

- Search all e-ICT documents in the sending County drawer including all Case and Person level documents, Search NOA from FMS.
- ~~Populate ICT_IMG table with the original document IDs.~~
    - ~~Forms~~
    - ~~NOAs~~
- Store the e-ICT document into FMS.
- Populate receiving County record in ICT_IMG table with the FMS ID.
    - Forms
    - NOAs
- Delete the ICT_TRANSACT record.

2.2 Steps when the ICT_IMG_STATUS_CODE is Additional Document is requested (The e-ICT status is not in canceled):

- Search all Additional Document documents from the sending County drawer.
- ~~Populate ICT_IMG table with the original FMS IDs.~~
- Store e-ICT documents into FMS.
- Populate receiving County record in ICT_IMG table with the generated FMS ID.
    - Forms
    - NOAs

- Update the additional document transfer status to 'Transferred' for additional document that was successfully copied.
- Update the additional document transfer status to 'Not Found' for additional document that was not found.
- Delete the ICT_TRANSACT record.

3. The following section list the actions that the cyclic job will perform when there is an e-ICT from County that is associated to Hyland imaging solution to County that is associated to Hyland Imaging Solution:

   3.1 Steps when the ICT_IMG_STATUS_CODE is e-ICT is sent (The e-ICT status is not in canceled):

   - Search all e-ICT documents in the sending County drawer. Documents in the person level drawer will not be transferred. Search NOA from the FMS.
   - ~~Populate ICT_IMG table with the origin document IDs~~
     - ~~Forms (case level only)~~
     - ~~NOAs~~
   - Copy all e-ICT documents to the External Staging drawer.
   - Route all documents to the Pre-OCR queue.
   - Populate receiving County record in ICT_IMG table with the new document ID (External Staging drawer).
     - Forms
     - NOAs
   - Update the ICT_IMG_STATUS_CODE to e-ICT is ready to link to a case.

   3.2 Steps when the ICT_IMG_STATUS_CODE is Additional Document is requested (The e-ICT status is not in canceled):

   - Search all Additional Document documents from the sending County drawer. Documents in the person level drawer will not be transferred.
   - ~~Populate ICT_IMG table with the original document IDs~~
   - Copy all e-ICT documents to the External Staging drawer.
   - Route all documents to the Pre-OCR queue.
   - Populate receiving County record in ICT_IMG table with the new document ID (External Staging drawer).
   - Update the ICT_IMG_STATUS_CODE to e-ICT is ready to link to a case.
   - Update the additional document transfer status to 'Transferred' for additional document that was successfully copied.
   - Update the additional document transfer status to 'Not Found' for additional document that was not found.

3.3 Steps when the ICT_IMG_STATUS_CODE is e-ICT is ready to link to a case, and a case is linked to the e-ICT (The e-ICT status is not in canceled):

- Search all e-ICT documents from the External Staging drawer.
- ~~Re-index~~ Copy all documents to the destination case drawer.
- Route all documents to the Pre-OCR queue.
- Remove the ICT_TRANSACT record.
- Update the additional document transfer status to 'Received' for additional document that is successfully re-index.

3.4 ~~Steps when the ICT_IMG_STATUS_CODE is e-ICT is unlinked to a case (The e-ICT status is not in canceled):~~

- ~~Search all e-ICT documents from the Case/Case_Confid/Person drawer that are associated to the e-ICT #.~~
- ~~Re-index the image to the appropriate drawer.~~
    - ~~a. e-ICT is not linked to a case. Re-index all documents to the External Staging drawer. The case information will be removed from the image metadata. Update the ICT_IMG_STATUS_CODE to ICT is ready to link to a case.~~
    - ~~b. e-ICT is linked to a new case. Re-index all documents to the destination drawer. Route all documents to the Pre-OCR queue. Delete the ICT_TRANSACT record.~~

4. The following section lists the actions that the cyclic job will perform when there is an e-ICT from CalWIN County to County that is associated to Hyland Imaging Solution:

4.1 Steps when the ICT_IMG_STATUS_CODE is e-ICT is ready to link to a case, and a case is linked to the e-ICT (The e-ICT status is not in canceled):

- Search all e-ICT documents from the External Staging drawer.
- ~~Re-index~~ Copy all documents to the destination case drawer.
- Remove the ICT_TRANSACT record.
- Update the additional document transfer status to 'Received' for additional document that is successfully re-index.
- Update the additional document transfer status to 'Not Found' for additional document that was not found.

4.2 ~~Steps when the ICT_IMG_STATUS_CODE is e-ICT is unlinked to a case (The e-ICT status is not in canceled):~~

- ~~Search all e-ICT documents from the case/case_confid/Person drawer that are associated to the e-ICT #.~~
- ~~Re-index the image to the appropriate drawer.~~
    a. ~~e-ICT is not linked to a case. Re-index all documents to the External Staging drawer. The case information will be removed from the image metadata. Update the ICT_IMG_STATUS_CODE to ICT is ready to link to a case.~~
    b. ~~e-ICT is linked to a new case. Re-index all documents to the destination drawer. Route all documents to the Pre-OCR queue. Delete the ICT_TRANSACT record.~~

5. When an e-ICT is in canceled status and there is a record in the ICT_TRANSACT table with the ICT_IMG_STATUS_CODE of 'AA', 'BB', 'CC', 'DD' (This applies to scenarios when the e-ICT is between EDMS to Hyland, Hyland to EDMS, Hyland to Hyland, and CalWIN to Hyland):
    - Delete the ICT_TRANSACT record.

The following table has the required parameters that the job will pass to the Copy client API.

| E-ICT Copy - REQUEST | | | | |
|---|---|---|---|---|
| CALSAWS FIELD NAME | IMAGING VALUE NAME | TYPE | COMMENTS | REQUIRED |
| documentID | documentID | String | Document Id. | Y |
| destUniqueID | Indexing Field 1 | Long | EICT # (display on the ICT Detail page). | Y |
| destImportType | Indexing Field 3 | String (40 Char. Limit) | 'EICT'. | Y |
| destDrawerName | Drawer Name | String | External Staging drawer | Y |
| destFormName | Document Type | String (40 Char. Limit) | Imaging Form Name. | Y |
| destApplicableDate | Custom Property – Applicable Date | Date (MM/DD/YYYY) | Date. | Y |
| destReceivedDate | Custom Property – Received Date | Date (MM/DD/YYYY) | Date. | Y |
| destCountyCode | Custom Property – | String (2 Char.) | 2-digit County Code. | N |

| | | | | |
|---|---|---|---|---|
| | County Code | | | |
| destCaptureInformation | Custom Property – Capture Information | String (256 Char. Limit) | 'EICT'. | Y |
| destBundleID | Custom Property- Bundle ID | String | An identification field not modifiable by the end user. E-ICT #. Format – 'E-ICTXXXX' (XXXX = E-ICT number displays on the ICT Detail page). | Y |

Note:

- Case-level documents belong to a Confidential Drawer in the imaging system if they are associated to a case with one or more currently effective confidentiality records in CalSAWS. Case-level documents belong to a Case Drawer in the imaging system if they are not associated to a case with a currently effective confidentiality record in CalSAWS.
- When a case is associated to a confidentiality record, the cyclic job will store/retrieve a person level document to/from the Case_Confid drawer.
- When the document refers to an e-ICT #, the number is the one that is displayed on the ICT Detail page.
- When an e-ICT is canceled, the e-ICT images will be saved in Hyland in the External Staging drawer.
- The mapping between Counties and the Imaging Solution is stored in code category 15 – refer table 23.

### 2.8.3 Execution Frequency

The job will run every 30 minutes.

### 2.8.4 Key Scheduling Dependencies

N/A.

### 2.8.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

### 2.8.6 Data Volume/Performance

N/A.

### 2.8.7 Failure Procedure/Operational Instructions

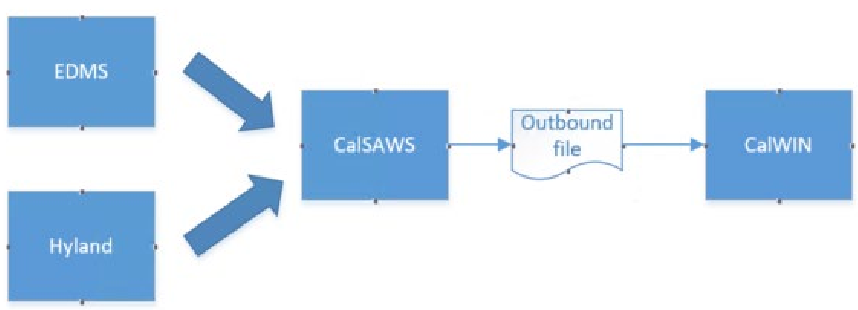
Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

## 2.9 e-ICT Image Outbound Writer jobs (CalWIN)

### 2.9.1 Overview

CalWIN e-ICT Image Outbound Writer jobs (POCWE101) detects cases that were initiated for an e-ICT image transfer. The job generates an image outbound file by retrieving all associated case and person images from image repository (EDMS).

As part of this SCR, the batch job will be modified to be able to connect to CalSAWS Imaging Solution.




There is no change on how the batch job retrieve/store image from/to EDMS when the County is linked to EDMS system.

### 2.9.2 Description of Change

1. Modify the e-ICT Outbound job to be able to retrieve image from Hyland.

   When the sending County is linked to the CalSAWS Imaging Solution, the job will retrieve image from Hyland system and NOAs from FMS.

   i. The Outbound job will use the following Imaging Client API to retrieve images from Hyland.
      a. Search client API
      b. Extract client API

   ii. The job will retrieve all person level images that are associated to the case.

   iii. The job will retrieve image from all appropriate imaging drawers (Case, Person, Case_Confid, etc.)

   iv. The job will populate ICT_IMG table with the new Hyland document ID.

   v. Please refer to the e-ICT document type mapping section on the list of Forms and NOAs that will be bundle into an outbound file.

Note:

- Case-level documents belong to a Confidential Drawer in the imaging system if they are associated to a case with one or more currently effective confidentiality records in CalSAWS. Case-level documents belong to a Case Drawer in the imaging system if they are not associated to a case with a currently effective confidentiality record in CalSAWS.
- When a case is associated to a confidentiality record, the cyclic job will store/retrieve a person level document to/from the Case_Confid drawer.
- When the document refers to an e-ICT #, the number is the one that is displayed on the ICT Detail page.

The following table is the list of parameters that the job can pass to the Search client API.

| E-ICT Search - REQUEST | | | | |
|---|---|---|---|---|
| **CALSAWS FIELD NAME** | **IMAGING VALUE NAME** | **TYPE** | **COMMENTS** | **REQUIRED** |
| uniqueID | Indexing Field 1 | Long | Unique Id that is associated to the image drawer. Case Id, Person Id, EICT # | N |

| | | | | |
|---|---|---|---|---|
| | | | (display on the ICT Detail page), etc. | |
| caseNumber/ CIN | Indexing Field 2 | String | Case or CIN number | N |
| caseName/ personName/ importType | Indexing Field 3 | String | Case name or Person name or 'EICT'. | N |
| barcodeNumber | Indexing Field 4 | String | Barcode Number. | N |
| formNumber | Indexing Field 5 | String | Form Number. | N |
| formNames | documentType | [String] | List of document types. | N |
| applicableDate | Custom Property – Applicable Date | Date (MM/DD/YYYY) | Date. | N |
| documentTypes | Custom Property – Document Type | [String] | The Imaging Document Type. | N |
| receivedDateFrom | Custom Property – Received Date | Date (MM/DD/YYYY) | From Received Date. | N |
| receivedDateTo | Custom Property – Received Date | Date (MM/DD/YYYY) | To Received Date. | N |
| createDateFrom | creationDate | Date (YYYY/ MM/DD) | From Creation Date. | N |
| createDateTo | creationDate | Date (YYYY/ MM/DD) | To Creation Date. | N |
| drawerName | drawer | [String] | Drawer name. | Y |

The following table is the list of parameters that the job can pass to the Extract client API. The document will be return in a PDF format.

| E-ICT Extract - REQUEST | | | | |
|---|---|---|---|---|
| CALSAWS FIELD NAME | IMAGING VALUE NAME | TYPE | COMMENTS | REQUIRED |
| documentIDs | documentID | [String] | List of Document Ids. | Y |

### 2.9.3 Execution Frequency

No Change.

### 2.9.4 Key Scheduling Dependencies

No Change.

### 2.9.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

### 2.9.6 Data Volume/Performance

N/A.

### 2.9.7 Interface Partner

EDMS, CalSAWS Imaging Solution

### 2.9.8 Failure Procedure/Operational Instructions

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

## 2.10 e-ICT Image Inbound Reader jobs (CalWIN)

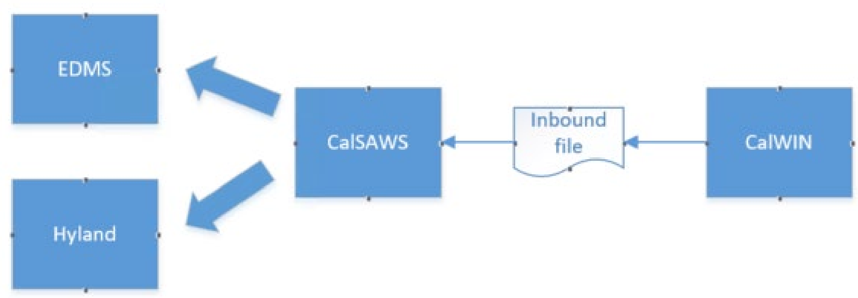
### 2.10.1 Overview

CalWIN e-ICT Image Inbound Reader job (PICWE101) stores receiving images from other Counties to the image repository (EDMS).

PICWE101 will be modified to store image into the External Staging drawer in Hyland when the County Imaging Solution is Hyland.

The job will continue to store image in EDMS when the County Imaging Solution is EDMS.

<u>Note:</u> There is no change when the receiving County is associated to EDMS.




### 2.10.2 Description of Change

1. Modify e-ICT Inbound jobs to be able to store images into Hyland system.

   The following steps will be used to store images into Hyland system when the receiving County is linked to Hyland:

   a. The job will store FORMs into Hyland and NOAs into FMS.

      i. **Forms**: The batch job will call Store client API to store images into the External Staging drawer in Hyland.
      The batch job will store the E-ICT number on both the unique ID and bundle ID fields in the Store Document Client API.

      ii. **NOAs**: No change. the job will store NOAs into FMS.

      iii. **Additional Documents**: The steps to store additional image is like the process above for storing Forms.

   b. The job will call Route Client API to route all stored document to the Pre-OCR Queue in Hyland.

   c. The job will store the new Hyland document IDs into the ICT_IMG table. ICT Document List page will use the document IDs to display the image when worker click on the image hyperlink.

   d. The job will insert a record into ICT_TRANSACT table with an ICT_IMG_STATUS_CODE of 'ICT is ready to link to a case'.

   Please refer to the e-ICT document mapping section on the mapping between the e-ICT document type and the Imaging Form name.

   The following table has the list of parameters that the batch job can pass to the Store Doc client API.

| E-ICT Store Case/Confidential Case Document - REQUEST | | | | |
|---|---|---|---|---|
| **CALSAWS FIELD NAME** | **IMAGING VALUE NAME** | **TYPE** | **COMMENTS** | **REQUIRED** |
| caseUID | Indexing Field 1 | Long | EICT # (display on the ICT Detail page). | Y |
| caseNumber | Indexing Field 2 | String (7 Char.) | 7- Character Case Number. | N |

| | | | | |
|---|---|---|---|---|
| caseName | Indexing Field 3 | String (40 Char. Limit) | Import Type - 'EICT'. | Y |
| barcodeNumber | Indexing Field 4 | String | Barcode Number. | N |
| formNumber | Indexing Field 5 | String | Form Number. | N |
| drawerName | Drawer Name | String | If the case is NOT confidential, append "Case" to the County Name of the authenticated user. Ex. "San Bernardino Case"<br><br>If the case IS confidential, append "Confidential" to the County Name of the authenticated user. Ex. "San Bernardino Confidential" | Y |
| formName | Document Type | String (40 Char. Limit) | Imaging Form Name. | Y |
| applicableDate | Custom Property – Applicable Date | Date (MM/DD/YYYY) | Date. | Y |
| receivedDate | Custom Property – Received Date | Date (MM/DD/YYYY) | Date. | Y |
| documentType | Custom Property – Document Type | String (40 Char. Limit) | Imaging Document Type. | N |
| countyCode | Custom Property – County Code | String (2 Char.) | 2-digit County Code. | N |
| captureInformation | Custom Property – Capture Information | String (256 Char. Limit) | Capture Information. | Y |

| | | | | |
|---|---|---|---|---|
| bundleID | Custom Property- Bundle ID | String | An identification field not modifiable by the end user. E-ICT #. Format – 'E-ICTXXXX' (XXXX = E-ICT number displays on the ICT Detail page). | Y |
| Notes | Notes | String | This field appends notes that include data attributes in and, if applicable, data attributes do not present in the Request Parameters. | N |

### 2.10.3 Execution Frequency

No Change.

### 2.10.4 Key Scheduling Dependencies

No Change.

### 2.10.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

### 2.10.6 Data Volume/Performance

N/A.

### 2.10.7 Interface Partner

EDMS, CalSAWS Imaging Solution

### 2.10.8 Failure Procedure/Operational Instructions

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

# 3 REQUIREMENTS

This SCR will modify e-ICT process to connect with the CalSAWS Imaging Solution.

## 3.1 Migration Requirements

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 2509 | The CONTRACTOR shall create a process for e-ICT transfers where images/documents shall be linked to multiple counties. | | This SCR will modify e-ICT process to connect with the CalSAWS Imaging Solution. |
| | | | |

# 4 SUPPORTING DOCUMENTS

| Number | Functional Area | Description | Attachment |
|---|---|---|---|
| 1 | Imaging | CalSAWS Imaging Document Types and Form Names | EICT Document Mappings.xlsx |
| 2 | Imaging | List of NOAs that are transferred through e-ICT. | List of NOAs that will be transfer through e-ICT.xlsx |

# 5 APPENDIX

| Page Name | Table | Description |
|---|---|---|
| ICT Detail | ICT_TRANSACT | Insert a new ICT Transaction record to the ICT_TRANSACT table when the sending County sends the ICT.<br>Note: This will occur post migration (after CIV counties migrate over to the CalSAWS system). |
| ICT Document List | DOC_TEMPL_IMG | Use values from the DOC_TEMPL_IMG table as per the new Hyland Imaging Mapping to populate the ICT Category on the Category field and the ICT Document Category drop down field.<br>** Specific to Counties using Hyland Imaging. |
| ICT Document List | ICT_IMG | Use values from the ICT_IMG table as per the new Hyland Imaging Mapping to populate the Imaging Form Names on the Type field.<br>** Specific to Counties using Hyland Imaging. |
| ICT Document Detail | ICT_TRANSACT | Insert a new ICT Transaction record to the ICT_TRANSACT table when the sending County sends additional documents.<br>** Applies to Counties using either EDMS or Hyland Imaging.<br>Note: This will occur post migration (after CIV counties migrate over to the CalSAWS system). |
| ICT Document Detail | DOC_TEMPL_IMG | Use the DOC_TEMP_IMG table to determine the mapping between the Document Category and the Document Type.<br>** Specific to Counties using Hyland Imaging. |
| ICT Document Detail | ICT_IMG | Use values from the ICT_IMG table as per the new Hyland Imaging Mapping to |

| | | |
|---|---|---|
| | | populate the Imaging Document Types on the Document Type field.<br>(This will be based on the value on the Document Category)<br>** Specific to Counties using Hyland Imaging. |
| ICT Document Detail | DOC_TEMPL_IMG | Use the DOC_TEMP_IMG table as per the new Hyland Imaging Mapping to determine the Outbound ICT Doc Type or Inbound ICT Doc Type on the Interface Document Type field. |

CalSAWS

California Statewide Automated Welfare System

# Design Document

## CA-214051 DDID 2513 - E-Application Metadata

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Erika Kusnadi, Gillian Bendicio, Howard Suksanti |
| | Reviewed By | |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 8/26/2020 | .01 | Initial Draft | Erika Kusnadi, Gillian Bendicio, Howard Suksanti |
| 10/14/2020 | .02 | Updated section 2.2.2 with review comment | Howard Suksanti |
| 10/16/2020 | .03 | Updated section 2.2.2 with review comment | Howard Suksanti |
| 10/26/2020 | .04 | Move re-indexing details from section 2.1.3 to section 2.2.2 | Erika Kusnadi, Howard Suksanti |
| 11/10/2020 | .05 | Updated section 1.1 and 1.2 with review comments | Howard Suksanti |
| 1/14/2020 | .06 | Content Revision:<br>- Added to Section 1.3 to add application level image retrieval for e-application page.<br>- Added 1 new assumptions<br>- Added Section 2.1 for the e-Application Summary page to the Recommendation section.<br>- Added to Section 2.2.3 for Online to insert an ER- Error message to the Database | Gillian Bendicio, Erika Kusnadi |
| 1/22/2021 | .07 | Removed 'Start Workflow Queue' and replace with Pre-OCR on Section 2.3.2. | Erika Kusnadi |
| | | | |
| | | | |

# Table of Contents

# 1 OVERVIEW

This SCR will update CalSAWS to have an ability to re-index an e-Application document and any other scanned images that were attached to the e-Application in CalSAWS Imaging Solution (Hyland).

## 1.1 Current Design

Currently the CalSAWS System calls the web service to the Electronic Document Management System (EDMS) when a worker links an e-Application to a new or existing case. There is no webservice that exists in the CalSAWS system that will make a call to the CalSAWS Imaging Client API. This call will re-index the e-Application image to the appropriate drawer for Counties that are linked to Hyland.

## 1.2 Requests

1. Update the CalSAWS System to have the ability to re-index in Hyland an e-Application image and any other scanned images that were attached to the e-Application to the appropriate image drawer.

## 1.3 Overview of Recommendation

1. Add application level image retrieval on the 'Images' button on the e-Application page.
2. Update the 'Save and Return' button on the 'Case Member List' page to trigger a call to the CalSAWS Imaging Client API to re-index an e-Application image when an e-Application is linked to a case.
3. Add a new batch job to re-index document from External Staging drawer to the appropriate drawer in Hyland when the County is associated to the CalSAWS Imaging Solution.

## 1.4 Assumptions

1. CA-214026 will add an e-Application number field in the Store Document Client API.
2. CA-214039 will implement the Re-index Client API on the same release.
3. CA-214039 will add an External Staging drawer in Hyland on the same release.
4. CA-214055 will implement the Search Client API on the same release.
5. Statewide portal will store e-Application document into the External Staging drawer when there is no case linked yet. External Staging drawer will be created in Hyland as part of CA-214039.
6. The data model that store the linkage of e-application number and case will not be changed when the Statewide portal is developed.
7. Existing functionality that is not part of this SCR will remain unchanged.
8. The following is an example of the flow when an e-Application document is stored in Hyland:

1) Statewide portal will receive the document from the applicant and store the document in the External Staging drawer in Hyland. Application number will be passed in the Store Document web service.
2) Statewide portal will send the e-Application information to CalSAWS system.
3) Worker will review the e-Application and either link to an existing case or create a new case. When an e-Application is linked to a case in CalSAWS, The System will call the Re-index client API to move the document to the appropriate drawer (Case, Person, etc.…)
4) The document will be routed to the appropriate workflow queue in Hyland.

9. The Statewide portal can follow the Kiosk image uploading process (CA-214026) by using an Imaging Form Name of "Self-Service - Other" as the form name for all the images that are uploaded for an e-Application.
10. CA-214038 implemented the retrieval of case and person level documents on the e-Application Summary page.

# 2 RECOMMENDATIONS

This SCR will update the System to have the ability to re-index an e-Application image and any other scanned images that are attached to the e-Application to the appropriate image drawer.

## 2.1 e-Application Summary

### 2.1.1 Overview

The E-Application Summary page displays the e-application information and allows the worker to initiate the e-application to case linkage process. This page contains the 'Images' button which retrieves the images associated to the e-application. CA-214038 implemented the button to retrieve case and person level images associated to the e-application. This SCR will update the button to include application level documents in its image retrieval.

### 2.1.2 e-Application Summary Mockup

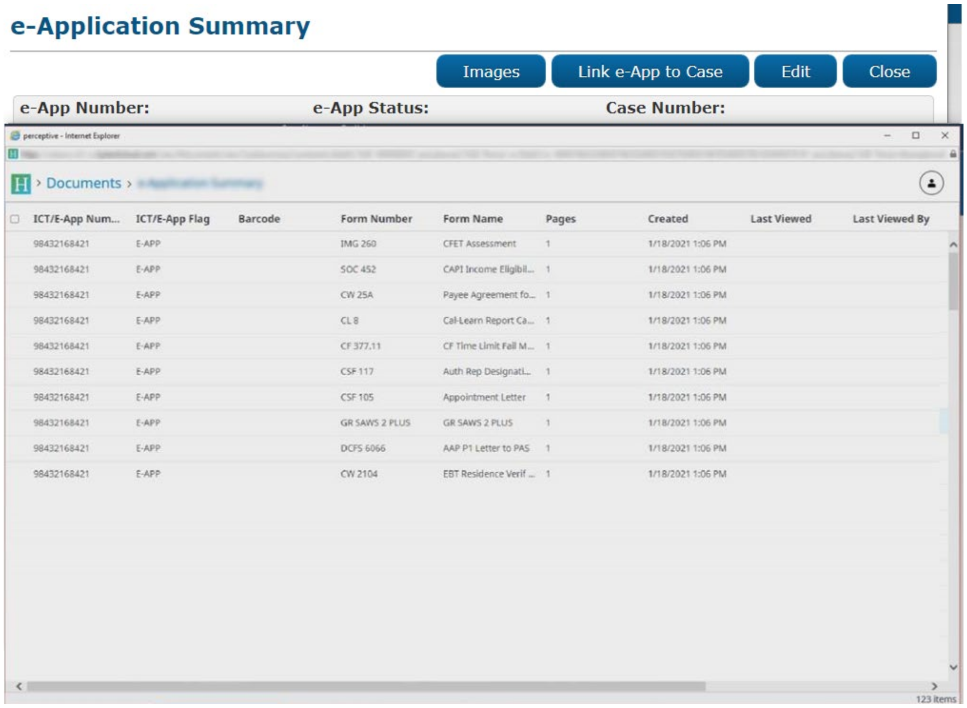



**Figure 2.1.1 e-Application Summary page with the Images button**

### 2.1.3 Description of Changes

1. Update the e-Application Summary page to display the 'Images' button for when the e-Application is not yet link to a case.
    a. Images button will display for users that have the 'ImagingICTEAppView' security right.
    b. Clicking the Images button will open a new Hyland pop-up window and retrieve application level documents.
        i. Hyland pop-up window will retrieve all application level documents
    c. The parameters sent to Hyland will be the following:
        i. View Name
        ii. E-Application Number
        iii. E-App Flag

Note: These changes will not be available to counties that have not been enabled on the new imaging solution (Hyland).

### 2.1.4 Page Location

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

### 2.1.5 Security Updates

1. Security Rights

| Security Right | Right Description | Right to Group Mapping |
|---|---|---|
| ImagingICTEAppView | Allows access to the Hyland External Staging for ICT or EApp images/documents. | EApp View, EApp Edit |

2. Security Groups

| Security Group | Group Description | Group to Role Mapping |
|---|---|---|
| EApp View | View and Search E-Application. | CA State All County Access |
| EApp Edit | View, Search, and Edit E-Application. | Eligibility Staff, Eligibility Supervisor, Regional Call Center Staff, Regional Call Center Supervisor |

Note: The ImagingICTEappView security right is created under CA-214062. The above is used for reference only.

### 2.1.6 Page Mapping

N/A

### 2.1.7 Page Usage/Data Volume Impacts

N/A

## 2.2 Case Member List

### 2.2.1 Overview

The Case Member List page is part of the e-Application linkage process in the CalSAWS system. The worker will need to go through this page to confirm that the e-Application should be linked to a new or existing system case. After clicking the 'Save and Continue' button, the worker will be navigated to the New Programs Detail page (for a new case) or the Program Application List (for an existing case) where the e-Application has been linked to a system case.

A new logic will be added to the Case Member List page to check the database to determine if a call will be made to the EDMS webservices or the CalSAWS Imaging Client API upon linking the e-Application to a Case. If the call is to the CalSAWS Imaging Client API then the CalSAWS Imaging Client API will retrieve all the images associated to the e-Application and have it place to the appropriate drawer within the Hyland application.

### 2.2.2 Case Member List Mockup

N/A

### 2.2.3 Description of Changes

1. Add a new logic to the 'Save and Continue' button on the 'Case Member List' page to check the Code Detail Table (Category ID 15) to determine if a call will be made to either EDMS webservice or the CalSAWS Imaging Client API. Please refer to the **Appendix section** for the complete parameter list for the webservice calls.
    a. For calls made to the EDMS webservice, it will follow the same process as it currently does.
    b. For calls made to the CalSAWS Imaging Client API, to search for all documents/images related to the e-Application please refer to Section ~~2.2.2~~ 2.3.2 for more details.
2. For an e-Application that's already linked to a Case and needs to be linked to a different Case, a new logic will be added to the 'Save and Return' button.
    a. Upon clicking the 'Save and Return' button, check the Code Detail Table (Category ID 15) from the database to determine if a call will be made to either EDMS webservice or the CalSAWS Imaging Client API.
        i. For a call to the EDMS webservice, it will follow the same process as it currently does.
        ii. For a call made to the CalSAWS Imaging Client API, the Case Number that was previously linked to the e-Application will need to be sent along with the new Case number information.
3. Insert the status of 'ER-Error' in the database for the associated case linkage record if the CalSAWS Imaging Client API return's a call of unsuccessful during the reindexing process.

**Note:**

- These changes will not be available to counties that have not been enabled on the new imaging solution (Hyland). The Existing Point of

Service page will remain for LA County until they go live on the Hyland Solution.

- These logics above will only apply when the ‘Save and Return’ button is click through the ‘Case Member List’ page when its access through the e-Application process flow.

### 2.2.4 Page Location

**Global: Case Info**

**Local: e-Tools**

**Task: e-Application Search**

### 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 Add a new batch job for Re-indexing e-Application images

### 2.3.1 Overview

There is no batch process to re-index e-Application document when the real-time re-index failed. As part of this SCR, a new batch job will be added to re-index images in Hyland when the real-time re-index call is not successful.

### 2.3.2 Description of Change

- Add a new batch job to re-index and route document when a real-time call e-Application re-index is not successful.
- This new batch will re-index images in Hyland only when the County is linked to the CalSAWS Imaging Solution.
- The job will perform a sequence of client API calls to re-index the e-Application to the appropriate imaging drawer.

The following steps will occur within the Hyland Application when an e-app is linked to a case:

i. Make a call to the CalSAWS Imaging Client API to search for all documents/images related to the e-Application. This step will return information that will be used for the Re-index call. Refer to Table 1 of the Appendix section for the Search call parameters.

ii. Move (Re-Index) all documents/images associated to the e-Application from the CalSAWS Imaging System External Staging Drawer to the appropriate drawers. This step will return information that will be used for the Route call. Refer to Table 2 of the Appendix section for the Re-Index call parameters.

1. All documents/images will be moved (Re-Index) to the Case_Confid drawer for e-Applications that are linked to a Confidential Case.
2. All documents/images will be moved (Re-Index) to the Case drawer for e-Applications that are linked to a non-Confidential Case.
3. Make a call to the Route Client API to route appropriate documents/images to ~~the "Start Workflow Queue"~~ "Pre-OCR". Refer to Table 3 of the Appendix section for the Route call parameters.
    a. Route Documents/Images to ~~the "Start Workflow Queue"~~ "Pre-OCR" if they do not have a barcode attach.
    b. Route Documents/Images to ~~the "Start Workflow Queue"~~ "Pre-OCR" they contain a barcode but it was not able to be read properly.
4. When one or more of the above is unsuccessful, store the status 'ER-Error' in the database for the associated case linkage record.

The following steps will occur within the Hyland Application when a case is relinked.

1. Make a call to either the Case_Confid drawer or the Case drawer and retrieve all documents/images associated to that e-Application and place it in the appropriate drawer (Case_Confid or Case drawer) based on the new Case number that is now linked to the e-Application. Refer to Table 1 of the Appendix section for the Search call parameters.
    a. Previous Case number will determine which drawer the documents/images associated to the e-Application reside.
2. When one or more of the above is unsuccessful, store the status 'ER-Error' in the database for the associated case linkage record.

<u>Technical Note:</u> There will be a new common method that is shared between the page above in section 2.1 and this batch job.

- The batch job will retry re-indexing images on any fail transaction 5 times. The batch job will retry one time per batch run date so the retrying will happen in total of 5 batch run dates.

- When the job does not successfully re-index after 5 times, the job will follow the normal fail procedure. please refer to section 2.2.7 below for more details.

### 2.3.3 Execution Frequency

Daily (Mon-Sat) except Holidays.

### 2.3.4 Key Scheduling Dependencies

N/A.

### 2.3.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

### 2.3.6 Data Volume/Performance

N/A.

### 2.3.7 Failure Procedure/Operational Instructions

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

# 3 REQUIREMENTS

This SCR will update the System to have the ability to re-index an e-Application image to the appropriate image drawer when an e-Application is linked to a case.

## 3.1 Migration Requirements

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 2513 | The CONTRACTOR shall configure the imaging solution to update the document metadata on documents associated to an e-application. The e-application number received from the self-service portal and mobile app will be stored as an additional metadata field. | | This SCR will update the System to have the ability to re-index an e-Application image to the appropriate image drawer when an e-Application is linked to a case. |
| | | | |

# 4 APPENDIX

| E-APP Search - REQUEST | | | | |
|---|---|---|---|---|
| CALSAWS FIELD NAME | IMAGING VALUE NAME | TYPE | COMMENTS | REQUIRED |
| applicationNumber | Custom Property – E-Application Number | String | The Electronic Application Number. | Y |
| drawerName | drawer | String | If the e-App is not linked to a case yet, the drawer name will be External Staging drawer.<br><br>For the relinking scenario, the drawer | Y |

| | | | | |
|---|---|---|---|---|
| | | | name will be Case, Case_Confid, or Person drawer name. | |

**Table 1: Search Request Parameters**

| E-APP Re-index - REQUEST | | | | |
|---|---|---|---|---|
| CALSAWS FIELD NAME | IMAGING VALUE NAME | TYPE | COMMENTS | REQUIRED |
| documentId | id | String | Document Id | Y |
| uniqueId | Indexing Field 1 | Long | Case Id | Y |
| caseNumber | Indexing Field 2 | String | Case Number | Y |
| caseName | Indexing Field 3 | String | Case name | Y |
| drawerName | Drawer | String | Imaging Drawer name | Y |

**Table 2: Re-index Request Parameters**

| E-APP Route - REQUEST | | | | |
|---|---|---|---|---|
| CALSAWS FIELD NAME | IMAGING VALUE NAME | TYPE | COMMENTS | REQUIRED |
| documentId | id | Long | Document Id | Y |
| Destination | destination | String | Imaging route destination | Y |

**Table 3: Route Request Parameters**

CalSAWS

California Statewide Automated Welfare System

# Design Document

CA-214062

CalSAWS Security Batches to Hyland

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

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 9/16/20 | 1.0 | Initial Draft | Jennifer Kim |
| 12/11/2020 | 1.5 | Content Revision:<br>2.2 Add County Context on Case Summary page Imaging buttons<br>2.5 Added an ImageNow security cleanup | Gillian Noelle Bendicio |
| 12/17/2020 | 2.0 | Content Revision:<br>• Added in Section 2.2 to reference the Appendix section for scenario examples.<br>• Added to the Appendix section scenario examples for the new requirement for Section 2.0<br>• Create the new User Security Rights Outbound Web Service to successfully update user security rights in the imaging system.<br>• Create an hourly batch job to synchronize user security rights in the imaging system with changes made in the CalSAWS System.<br>• Add a new Column to the OFFICE table to track if an office is Imaging Enabled. | Erika Kusnadi-Cerezo<br><br>Dana Petersen |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

# Table of Contents

# 1 OVERVIEW

This SCR will synchronize user security rights in the CalSAWS Imaging System with updates made in CalSAWS via a new hourly batch job.

## 1.1 Current Design

1. The CalSAWS System does not have all the new security rights and groups for the new imaging system.
2. The CalSAWS System allows the imaging buttons to be accessible if the user is logged-in to a Hyland county.
3. The CalSAWS System does not have an outbound web service to update user security rights in the new imaging system.
4. Currently, there is no hourly batch job that updates user security rights in the new imaging system.
5. CalSAWS does not designate offices as Imaging Enabled.
6. There are ImageNow security groups and rights in the database.

## 1.2 Requests

1. Edit and add existing and new imaging security rights and groups in the CalSAWS System.
2. Limit the imaging buttons on the Case Summary page to the county that the user is accessing.
3. Create a new outbound web service to update user security rights in the new imaging system.
4. Create a new hourly batch job to synchronize user security rights in the imaging system with updates made in CalSAWS.
5. Update the CalSAWS Data Model to allow the system to track if an office is Imaging Enabled.
6. Delete the existing ImageNow securities in the database.

## 1.3 Overview of Recommendations

1. Edit and add existing and new imaging security rights and groups in the CalSAWS System.
2. Update the imaging buttons added to the Case Summary page to have county context.
3. Create the new User Security Rights Outbound Web Service to successfully update user security rights in the imaging system.
4. Create an hourly batch job to synchronize user security rights in the imaging system with changes made in the CalSAWS System.
5. Add a new Column to the OFFICE table to track if an office is Imaging Enabled.
6. Delete all existing ImageNow security groups and rights that will be obsolete when the C-IV counties migrate to the Hyland solution.

## 1.4 Assumptions

1. Updated user security rights via the hourly batch job are not reflected in the CalSAWS Imaging System until the CalSAWS user's next login.
2. The terms "Hyland", "CalSAWS Imaging System", and "imaging system" are used interchangeably.

# 2 RECOMMENDATIONS

## 2.1 Edit and Add Existing and New Imaging Security Rights

### 2.1.1 Overview

Currently, the CalSAWS System does not have all the new security rights and groups for the new CalSAWS Imaging System. This SCR will add and edit new and existing security rights and groups respectively in CalSAWS.

### 2.1.2 Mockup

No Mockups Applicable.

### 2.1.3 Description of Changes

1. Imaging Security Rights and Groups – Add the new security rights and groups found in the 'Security Matrix.xlsx' attachment as listed in the Supporting Documents section of the design document.
2. If the existing security right, group and role mappings; naming conventions; and descriptions in CalSAWS differ from those in the security matrix, update the existing ones to reflect those in the security matrix as listed in the Supporting Documents section of the design document.

### 2.1.4 Page Location

Not Applicable.

### 2.1.5 Security Updates

For security updates, please refer to the 'Security Matrix.xlsx' attachment as listed in the Supporting Document section of the design document.

### 2.1.6 Page Mapping

No Page Mapping applicable.

### 2.1.7 Page Usage/Data Volume Impacts

There are no performance concerns with this update.

## 2.2 Case Summary Page

### 2.2.1 Overview

CA-214030, CA-214031, and CA-214038 have added the 'Capture', "Generate Coversheet', and 'Images' buttons to the Case Summary page. These buttons display when the user accessing the page belongs to a Hyland county. This SCR will update those buttons to display only when the case is in the same Hyland county as the user.

### 2.2.2 Mockup

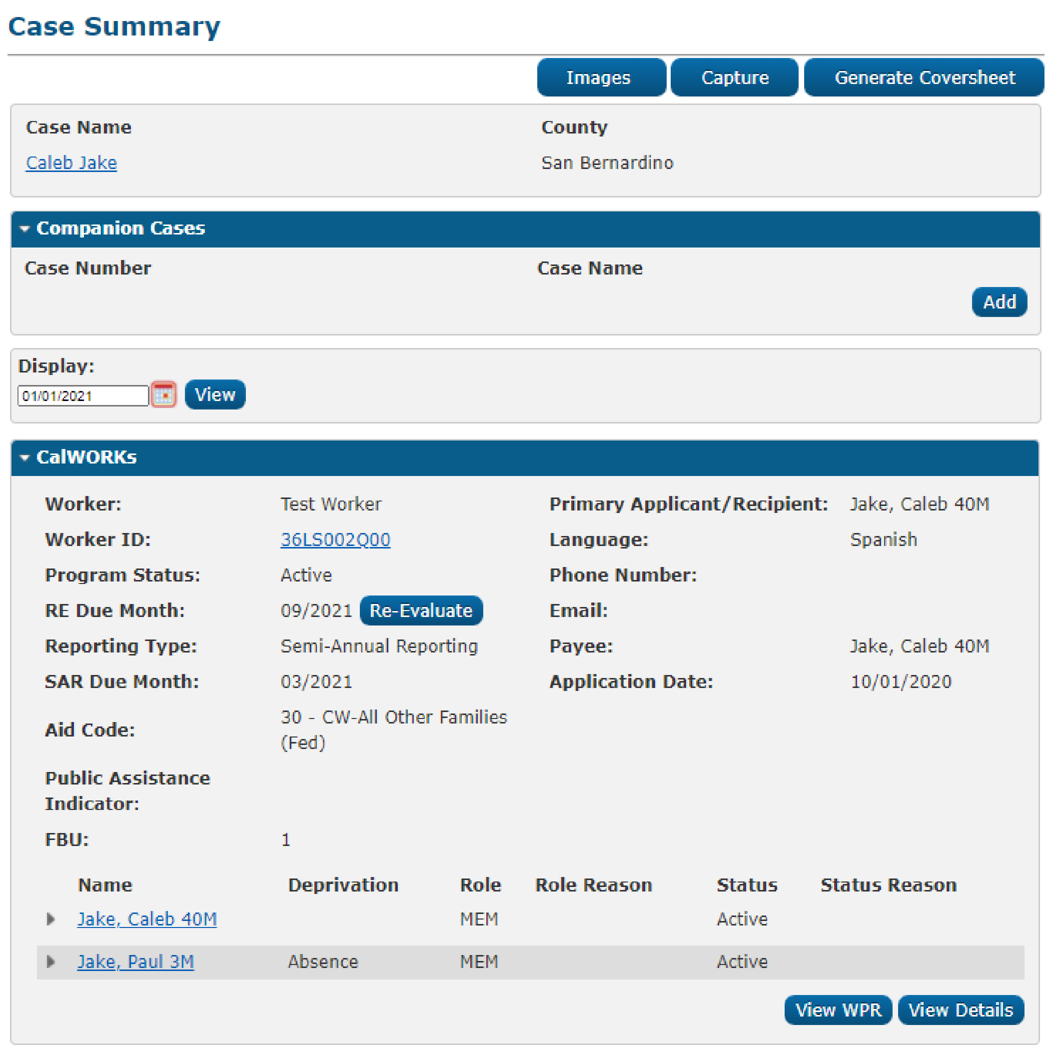



**Figure 2.2.1 – Case Summary Page with worker and case in the same Hyland county**

#### 2.2.3 Description of Changes

1. Update the following buttons to display only when the user accessing the Case Summary page is within the context of the same county as the case and it is a Hyland county (please reference the Appendix section for examples):
    a. Images
    b. Capture
    c. Generate Coversheet

#### 2.2.4 Page Location

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

#### 2.2.5 Security Updates

Not applicable.

#### 2.2.6 Page Mapping

No Page Mapping applicable.

#### 2.2.7 Page Usage/Data Volume Impacts

There are no performance concerns with this update.

### 2.3 User Security Rights Outbound Web Service

#### 2.3.1 Overview

This section of the SCR will create the User Security Rights Outbound Web Service to successfully update user security rights in the CalSAWS Imaging System.

#### 2.3.2 Description of Change

1. Create the User Security Rights Outbound Web Service to successfully update user security rights in the imaging system.
2. Send all required data attributes listed in the table "User Security Rights Request Parameters" below. Sending the correct data attributes will allow the User Security Rights Outbound API to handle and implement the following logic in its web service to successfully update user security rights in the imaging system:
    a. Adding a new user in the imaging system if needed.

b. Adding and/or removing a user's Hyland Group Permission Name(s) in the imaging system if needed.
c. Updating the following user attributes as needed:
   i. Staff First Name
   ii. Staff Last Name

**Table 1 – User Security Rights Request Parameters**

| User Security Rights - REQUEST | | | |
|---|---|---|---|
| **FIELD NAME** | **TYPE** | **COMMENTS** | **REQUIRED** |
| userName | String (40 Char. Limit) | Active Directory Username.<br><br>Table name is 'Staff' and column name is 'ACTIVE_DIR_USER_NAME' in Active Directory. | Y |
| firstName | String (64 Char. Limit) | First name of user. | N |
| lastName | String (64 Char. Limit) | Last name of user. | N |
| primaryEmail | String | Primary email of user. | N |
| hylandGroupPermissionName | List | The Hyland Group Permission Name (refer to the attached supporting document CalSAWS-Hyland Security Mappings.xlsx). | N |

**Table 2 – User Security Rights Web Service - FAILED WEB SERVICE OPERATIONS**

| HTTP Response Code | Field Name | Value | COMMENTS |
|---|---|---|---|
| Error codes are intended for backend processes and will not be displayed for end-users. | | | |

| | | | |
|---|---|---|---|
| 400 | responseCode | 400 | Return HTTP response code 400 if there is a tech failure because the required data attribute was not supplied. |
| | errorMessage | “${Field Name} Must Be Supplied.” | |
| 404 | responseCode | 404 | Return HTTP response code 404 if the required data attribute cannot be found in the CalSAWS System. |
| | errorMessage | “${Field Name} Not Found.” | |
| 422 | responseCode | 422 | Return HTTP response code 422 if there is a problem with the request for the required data attribute and the Integration Server is unable to process it. |
| | errorMessage | “${Field Name} Is an Unprocessable Entity.” | |

| | | | |
|---|---|---|---|
| 500 | responseCode | 500 | Return HTTP response code 500 if there is an unknown internal server error that occurred while trying to process the request. |
| | errorMessage | "Internal Server Error." | |

### 2.3.3 Execution Frequency

The web service is available to be invoked in real-time.

### 2.3.4 Key Scheduling Dependencies

N/A

### 2.3.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

### 2.3.6 Data Volume/Performance

N/A

### 2.3.7 Interface Partner

CalSAWS Imaging System.

### 2.3.8 Failure Procedure/Operational Instructions

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

## 2.4 User Security Rights Batch Job

### 2.4.1 Overview

The new User Security Rights Batch Job is responsible for updating user security rights in the CalSAWS Imaging System when users have had their imaging rights, login status, office IDs, county code, first name or last name added, removed or modified in CalSAWS.

### 2.4.2 Description of Change

1. Create a new Category entry to represent the attached supporting document "CalSAWS-Hyland Security Mappings.xlsx". This category will map the Hyland Group Permission Names with their counterpart CalSAWS Security Right. This new category will be leveraged by the new User Security Rights Batch Job's internal logic to provide the User Security Rights Outbound Web Service with the Hyland Security Group Permission Names.
2. Create a Database Change Request (DBCR) to add a new 'Imaging Enabled' column to the OFFICE table. This column will capture if an office is configured with the CalSAWS Imaging Solution, 'Y' for Yes and 'N' for No. Default the value to 'Y' for all existing offices. A subsequent CRFI will confirm the offices within each county that will later be changed to 'N' for any offices identified as not being Imaging-enabled.
3. Create a new table "IMG_RIGHTS_OLD. Note: ALL new table names are for descriptive purposes only. The actual table names within CalSAWS is subject to implementation requirements. This table will serve as the basis of comparison of the user's Hyland Group Permission Names and other tracked configurations between one execution of the User Security Rights Batch Job and the next. This table will represent the previous state of all users in CalSAWS that had imaging security rights as of the last completion of the batch job. This table will contain the following data elements:
    a. Staff Active Directory Username
    b. Hyland Group Permission Name (refer to the attached supporting document CalSAWS-Hyland Security Mappings.xlsx).
    c. Staff First Name
    d. Staff Last Name
4. Create a new table called IMG_RIGHTS_CURRENT. This table will represent the current state of all users in CalSAWS that have imaging security rights as of the current system date and time. This table will contain the following data elements:
    a. Staff Active Directory Username
    b. Hyland Group Permission Name (refer to the attached supporting document CalSAWS-Hyland Security Mappings.xlsx)
    c. Staff First Name

    d. Staff Last Name
5. Create a new table called IMG_RIGHTS_TRANSACT. This table will represent the CalSAWS users for which the Hyland Group Permission Name, first name or last name have been added, removed or modified since the last completion of the batch job. This table will contain the following data elements:
    a. Staff Active Directory Username
    b. Record Created Date- this field will be populated in order to determine which execution of the batch job inserted this record into the staging table in case the record is not processed successfully, and the same user is triggered by subsequent executions of the batch job.
6. Create a new table called IMG_RIGHTS_ERROR_LOG. This table will represent any staff records that were not successfully processed completely to the imaging system. This table will contain the following data elements:
    a. Staff Active Directory Username
    b. Timestamp
    c. Hyland Group Permission Name (refer to the attached supporting document CalSAWS-Hyland Security Mappings.xlsx)
    d. Staff First Name
    e. Staff Last Name
    f. Error Code
    g. Comments
7. Create a new batch job that triggers the User Security Rights Outbound Web Service on an hourly basis, specifically for users who have had their Hyland Group Permission Name, first name and last name added, removed or modified since the last completion of this job:
    a. Perform a check to confirm that the previous execution of this batch process has completed and not currently running. IF the previous process(es) are still executing, cancel this job and downstream thread jobs. This process should not overlap with existing executions.
    b. Refer to the 'Security Matrix.xlsx' document to observe the full list of newly added CalSAWS Imaging Rights.
    c. Query the CalSAWS Security Rights and Staff Data Model. For each staff record that has at least one imaging security right, an 'Active' login status and at least one current position assignment, populate the IMG_RIGHTS_CURRENT table.
    d. Reference the new CalSAWS-Hyland Security Mappings category. For each CalSAWS Imaging Right assigned to the CalSAWS User, store the corresponding Hyland Group Permission Name.
        i. The Hyland Group Permission Name can have a "scope" of County, Office, or Global:
            1. Global: Store the Imaging System Group Permission Name as-is.

2. County: County-level Group Permissions require a County Code prefix in the imaging system:
    a. If the CalSAWS Imaging Right is NOT associated to a "Regional Call Center Staff" or "Regional Call Center Supervisor" (RCC) role, prepend the Staff User's Login County Code to the Hyland Group Permission Name.
        i. Example: If the user is from County 36 and the Imaging Right Name is "ImagingSearchCase", and the Imaging Right is NOT associated to an RCC role, then perform the following steps:
            1. Retrieve the mapped Hyland Group Permission Name that corresponds to the CalSAWS Imaging Right of "ImagingSearchCase" (##_SearchCase)
            2. Replace the placeholder characters '##_' with the staff user's login County Code (36): 36_SearchCase
            3. NOTE: This process applies to All Counties, including county 90 and 92 users.
    b. If the CalSAWS Imaging Right IS associated to an RCC role, prepend 'RCC_' to the Hyland Group Permission Name.
        i. Example: If the user is from County 36 and the Imaging Right Name is "ImagingSearchCase", and the Imaging Right IS associated to an RCC role, then perform the following steps:
            1. Retrieve the mapped Hyland Group Permission Name that corresponds to the CalSAWS Imaging Right of "ImagingSearchCase" (##_SearchCase).
            2. Replace the placeholder characters '##_' with 'RCC_': RCC_SearchCase.
    c. NOTE: If the same CalSAWS Imaging Right Name is associated to the worker via an RCC role AND non-RCC Role (or via a

Group-Right association without a role), both versions of the Hyland Group Permission Name will be sent (i.e. ‘36_SearchCase’ AND ‘RCC_SearchCase’ will be sent to Hyland).

3. Office: Office-level Group Permissions require a County Code prefix AND an office number postfix in the imaging system:
    a. If the CalSAWS Imaging Right is NOT associated to a “Regional Call Center Staff” or “Regional Call Center Supervisor” (RCC) role AND the Staff User is NOT logging in with a County 90 or 92 user, prepend the Staff User’s Login County Code to the Hyland Group Permission Name and postfix the Group Permission Name with each of the Imaging-Enabled office Numbers to which the Staff is assigned. The office level Group Permission Name will repeat for each office to which the user is currently assigned in which the Imaging Enabled value is ‘Y’ within CalSAWS.
        i. Example: The user is a County 36 User and assigned to 3 offices (Office 01, 02, and 03). Office 03 is NOT enabled for Imaging. The user has a CalSAWS Imaging Security Right of “ImagingOfficePersonSelect” for a non-RCC role, perform the following steps:
            1. Retrieve the mapped Hyland Group Permission Name that corresponds to the CalSAWS Imaging Right of “ImagingOfficePersonSelect” (##_OfficePersonSelect_##)
            2. Replace the placeholder characters ‘##_’ with the Staff User’s Login County Code (36): 36_OfficePersonSelect_##
            3. For each Office to which the staff is assigned and the ‘Imaging Enabled’ value is ‘Y’, replace the placeholder characters ‘_##’ with the office number. Repeat until each office has a

corresponding Hyland Group Permission Name:

a. 36_OfficePersonSelect_01
b. 36_OfficePersonSelect_02
c. Note that an office-level security right is NOT created for office 03, as that office is not specified as being enabled for Imaging.
d. ~~36_OfficePersonSelect_03~~

b. For Office-level Imaging Rights associated to Non-RCC roles for users logged in to Counties 90 or 92, prepend the appropriate County Code but do NOT append any office numbers. Append an Underscore'_' only.
   i. Example: "##_OfficePersonSelect_##" becomes "90_OfficePersonSelect_" or "92_OfficePersonSelect_".
c. For Office-level Imaging Rights that ARE associated to RCC roles, prepend 'RCC_' to the Hyland Group Permission Name, and leave a trailing Underscore '_', such as "RCC_OfficePersonSelect_".
   i. NOTE: Currently, the "Hyland-CalSAWS Security Mappings.xlsx" spreadsheet does not account for Office-Level Imaging Rights to RCC Roles. However, for future expansion, this logic will be employed to prevent office associations with an RCC-level Role in the imaging system.

e. Compare data from the IMG_RIGHTS_OLD table and the IMG_RIGHTS_CURRENT table to seek detected changes. Populate the IMG_RIGHTS_TRANSACT table for each user that:
   i. Exists in the current data but not the previous data
   ii. Exists in the previous data but not the current data
   iii. Exists in both previous and current data but one or more of the following aggregate data elements are different:
      1. Hyland Group Permission Name
      2. Staff First Name
      3. Staff Last Name

8. Create a new Threaded Batch Process to synchronize user security rights in the imaging system with those in CalSAWS. These threads will run after the IMG_RIGHTS_TRANSACT table has been populated by the above Batch Sweep Job:
    a. For each record in the IMG_RIGHTS_TRANSACT table, invoke the User Security Rights Web Service:
        i. Refer to the "User Security Rights Request Parameters" table in section 2.2 of the design document to provide necessary data elements per the web service specifications.
        ii. For each successful operation, delete the associated staff record from IMG_RIGHTS_TRANSACT.
        iii. If the web service returns an error code, retry up to 2 additional times (for a total of 3 attempts). If unsuccessful for 3 attempts, add the appropriate error code and the statement "MULTIPLE RETRY FAILURES: The record has failed to process for a total of 3 times" in the Error Code and Comments columns of the IMG_RIGHTS_ERROR_LOG Table respectively and remove the associated record from IMG_RIGHTS_TRANSACT.
9. Create a new Post Processing Module to clean up the comparison tables and prepare the state of the tables for the next execution of the sync jobs:
    a. Once the User Security Rights Web Service has been completed for all users and thus, the execution of the batch job completed, perform the following steps to prepare the batch job for its next execution:
        i. Truncate the IMG_RIGHTS_OLD table and repopulate the table with existing data from the IMG_RIGHTS_CURRENT table.
        ii. Truncate the IMG_RIGHTS_CURRENT table.

### 2.4.3 Execution Frequency

This batch job will run on an hourly basis.

### 2.4.4 Key Scheduling Dependencies

This batch job has no predecessor or dependencies scheduled to run on an hourly basis.

### 2.4.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

### 2.4.6 Data Volume/Performance

The anticipated volume of updated user records per hour is unlikely to exceed 1,000 distinct user accounts on average.

There may be some instances in which an unusual volume of changed or added users/rights are detected in CalSAWS. In these cases, it may require more processing time than is provisioned in the hourly window. In these scenarios, prevent the next execution of the job from initiating until the existing process has executed to completion. The next iteration of the process will catch up all users' rights that have been updated in the interim.

### 2.4.7 Failure Procedure/Operational Instructions

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

## 2.5 Security Cleanup – Remove existing ImageNow securities from the database.

### 2.5.1 Overview

Currently, there are ImageNow security rights and groups that exist in the security tables of the database. Since the C-IV counties who previously used these securities will be moving to Hyland, these ImageNow security records are obsolete. This SCR will do a cleanup for these securities.

### 2.5.2 Description of Change

1. Remove ImageNow security groups from the roles listed in the 'ImageNow Security List' document found in the Supporting Documents section.
2. Delete the existing ImageNow security rights and groups listed in the 'ImageNow Security List' document found in the Supporting Documents section.

### 2.5.3 Estimated Number of Records Impacted/Performance

Approximately 70 security records will be updated/deleted.

# 3 SUPPORTING DOCUMENTS

| Number | Functional Area | Description | Attachment |
|---|---|---|---|
| 1 | Online Security | This supporting document defines the roles, rights and groups for the new imaging system. | Security Matrix.xlsx |
| 2 | Online Security | This supporting document complements the Security Matrix listed right above. This document clarifies the county, office and global scope of the new imaging security rights. | CalSAWS-Hyland Security Mappings.xlsx |
| 3 | Online Security | This supporting document list all existing ImageNow security records and roles tied to them. | ImageNow Security List.xlsx |

# 4 REQUIREMENTS

## 4.1 Project Requirements

| REQ # | REQUIREMENT TEXT | How Requirement Met |
|---|---|---|
| | | |
| | | |

## 4.2 Migration Requirements

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 2523 | CalSAWS software security rights will update the imaging solution during a nightly batch process. | None | 1. Edit and add existing and new imaging security rights and groups to the CalSAWS System.<br>2. Provide the required fields for the User Security Rights Web Service to successfully update user security rights in the imaging system.<br>3. Create an hourly batch job to ensure user security rights in the CalSAWS Imaging System are in sync with those in the CalSAWS System. |
| | | | |

# 5 MIGRATION IMPACTS

| SCR Number | Functional Area | Description | Impact | Priority | Address Prior to Migration? |
|---|---|---|---|---|---|
| CA-214062 | Security | Counties will need equivalent Imaging security groups when they migrate over to the Hyland solution. | Conversion Impact | | Yes |
| | | | | | |

# 6 OUTREACH

## 6.1 Lists

[Include a summary of the list(s). If there is more than one list, separate them with a numbered list and include the Location and Standard Columns only once in the overall summary.]

**List Name:** <List Name>
**List Criteria:** <Describe criteria for generating list>
**Standard Columns:**

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker

**Additional Column(s):** <list additional columns, if any>
**Frequency:** <One-time, monthly, quarterly, etc.>

The list will be posted to the following locations:

| System | Path |
|---|---|
| CalSAWS | CalSAWS Web Portal>System Changes>SCR and SIR Lists>YYYY>CA-XXXXXX |
| C-IV | CalSAWS Web Portal>System Changes>SCR and SIR Lists>YYYY>CIV-XXXXXX |

# 7 APPENDIX

Scenario Examples for when the Images, Capture, Generate Coversheet buttons should/should not display on the Case Summary Page.

Note: All other requirements still apply for the Images button, Capture button and Generate Coversheet button to display on the Case Summary page.

| Example | Scenario | Expected Outcome |
|---|---|---|
| Example #1 | A San Bernardino Worker is logged in to CalSAWS and in the context of San Bernardino County. | • When reviewing a Case that belongs in San Bernardino on the Case Summary Page, the Images button, Capture button, and Generate Coversheet button will display.<br>• When reviewing a Case that belongs in Los Angeles on the Case Summary page, the Images button, Capture button and Generate Coversheet button will not display.<br>• When reviewing a Case that belongs in Riverside on the Case Summary page, the Images button, Capture button and Generate Coversheet button will not display. |
| Example #2 | Scenario 1<br>A user is assigned to a Regional Call Center (RCC) role only and their home County is San Bernardino. Logged in to CalSAWS and working in the context of San Bernardino County.<br>Scenario 2<br>The same user as in Scenario 1 then updated the context of the County they are working by going to the CalSAWS Homepage and changing the County Drop Down field to Riverside. This will then change that RCC worker to be working in the context of Riverside County. | Scenario 1<br>• When reviewing a Case that belongs in San Bernardino on the Case Summary Page, the Images button will display.<br>• When reviewing a Case that belongs in Los Angeles on the Case Summary page, the Images button will not display.<br>• When reviewing a Case that belongs in Riverside on the Case Summary page, the Images button will not display.<br>Scenario 2<br>• When reviewing a Case that belongs in San Bernardino on the Case Summary Page, the Images button will not display.<br>• When reviewing a Case that belongs in Los Angeles on the Case Summary page, the Images button will not display. |

| | | |
|---|---|---|
| | Note: For this specific example, the Capture Button and the Generate Coversheet Button will not display. The Capture button and the Generate Coversheet button are protected by the ImagingCapture Security Right and Regional Call Center (RCC) roles are not assigned the ImagingCapture Security right. | • When reviewing a Case that belongs in Riverside on the Case Summary page, the Images button will display. |
| Example #3 | Scenario 1<br><br>A user is assigned to a Regional Call Center (RCC) role and Eligibility Staff and their home County is San Bernardino. Logged in to CalSAWS and working in the context of San Bernardino County.<br><br>Note: ImagingCapture Security Right is not assigned to any of the Regional Call Center (RCC) roles. For this reason, the Capture button and the Generate Coversheet button will not display in this scenario (The Capture button and Generate Coversheet button are protected by the ImagingCapture security right).<br><br>Scenario 2<br><br>The same user as in Scenario 1 then updated the context of the County they are working by going to the CalSAWS Homepage and changing the County Drop Down field to Riverside. This will then change that RCC worker to be working in the context of Riverside County. | Scenario 1<br><br>• When reviewing a Case that belongs in San Bernardino on the Case Summary Page, the Images button, Capture button and Generate Coversheet will display.<br><br>Note: The Capture button and Generate Coversheet button display in this example (compare to Example #2) because the ImagingCapture security right is assigned to the Eligibility Staff role.<br><br>• When reviewing a Case that belongs in Los Angeles on the Case Summary page, the Images button will not display.<br>• When reviewing a Case that belongs in Riverside on the Case Summary page, the Images button, Capture Button and Generate Coversheet will not display.<br><br>Scenario 2<br><br>• When reviewing a Case that belongs in San Bernardino on the Case Summary Page, the Images button will not display.<br>• When reviewing a Case that belongs in Los Angeles on the Case Summary page, the Images button will not display.<br>• When reviewing a Case that belongs in Riverside on the Case Summary page, the Images button will display, but the Capture button and Generate Coversheet button will not display. |

| | | |
|---|---|---|
| | | Note: When the user changed the context of the County from the CalSAWS homepage from San Bernardino to Riverside, the users will now only have RCC role security when working under the context of Riverside County. For this reason, the Capture button and the Generate Coversheet button will not display (this is due to the ImagingCapture security right is not assigned to RCC roles). |
| Example #4 | A Los Angeles Worker is logged in to CalSAWS and working in the context of Los Angeles County. | • When reviewing a Case that belongs in San Bernardino on the Case Summary Page, the Images button, Capture button, and Generate Coversheet button will not display.<br>• When reviewing a Case that belongs in Los Angeles on the Case Summary page, the Images button, Capture button and Generate Coversheet button will not display.<br><br>Note: This is an example of where Los Angeles County is not on the Hyland Imaging Solution. |

# CalSAWS

California Statewide Automated Welfare System

# Design Document

CA-214895

DDID 1628

Task Management

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Mayuri Srinivas |
| | Reviewed By | Justin Dobbs, Sarah Cox, Pandu Gupta, Carlos Albances |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 8/20/2020 | 1.0 | Initial Revision | Mayuri Srinivas |
| 12/7/2020 | 1.1 | Content Revision #1<br><br>Corrected the Task Long Description information for Recommendation 2.1.3.21. | Justin Dobbs |
| 1/7/2020 | 1.2 | Content Revision #2<br><br>Removed Automated Action #14. | Mayuri Srinivas |
| | | | |
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# Table of Contents

# 1 OVERVIEW

This design outlines modifications to migrate a population of existing C-IV System Automated Tasks into the LRS/CalSAWS System. The attributes defined for each Automated Action within this design document will be initially set up as default values based on the current logic available in the source C-IV System. The Automated Actions defined in this document will be configured to support all 58 counties.

## 1.1 Current Design

CA-214928 for DDID 34 introduces the Automated Action framework to the LRS/CalSAWS System. This framework allows a level of configurability of automated tasks by the counties. The C-IV System includes a set of automated tasks through the Automated Action framework that do not exist in the LRS/CalSAWS System.

CA-214893 migrated an initial population of C-IV System Automated Actions into the LRS/CalSAWS System.

## 1.2 Requests

Migrate a second population of C-IV System automated tasks into the LRS/CalSAWS System. This population is limited to automated tasks that do not currently exist in the LRS/CalSAWS System. Common automated tasks will be addressed with DDID 1629, which converts LRS/CalSAWS automated tasks into the Automated Action framework.

## 1.3 Overview of Recommendations

Migrate a second population of the C-IV System Automated Action settings for automated tasks into the LRS/CalSAWS System.

## 1.4 Assumptions

1. SCRs CA-214927 and CA-214928 related to DDID 34 have set up the underlying data model and front-end Automated Action pages to support Automated Action processing.
2. Not all batch processes require modifications to be configured to run for 58 counties. The Automated Actions defined in this document that do not have a recommendation to modify the batch process to support 58 counties will function for 58 counties natively or DDID 1787 has already accounted for the migration of C-IV System specific batch processes into the LRS/CalSAWS System.

# 2 RECOMMENDATIONS

This section will outline recommendations to migrate a population of C-IV System Automated Action tasks into the LRS/CalSAWS System.

## 2.1 Migrate a set of C-IV System Automated Tasks into the LRS/CalSAWS System

### 2.1.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation. For example, the county can choose to deactivate a specific automated task within their county outside of the project enhancement process. They also can define attributes such as Task Type, Task Sub-Type, the due dates and initial assignment information for the resulting tasks through the Automated Action Detail page. (Reference CA-214928 – DDID 34 for the specifics of the Automated Action pages).

This section outlines the modifications required to support a population of migrated C-IV System automated tasks in the Automated Action framework in the LRS/CalSAWS System.

### 2.1.2 Automated Action Detail – Reference Example

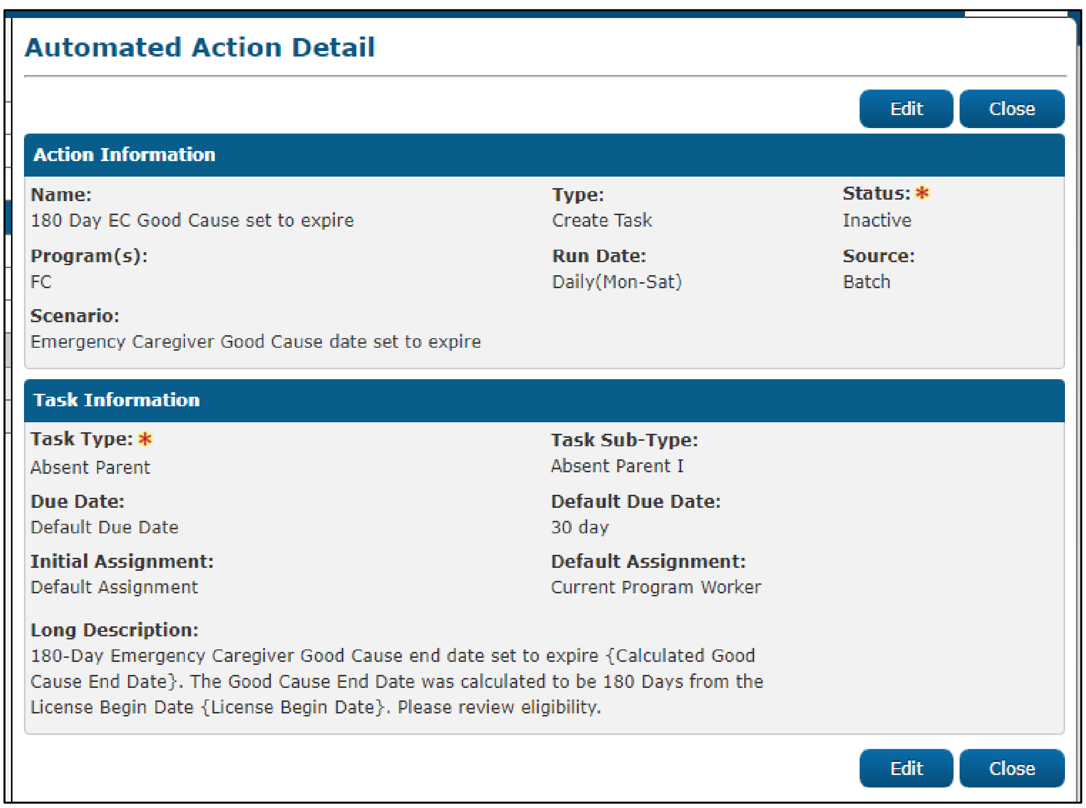


**Figure 2.1.2.1 – Automated Action Detail**

### 2.1.3 Description of Changes

Migrate the following C-IV System automated tasks into the LRS/CalSAWS System. (Please reference the Automated Action Detail page in Figure 2.1.1 for display of the Action Information and Task Information attributes.)

**Technical:** For LA and CalWIN counties, the Automated Action Status will initially be Inactive with a blank Task Type and Task Sub-Type. This is because each county can set a custom Task Type for each Automated Action. If Los Angeles or a CalWIN county decides to activate one of these Automated Actions, the page validation will require that the county also select a Task Type to be used. As for the C-IV county entries, the Automated Action information will become available through the Automated Action pages with conversion as each county will have the ability to change configurations up until cutover into LRS/CalSAWS.

Attribute values such as "Program(s)" and "Run Date" are based on the attribute values available in the existing C-IV System Automated Action configurations.

1. CalFresh Member: Received Indian Commodities

   This Automated Action is specific to Riverside county as it is dependent on a Riverside specific interface.

   a. Action Information
      i. Name: CalFresh Member: Received Indian Commodities
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CF
      v. Run Date: Daily(Monday-Friday)
      vi. Source: Batch
      vii. Scenario: An active CalFresh member has received Indian commodities. Re-evaluate the applicant's eligibility for CalFresh.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: {Person's Name} received Indian Commodities and is currently active/pending in CalFresh. SSN:

{Person's Social Security Number} Please take appropriate action.

**Note:** SCR CA-216568 for Phase 5 of DDID 1787 will migrate the appropriate batch processes to LRS/CalSAWS that handle the interface file and the triggering of the Automated Action with the same release as this (CA-214895) enhancement.

2. CalFresh Member: Age 60 Review Eligibility
   a. Action Information
      i. Name: CalFresh Member: Age 60 Review Eligibility
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CF
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An active CalFresh member is turning 60. Review the member's eligibility for CalFresh.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Review the CalFresh eligibility determination for the household.

   c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A110 to run on the 1st day of each month (Mon-Sat) and evaluate information for all 58 counties. Batch job PB00A110 is currently available in the LRS/CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

3. Child Care: Age 10 Years 10 Months Review Eligibility
   a. Action Information
      i. Name: Child Care: Age 10 Years 10 Months Review Eligibility
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CC
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch

   vii. Scenario: A Child Care member is turning 10 years and 10 months next month. Review for continued eligibility and notifications.

b. Task Information
   i. Task Type: BLANK
   ii. Task Sub-Type: BLANK
   iii. Due Date: Default Due Date
   iv. Default Due Date: 60 days before a child on a Child Care Program turns 11 years old
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: {Child_Name} ({Birthdate}) turns 10 years 10 months old on {next_month}. Review to determine continued eligibility. Send all required notifications.

c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A119 to run on the 1st day of each month (Mon-Sat) and evaluate information for all 58 counties. Batch job PB00A119 is currently available in the LRS/CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

4. Child Care: Age 13 Review Eligibility
   a. Action Information
      i. Name: Child Care: Age 13 Review Eligibility
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Child Care participant is turning 13 in the next 30 days. Review program for continued eligibility.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: The child, {Name}, will turn 13 years of age on {Birth Date}. Review the child care program for continued eligibility.

c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A123 to run daily (Mon-Sat) and evaluate information for all 58 counties. Batch job PB00A123 is currently available in the LRS/CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

5. Child Care: Age 2 or 6 Rate Change
   a. Action Information
      i. Name: Child Care: Age 2 or 6 Rate Change
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Child Care participant is turning 2 or 6 in the next 55 days. Review for rate change.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: The child, {Name}, will turn {Age} years of age on {Birth Date}. Review rate type and date of age change for timely notification of rate change.

   c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A120 to run daily (Mon-Sat) and evaluate information for all 58 counties. Batch job PB00A120 is currently available in the LRS/CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

6. Child Care: Certificate Rate Change
   a. Action Information
      i. Name: Child Care: Certificate Rate Change
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CC
      v. Run Date: Daily(Mon-Sat)

vi. Source: Batch
vii. Scenario: The certificate associated to a Child Care participant has a rate change. Review for rate change.

b. Task Information
   i. Task Type: BLANK
   ii. Task Sub-Type: BLANK
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 Days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: The {Rate Type} rate associated with Child Care Certificate {Certificate Number}, for child {Name}, has changed.

c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A121 to run daily (Mon-Sat) and evaluate information for all 58 counties. Batch job PB00A121 is currently available in the LRS/CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

7. Child Care: Service Terminated or Closed
   a. Action Information
      i. Name: Child Care: Service Terminated or Closed
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: The service that is associated with this Child Care Certificate has been either Terminated or Closed. Review the associated service.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: The service associated with Child Care Certificate {Certificate Number}, for child {Name}, has been {Status}.

c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A122 to run daily (Mon-Sat) and evaluate information for all 58 counties. Batch job PB00A122 is currently available in the LRS/CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

8. Child Care: Stage 2 Time Limit Expiring
   a. Action Information
      i. Name: Child Care: Stage 2 Time Limit Expiring Months
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CC
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Child Care member in this case is in their 22nd month, and will reach the Stage 2 time limit in 2 months.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: The Stage 2 Time Limit for this case will expire in two months.

   c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A109 to run on the 1st day of each month(Mon-Sat) and evaluate information for all 58 counties. Batch job PB00A109 is currently available in the LRS/CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

9. Foster Care Child: Permanency Plan Order Expiring
   a. Action Information
      i. Name: Foster Care Child: Permanency Plan Order Expiring
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): FC
      v. Run Date: 1st day of each month(Mon-Sat)
      vi. Source: Batch

vii. Scenario: A Foster Care child has a permanency plan court order that will expire in the next month. A new court order must be verified.

b. Task Information
   i. Task Type: BLANK
   ii. Task Sub-Type: BLANK
   iii. Due Date: Default Due Date
   iv. Default Due Date: Last day of next month after batch date
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Verify a court finding was made on behalf of {child_name} and run EDBC to continue federal eligibility.

c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A116 to run on the last day of next month after batch date and evaluate information for all 58 counties. Batch job PB00A116 is currently available in the LRS/CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

10. Former Foster Care: Age 26
   a. Action Information
      i. Name: Foster Care Child: Former Foster Care: Age 26
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): MC
      v. Run Date: First business day of every month
      vi. Source: Batch
      vii. Scenario: A Former Foster Care recipient will turn 26 in the next 4 months. Review eligibility for other Insurance Affordability Programs.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: First of the month in which child turns 26 OR if the person still has the aid code in the next month the task due date will be first of next month after Batch Date
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker

vii. Long Description: {Person_Name} will turn 26 on {birth_date}. Please determine eligibility for any other Insurance Affordability Program.

c. Implement a new batch job in LRS/CalSAWS to trigger the Automated Action for Medi-Cal Active Members with a 4M aid code who are turning 26 years of age within the next 4 months. **Technical:** Batch process (PB00A136) in the C-IV System can be referenced for the specific logic and conditions to be ported that trigger the Automated Action. Note that the C-IV System reference logic triggers the Automated Action with a scenario code of 'C1'. The scenario code for this Automated Action in LRS/CalSAWS will be F4, so the reference logic will require an adjustment to accommodate this scenario code change.

11. Child Care: Activity Updated Review Eligibility
    a. Action Information
        i. Name: Child Care: Activity Updated Review Eligibility
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): CC, WT
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A Former Foster Care recipient will turn 26 in the next 4 months. Review eligibility for other Insurance Affordability Programs.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Activity of {Activity Name}, for {Name}, was {Status}. Please review for continued child care need.

    c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A124 to run daily(Mon-Sat) and evaluate information for all 58 counties. Batch job PB00A124 is currently available in the LRS/CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

12. Generated Document Failed: Review
    a. Action Information
        i. Name: Generated Document Failed: Review
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): WT, FT, CW, MC, CF
        v. Run Date: Daily(Monday-Saturday)
        vi. Source: Batch
        vii. Scenario: A NOA or form was not produced as part of the Generated Document Batch process. Review the case for missing Primary Applicant (PA), Primary Applicant Mailing Address, and/or Worker Assignment.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 30 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Form/NOA generation failed for either no Primary Applicant (PA), No PA Mailing Address or no Worker Assignment.

    c. Update the LRS/CalSAWS Dynamic NOA/forms generation processes to trigger the Automated Action when a NOA/form fails to be generated.

13. Generated Document Failed: Review
    a. Action Information
        i. Name: Generated Document Failed: Review
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): WT, CW, MC, CF
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A new worker letter was not produced during workload reassignment. Review the case for missing Primary Applicant (PA), Primary Applicant Mailing Address, and/or Worker Assignment.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days

    v. Initial Assignment: Default Assignment
    vi. Default Assignment: Current Program Worker
    vii. Long Description: Form/NOA generation failed for either no Primary Applicant (PA), no PA Mailing Address or no Worker Assignment.

c. Update LRS/CalSAWS to trigger the Automated Action when the Reassign button is used on the Workload Reassignment Detail page and the new worker letter form fails to be generated.

14. DCSS Report: Custodial Parent Claims Good Cause
    a. Action Information
        i. Name: DCSS Report: Custodial Parent Claims Good Cause
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): AR, CW, FC, KG, MC
        v. Run Date: Daily(Mon-Fri)/Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: DCSS has reported the custodial parent is not cooperating with child support because they have claimed Good Cause. Review the custodial parent's eligibility for Good Cause.
    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: {Custodial Parent Name} Claimed Good Cause at IVD.  Review eligibility for Good Cause
    c. Update LRS/CalSAWS to trigger the Automated Action with batch process (PIXXF1601). This batch process currently runs in LRS/CalSAWS and it will run for each additional county except Riverside and San Bernardino. These two counties will trigger the Automated Action with batch process (PIXXF1600), which is current process in the C-IV System as well.

15. Expected Delivery Date Reached: Follow Up
    a. Action Information
        i. Name: Expected Delivery Date Reached: Follow Up
        ii. Type: Create Task
        iii. Status: Inactive

iv. Program(s): WT, FT, HP, CW, FC, CC, CL, KG, MC, CS, CF, AS, HT, LS
v. Run Date: Runs the last business day of every month.
vi. Source: Batch
vii. Scenario: A pregnancy with an expected delivery date in this past month has been reached. Follow up with the member to confirm pregnancy status.

b. Task Information
   i. Task Type: BLANK
   ii. Task Sub-Type: BLANK
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Expected delivery date for pregnancy of {Person Name} has occurred on {Expected Delivery Date}. Follow up on pregnancy status.

c. Update LRS/CalSAWS to trigger the Automated Action by scheduling batch job PB00A300 to run on the last business day of every month and evaluate information for all 58 counties. Batch job PB00A300 is currently available in the LRS/CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

16. CalHEERS: Customer Information Updated
   a. Action Information
      i. Name: CalHEERS: Customer Information Updated
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): MC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A customer has updated their information in CalHEERS

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 7 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker

vii. Long Description: Customer information has been updated in CalHEERS and is available to be reviewed. Please navigate to the Inter-Agency Transfer Summary page to find the Information Update.

c. Update LRS/CalSAWS to trigger the Automated Action from batch process PB00CH210 by migrating the trigger conditions from the same batch process in the C-IV System.

17. WTW Recipient: Employment Added
    a. Action Information
        i. Name: WTW Recipient: Employment Added
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): WT
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: "Either of the following actions has occurred on the Welfare to Work (WTW) program:

            - an employment record was created for the current Primary Applicant

            - the WTW program is currently in a status other than Pending or Deregistered

            - the worker adding the employment is not the worker currently assigned to the program"

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Employment for {Person Name} entered by {workerId}.

    c. Update LRS/CalSAWS to trigger the automated action from the Employment Detail page by porting the logic that triggers this automated action in the C-IV System into LRS/CalSAWS.

18. WTW Recipient: Dropped from Class
    a. Action Information
        i. Name: WTW Recipient: Dropped from Class
        ii. Type: Create Task

iii. Status: Inactive
iv. Program(s): WT
v. Run Date: Real Time
vi. Source: Online
vii. Scenario: A Welfare to Work (WTW) recipient has been dropped from a class by the organization. Review impacts to WTW program.

b. Task Information
   i. Task Type: BLANK
   ii. Task Sub-Type: BLANK
   iii. Due Date: Default Due Date
   iv. Default Due Date: Immediately
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: {Organization ID} has dropped {Person Name} from {Service Type Decode} at {Organization Name} on {Drop Date}.

c. Update LRS/CalSAWS to trigger the automated action from the Class Performance Detail page when a resource dropped a recipient from a class by porting the logic that triggers this automated action in the C-IV System into LRS/CalSAWS.

19. Issuance Returned: Review
   a. Action Information
      i. Name: Issuance Returned: Review
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): WT, AA, HP, FT, FC, CW, IN, CC, CL, KG, MC, HT, CF, CP, GA, GM, AR
      v. Run Date: Real Time
      vi. Source: Online
      vii. Scenario: An issuance has been returned on this case and needs further review.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 30 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Issuance ID: {issuanceId} for Case: {caseNumber} and Case Name: {caseName} has been Returned with a Status Reason of "{statusReason}". Please

update this case and notify fiscal to take the appropriate action regarding this returned warrant.

c. Update LRS/CalSAWS to trigger the automated action when an Issuance receives a 'Returned' status through the Issuance Detail page.

20. Change in Benefits: Review WEX
    a. Action Information
        i. Name: Change in Benefits: Review WEX
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): WT, AA, AR, FT, HP, CW, FC, IN, CC, CL, DV, KG, MC, CS, CF, HT, CP, RC, GA
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A change in benefits has occurred. Review the Work Experience (WEX) and/or community hours.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 30 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Review WEX/Community Service hours due to change in benefits for {caseNumber}.

    c. Update LRS/CalSAWS to trigger the automated action when EDBC results in a change in benefits by porting the logic that triggers this automated action in the C-IV System into LRS/CalSAWS.

21. Foster Care Child: Placement Change
    a. Action Information
        i. Name: Foster Care Child: Placement Change
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): FC
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A Foster Care child has had a placement change. Review the new placement and run EDBC as needed.

    b. Task Information

i. Task Type: BLANK
ii. Task Sub-Type: BLANK
iii. Due Date: Default Due Date
iv. Default Due Date: 10 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: A Placement has changed for the Foster Care child on your case. Please review the Placement information and run EDBC.

c. Update LRS/CalSAWS to trigger the automated action when a child placement changes by porting the logic that triggers this automated action in the C-IV System into LRS/CalSAWS.

22. Child Care Service: Closed With Active Certificate
   a. Action Information
      i. Name: Child Care Service: Closed With Active Certificate
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CC
      v. Run Date: Real Time
      vi. Source: Online
      vii. Scenario: A Child Care service has been closed with an active certificate associated. Review certificates.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: Immediately
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: The service associated with Child Care Certificate {id}, for child {ChildName}, has been closed.

   c. Update LRS/CalSAWS to trigger the automated action from the Service Detail page when a Child Care service is closed with an active certificate associated by porting the logic that triggers this automated action in the C-IV System into LRS/CalSAWS.

# 3 SUPPORTING DOCUMENTS

N/A – No Supporting Documents

# 4 REQUIREMENTS

## 4.1 Migration Requirements

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 1628 | The CONTRACTOR shall migrate the existing C-IV automated tasks, as specified in the "Task Management C-IV Automated Task Inventory" appendix, into the CalSAWS Software for all 58 Counties; as well as migrate current task configurations for 39 C-IV Migration Counties into the CalSAWS Software as default settings for the 39 C-IV Migration Counties. | - Approximately 22 C-IV automated actions directly overlap with LRS automated tasks.<br>- Support for mapping CalWIN automated tasks to C-IV automated tasks is not included.<br>- Automated tasks included in this DDID would be set to "Inactive" at cutover for CalWIN counties.<br>- Please refer to CalSAWS Agreement Exhibit U Schedule 1 - Attachment 1 Contractor Assumptions Inventory List, worksheet 'C-IV Automated Tasks' | This design will migrate a second population of 22 C-IV System automated tasks into the LRS/CalSAWS System as the second phase of DDID 1628. |

# 5 MIGRATION IMPACTS

N/A

# 6 OUTREACH

N/A

# 7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

# Design Document

CA-214897

DDID 1629

Task Management

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Justin Dobbs |
| | Reviewed By | Sarah Cox, Pandu Gupta, Carlos Albances, Michael Wu, Naveen Bhumandla |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 7/28/2020 | 1.0 | Initial Revision | Justin Dobbs |
| 12/7/2020 | 1.1 | Content Revision #1<br>• Corrected the Name for Automated Action #19.<br>• Added Technical paragraph to Description of Changes<br>• Task Type field for Automated Action #27 and #28 corrected<br>• Deleted Technical Note from Automated Action #34. | Justin Dobbs |
| 1/7/2020 | 1.2 | Content Revision #2<br>• Added Automated Action #43 "MC 355 Due"<br>• Updated Automated Action #25 recommendation C<br>• Updated Automated Action #33 recommendation C<br>• Updated Automated Action #35 recommendation C<br>• Updated Automated Action #37 recommendation C | Mayuri Srinivas |
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# Table of Contents

# 1 OVERVIEW

This design outlines modifications to a population of existing LRS/CalSAWS automated tasks to function per the Automated Action framework introduced with CA-214928 (DDID 34 – Unified Task Management).

## 1.1 Current Design

The LRS/CalSAWS System includes functionality to create tasks in an automated fashion via the nightly batch processes or by specific worker actions. SCR CA-214928 for DDID 34 includes recommendations to introduce Automated Action functionality as part of the Unified Task Management solution. This framework allows a level of configuration for automated tasks that can be maintained by the counties.

## 1.2 Requests

Update a population of automated LRS/CalSAWS tasks to function within the Automated Action framework.

## 1.3 Overview of Recommendations

Update a sub population of automated LRS/CalSAWS tasks to function within the Automated Action framework.

## 1.4 Assumptions

1. SCRs CA-214927 and CA-214928 related to DDID 34 have set up the underlying data model and front-end Automated Action pages to support Automated Action processing.
2. Not all batch processes require modifications to be configured to run for 58 counties. The Automated Actions defined in this document that do not have a recommendation to modify the batch process to be 58 county friendly will function for 58 counties natively, they are Los Angeles specific, or DDID 1787 has already accounted for the migration of C-IV System specific batch processes into the LRS/CalSAWS System.

# 2 RECOMMENDATIONS

This section will outline recommendations to adjust a population of LRS/CalSAWS automated tasks to function within the Automated Action framework.

## 2.1 Update LRS/CalSAWS Automated Tasks Per Automated Action Framework

### 2.1.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation. For example, the county can choose to deactivate a specific automated task within their county outside of the project enhancement process. They also can define attributes such as Task Type, Task Sub-Type, the due dates and initial assignment information for the resulting tasks through the Automated Action Detail page. (Reference CA-214928 – DDID 34 for the specifics of the Automated Action pages).

This section outlines the modifications required to support a population of LRS/CalSAWS automated tasks in the Automated Action framework.

### 2.1.2 Automated Action Detail – Reference Example

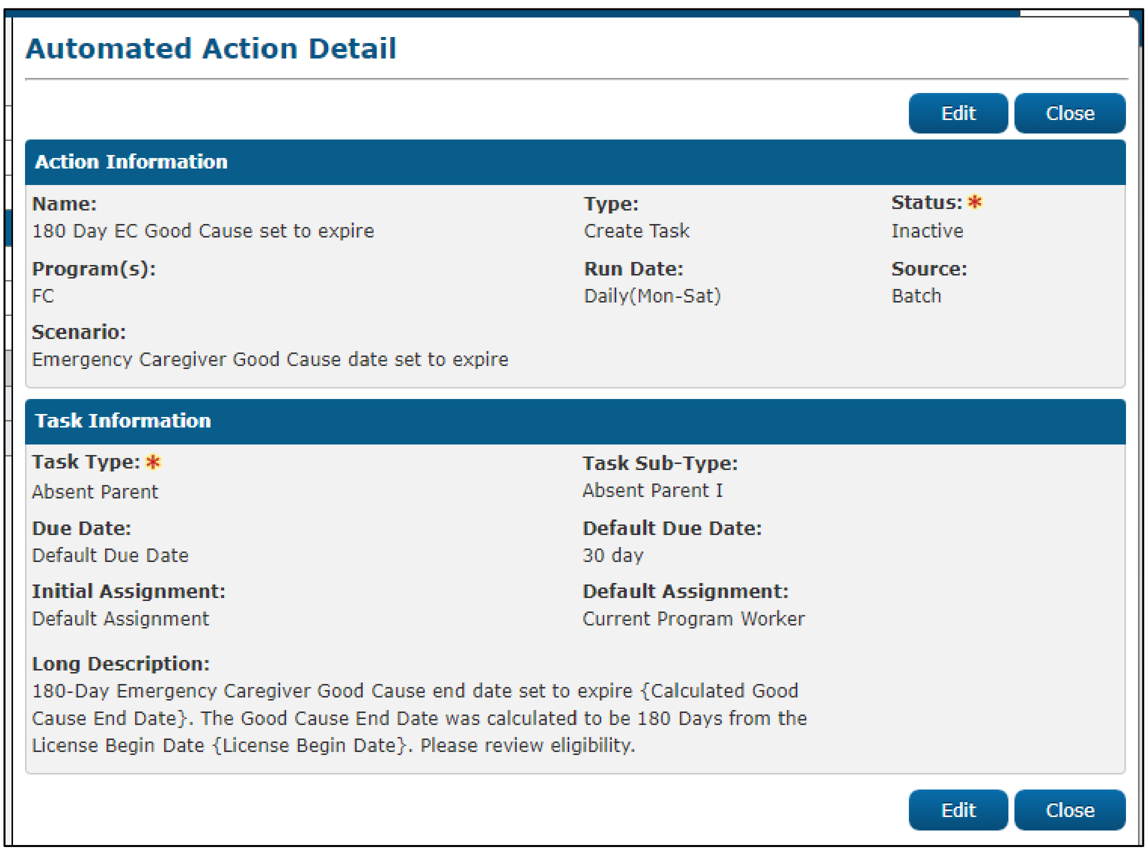


**Figure 2.1.1 – Automated Action Detail**

### 2.1.3 Description of Changes

Update the following LRS/CalSAWS automated tasks to define the required Automated Action attributes in order to function with the Automated Action Framework. (Please reference the Automated Action Detail page in Figure 2.1.1 for display of the attributes.)

**Technical:** The below Automated Actions will be available and Active for LA county as the automated Tasks currently exist within the LRS/CalSAWS System. For the C-IV and CalWIN counties, the Status will initially be Inactive with a blank Task Type and Task Sub-Type. This is because each county can set a custom Task Type for each Automated Action. If a C-IV or a CalWIN county decides to Activate one of these Automated Actions, the page validation will require that the county also select a Task Type to be used. The subset of Automated Actions defined below that currently exist in the C-IV System will have a status of Inactive and a blank Task-Type and Sub-Type. The conversion processes that will bring the C-IV counties to the CalSAWS System will bring over the county specific configurations for these Automated Actions that exist in the C-IV System at the time of cutover.

Attribute values such as "Program(s)" and "Run Date" are based on the existing logic of the automated Task in the LRS/CalSAWS System. The current processing was evaluated to determine which programs the Task is applicable to, how the due date is calculated and when the automated Task creation runs.

1. WTW/REP Recipient: 11 Month Vocational Training Exhausted

    a. Action Information
        i. Name: WTW/REP Recipient: 11 Month Vocational Training Exhausted
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): WT, RE
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A WTW/REP recipient has reached 11 months in a Vocational Training activity.

    b. Task Information
        i. Task Type: 11 months after Vocational Training Activity Start Date
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 30 days

v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: 11 months after Vocational Training Activity Start Date

c. Update the batch process (PB19A225) that currently triggers this task to function for all 58 LRS/CalSAWS counties. Currently the batch process is Los Angeles specific indicated by the '19' in the batch process name. The '19' will be updated to be '00' to reflect processing for all counties.

2. REP Recipient: 55 Months Since Date of Entry

   This Automated Action will only be configured for Los Angeles county as it is specific to the Refugee Employment Program (REP).

   a. Action Information
      i. Name: REP Recipient: 55 Months Since Date of Entry
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): RE
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: 55 months have passed since a REP recipient's date of entry. Take appropriate action.

   b. Task Information
      i. Task Type: 55 months from DOE
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 7 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Participant reaches 55 months from Date of Entry on {Date}

3. REP Recipient: 60 Months Since Date of Entry

   This Automated Action will only be configured for Los Angeles county as it is specific to the Refugee Employment Program (REP).

   a. Action Information
      i. Name: REP Recipient: 60 Months Since Date of Entry
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): RE

   v. Run Date: Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: 60 months have passed since a REP recipient's date of entry. Take appropriate action.

b. Task Information
   i. Task Type: 60 months from DOE
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 7 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Participant reaches 60 months from Date of Entry on {Date}

4. Child Support: Absent Parent Living with Applicant

   a. Action Information
      i. Name: Child Support: Absent Parent Living with Applicant
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): AR, CW, FC, KG, MC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: An absent parent, in a child support case, is now living with the applicant. Update case information accordingly.

   b. Task Information
      i. Task Type: Absent Parent in household
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: {Absent Parent Name} is living with applicant as of {Date}.

5. Child Support: Parent Not Living with Applicant

   a. Action Information
      i. Name: Child Support: Parent Not Living with Applicant
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): AR, CW, FC, KG, MC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch

vii. Scenario: A parent, in a child support case, is no longer living with the applicant. Update case information accordingly.

b. Task Information
   i. Task Type: Absent Parent not living with applicant
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: {Absent Parent Name} is not living with applicant as of {Date}

6. Child Care Recipient: Activity End Date Changed

   a. Action Information
      i. Name: Child Care Recipient: Activity End Date Changed
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CC
      v. Run Date: Real Time
      vi. Source: Online
      vii. Scenario: A Child Care recipient's activity end date has been changed.

   b. Task Information
      i. Task Type: Activity End Date changed
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 7 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Activity End Date changed

7. Medi-Cal Recipient: Carry Forward DER Received

   a. Action Information
      i. Name: Medi-Cal Recipient: Carry Forward DER Received
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): MC
      v. Run Date: Monthly or Real Time
      vi. Source: Batch/Online
      vii. Scenario: A Determination of Eligibility Response (DER) has been received from CalHEERS with a carry forward status of yes for an Active Medi-Cal program. The DER is not the result of a

worker initiated Eligibility Determination Request (EDR). Take appropriate action.

b. Task Information
   i. Task Type: APTC Carry Forward
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: MAGI response received with APTC Carry Forward. Review results to determine if new MAGI request should be sent for future month to Lift Carry Forward.

8. Medi-Cal Recipient: Soft Pause DER Received

a. Action Information
   i. Name: Medi-Cal Recipient: Soft Pause DER Received
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): MC
   v. Run Date: Monthly or Real Time
   vi. Source: Batch/Online
   vii. Scenario: A soft pause Determination of Eligibility Response (DER) has been received from CalHEERS for an Active Medi-Cal program. The DER is not the result of a worker initiated Eligibility Determination Request (EDR). Take appropriate action.

b. Task Information
   i. Task Type: MAGI Soft Pause
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: MAGI response received with Soft Pause. Review results to determine if new MAGI request should be sent for future month to Lift Soft Pause. For persons: {SP_PERSONS_FOUND}.

9. Cal-Learn Recipient: Age 19

a. Action Information
   i. Name: Cal-Learn Recipient: Age 19
   ii. Type: Create Task
   iii. Status: Active

iv. Program(s): CL
v. Run Date: Daily(Mon-Sat)
vi. Source: Batch
vii. Scenario: A Cal-Learn recipient is turning 19 years of age in 45 days.

b. Task Information
   i. Task Type: Cal-Learn - turning 19 years old
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 30 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: A Cal-Learn recipient is turning 19 years old.

c. Update the batch process (PB19A238) that currently triggers this task to function for all 58 LRS/CalSAWS counties. Currently the batch process is Los Angeles specific indicated by the '19' in the batch process name. The '19' will be updated to be '00' to reflect processing for all counties.

10. Child Care Recipient: CalWORKs Benefit Amount Changed

   a. Action Information
      i. Name: Child Care Recipient: CalWORKs Benefit Amount Changed
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CC, CW
      v. Run Date: Monthly
      vi. Source: Batch
      vii. Scenario: CalWORKs benefits have changed for an Active Child Care recipient.

   b. Task Information
      i. Task Type: CalWORKs benefit amount has changed
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 7 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: CalWORKs benefit amount has changed.

   c. Update the batch process (PB19A233) that currently triggers this task to function for all 58 LRS/CalSAWS counties. Currently the batch process is Los Angeles specific indicated by the ‘19’ in the batch process name. The ‘19’ will be updated to be ‘00’ to reflect processing for all counties.

11. Language: Spoken and/or Written Language Changed

    a. Action Information
        i. Name: Language: Spoken and/or Written Language Changed
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): All Programs
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A recipient's primary spoken and/or written language has changed. Please review and reassign as needed.

    b. Task Information
        i. Task Type: Change in Primary Language Designation
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 5 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: The participant's primary spoken and/or written language has changed. Please review and transfer the case to a bi-lingual worker, if appropriate.

12. Child Care Recipient: Household Status Changed

    a. Action Information
        i. Name: Child Care Recipient: Household Status Changed
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): CC
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A Child Care recipient's Household Status has been updated. Please review.

    b. Task Information
        i. Task Type: Child Living in the Home Status changed
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker

vii. Long Description: Child Living in the Home Status changed.

13. WTW Recipient: Compliance Plan Expired

   a. Action Information
      i. Name: WTW Recipient: Compliance Plan Expired
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): WT
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Welfare to Work recipient's Compliance Plan has expired. Take appropriate action.

   b. Task Information
      i. Task Type: Compliance Plan Expired
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 7 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Compliance Plan Expired. Enter completion Result.

   c. Update the batch process (PB19A223) that currently triggers this task to function for all 58 LRS/CalSAWS counties. Currently the batch process is Los Angeles specific indicated by the ‘19’ in the batch process name. The ‘19’ will be updated to be ‘00’ to reflect processing for all counties.

14. Primary Applicant: Deceased

   This Automated Action will only be configured for Los Angeles county as it is based on information from the Los Angeles County Registrar Recorder/County Clerk Office. CA-216162 includes the Automated Action specifics when MEDS communicates a deceased person, which will apply to all counties.

   a. Action Information
      i. Name: Primary Applicant: Deceased
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CF, CP, CW, GA, MC, NB, RC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch

vii. Scenario: The Los Angeles County Registrar Recorder/County Clerk Office has indicated that an Active Primary Applicant is deceased. Take appropriate action.

b. Task Information
   i. Task Type: Head of Household/Case Payee Deceased
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: {Deceased Individual Name} died on {deceasedDate}.Please take appropriate action to change the case payee.

15. Cal-Learn Participant: Earned High School Diploma

a. Action Information
   i. Name: Cal-Learn Participant: Earned High School Diploma
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): CL
   v. Run Date: Real Time
   vi. Source: Online
   vii. Scenario: A Cal-Learn program participant has been Discontinued due to earning a high school diploma or equivalent.

b. Task Information
   i. Task Type: Participant Earned HS Diploma or Equivalent
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 7 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Participant Earned high school diploma or equivalent.

16. General Assistance Participant: Jail Match

This Automated Action will only be configured for Los Angeles county as it is specific to the Los Angeles county jail match interface.

a. Action Information
   i. Name: General Assistance Participant: Jail Match
   ii. Type: Create Task

iii. Status: Active
iv. Program(s): GA
v. Run Date: Daily(Mon-Sat)
vi. Source: Batch
vii. Scenario: An Active General Assistance program participant has received a jail match. Take appropriate action.

b. Task Information
i. Task Type: Received Jail Match Record
ii. Task Sub-Type: N/A
iii. Due Date: Default Due Date
iv. Default Due Date: 10 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: Received Jail Match record for {first, Last Name} please review.

17. CalWORKs Program: New Child Added

a. Action Information
i. Name: CalWORKs Program: New Child Added
ii. Type: Create Task
iii. Status: Active
iv. Program(s): CW
v. Run Date: Real Time
vi. Source: Online
vii. Scenario: A new child has been added to a CalWORKs program.

b. Task Information
i. Task Type: New child added to CalWORKs Program
ii. Task Sub-Type: N/A
iii. Due Date: Default Due Date
iv. Default Due Date: 7 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: New child added to CalWORKs Program.

c. Update the Los Angeles county Task Type to be "New child added to CalWORKs Program" instead of "New child added to CalWorks Program". CalWORKs was misspelled.

18. Customer Activity: Added

a. Action Information

        i. Name: Customer Activity: Added
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): WT, FT, CW, CL, CC
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A new activity has been added for a participant.

    b. Task Information
        i. Task Type: New Activity added
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: New Activity added.

19. Learning Disability: Evaluation Completed
    a. Action Information
        i. Name: Learning Disability: Evaluation Completed
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): CL, RE, WT
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A participant has been screened for a learning disability. Take appropriate action.

    b. Task Information
        i. Task Type: Learning disability Evaluation Completed
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Learning disability evaluation Completed. Add Services 005 activity.

    c. Update the batch process (PB19A222) that currently triggers this task to function for all 58 LRS/CalSAWS counties. Currently the batch process is Los Angeles specific indicated by the ‘19’ in the batch process name. The ‘19’ will be updated to be ‘00’ to reflect processing for all counties.

20. Welfare to Work: Good Cause Expiring

a. Action Information
   i. Name: Welfare to Work: Good Cause Expiring
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): WT
   v. Run Date: Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: Welfare to Work Good Cause is expected to end in 10 days. Take appropriate action.

b. Task Information
   i. Task Type: Good Cause Expiring
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 7 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Participant's Good Cause is expiring in 10 days.

c. Update the batch process (PB19A221) that currently triggers this task to function for all 58 LRS/CalSAWS counties. Currently the batch process is Los Angeles specific indicated by the '19' in the batch process name. The '19' will be updated to be '00' to reflect processing for all counties.

21. Work Registration: Status Changed

a. Action Information
   i. Name: Work Registration: Status Changed
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): CW, RC, GA, CP, CF, MC
   v. Run Date: Real Time
   vi. Source: Online
   vii. Scenario: A Work Registration exemption status changed from Exempted to Mandatory or from Mandatory to Exempted. Take appropriate action.

b. Task Information
   i. Task Type: Exemption Change
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 15 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker

vii. Long Description: The participant exemption status changed from Exempted to Mandatory or from Mandatory to Exempted. Take appropriate action.

22. Living Arrangement: Homeless Ended

a. Action Information
   i. Name: Living Arrangement: Homeless Ended
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): All Programs
   v. Run Date: Real Time
   vi. Source: Online
   vii. Scenario: An eligibility worker ended the homeless living arrangement for the case. Take appropriate action.

b. Task Information
   i. Task Type: Participant No Longer Homeless
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 7 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: The eligibility worker ended the homeless situation for this case.

23. Recovery Account: Created

a. Action Information
   i. Name: Recovery Account: Created
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): All Programs
   v. Run Date: Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: The system has created a Recovery Account. Take appropriate action.

b. Task Information
   i. Task Type: Overpayment created.
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 7 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker

vii. Long Description: The system created an overpayment due to no receipts on records after 30 days.

c. Update the batch process (PB19A236) that currently triggers this task to function for all 58 LRS/CalSAWS counties. Currently the batch process is Los Angeles specific indicated by the '19' in the batch process name. The '19' will be updated to be '00' to reflect processing for all counties.

24. Program Participant: Name Changed

a. Action Information
   i. Name: Program Participant: Name Changed
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): All Programs
   v. Run Date: Real Time
   vi. Source: Online
   vii. Scenario: A person's name has been changed on the Individual Demographics Detail page and the Case includes a Child Care program.

b. Task Information
   i. Task Type: Participant name is changed
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 7 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: The participant's name has changed.

25. Welfare to Work Participant: CalWORKs Discontinued

a. Action Information
   i. Name: Welfare to Work Participant: CalWORKs Discontinued
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): CW, WT
   v. Run Date: Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: A participant with an Active Welfare to Work program is associated to a Discontinued CalWORKs program. Review and take appropriate action.

b. Task Information
   i. Task Type: Participant is no longer eligible
   ii. Task Sub-Type: N/A

iii. Due Date: Default Due Date
iv. Default Due Date: 7 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: A Welfare to Work participant is no longer receiving CalWORKs assistance.

c. The batch process (PB19A202) that currently triggers this task requires updates to trigger for all 58 counties. Because PB00A202 is not available, create a new batch job number to trigger this Automated Action for all 58 counties.

26. REP Recipient: Flag Expiring

This Automated Action will only be configured for Los Angeles county as it is specific to the Refugee Employment Program (REP).

a. Action Information
   i. Name: REP Recipient: Flag Expiring
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): RE
   v. Run Date: Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: The refugee flag expires in less than 30 days. Take appropriate action.

b. Task Information
   i. Task Type: Refugee Flag Expires In Less Than 30 Days
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 30 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: The Refugee Flag Expires In Less Than 30 Days - Review the case.

27. DCSS Report: Paternity Proof for Absent Parent Established

a. Action Information
   i. Name: DCSS Report: Paternity Proof for Absent Parent Established
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): AR, CW, FC, KG, MC
   v. Run Date: Daily(Mon-Fri)/Daily(Mon-Sat)

vi. Source: Batch
vii. Scenario: DCSS has reported that paternity proof for the absent parent has been established. Update the details of the child support case accordingly.

b. Task Information
   i. Task Type: Paternity Established for Child
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: {Absent Parent Name} has been proven to be the father of {Child Name} as of {Date}

28. DCSS Report: Custodial Parent Has Not Cooperated

a. Action Information
   i. Name: DCSS Report: Custodial Parent Has Not Cooperated
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): AR, CW, FC, KG, MC
   v. Run Date: Daily(Mon-Fri)/Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: DCSS has reported that a custodial parent associated to a child support case has not cooperated. Update the case information to apply the applicable penalty, after proper noticing.

b. Task Information
   i. Task Type: Pending Child Support Sanction
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Apply penalty following Timely & Adequate Notice

29. Child Support: Excess Amount Paid to Custodial Parent

a. Action Information
   i. Name: Child Support: Excess Amount Paid to Custodial Parent
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): AR, CW, FC, KG, MC

v. Run Date: Daily(Mon-Fri)
vi. Source: Batch
vii. Scenario: Excess child support amount has been paid to the custodial parent.

b. Task Information
   i. Task Type: Excess Child Support
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Excess Child Support of {Amount} paid to {Custodial Parent Name} on {Date}.

30. Child Support: Direct Amount Paid to Custodial Parent

a. Action Information
   i. Name: Child Support: Direct Amount Paid to Custodial Parent
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): AR, CW, FC, KG, MC
   v. Run Date: Daily(Mon-Fri)
   vi. Source: Batch
   vii. Scenario: Direct child support amount has been paid to the custodial parent.

b. Task Information
   i. Task Type: Direct Child Support
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Direct Child Support of {Amount} paid to {Custodial Parent Name} on {Date}.

31. DCSS Report: Absent Parent Excluded as Father of Child

a. Action Information
   i. Name: DCSS Report: Absent Parent Excluded as Father of Child
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): AR, CW, FC, KG, MC
   v. Run Date: Daily(Mon-Fri)/Daily(Mon-Sat)

vi. Source: Batch
vii. Scenario: DCSS has reported that an absent parent has been excluded as the father of child. Update the details of the child support case accordingly.

b. Task Information
   i. Task Type: Paternity Excluded
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: {Absent Parent Name} has been excluded as the father of {Child Name} as of {Date}

32. DCSS Report: Update to OHC Provided by Absent Parent

a. Action Information
   i. Name: DCSS Report: Update to OHC Provided by Absent Parent
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): WT, AR, CW, FC, KG, MC, CF
   v. Run Date: Daily(Mon-Fri)/Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: DCSS has reported updates to the Other Health Coverage (OHC) provided by the absent parent. Update the case with new health coverage information.

b. Task Information
   i. Task Type: Health Insurance provided by Absent Parent
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Insurance Type: {Type} Health insurance provided by {Policy Holder Name} for {Member Name} through {Co Name} Policy Number: {Policy Num} Insurance Company Address Line 2: {Addr Line2} Insurance Company Address Line 1: {Addr Line1} City: {Co City} State: {Co State} Zip: {Co Zip}

33. IEVS Report: New Earnings Clearance Report
a. Action Information
   i. Name: IEVS Report: New Earnings Clearance Report

ii. Type: Create Task
iii. Status: Active
iv. Program(s): CW, CF, MC, RC, CP, FC, AR
v. Run Date: Daily(Monday-Friday)
vi. Source: Batch
vii. Scenario: A new IEVS earnings clearance report has been assigned to a case, based on county configuration. Review the IEVS report.

b. Task Information
   i. Task Type: IFDS Income Match - Over $2500 discrepancy
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 45 days
   v. Assignment:

| County | Initial Assignment | Default Assignment |
|---|---|---|
| Los Angeles | Office Distribution | NA - Field does not display |
| All other counties | Default Assignment | Current Program Worker |

   vi. Long Description: New Earnings Clearance report assignment for case {case_number} (assign date: {date})

c. Update the Los Angeles county batch processes (PI19C406/PI19C407) that trigger this task to populate the case number and assign date variables into the Long Description of the task. Reference the PBXXC400 logic which will trigger the task for the remaining 57 counties.

d. **Technical:** Update the batch process (PBXXC400) for the 57 migration counties to trigger this Automated Action with a scenario code of ‘N4’ instead of ‘C7’.

34. IEVS Report: New PVS Match
   a. Action Information
      i. Name: IEVS Report: New PVS Match
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CW, CF, MC, RC, CP, FC, AR
      v. Run Date: Daily(Monday-Friday)
      vi. Source: Batch

vii. Scenario: A new IEVS PVS match report has been assigned to a case, based on county configuration. Review the IEVS report.

b. Task Information
   i. Task Type: Pending PVS Abstract
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 20 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: New PVS report assignment for case {case_number} (assign date: {date})

c. Update the Los Angeles county batch process (PB19C404) that triggers this task to populate the case number and assign date variables into the Long Description of the task. Reference the PBXXC405 logic which will trigger the task for the remaining 57 counties.

35. IEVS Report: New Prisoner Match
   a. Action Information
      i. Name: IEVS Report: New Prisoner Match
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CW, CF, MC, RC, CP, FC, AR
      v. Run Date: Daily(Monday-Friday)
      vi. Source: Batch
      vii. Scenario: A new IEVS prisoner match report has been assigned to a case, based on county configuration. Review the IEVS report.

   b. Task Information
      i. Task Type: Pending NPM abstract
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 20 days
      v. Assignment:

| County | Initial Assignment | Default Assignment |
|---|---|---|
| Los Angeles | Office Distribution | NA - Field does not display |
| All other counties | Default Assignment | Current Program Worker |

    vi. Long Description: New Prisoner Match report assignment for case {case_number} (assign date: {date})

c. Update the Los Angeles county batch process (PI19C201) that triggers this task to populate the case number and assign date variables into the Long Description of the task. Reference the PBXXC404 logic which will trigger the task for the remaining 57 counties.

d. **Technical**: Update the batch process (PBXXC404) for the 57 migration counties to trigger this Automated Action with a scenario code of ‘N1’ instead of ‘C4’.

36. IEVS Report: New Hire Report
    a. Action Information
        i. Name: IEVS Report: New Hire Report
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): CW, CF, MC, RC, CP, FC, AR
        v. Run Date: Daily(Monday-Friday)
        vi. Source: Batch
        vii. Scenario: A new IEVS new hire report has been assigned to a case, based on county configuration. Review the IEVS report.
    b. Task Information
        i. Task Type: Pending NHR Abstract
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 20 days
        v. Assignment:

| County | Initial Assignment | Default Assignment |
|---|---|---|
| Los Angeles | Office Distribution | NA - Field does not display |
| All other counties | Default Assignment | Current Program Worker |

        vi. Long Description: New New Hire report assignment for case {case_number} (assign date: {date})
    c. Update the Los Angeles county batch process (PB19C505) that triggers this task to populate the case number and assign date variables into the Long Description of the task. Reference the

PBXXC403 logic which will trigger the task for the remaining 57 counties.

d. **Technical**: Update the batch process (PBXXC403) for the 57 migration counties to trigger this Automated Action with a scenario code of ‘N6’ instead of ‘C5’.

37. IEVS Report: New Fleeing Felon Report
    a. Action Information
        i. Name: IEVS Report: New Fleeing Felon Report
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): CW, CF, MC, RC, CP, FC, AR
        v. Run Date: Daily(Monday-Friday)
        vi. Source: Batch
        vii. Scenario: A new IEVS fleeing felon report has been assigned to a case, based on county configuration. Review the IEVS report.

    b. Task Information
        i. Task Type: Pending Fleeing Felon Abstract
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 20 days
        v. Assignment:

| County | Initial Assignment | Default Assignment |
|---|---|---|
| Los Angeles | Office Distribution | NA - Field does not display |
| All other counties | Default Assignment | Current Program Worker |

        vi. Long Description: New Fleeing Felon report assignment for case {case_number} (assign date: {date})

    c. Update the Los Angeles county batch process (PI19C200) that triggers this task to populate the case number and assign date variables into the Long Description of the task. Reference the PBXXC402 logic which will trigger the task for the remaining 57 counties.

    d. **Technical**: Update the batch process (PBXXC402) for the 57 migration counties to trigger this Automated Action with a scenario code of ‘N3’ instead of ‘C6’.

38. IEVS Report: New IEVS Applicant Abstract
    a. Action Information
        i. Name: IEVS Report: New IEVS Applicant Abstract
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): CW, CF, MC, RC, CP, FC, AR
        v. Run Date: Daily(Monday-Friday)
        vi. Source: Batch
        vii. Scenario: A new IEVS applicant abstract report has been assigned to a case, based on county configuration. Review the IEVS report.

    b. Task Information
        i. Task Type: Pending Applicant IEVS Abstract
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 20 days
        v. Initial Assignment: Office Distribution
        vi. Default Assignment: N/A – Field does not display
        vii. Long Description: IEVS Applicant information is available for {CASE_NUMBER}

    c. Update the batch process (PIXXC503) that triggers this Task to populate the case number into the Long Description of the task. **Technical Note:** This batch process will also trigger the Automated Action with a scenario code of ‘C8’.

39. GR/GROW: Hearing Reversed
    a. Action Information
        i. Name: GR/GROW: Hearing Reversed
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): GA, GW
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A GR/GROW Hearing has been "Reversed", take action to rescind the program if necessary.

    b. Task Information
        i. Task Type: GR/GROW Hearing Results
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 2 days before the third Thursday of the month
        v. Initial Assignment: Default Assignment

vi. Default Assignment: Current Program Worker
vii. Long Description: GR/GROW Hearing has been "Reversed" need to rescind case

40. Welfare to Work Participant: Missed Appraisal Appointment
    a. Action Information
        i. Name: Welfare to Work Participant: Missed Appraisal Appointment
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): WT
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A Welfare to Work Exempt Volunteer missed an appraisal appointment. Take appropriate action.

    b. Task Information
        i. Task Type: Exempt Participant did not show for Appraisal
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Exempt Volunteer  no show for appraisal appointment - Deregister the case.

    c. Update the batch process (PB19A226) that currently triggers this task to function for all 58 LRS/CalSAWS counties. Currently the batch process is Los Angeles specific indicated by the '19' in the batch process name. The '19' will be updated to be '00' to reflect processing for all counties.

41. Employment: Added or Updated by EW
    a. Action Information
        i. Name: Employment: Added or Updated by EW
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): WT
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: Employment information has been added or updated by an eligibility worker.

    b. Task Information
        i. Task Type: Employment Added/Updated by EW
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date

iv. Default Due Date: 15 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: Participant reported Employment changes to Eligibility Worker.

42. Welfare to Work Participant: Sanction Curing Period Ending
   a. Action Information
      i. Name: Welfare to Work Participant: Sanction Curing Period Ending
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): WT
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Welfare to Work participant's sanction curing period end date is approaching. Take appropriate action.

   b. Task Information
      i. Task Type: Sanction Curing Period End Date Approaching
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 7 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Curing period end date approaching and sanction is not ended.

   c. Update the batch process (PB19A220) that currently triggers this task to function for all 58 LRS/CalSAWS counties. Currently the batch process is Los Angeles specific indicated by the ‘19’ in the batch process name. The ‘19’ will be updated to be ‘00’ to reflect processing for all counties.

43. MC 355 Due
   a. Action Information
      i. Name: MC 355 Due
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): MC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: MC 355 Due Automated Task

   b. Task Information

i. Task Type: MC 355 Due
ii. Task Sub-Type: BLANK
iii. Due Date: Default Due Date
iv. Default Due Date: 5 calendar days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: MC 355 pending verifications are overdue. Review the MC 355 Detail page and take appropriate action.

c. Update LRS/CalSAWS to trigger the Automated Action with batch process (PB00E105) for all LRS/CalSAWS counties. If the trigger conditions differ between the LRS/CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

# 3 SUPPORTING DOCUMENTS

N/A

# 4 REQUIREMENTS

## 4.1 Migration Requirements

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 1629 | The CONTRACTOR shall update the existing LRS automated tasks, as specified in the "Task Management LRS Automated Task Inventory" appendix, into the CalSAWS Software for all 58 Counties; as well as update current task configurations for Los Angeles County into the CalSAWS Software as default settings for Los Angeles County. | - Existing thresholds for authorization based tasks will remain the same, and threshold amounts will not be configurable by county.<br>- Support for mapping CalWIN automated tasks to LRS automated tasks is not included. | 43 automated Tasks in LRS/CalSAWS are being converted into the Automated Action framework with this enhancement. This is the second phase of DDID 1629. |

| | | | |
|---|---|---|---|
| | | - Automated tasks included in this DDID would be set to "Inactive" at cutover for CalWIN counties.<br>- Please refer to CalSAWS Agreement Exhibit U Schedule 1 – Attachment 1 Contractor Assumptions Inventory List, worksheet 'LRS Automated Tasks' | |

# 5 MIGRATION IMPACTS

N/A

# 6 OUTREACH

N/A

# 7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

# Design Document

CA-214898

DDID 1629

Task Management

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Justin Dobbs, Mayuri Srinivas |
| | Reviewed By | Sarah Cox, Pandu Gupta, Carlos Albances, Justin Dobbs |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 9/22/2020 | 1.0 | Initial Revision | Justin Dobbs |
| 12/14/2020 | 1.1 | Content Revision 1<br>• #4 and #5 Automated Action's long descriptions updated<br>• Modified an invalid batch job reference of AA #29 recommendation part C<br>• Removed recommendation part C of AA #37<br>• Modified an invalid batch job reference of AA #7 recommendation part C | Mayuri Srinivas |
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# Table of Contents

# 1 OVERVIEW

This design outlines modifications to a population of existing CalSAWS automated tasks to function per the Automated Action framework introduced with CA-214928 (DDID 34 – Unified Task Management).

## 1.1 Current Design

The CalSAWS System includes functionality to create tasks in an automated fashion via the nightly batch processes or by specific worker actions. SCR CA-214928 for DDID 34 includes recommendations to introduce Automated Action functionality as part of the Unified Task Management solution. This framework allows a level of configuration for automated tasks that can be maintained by the counties.

## 1.2 Requests

Update a population of automated CalSAWS tasks to function within the Automated Action framework.

## 1.3 Overview of Recommendations

1. Update a population of automated CalSAWS tasks to function within the Automated Action framework.

## 1.4 Assumptions

1. SCRs CA-214927 and CA-214928 related to DDID 34 have set up the underlying data model and front-end Automated Action pages to support Automated Action processing.
2. Not all batch processes require modifications to be configured to run for 58 counties. The Automated Actions defined in this document that do not have a recommendation to modify the batch process to be 58 county friendly will function for 58 counties natively, DDID 1787 has already accounted for the migration of C-IV System specific batch processes into the LRS/CalSAWS System or the Automated Action is specific to Los Angeles county.

# 2 RECOMMENDATIONS

This section will outline recommendations to adjust a population of CalSAWS automated tasks to function within the Automated Action framework.

## 2.1 Update CalSAWS Automated Tasks Per Automated Action Framework

### 2.1.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation. For example, the county can choose to deactivate a specific automated task within their county outside of the project enhancement process. They also can define attributes such as Task Type, Task Sub-Type, the due dates and initial assignment information for the resulting tasks through the Automated Action Detail page. (Reference CA-214928 – DDID 34 for the specifics of the Automated Action pages).

This section outlines the modifications required to support a population of CalSAWS automated tasks in the Automated Action framework.

### 2.1.2 Automated Action Detail – Reference Example

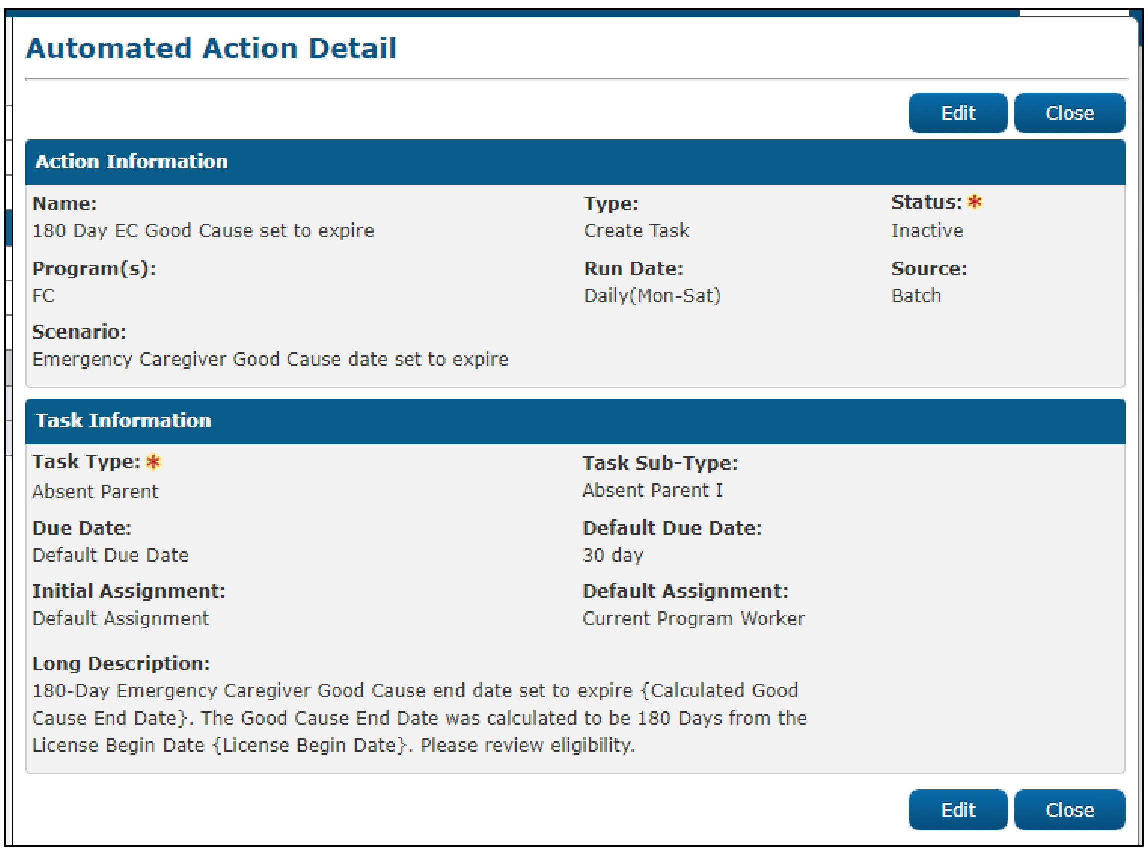


**Figure 2.1.1 – Automated Action Detail**

### 2.1.3 Description of Changes

Update the following CalSAWS automated tasks to define the required Automated Action attributes in order to function with the Automated Action Framework. (Please reference the Automated Action Detail page in Figure 2.1.1 for display of the attributes.)

**Technical:** The below Automated Actions will be available and Active for LA county as the automated Tasks currently exist within the CalSAWS System. For the C-IV and CalWIN counties, the Status will initially be Inactive with a blank Task Type and Task Sub-Type. This is because each county can set a custom Task Type for each Automated Action. If a C-IV or a CalWIN county decides to Activate one of these Automated Actions, the page validation will require that the county also select a Task Type to be used. The subset of Automated Actions defined below that currently exist in the C-IV System will have a status of Inactive and a blank Task-Type and Sub-Type. The conversion processes that will bring the C-IV counties to the CalSAWS System will bring over the county specific configurations for these Automated Actions that exist in the C-IV System at the time of cutover.

Attribute values such as "Program(s)" and "Run Date" are based on the existing logic of the automated Task in the CalSAWS System. The current processing was evaluated to determine which programs the Task is applicable to, how the due date is calculated and when the automated Task creation runs.

1. Address: Updated by Welfare to Work Worker
    a. Action Information
        i. Name: Address: Updated by Welfare to Work Worker
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): WT
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: Address information has been updated by a Welfare to Work worker.

    b. Task Information
        i. Task Type: WTW Updated the Address Information
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 15 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker

vii. Long Description: A WTW worker or supervisor has updated address information. Take appropriate action.

2. Birth/Death: Verification Needed
   a. Action Information
      i. Name: Birth/Death: Verification Needed
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CW, RC, GR, CF, MC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A birth or death has not been verified. Also triggers if a PA 230 form has been sent out that has not been received. Take appropriate action.

   b. Task Information
      i. Task Type: Document/Verification not Received
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 2 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Review documentation and update case information accordingly.

   c. Modify the batch process (PB19A247) to evaluate data for all CalSAWS counties. The batch job name is currently configured for a single county code of 19. The updated batch process name will be PB00A247.

3. Welfare to Work: Sanction - Review for CalFresh Disqualification
   a. Action Information
      i. Name: Welfare to Work: Sanction - Review for CalFresh Disqualification
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CF, WT
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A participant is Active on CalWORKs and CalFresh and the Welfare to Work program has become Sanction. Take appropriate action.

   b. Task Information
      i. Task Type: WTW Sanction - Review for CF Disqualification
      ii. Task Sub-Type: N/A

iii. Due Date: Default Due Date
iv. Default Due Date: 1 day
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: The WTW program status is Sanction. Review the case and confirm if a CalFresh exemption exists, if not, add a WTW record to the Eligibility Non-Compliance page for CalFresh. The Begin Date should be of first of month with adequate notice and no End Date should be entered. Run EDBC to apply the CF Disqualification.

c. Modify the batch process (PB19A255) to evaluate data for all CalSAWS counties. The batch job name is currently configured for a single county code of 19. The updated batch process name will be PB00A255.

4. Welfare to Work: Sanction Ended - Update CalFresh Disqualification
   a. Action Information
      i. Name: Welfare to Work: Sanction Ended - Update CalFresh Disqualification
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CF, WT
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Welfare to Work program has moved from Sanction to Active and the participant is Active on CalWORKs and CalFresh. Take appropriate action.

   b. Task Information
      i. Task Type: WTW Sanction Ended - Update CF Disqualification
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 1 day
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: WTW program status no longer Sanction. Contact participant to confirm they want to re-establish eligibility. Review case to confirm CF Disqualification on Non-Compliance page should be removed or end-dated and run EDBC. When Disqualification ends, CF benefits must be reinstated 1st of next month.

   c. Modify the batch process (PB19A256) to evaluate data for all CalSAWS counties. The batch job name is currently configured for a single county code of 19. The updated batch process name will be PB00A256.

5. Welfare to Work: CalFresh Disqualification Ending
   a. Action Information
      i. Name: Welfare to Work: CalFresh Disqualification Ending
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CF, WT
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A CalFresh Disqualification period is ending and the participant is Active on CalWORKs. Take appropriate action.

   b. Task Information
      i. Task Type: Contact Participant - End of Disqualification Period for WTW Sanction
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: CF Disqualification period is ending. Contact participant to confirm if they want to re-establish eligibility following the completion of the Disqualification period. Review CF program to confirm if CF Disqualification record on Eligibility Non-Compliance page should be end-dated and run EDBC.

   c. Modify the batch process (PB19A257) to evaluate data for all CalSAWS counties. The batch job name is currently configured for a single county code of 19. The updated batch process name will be PB00A257.

6. Child Care Participant: Cal-Learn Deregistered
   a. Action Information
      i. Name: Child Care Participant: Cal-Learn Deregistered
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CC, CL
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Child Care participant has been Deregistered from Cal-Learn. Take appropriate action.

   b. Task Information
      i. Task Type: Participant is Deregistered
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date

iv. Default Due Date: 7 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: The participant has been Deregistered.

c. Modify the batch process (PB19A234) to evaluate data for all CalSAWS counties. The batch job name is currently configured for a single county code of 19. The updated batch process name will be PB00A234.

7. Child Care Participant: WTW/REP Sanctioned
   a. Action Information
      i. Name: Child Care Participant: WTW/REP Sanctioned
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CC, RE, WT
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Child Care participant is associated to a WTW or REP program that has become Sanctioned. Take appropriate action.

   b. Task Information
      i. Task Type: Participant has been Sanctioned
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 7 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: The participant has been Sanctioned.

   c. Modify the batch process (PB19A232) to evaluate data for all CalSAWS counties. The batch job name is currently configured for a single county code of 19. Implement an updated batch process name to run for the 58 counties.

8. Payment Request: Receipt Overdue
   a. Action Information
      i. Name: Payment Request: Receipt Overdue
      ii. Type: Create Task
      iii. Status: Active
      iv. Program(s): CL, RC, RE, WT
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A verification receipt for a payment request issuance is 10 days overdue. Take appropriate action.

b. Task Information
    i. Task Type: Receipts are 10 days overdue.
    ii. Task Sub-Type: N/A
    iii. Due Date: Default Due Date
    iv. Default Due Date: 7 days
    v. Initial Assignment: Default Assignment
    vi. Default Assignment: Current Program Worker
    vii. Long Description: No verification receipt received from participant after 10 days.

c. Modify the batch process (PB19A259) to evaluate data for all CalSAWS counties. The batch job name is currently configured for a single county code of 19. The updated batch process name will be PB00A259.

9. Self Employment: Expenses Reported
    a. Action Information
        i. Name: Self Employment: Expenses Reported
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): All Programs
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A recipient has reported self employment expenses. Take appropriate action.

    b. Task Information
        i. Task Type: Participant Reported Self Employment
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 15 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Case Carrying Worker
        vii. Long Description: Participant reported Self-Employment and provided expense receipts to the WTW Worker.

    c. The Default Assignment value of "Case Carrying Worker" will employ the same logic that is currently used in the CalSAWS System for this automated Task, which will retrieve the programs available for the Case and assign the Task to the worker associated to the highest priority program. Note: This is the default assignment that will be set to preserve current functionality available for Los Angeles county. The county may change the assignment options on the Automated Action Detail page as needed.

d. **Technical:** Modify the logic in the expense controller to set the Category of the Task based on the Category value of the Task Type.

10. Living Arrangement: Homeless Reported
    a. Action Information
        i. Name: Living Arrangement: Homeless Reported
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): All Programs
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A homeless living arrangement has been entered for the case. Take appropriate action.

    b. Task Information
        i. Task Type: Participant reported Homeless situation
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: {Worker} changed Living Arrangement Type to "Homeless" for this case.

11. Cal-Learn Recipient: Progress of Satisfactory Bonus
    a. Action Information
        i. Name: Cal-Learn Recipient: Progress of Satisfactory Bonus
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): CL
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: Cal-Learn progress has been logged with a status of Satisfactory Bonus.

    b. Task Information
        i. Task Type: Satisfactory Progress Bonus Recommended
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: A Cal-Learn Satisfactory Progress Bonus has been recommended.

12. Cal-Learn Program: Discontinued
    a. Action Information
        i. Name: Cal-Learn Program: Discontinued
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): CL
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A Cal-Learn program has been Discontinued. Take appropriate action.

    b. Task Information
        i. Task Type: Cal-Learn discontinued
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Cal-Learn discontinued

    c. Modify the batch process (PB00A139) to evaluate data for all CalSAWS counties. The batch job is currently configured for a single county code of 19.

13. Foster Care Program: Rate Threshold
    This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.
    a. Action Information
        i. Name: Foster Care Program: Rate Threshold
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): FC
        v. Run Date: Monthly(Last day of the month)
        vi. Source: Batch
        vii. Scenario: The Foster Care rate exceeds the standard rate. Please take appropriate action.

    b. Task Information
        i. Task Type: Foster Care Rate Threshold
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 30 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker

vii. Long Description: Foster Care Case # {casenumber} standard rate of {rateAmount} exceeds the standard rate

14. Foster Care Program: Demographic Mismatch
This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.

a. Action Information
   i. Name: Foster Care Program: Demographic Mismatch
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): FC
   v. Run Date: Daily(Mon-Fri)
   vi. Source: Batch
   vii. Scenario: The first name, last name, middle name, gender, CIN, SSN or DOB information received mismatch the Foster Care program demographic information. Please take appropriate action.

b. Task Information
   i. Task Type: Demographic Mismatch
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 7 Days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Foster Care Case # {casenumber} received with demographic mismatches: {dataMismatch}

15. Foster Care Program: Placement Back Dated
This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.

a. Action Information
   i. Name: Foster Care Program: Placement Back Dated
   ii. Type: Create Task
   iii. Status: Active
   iv. Program(s): FC
   v. Run Date: Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: Foster Care child placement information has been received with a begin date in the past. Please take appropriate action.

b. Task Information
   i. Task Type: Reapplication for Child Placement

ii. Task Sub-Type: N/A
iii. Due Date: Default Due Date
iv. Default Due Date: 10 Days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: Child Placement received with begin date of {BEGIN_DATE}. Please review child placement update, reapply and run EDBC.

16. CalHEERS VLP Received: Step 2
    a. Action Information
        i. Name: CalHEERS VLP Received: Step 2
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): MC
        v. Run Date: Real Time
        vi. Source: VLP Interface
        vii. Scenario: A Verify Lawful Presence Step 2 transaction is received from CalHEERS, containing results for a previously opened Verify Lawful Presence Step 2 Request.

    b. Task Information
        i. Task Type: CalHEERS VLP Step 2 Response Received
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 5 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: A VLP Step 2 response has been received from CalHEERS. Reference Number {DHSCaseNumber}, please review and take the appropriate action.

17. CalHEERS VLP Received: Step 3
    a. Action Information
        i. Name: CalHEERS VLP Received: Step 3
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): MC
        v. Run Date: Real Time
        vi. Source: VLP Interface
        vii. Scenario: A Verify Lawful Presence Step 3 transaction is received from CalHEERS, containing results for a previously opened Verify Lawful Presence Step 3 Request.

    b. Task Information

i. Task Type: CalHEERS VLP Step 3 Response Received
ii. Task Sub-Type: N/A
iii. Due Date: Default Due Date
iv. Default Due Date: 5 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: A VLP Step 3 response has been received from CalHEERS. Reference Number {DHSCaseNumber}, please review and take the appropriate action.

18. Batch EDBC MAGI Medi-Cal Negative Action Skipped: Review Reason
    a. Action Information
        i. Name: Batch EDBC MAGI Medi-Cal Negative Action Skipped: Review Reason
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): MC
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: EDBC was skipped for MAGI Medi-Cal during Batch Negative Action processing. Review the skip reason and take appropriate action.

    b. Task Information
        i. Task Type: MAGI Eligibility - Negative Action
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Review data and request MAGI with Negative Action for {negative_action_reason} for {effective_month}. MAGI eligibility for Negative Action for {negative_action_reason} did not process this program for the following reasons: {skip_reason}.

19. EPPIC Issuance: Missing in Fiscal History
    a. Action Information
        i. Name: EPPIC Issuance: Missing in Fiscal History
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): CP, CW, FS, GA, HP, HT, IN
        v. Run Date: Daily(Mon-Sun)
        vi. Source: Batch
        vii. Scenario: A benefit was issued through the EPPIC system that was not found on the Fiscal History page. Please take appropriate action.

b. Task Information
    i. Task Type: EPPIC Issuance Not in LRS
    ii. Task Sub-Type: N/A
    iii. Due Date: Default Due Date
    iv. Default Due Date: 7 days
    v. Initial Assignment: Default Assignment
    vi. Default Assignment: Current Program Worker
    vii. Long Description: A benefit issued external to the SAWS system was not found on the Fiscal History page. If recording payment is required, please contact the Cashier.

c. Update the Task Type name from "EPPIC Issuance Not in LRS" to "External Issuance Not in SAWS" for Los Angeles county.

d. This Automated Action will trigger with batch process (PIXXF408). Note: DDID 1787 replicates this batch process for C-IV System counties only.

20. ICT Unlinked From Case: Review Images
    a. Action Information
        i. Name: ICT Unlinked From Case: Review Images
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): MC, CW, CF, RC
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: An ICT has been unlinked from the case. Review any associated images and move them over to the new case as needed.

    b. Task Information
        i. Task Type: ICT Unlinked
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: ICT ID {ictIdentif} has been unlinked from this case. There may be images associated to this case. Please review the images associated to the case and move them to the new case as necessary.

21. Medi-Cal Program: Juvenile Probation Information Received

This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county as the batch process (PI19C808) has not been replicated for additional counties per DDID 1787.

a. Action Information
    i. Name: Medi-Cal Program: Juvenile Probation Information Received
    ii. Type: Create Task
    iii. Status: Active
    iv. Program(s): MC
    v. Run Date: Daily(Mon-Sat)
    vi. Source: Batch
    vii. Scenario: Juvenile probation information has been received. Take appropriate action.

b. Task Information
    i. Task Type: Pending Juvenile Probation information. Print the EW32 transaction form to suspend MC
    ii. Task Sub-Type: N/A
    iii. Due Date: Default Due Date
    iv. Default Due Date: 10 days
    v. Initial Assignment: Office Distribution
    vi. Default Assignment: Current Program Worker
    vii. Long Description: Information received on juveniles placed in custody, re-evaluate ongoing eligibility .Print the EW32 transaction form to suspend MC

22. Medi-Cal Program: Juvenile Probation Released/Deceased
This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county as the batch process (PI19C808) has not been replicated for additional counties per DDID 1787.

a. Action Information
    i. Name: Medi-Cal Program: Juvenile Probation Released/Deceased
    ii. Type: Create Task
    iii. Status: Active
    iv. Program(s): MC
    v. Run Date: Daily(Mon-Sat)
    vi. Source: Batch
    vii. Scenario: Juvenile probation information has been received indicating that the minor has been released from probation or is now deceased. Take appropriate action.

b. Task Information
    i. Task Type: Pending Juvenile Probation information. Minor has been released from Probation or is deceased
    ii. Task Sub-Type: N/A
    iii. Due Date: Default Due Date
    iv. Default Due Date: 10 days
    v. Initial Assignment: Office Distribution
    vi. Default Assignment: Current Program Worker
    vii. Long Description: Information received on juveniles placed in custody, minor has been released from Probation or is deceased.

23. IHSS Application: Pending Approaching 30 Days
    a. Action Information
        i. Name: IHSS Application: Pending Approaching 30 Days
        ii. Type: Create Task
        iii. Status: Active
        iv. Program(s): IH
        v. Run Date: Daily(Mon-Fri)
        vi. Source: Batch
        vii. Scenario: A pending Medi-Cal application for IHSS is approaching 30 days. Take appropriate action.

    b. Task Information
        i. Task Type: Pending Medi-Cal Application for IHSS is approaching 30 days
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Pending Medi-Cal Application for IHSS is approaching 30 days

    c. Update the Task Type name "Pending Medi-Cal Appliciation for IHSS is approaching 30 days" to "Pending Medi-Cal Application for IHSS is approaching 30 days"

    d. Modify the batch process (PB19C412) to evaluate data for all CalSAWS counties as (PB00C412). The batch job is currently configured for a single county code of 19.

24. CMIPS II: Potential Information Change
    a. Action Information
        i. Name: CMIPS II: Potential Information
        ii. Change Type: Create Task

iii. Status: Active
iv. Program(s): IH
v. Run Date: Daily(Mon-Fri)
vi. Source: Batch
vii. Scenario: A transaction was received from CMIPS II indicating a potential change to income and/or resource information. Review and take appropriate action.

b. Task Information
   i. Task Type: Potential Change to Income and/or Resource Information from CMIPS II
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: A 'Notification to SAWS of Potential Change to Income and/or Resource Information from CMIPS II'. Please review case.

c. Note: This Automated Action batch processes (PB19C411/PB19C409) have been replicated for C-IV System counties only per DDID 1787.

25. IEVS Report: Pending CYA Abstract
   a. Action Information
      i. Name: IEVS Report: Pending CYA Abstract
      ii. Change Type: Create Task
      iii. Status: Active
      iv. Program(s): CW, CF, MC, RC, CP, FC, AR
      v. Run Date: Daily(Mon-Fri)
      vi. Source: Batch
      vii. Scenario: A CYA abstract is pending. Review and take appropriate action.

   b. Task Information
      i. Task Type: Pending CYA abstracts
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 20 days
      v. Assignment

| County | Initial Assignment | Default Assignment |
|---|---|---|
| Los Angeles | Office Distribution | NA - Field does not display |

| County | Initial Assignment | Default Assignment |
|---|---|---|
| All other counties | Default Assignment | Current Program Worker |

vi. Long Description: Review CYA Abstract and take appropriate action

26. IEVS Report: IFDS Match Under 2500
    a. Action Information
        i. Name: IEVS Report: IFDS Match Under 2500
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): CW, CF, MC, RC, CP, FC, AR
        v. Run Date: Monthly(1st and 20th day)
        vi. Source: Batch
        vii. Scenario: An IFDS abstract has been received with an under $2500 discrepancy. Review and take appropriate action.

    b. Task Information
        i. Task Type: IFDS Income Match - Under $2500 discrepancy
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 20 days
        v. Assignment

| County | Initial Assignment | Default Assignment |
|---|---|---|
| Los Angeles | Office Distribution | NA - Field does not display |
| All other counties | Default Assignment | Current Program Worker |

vi. Long Description: Review IFDS Abstract and take appropriate action

27. New Vendor: Pending
    This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.
    a. Action Information
        i. Name: New Vendor: Pending
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): FC

v. Run Date: Daily(Mon-Fri)
vi. Source: Batch
vii. Scenario: A DCFS Vendor has been created and is Pending. Take appropriate action.

b. Task Information
   i. Task Type: Pending Vendor
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 7 Days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: DCFS Worker
   vii. Long Description: Pending Vendor. Org Name: {orgName}, Org Id: {orgId}, Org Xref: {orgXref}

c. The current assignment logic for this automated Task selects a random active position within the county that is configured to receive DCFS Task Categories. The Default Assignment value of "DCFS Worker" replicates this same assignment processing.

28. Cal-Learn Program: Progress Ending
   a. Action Information
      i. Name: Cal-Learn Program: Progress Ending
      ii. Change Type: Create Task
      iii. Status: Active
      iv. Program(s): CL
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: Cal-Learn progress is ending in 10 days, review and add a report card schedule as needed.

   b. Task Information
      i. Task Type: Add Report Card Schedule
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 30 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Add Report Card Schedule for Cal-Learn Participant

   c. Modify the batch process (PB19A227) to evaluate data for all CalSAWS counties as (PB00A227). The batch job is currently configured for a single county code of 19.

29. Cal-Learn Program: Primary Worker Assigned

a. Action Information
    i. Name: Cal-Learn Program: Primary Worker Assigned
    ii. Change Type: Create Task
    iii. Status: Active
    iv. Program(s): CL
    v. Run Date: Daily(Mon-Sat)
    vi. Source: Batch
    vii. Scenario: A primary worker has been assigned to an Active Cal-Learn program. Assign a secondary worker if necessary.

b. Task Information
    i. Task Type: Assign Cal Learn Secondary Worker
    ii. Task Sub-Type: N/A
    iii. Due Date: Default Due Date
    iv. Default Due Date: 7 days
    v. Initial Assignment: Default Assignment
    vi. Default Assignment: Current Program Worker
    vii. Long Description: AFLP worker has been assigned. Assign a Cal-Learn secondary worker.

c. Modify the batch process (PB19A200) to evaluate data for all CalSAWS counties as (PB00A200). This job is currently configured for county code 19 only. A new batch job name may be required as PB00A200 is not available for use.

30. Cal-Learn Program: School Attendance Added
    a. Action Information
        i. Name: Cal-Learn Program: School Attendance Added
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): CL
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: School attendance information has been added for a Cal-Learn program. Take appropriate action.

    b. Task Information
        i. Task Type: Cal-Learn School Attendance Added
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Cal-Learn School Attendance added

31. Cal-Learn Program: Progress Evaluation Due
    a. Action Information
        i. Name: Cal-Learn Program: Progress Evaluation Due
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): CL
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: An incomplete Cal-Learn Progress evaluation is due. Take appropriate action.

    b. Task Information
        i. Task Type: Cal-Learn Incomplete Progress Evaluation
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Incomplete Progress Evaluation Due

    c. Modify the batch process (PB19A229) to evaluate data for all CalSAWS counties as (PB19A229). The batch job is currently configured for a single county code of 19.

32. Cal-Learn Program: Penalty Not Authorized
    a. Action Information
        i. Name: Cal-Learn Program: Penalty Not Authorized
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): CL
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A Cal-Learn penalty has not been authorized by the Cal-Learn worker. Take appropriate action.

    b. Task Information
        i. Task Type: Cal-Learn Penalty recommendation not authorized
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Recommended Penalty is not authorized by County Cal-Learn workers

33. Batch EDBC MC Auto-Rescission failed
    a. Action Information
        i. Name: Batch EDBC MC Auto-Rescission failed
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): MC
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: Batch EDBC MC Auto-Rescission failed

    b. Task Information
        i. Task Type: Batch Medical Auto Rescind
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Batch was unable to automatically rescind the Discontinued Medi-Cal Program and reactivate via Batch EDBC for {Benefit Month} for the following reasons: {Skip Reasons}. Review the case and take appropriate action.

34. CalWORKs: Assistance Unit Updated
    a. Action Information
        i. Name: CalWORKs: Assistance Unit Updated
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): RE, WT
        v. Run Date: Monthly(Last day of the month)
        vi. Source: Batch
        vii. Scenario: The CalWORKs Assistance Unit has been updated. Review the Welfare to Work Assistance Unit.

    b. Task Information
        i. Task Type: WTW AU CalWORKs Update
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: The CalWORKs Assistance Unit has been updated. Please evaluate the WTW Assistance Unit for impacts to the WTW Hours Requirement.

c. Modify the batch process (PB00A136) to evaluate data for all CalSAWS counties. The batch job is currently configured for a single county code of 19.

35. CalWORKs: Child Updated
    a. Action Information
        i. Name: CalWORKs: Child Updated
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): RE, WT
        v. Run Date: Monthly(Last day of the month)
        vi. Source: Batch
        vii. Scenario: A change has occurred to a child on the CalWORKs program. Review the Welfare to Work Assistance Unit.

    b. Task Information
        i. Task Type: WTW AU Child Update
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: A change has occurred to a child on the CalWORKs program. Please evaluate the WTW Assistance Unit for impacts to the WTW Hours Requirement.

36. CalWORKs Recipient: Work Registration Updated
    a. Action Information
        i. Name: CalWORKs Recipient: Work Registration Updated
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): RE, WT
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: The Work Registration has been updated for an Adult on the CalWORKs program. Review the Welfare to Work Assistance Unit.

    b. Task Information
        i. Task Type: WTW AU Work Registration Update
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker

vii. Long Description: The Work Registration has been updated for an Adult on the CalWORKs program. Please evaluate the WTW Assistance Unit for impacts to the WTW Hours Requirement.

c. Modify the batch process (PB00A137) to evaluate data for all CalSAWS counties. The batch job is currently configured for a single county code of 19.

37. Cal-Learn Program: Sanction Recommended
    a. Action Information
        i. Name: Cal-Learn Program: Sanction Recommended
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): RE, WT
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: Cal-Learn progress indicates a recommendation for Sanction. Take appropriate action.

    b. Task Information
        i. Task Type: Cal Learn Sanction Recommended
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: AFLP worker recommended a Cal-Learn sanction for this participant

38. Adoption Assistance Program: Case Created
    This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.

    a. Action Information
        i. Name: Adoption Assistance Program: Case Created
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): AAP
        v. Run Date: Daily(Mon-Fri)
        vi. Source: Batch
        vii. Scenario: An inbound AAP interface resulted in an Adoption Assistance Case being created. Take appropriate action.

    b. Task Information
        i. Task Type: Received DCFS AAP create new case record
        ii. Task Sub-Type: N/A

iii. Due Date: Default Due Date
iv. Default Due Date: 10 days
v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: An adoption Case has been created.

39. Kin-GAP Program: Added to Foster Care Case
This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.

a. Action Information
   i. Name: Kin-GAP Program: Added to Foster Care Case
   ii. Change Type: Create Task
   iii. Status: Active
   iv. Program(s): AAP
   v. Run Date: Daily(Mon-Fri)
   vi. Source: Batch
   vii. Scenario: A Kin-GAP program has been created and added to a Foster Care Case. Review and take appropriate action.

b. Task Information
   i. Task Type: New Kin-GAP Program Added to Foster care case
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 30 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: New Kin-GAP Program Added to Foster care case # {casenumber}

40. Foster Care Program: Child Placement End Dated

a. Action Information
   i. Name: Foster Care Program: Child Placement End Dated
   ii. Change Type: Create Task
   iii. Status: Active
   iv. Program(s): FC
   v. Run Date: Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: A child placement has been end dated for an Active Foster Care program. Take appropriate action.

b. Task Information
   i. Task Type: Child Placement End-dated
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date

    iv. Default Due Date: 7 days
    v. Initial Assignment: Default Assignment
    vi. Default Assignment: Current Program Worker
    vii. Long Description: The Child Placement for this program has been End-dated. Run EDBC to discontinue case or input a new Child Placement record.

41. CalWORKs Program: RE Reminder
    a. Action Information
        i. Name: CalWORKs Program: RE Reminder
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): CW
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: An RE Packet is in a Sent or Incomplete status for an Active CalWORKs program. Take appropriate action.

    b. Task Information
        i. Task Type: Contact Participant - CW RE Reminder
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Worker contacting the Participant reminder to complete RE

    c. Modify the batch process (PB19A209) to evaluate data for all CalSAWS counties as (PB00A209). The batch job is currently configured for a single county code of 19.

42. CalFresh/CalWORKs: RE Packet Error
    This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.

    a. Action Information
        i. Name: CalFresh/CalWORKs: RE Packet Error
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): CF, CW
        v. Run Date: Monthly(5th day of the month)
        vi. Source: Batch
        vii. Scenario: A Customer Report is in Error status, manually schedule the RE appointment and generate an RE packet as necessary.

b. Task Information
    i. Task Type: Schedule RE Appointment/Generate RE Packet
    ii. Task Sub-Type: N/A
    iii. Due Date: Default Due Date
    iv. Default Due Date: 10 days
    v. Initial Assignment: Default Assignment
    vi. Default Assignment: Current Program Worker
    vii. Long Description: Manually schedule the redetermination Appointment and/or Mail-out RE packet for the appropriate aid program with an 'Error' status on the Customer Reporting page.

43. CMIPS II: Clearance
This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.

a. Action Information
    i. Name: CMIPS II: Clearance
    ii. Change Type: Create Task
    iii. Status: Active
    iv. Program(s): IH
    v. Run Date: Daily(Mon-Fri)
    vi. Source: Batch
    vii. Scenario: An IHSS case has been created from a CMIPS II referral. Take appropriate action.

b. Task Information
    i. Task Type: Clearance CMIPSII
    ii. Task Sub-Type: N/A
    iii. Due Date: Default Due Date
    iv. Default Due Date: 1 day
    v. Initial Assignment: Default Assignment
    vi. Default Assignment: Current Program Worker
    vii. Long Description: Clearance CMIPSII

44. SAVE Response: Additional Information Required
This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.

a. Action Information
    i. Name: SAVE Response: Additional Information Required
    ii. Change Type: Create Task
    iii. Status: Active

iv. Program(s): CW, CF, CP, RC, MC, FC
v. Run Date: Daily(Mon-Fri)
vi. Source: Batch
vii. Scenario: A SAVE response has been received that requires additional information. Take appropriate action.

b. Task Information
   i. Task Type: SAVE Additional Information Required
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 30 days from Batch date
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Additional Information Required for {CASE_NUMBER} based on the received SAVE abstract with "Institute Additional Information"

45. Batch EDBC MAGI Medi-Cal Skipped: Review Reason
   a. Action Information
      i. Name: Batch EDBC MAGI Medi-Cal Skipped: Review Reason
      ii. Change Type: Create Task
      iii. Status: Active
      iv. Program(s): MC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: EDBC was skipped for MAGI Medi-Cal during Batch processing. Review the skip reason and take appropriate action.

   b. Task Information
      i. Task Type: MAGI Eligibility
      ii. Task Sub-Type: N/A
      iii. Due Date: Default Due Date
      iv. Default Due Date: 10 days
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: Review data and request MAGI for {effective_month}. MAGI eligibility did not process this program for the following reasons: {skip_reason}.

   c. Update Batch MAGI EDBC processing in the CalSAWS System that triggers the MAGI Eligibility Task code number “BM” to use Category 399 scenario code “C0”.

46. Vendor: Validation Error
This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.
    a. Action Information
        i. Name: Vendor: Validation Error
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): FC
        v. Run Date: Daily(Mon-Fri)
        vi. Source: Batch
        vii. Scenario: A vendor validation record has been received. Review and take appropriate action.

    b. Task Information
        i. Task Type: Vendor Validation Record
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 7 Days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: DCFS Worker
        vii. Long Description: {errorMsg}

    c. The current assignment logic for this automated Task selects a random active position within the county that is configured to receive DCFS Task Categories. The Default Assignment value of "DCFS Worker" replicates this same assignment processing.

47. Quality Review: Assigned
    a. Action Information
        i. Name: Quality Review: Assigned
        ii. Change Type: Create Task
        iii. Status: Active
        iv. Program(s): CC, CW, CF, GA, HO, HT, MC
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: Quality review records have been assigned to the office. Review and take appropriate action.

    b. Task Information
        i. Task Type: Quality Assurance Assignment
        ii. Task Sub-Type: N/A
        iii. Due Date: Default Due Date
        iv. Default Due Date: 5 Days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Quality Assurance Task Worker

vii. Long Description: {Count} amount of Quality Reviews have been selected for your office

c. The current assignment logic for this automated Task selects a random active position within the office that is configured to receive Quality Assurance Assignment Task Categories. The Default Assignment value of "Quality Assurance Task Worker" replicates this same assignment processing.

48. Kin-GAP Program: Placement Back Dated
This Automated Action is specific to Los Angeles, it will only be configured and available for Los Angeles county.

a. Action Information
   i. Name: Kin-GAP Program: Placement Back Dated
   ii. Change Type: Create Task
   iii. Status: Active
   iv. Program(s): KG
   v. Run Date: Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: Kin-GAP child placement information has been received with a begin date in the past. Please take appropriate action.

b. Task Information
   i. Task Type: Reapplication for Child Placement
   ii. Task Sub-Type: N/A
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 Days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Child Placement received with begin date of {BEGIN_DATE}. Please review child placement update, reapply and run EDBC.

# 3 SUPPORTING DOCUMENTS

N/A

# 4 REQUIREMENTS

## 4.1 Migration Requirements

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 1629 | The CONTRACTOR shall update the existing LRS automated tasks, as specified in the "Task Management LRS Automated Task Inventory" appendix, into the CalSAWS Software for all 58 Counties; as well as update current task configurations for Los Angeles County into the CalSAWS Software as default settings for Los Angeles County. | - Existing thresholds for authorization based tasks will remain the same, and threshold amounts will not be configurable by county.<br>- Support for mapping CalWIN automated tasks to LRS automated tasks is not included.<br>- Automated tasks included in this DDID would be set to "Inactive" at cutover for CalWIN counties.<br>- Please refer to CalSAWS Agreement Exhibit U Schedule 1 – Attachment 1 Contractor Assumptions Inventory List, worksheet 'LRS Automated Tasks' | 48 automated Tasks in LRS/CalSAWS are being converted into the Automated Action framework with this enhancement. This is the third phase of DDID 1629. |

# 5 MIGRATION IMPACTS

N/A

# 6 OUTREACH

N/A

# 7 APPENDIX

N/A

# CalSAWS

California Statewide Automated Welfare System

# Design Document

CA-215302

DDID 1631: Modify RS 51

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Greg Deogracia |
| | Reviewed By | Thao Ta, Ravneet Bhatia |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 11/02/2020 | 1.0 | Initial Release | Greg Deogracia |
| 01/19/2021 | 1.1 | 1.2 Request<br>1.3 Overview<br>2 Recommendations<br>2.1.2 2. Description of Change<br>3.1 Mockup.xlsx<br>6. Appendix<br>Figure 2.2.1.1<br><br>Note: DDID 1061 code logic spreadsheet mistakenly referred to PART A. However, this content revision is correcting this reference to PART B. | Greg Deogracia |
| | | | |
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# Table of Contents

# 1 OVERVIEW

In preparation for migration of C-IV to LRS as part of CalSAWS, detailed code analysis work was conducted from DDID 1061 (CAR-3125) to identify logic gaps that may impact county business processes, to address code gaps between the two systems, and to identify batch scheduling needs and data entry requirements.

DDID 1631 was created to implement the changes identified by the outcome of DDID 1061. Design differences were found for RS 51, Refugee Resettlement Program Caseload Movement Report SCR CA-215302 is to implement the respective design changes.

## 1.1 Current Design

In both C-IV and LRS, reports are generated on the 1st business day of February, June and October with noted differences found with DDID 1061.

## 1.2 Requests

In addition to differences identified during review of DDID 1061, include request from SCR CA-57726 [Rejected]***** to align the RS 51 logic with CIV SCR 4493 which has already been implemented.

1. Modify the logic of Part A (Refugee Cash Assistance) of the RS 51 report to be in agreement with the requirements for Part A in the C-IV implementation CIV SCR 4493.
2. Modify Part B (Reason and number of exemptions from registration for Employment Services by RCA recipients) to add C-IV codes per DDID 1061.

3. Modify the cosmetics of the RS 51 report per DDID 1061.

***Note:** Ref SCR CA-57726 was Rejected, its request for Part A adjustments will be implemented in this SCR.

## 1.3 Overview of Recommendations

1. Modify the logic of Part A (Refugee Cash Assistance) of the RS 51 report to be in agreement with the requirements for Part A in the C-IV implementation CIV SCR 4493.
2. Modify Part B (Reason and number of exemptions from registration for Employment Services by RCA recipients) to add C-IV codes per DDID 1061.
3. Modify the cosmetics of the RS 51 report per DDID 1061.

## 1.4 Assumptions

1. The DDID 1061 analysis was completed as of release 19.05 for this report.

2. Report shall be updated and formatted to be operational with Qlik applications and current Excel version Workbook (*.xlsx).

## 2 RECOMMENDATIONS

1. Modify the logic of Part A (Refugee Cash Assistance) of the RS 51 report to be in agreement with the requirements for Part A in the C-IV implementation CIV SCR 4493.

2. Modify Part B (Reason and number of exemptions from registration for Employment Services by RCA recipients) to add C-IV codes per DDID 1061.

3. Modify the cosmetics of the RS 51 Refugee Resettlement Program Caseload Movement Report per DDID 1061.

## 2.1 RS 51, Refugee Resettlement Program Caseload Movement Report

### 2.1.1 RS 51 Mockup

| | | | |
|---|---|---|---|
| State of California - Health and Welfare Agency | | California Department of Social Services | |
| **Refugee Resettlement Program Caseload Movement Report RS51** | | DOWNLOAD REPORT FORM FROM: http://www.cdss.ca.gov/dssdb E-MAIL COMPLETED REPORT FORM TO: RPBreports@dss.ca.gov CONTACT INFO: NAME: Nam Tran \| PHONE: (562) 484-7942 | |
| COUNTY NAME | REPORTING PERIOD | REPORT YEAR | DATE |
| **Los Angeles County** | **Oct 01 - Jan 31** | **2019** | **FEB-01-20 08:41 PM** |

**PART A. Refugee Cash Assistance**

| | 1. Number of Persons | 2. Number of Cases |
|---|---|---|
| 1. Previous RCA enrollees still active in this reporting period | 0 | 0 |
| 2. New RCA enrollees during this reporting period | 0 | 0 |
| a. New arrivals | 0 | 0 |
| b. Secondary migrants | 0 | 0 |
| c. Former Matching Grant Clients | 0 | 0 |
| d. RCA re-applicants | 0 | 0 |
| 3. Total number of RCA recipients during this reporting period | 0 | 0 |

**PART B. Reason and number of exemptions from registration for Employment Services by RCA recipients**

| 4. Reason of exemption (see instructions) | Total Number |
|---|---|
| MPP Section 69-207.3(a) | 0 |
| MPP Section 69-207.3(b) | 0 |
| MPP Section 69-207.3(c) | 0 |
| MPP Section 69-207.3(d) | 0 |
| MPP Section 69-207.3(e) | 0 |
| MPP Section 69-207.3(f) | 0 |
| MPP Section 69-207.3(g) | 0 |
| MPP Section 69-207.3(h) | 0 |
| MPP Section 69-207.3(i) | 0 |
| MPP Section 69-207.3(j) | 0 |
| MPP Section 69-207.3(k) | 0 |

**PART C. General Assistance**

| | 1. Number of Persons | 2. Number of Cases |
|---|---|---|
| 5. General Assistance/General Relief | 0 | 0 |

Counties may direct any questions about the report to the Refugee Programs Bureau at (916) 654-4356

**Part B.4. Reason of Exemptions**

**MPP Section 69-207.3 (for your reference)**

| | |
|---|---|
| a. | A person under 16 years of age. |
| b. | A person age 60 or older. |
| c. | A person 16 or 17 years of age who is a full-time student as defined by the age chapter of the CalWORKs regulations. |
| d. | A person 18 years of age who is a full-time student in a secondary school (12th grade or below) or in equivalent level of vocational or technical training as defined by the age chapter of the CalWORKs regulations, if the person is expected to complete 12th grade or the training program prior to his/her 19th birthday. |
| e. | A person who is at least 16 but not yet 18 years and participating full time in vocational or technical school or training which is considered appropriate by the |
| f. | A person who is ill or injured, when his/her illness or injury is verified by a physician's written statement that the illness or injury is serious enough to temporarily prevent his/her entry into employment or an employment-directed |
| g. | A person who is incapacitated, when it is determined that the physical or mental impairment, by itself or in conjunction with age, prevents the individual from engaging in employment or participating in an employment-directed education/training program. The criteria for determination of incapacity as outlined in MPP Section 41-430.2 shall be applied. |
| h. | A person whose presence in the home is required on a substantially continuous basis because of the physical or mental impairment of another member in the household, when verified by a physician's written statement. |
| i. | The parent or other caretaker relative of a child under six months of age who is personally providing full-time care for the child with only very brief and infrequent absences from the child. Only one parent or other relative in a case may be |
| j. | A person who is working more than 32 hours a week in unsubsidized employment which is expected to last a minimum of 30 days. This exemption continues to apply if there is a temporary break in full-time employment which is expected to last no longer than 10 workdays. |
| k. | A woman who is pregnant and provides medical verification that the pregnancy impairs her ability to be regularly employed or participate in employment/training related activities. An exemption based on a medically-verified pregnancy may also be granted when the CWD determines that participation will not readily lead to employment or that a training activity is not appropriate. |

RS51 Summary | PartA | PartB | PartC

**Figure 2.2.1.1 – RS51 Summary worksheet**

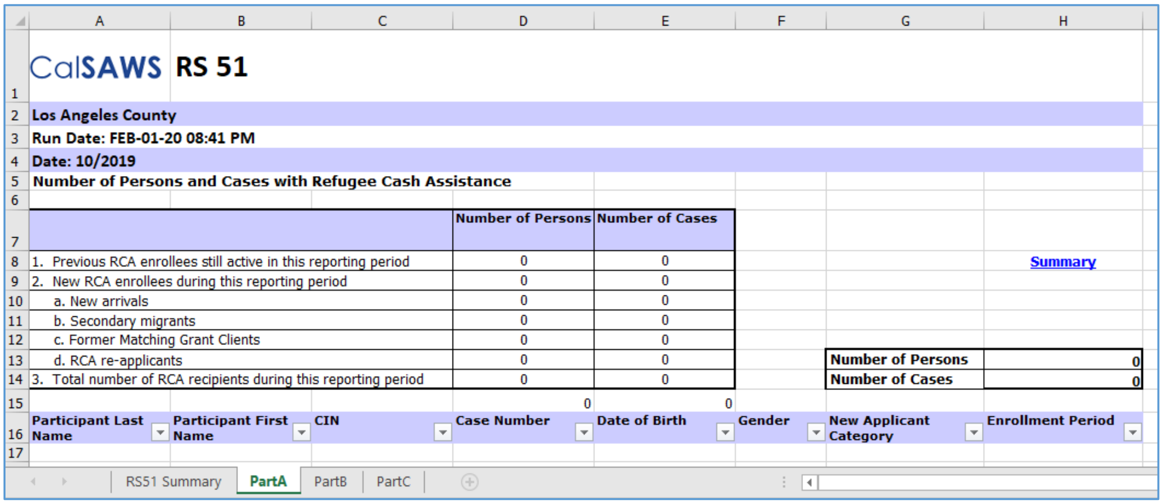


Figure 2.2.1.2 - PartA worksheet

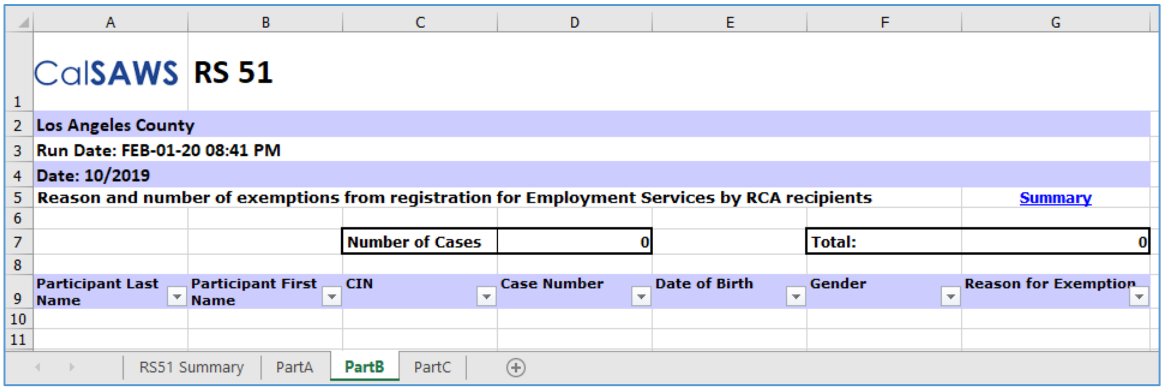


Figure 2.2.1.3 – PartB worksheet

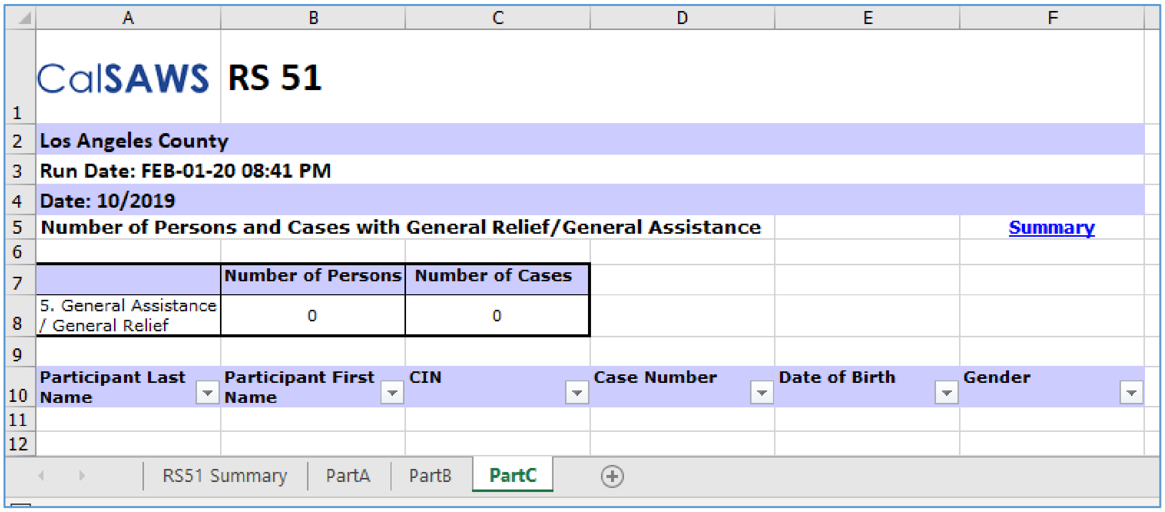


Figure 2.2.1.4 – PartC worksheet

### 2.1.2 Description of Change

1. Modify the logic of Part A (Refugee Cash Assistance) of the RS 51 report to be in agreement with the requirements for Part A in the C-IV implementation CIV SCR 4493

2. Modify Part B (Reason and number of exemptions from registration for Employment Services by RCA recipients) to add C-IV codes per DDID 1061, such that it allows the select counties to follow their respective processing path.

   As further clarified for DDID 1061, BA recommendation and eligibility review, both code construction logic checks will be implemented and to be executed to their respective region:

   - LA county will follow LRS Part B code logic checks
   - All other counties (C-IV and potentially CalWIN) will follow C-IV Part B code logic checks

| Type of Update | Description |
|---|---|
| Logic 1*, ** | Add C-IV codes to LRS code, MPP Section 69-207 .3(g)<br>28 - Federal Soc Sec Disability Ins (SSDI)<br>PH - Physically/Mentally Incapacitated<br>Y5 - Federal Soc Sec Disability Ins (SSDI)<br><br>Technical Note: Add Category ID 249 and 73 in accordance to C-IV logic. |
| Logic 2*, ** | Add C-IV codes to LRS code, MPP Section 69-207 .3(h)<br>26 - Parent Caring for Disabled HH Member<br>27 - Non-Parent Caring for Disabled HH Member<br>Y3 - Parent Caring for Disabled HH Member<br>Y4 - Non-Parent Caring for Disabled HH Member<br><br>Technical Note: Add Category ID 249 and 73 in accordance to C-IV logic. |

| | |
|---|---|
| Logic 3*, ** | Add C-IV codes to LRS code, MPP Section 69-207 .3(i)<br>10 - NONPARENT RELATIVE FOR AT RISK CHILD<br>16 - CARE SUBSEQUENT CHILD<br>32 - CARE OF 2 OR MORE CHILDREN UNDER AGE 6<br>W3 - AIDED RELATIVE FOR CHILD<br>W4 - CARE SUBSEQUENT CHILD<br>W5 - CARE FIRST CHILD<br><br>Technical Note: Add Category ID 249 and 73 in accordance to C-IV logic. |
| Logic 4*, ** | Add C-IV codes to LRS code, MPP Section 69-207 .3(k)<br>PR - Pregnant and Doctor states unable to work<br><br>Technical Note: Add Category ID 249 and 73 in accordance to C-IV logic. |
| Logic | Add logic for case and person count summary tables per cosmetic requirements. |

***Tech Note:** Reference: 6. Appendix, Logic 1-4 for additional code and description of difference details.

****Tech Note:** Reference: 6. Appendix, Per DDID 1061; Code construction logic in C-IV is different from LRS. C-IV logic first checks the Work Registration Exemption Reasons (Category -249). When there is no Work Registration Exemption, the WTW program person will be evaluated for an Exempt status. The Program Status Reason Codes (category 73) are used.

LRS logic checks only the Work Registration Exemption Reasons (Category -249).

**Tech Note:** All lines of Part B (23-33, MPP Section 69-207.3 ) are to follow the designated code logic checks for respective C-IV and LRS counties.

3. Update LRS reports per DDID 1631 to bring forward RS 51 cosmetic report recommendations.

| Type of Update | Description |
|---|---|
| Cosmetic | Add hyperlinks in RS51 Summary worksheet Line 3 details PartA tabs |
| Cosmetic | Add hyperlinks in RS51 Summary worksheet Line 5 to details PartC tabs |
| Cosmetic | PartA worksheet add "and Cases" to title header line<br>(Number of Persons and Cases…) |
| Cosmetic | Add header lines, add PartA table, add Summary tab hyperlink, relocate page title per RS51.Mockup.xlsx |
| Cosmetic | Add Number of Person and Number of Cases count summary table to PartA Tab |
| Cosmetic | Add Number of Number of Cases count summary table to PartB Tab |
| Cosmetic | Relocate page title, add Summary tab hyperlink per RS51.Mockup.xlsx |
| Cosmetic | Add Number of Persons and Number of Cases count summary table to PartC Tab, add Summary tab hyperlink per RS51.Mockup.xlsx |

**Tech Note:** Reference 3. Supporting Documents for RS 51_Mockup.xlsx

### 2.1.3 Report Location

- **Global:** Scheduled
- **Local:** State
- **Task Name:** RS-51

### 2.1.4 Counties Impacted

All CalSAWS counties will notice modifications from previous RS 51 reports due to both logic and cosmetic updates.

# 3 SUPPORTING DOCUMENTS

| Number | Functional Area | Description | Attachment |
|---|---|---|---|
| 1 | Report | RS 51_Mockup.xlsx | RS 51_Mockup.xlsx |
| 2 | Reports | Copy DDID 1061 TAB RS-51 (reference) | COPY DDID 1061 TAB-RS 51.xlsx |

Return 2.1.3 Description of Change

# 4 REQUIREMENTS

## 4.1 Migration Requirements

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| 1631 | This is a State Report design difference that has been approved to be funded through DDID 1631 | - Estimates will include the necessary Tasks in the software development lifecycle required to implement the CalSAWS DD&I SCR including deployment and change management.<br>- For the revised or new reporting requirements to be included with CalSAWS DD&I UAT preparation activities (targeted to begin April 2021 for C-IV), the requirements for the 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. | Through the implementation of CA-215302 |
| | | | |

# 5 OUTREACH

# 6 APPENDIX

Return 2.1.3 Description of Change

### Logic 1

| C-IV Details | LRS Details | Functional Detailed Description of Difference |
|---|---|---|
| C-IV uses the following exemption reasons for counting the case/person in PART B, MPP Section 69-207 .3(g).<br>04 - Physically/Mentally Incapacitated<br>28 - Federal Soc Sec Disability Ins (SSDI).<br><br>C-IV also uses the following program status reasons for counting the case/person in PART B, MPP Section 69-207 .3(g).<br>PH - Physically/Mentally Incapacitated<br>Y5 - Federal Soc Sec Disability Ins (SSDI)<br><br>C-IV does not use the EDBC determined reason as follows:<br>44 - Disabled (EDBC determined)<br><br>C-IV Code:<br>+ "      WHEN (wr.stat rsn code in ('" + Codes.CT249 04 PHYSICALLY MENTALLY INCAPACITATED + "', '" + Codes.CT249 28 FEDERAL SOC SEC DISABILITY INS SSDI + "')"<br>+ "        or"<br>+ "        wt pgm.stat rsn code in ('" + Codes.CT73 PH PHYSICALLY MENTALLY INCAPACITATED + "', '" + Codes.CT73 Y5 FED SOC SEC DISABILITY INS SSDI + "')"<br>+ "        )"<br>+ "      THEN 'g'" | LRS uses the following reasons:<br>04 - Physically/Mentally Incapacitated<br>44 - Disabled (EDBC determined)<br><br><br>LRS Code:<br>WHEN WRK REGISTR.STAT CODE = 'EX' AND WRK REGISTR.STAT RSN CODE IN ('04','44') THEN 'MPP Section 69-207 .3(g)' | Code construction logic in C-IV is different from LRS. C-IV logic first checks the Work Registration Exemption Reasons (Category -249). When there is no Work Registration Exemption, the WTW program person will be evaluated for an Exempt status. The Program Status Reason Codes (category 73) are used.<br>LRS logic checks only the Work Registration Exemption Reasons (Category -249). |

## Logic 2

| C-IV Details | LRS Details | Functional Detailed Description of difference |
|---|---|---|
| C-IV uses the following exemption reasons for counting the case/person in PART B, MPP Section 69-207 .3(h).<br>05 - Cares for HH Member Mental/Physically Impaired<br>26 - Parent Caring for Disabled HH Member<br>27 - Non-Parent Caring for Disabled HH Member<br><br>C-IV also uses the following program status reasons for counting the case/person in PART B, MPP Section 69-207 .3(h).<br>Y3 - Parent Caring for Disabled HH Member<br>Y4 - Non-Parent Caring for Disabled HH Member<br><br>C-IV Code:<br>+ " WHEN (wr.stat rsn code in ('" + Codes.CT249 05 CARES HH MEMBER IMPAIRED + "',"<br>+ " '" + Codes.CT249 26 PARENT CARING FOR DISABLED HH MEMBER + "',"<br>+ " '" + Codes.CT249 27 NONPARENT CARING FOR DISABLED HH MEMBER + "'"<br>+ " )"<br>+ " or"<br>+ " wt pgm.stat rsn code in ('" + Codes.CT73 Y3 PARENT CARING DISABLED HH MEMBER + "',"<br>+ " '" + Codes.CT73 Y4 NONPARENT CARING DISABLED HH MEMBER + "')"<br>+ " )"<br>+ " THEN 'h'" | LRS uses the following reason:<br>05 - Cares for HH Member Mental/Physically Impaired<br><br>LRS Code:<br>WHEN WRK REGISTR.STAT CODE = 'EX' AND WRK REGISTR.STAT RSN CODE = '05' THEN 'MPP Section 69-207 .3(h)' | Code construction logic in C-IV is different from LRS. C-IV logic first checks the Work Registration Exemption Reasons (Category -249). When there is no Work Registration Exemption, the WTW program person will be evaluated for an Exempt status. The Program Status Reason Codes (category 73) are used.<br>LRS logic checks only the Work Registration Exemption Reasons (Category -249). |

## Logic 3

| C-IV Details | LRS Details | Functional Detailed Description of difference |
|---|---|---|
| C-IV uses the following exemption reasons for counting the case/person in PART B, MPP Section 69-207 .3(i).<br>09 - CARE FIRST CHILD<br>10 - NONPARENT RELATIVE FOR AT RISK CHILD<br>16 - CARE SUBSEQUENT CHILD<br>32 - CARE OF 2 OR MORE CHILDREN UNDER AGE 6<br>34 - CARE CHILD 23 MONTHS YOUNGER<br><br>C-IV also uses the following program status reasons for counting the case/person in PART B, MPP Section 69-207 .3(i).<br>W3 - AIDED RELATIVE FOR CHILD<br>W4 - CARE SUBSEQUENT CHILD<br>W5 - CARE FIRST CHILD<br><br>C-IV does not use the following EDBC determined reason.<br>45 - Care of First Child (EDBC determined)<br><br>C-IV Code:<br>+ "          WHEN (wr.stat_rsn_code in ('" +<br>Codes.CT249_09_CARE_FIRST_CHILD + "',"<br>+ "    '" +<br>Codes.CT249_10_NONPARENT_RELATIVE_FOR_AT_RISK_CHILD + "',"<br>+ "    '" + Codes.CT249_16_CARE_SUBSEQUENT_CHILD + "',"<br>+ "    '" +<br>Codes.CT249_32_CARE_OF_2_OR_MORE_CHILDREN_UNDER_AGE_6 + "',"<br>+ "    '" + Codes.CT249_34_CARE_CHILD_23_MONTHS_YOUNGER + "')"<br>+ "              or"<br>+ "              wt_pgm.stat_rsn_code in ('" +<br>Codes.CT73_W3_AIDED_RELATIVE_FOR_CHILD + "',"<br>+ "    '" + Codes.CT73_W4_CARE_SUBSEQUENT_CHILD + "',"<br>+ "    '" + Codes.CT73_W5_CARE_FIRST_CHILD + "')"<br>+ "              )"<br>+ "          THEN 'i'"<br>LRS Code:<br>WHEN WRK_REGISTR.STAT_CODE = 'EX' AND WRK_REGISTR.STAT_RSN_CODE = '34' THEN 'MPP Section 69-207 .3(i)' | LRS uses the following reasons:<br>34 - CARE CHILD 23 MONTHS YOUNGER<br>45 - Care of First Child (EDBC determined)<br>09 - Care of First Child<br><br><br>LRS Code:<br>WHEN WRK_REGISTR.STAT_CODE = 'EX' AND WRK_REGISTR.STAT_RSN_CODE = '34' THEN 'MPP Section 69-207 .3(i)'<br>--                    WHEN<br>WRK_REGISTR.STAT_CODE = 'EX' AND WRK_REGISTR.STAT_RSN_CODE IN ('45','09') THEN 'MPP Section 69-207 .3(i)' | Code construction logic in C-IV is different from LRS. C-IV logic first checks the Work Registration Exemption Reasons (Category - 249). When there is no Work Registration Exemption, the WTW program person will be evaluated for an Exempt status. The Program Status Reason Codes (category 73) are used. LRS logic checks only the Work Registration Exemption Reasons (Category -249). |

## Logic 4

| C-IV Details | LRS Details | Functional Detailed Description of difference |
|---|---|---|
| C-IV uses the following exemption reasons for counting the case/person in PART B, MPP Section 69-207 .3(k).<br>07 - Pregnant and Doctor states unable to work<br><br>C-IV also uses the following program status reasons for counting the case/person in PART B, MPP Section 69-207 .3(k).<br>PR - Pregnant and Doctor states unable to work<br><br><br>C-IV Code:<br>+ "    WHEN (wr.stat_rsn_code = '" +<br>Codes.CT249_07_PREGNANT_UNABLE_TO_WORK + "'"<br>+ "      or"<br>+ "       wt_pgm.stat_rsn_code = '" +<br>Codes.CT73_PR_PRAGNANT_UNABLE_TO_WORK + "'"<br>+ "      )"<br>+ "    THEN 'k'" | LRS uses the following reason:<br>07 - Pregnant and Doctor states unable to work<br><br><br>LRS Code:<br>WHEN WRK_REGISTR.STAT_CODE = 'EX'<br>AND WRK_REGISTR.STAT_RSN_CODE = '07'<br>THEN 'MPP Section 69-207 .3(k)' | Code construction logic in C-IV is different from LRS. C-IV logic first checks the Work Registration Exemption Reasons (Category -249). When there is no Work Registration Exemption, the WTW program person will be evaluated for an Exempt status. The Program Status Reason Codes (category 73) are used.<br>LRS logic checks only the Work Registration Exemption Reasons (Category -249). |

**Return** [2.1.3 Description of Change]

CalSAWS

California Statewide Automated Welfare System

# Design Document

CA-215448

Migrate the Clothing Allowance Jobs for the 57 Migration Counties

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Jimmy Tu |
| | Reviewed By | Kapil S. |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 10/19/2020 | 1.0 | Initial Version | Jimmy Tu |
| 1/6/2020 | 1.1 | Updated refer_table_descr numbers for Section 2.2.2 #3 and Section 2.3.2 #1 | Jimmy Tu |
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# Table of Contents

# 1 OVERVIEW

This SCR is to migrate all the relevant Clothing Allowance (CA) batch jobs, batch properties, and FC Clothing Allowance Rates from C-IV to CalSAWS for the 57 migration counties.

## 1.1 Current Design

Currently, the CalSAWS Clothing Allowance (CA) batch job is only up to date for Los Angeles County. Current FC Clothing Allowance rates and batch properties for C-IV in CalSAWS are outdated as they have been updated in C-IV. We will be migrating the existing Clothing Allowance batch properties from C-IV and they will get their current run frequency and county/age-based rates from the C-IV Clothing Allowance jobs. Also, there are currently no batch jobs, clothing allowance rates, and batch properties configured for the 18 CalWIN Counties.

## 1.2 Requests

Migrate current FC/KG Clothing Allowance Batch Properties/Jobs and FC Clothing Allowance Rates in C-IV to CalSAWS for the 57 migration counties (39 C-IV Counties and 18 CalWIN counties).

This would be achieved by first removing the outdated Clothing Allowance batch properties, and FC Clothing Allowance rates that exist in CalSAWS today for the C-IV Counties. Once removed, the latest data from the C-IV system will be migrated to the CalSAWS for all 57 migration counties.

## 1.3 Overview of Recommendations

1. Create Batch Jobs for the 18 CalWIN Counties.
2. Migrate the FC/KG C-IV Clothing Allowance batch properties and jobs from C-IV and configure it for CalSAWS.
    a. Remove outdated Clothing Allowance batch properties that exist in CalSAWS today for the C-IV Counties. Once removed, migrate the latest data from the C-IV system to the CalSAWS for all 57 migration counties.
3. Migrate the C-IV FC Clothing Allowance Rates from C-IV and configure it for CalSAWS.
    a. Remove outdated FC Clothing Allowance Rates that exist in CalSAWS today for the C-IV Counties. Once removed, migrate the latest data from the C-IV system to the CalSAWS for all 57 migration counties.

## 1.4 Assumptions

1. This SCR will not impact the current Clothing Allowance job, Clothing Allowance batch properties, and FC Clothing Allowance Rates in the CalSAWS for LA County in any way. The current Clothing Allowance batch job in the CalSAWS for LA County will still be functional and used only for LA County.
2. This SCR will impact FC and KG programs for all 57 Migration Counties.

3. C-IV 101009 - Exclude STRTP Placement Types from the Clothing Allowance Batch needs to be completed before/simultaneously with this SCR.
4. CA-217791 DDID 1967: Update RDB With Direct Deposit Data Collection needs to be completed before/simultaneously with this SCR.
    a. Clothing allowance issuances to resources will be derived based upon the pgm_pmt_pref column in the pgm table.

# 2 RECOMMENDATIONS

## 2.1 Migrate Clothing Allowance Batch Job for Migration Counties

### 2.1.1 Overview

The goal of this update is to migrate the Clothing Allowance batch jobs in C-IV to the CalSAWS.

### 2.1.2 Description of Change

1. Create Batch Jobs/Numbers for the 18 CalWIN Counties.
    a. PBXXF103
        i. XX = County Number
2. Remove all outdated Clothing Allowance batch properties that exist in CalSAWS today for the C-IV Counties (where county code is not 19).
3. Once removed, migrate the latest batch properties and jobs from the C-IV system to the CalSAWS for all 57 migration counties (39 C-IV counties and 18 CalWIN Counties).
    a. Create the batch properties for 18 CalWIN counties based off C-IV's (Kern County) batch properties.
    b. LA County will be using a separate Clothing Allowance job for their BTSCA.
4. Update the C-IV and CalWIN clothing allowance batch jobs to exclude foster care cases where the child's current placement is an STRTP.

### 2.1.3 Execution Frequency

No Change.

### 2.1.4 Key Scheduling Dependencies

No Change.

### 2.1.5 Counties Impacted

This batch job will impact the 39 C-IV Counties and 18 CalWIN Counties.

C-IV Counties:

Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Plumas, Riverside, San Benito, San Bernardino, San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tuolumne, Yuba

CalWIN Counties:

Alameda, Contra Costa, Fresno, Orange, Placer, Sacramento, San Diego, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Tulare, Ventura, Yolo

### 2.1.6 Data Volume/Performance

No Change.

### 2.1.7 Failure Procedure/Operational Instructions

No Change -- Batch Support Operations staff will evaluate the failures and determine the appropriate resolution.

## 2.2 Code Table Change Request

### 2.2.1 Overview

This code table change request is to remove all the FC Clothing Allowance rates (CT 943) in the CalSAWS for C-IV counties. Then, we will migrate the current FC Clothing Allowance Rates from C-IV to the CalSAWS. We will also create Reference Columns for 17 CalWIN Counties in CT623 and turn on pay codes used for the clothing allowance batch.

### 2.2.2 Description of Change

1. Remove outdated FC Clothing Allowance Rates from the code detail table (code_detl) category 943 that exist in CalSAWS today for all C-IV counties (where county code is not 19).
2. Once removed, migrate the latest FC Clothing Allowance Rates from the C-IV system to the CalSAWS for all 57 migration counties.
    a. Create FC Clothing Allowance Rates for the 18 CalWIN counties based off C-IV's (Kern County) Clothing Allowance Rates.
3. Create Reference Columns in the Code Detail Table (where Catgry ID = 623) for 17 CalWIN Counties. (Sacramento (34) is already referenced to refer_table_83_descr)
    a. Alameda (01) = refer_table_86_descr
    b. Contra Costa (07) = refer_table_87_descr
    c. Fresno (10) = refer_table_88_descr

d. Orange (30) = refer_table_89_descr
e. Placer (31) = refer_table_90_descr
f. San Diego (37) = refer_table_91_descr
g. San Francisco (38) = refer_table_92_descr
h. San Luis Obispo (40) = refer_table_93_descr
i. San Mateo (41) = refer_table_94_descr
j. Santa Barbara (42) = refer_table_95_descr
k. Santa Clara (43) = refer_table_96_descr
l. Santa Cruz (44) = refer_table_97_descr
m. Solano (48) = refer_table_98_descr
n. Sonoma (49) = refer_table_99_descr
o. Tulare (54) = refer_table_100_descr
p. Ventura (56) = refer_table_101_descr
q. Yolo (57) = refer_table_102_descr

4. Turn on the following Pay Codes for the 18 CalWIN counties in the Code Detail Table (where Catgry ID = 623) based on C-IV's (Kern County) pay codes:
    a. Annual Clothing Allowance (OZ)
    b. Annual Clothing Allowance Kin-GAP (EB)
    c. State Annual Clothing Allowance - $100 (OI)
    d. State Annual Clothing Allowance - $100 Kin-GAP (EE)

### 2.2.3 Estimated Number of Records Impacted/Performance

1. 39 sets of batch properties to be removed.
    a. 57 sets of batch properties to be added.
2. 127 rows to be removed from Code Detail Table Category 943 for FC Clothing Allowance Rates.
    a. 131 rows to be added to Code Detail Table Category 943 for C-IV Counties.
    b. 36 rows to be created for the 18 CalWIN Counties based off the C-IV counties (Kern County).

## 2.3 Data Change Request - CT623

### 2.3.1 Overview

Update the Category Table to include the new Field Label Descriptions that are being adding to the Code Detail table for Category 623.

### 2.3.2 Description of Change

1. Update the Pay Codes category table (catgry table, id =623) to include the following Field Label Descriptions (Field_Label_Descr):
    a. Alameda (01) = 86
    b. Contra Costa (07) = 87
    c. Fresno (10) = 88

d. Orange (30) = 89
e. Placer (31) = 90
f. San Diego (37) = 91
g. San Francisco (38) = 92
h. San Luis Obispo (40) = 93
i. San Mateo (41) = 94
j. Santa Barbara (42) = 95
k. Santa Clara (43) = 96
l. Santa Cruz (44) = 97
m. Solano (48) = 98
n. Sonoma (49) = 99
o. Tulare (54) = 100
p. Ventura (56) = 101
q. Yolo (57) = 102

### 2.3.3 Estimated Number of Records Impacted/Performance

1 row impacted on the Category CT623 Pay Codes Table.

# 3 SUPPORTING DOCUMENTS

| Number | Functional Area | Description | Attachment |
|---|---|---|---|
| 1 | Code Detail Change Request | Excel with C-IV FC Clothing Allowance Rates | C-IV FC Clothing Allowance Rates |
| | | | |

# 4 REQUIREMENTS

## 4.1 Project Requirements

| REQ # | REQUIREMENT TEXT | How Requirement Met |
|---|---|---|
| 3.8.2.16 | The LRS shall include all Conversion operational procedures necessary to successfully execute the conversion programs. | This requirement is met by migrating all the C-IV FC Clothing Allowance Rates and Batch Properties needed to run the C-IV Clothing Allowance |

| | | |
|---|---|---|
| | | Batch Jobs that are being migrated to the CalSAWS. |
| | | |

## 4.2 Migration Requirements

| DDID # | REQUIREMENT TEXT | Contractor Assumptions | How Requirement Met |
|---|---|---|---|
| | | | |
| | | | |

# 5 MIGRATION IMPACTS

| SCR Number | Functional Area | Description | Impact | Priority | Address Prior to Migration? |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |

# 6 OUTREACH

None.

# 7 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

# Design Document

CA-217935

Revise GR CBEST Appointment Letters Due to Covid-19 Social Distancing Guidelines

| CalSAWS | DOCUMENT APPROVAL HISTORY | |
|---|---|---|
| | Prepared By | Phong Xiong |
| | Reviewed By | |

| DATE | DOCUMENT VERSION | REVISION DESCRIPTION | AUTHOR |
|---|---|---|---|
| 09/04/2020 | 1.0 | Original Draft | Phong Xiong |
| 09/25/2020 | 1.1 | Updates per Build and System Test Review | Phong Xiong |
| 12/14/2020 | 1.2 | Design clarification updating the version/revision date from (09/2020) to (06/2020) | Phong Xiong |
| 12/22/2020 | 1.3 | Design Clarification updating headers to remove county-specific logos and text | Connor Gorry |

# Table of Contents

# 1 OVERVIEW

This SCR is to modify the GR CBEST appointment letters language to change the location from a physical district office address to a telephonic call and due to the delay in opening of the district offices due to COVID. Only the English version of the ABPSSI-3 and ABPSSI-4 are currently being used in the system.

## 1.1 Current Design

Currently in CalSAWS, the GR CBEST appointment letters contains verbiage that reflects a physical district office location for the customers to be physically present.

## 1.2 Requests

As per the direction from LA County, update the GR CBEST appointment letters (ABPSSI-3 and ABPSSI-4) to reflect the verbiage related to the telephonic appointment details. Add these forms in Spanish.

## 1.3 Overview of Recommendations

Update the GR CBEST appointment letters (ABPSSI-3 and ABPSSI-4) to reflect telephonic appointment details. Provide these forms in Spanish.

## 1.4 Assumptions

1. The changes will only be implemented in English and Spanish.
    a. A future SCR has been created to translate these forms to other languages (CA- 219586).

# 2 RECOMMENDATIONS

Update the GR CBEST appointment letters to reflect telephonic appointment details:

a. ABPSSI-3 – General Relief SSI Advocate Appointment Notice
b. ABPSSI-4 – Potential SSI Recipients Appointment Notice

## 2.1 ABPSSI-3 – General Relief SSI Advocate Appointment Notice

### 2.1.1 Overview

ABPSSI-3 (06/2020) – The General Relief SSI Advocate Appointment Notice is used schedule an appointment for the customer with an SSI advocate for assistance in completing SSI forms. This form is generated through batch process (PB19C903 - *SSIAdvocacyMandatoryAppointmentsBatch*) and can be generated via the template repository.

**State Form/NOA:** ABPSSI-3 (06/2020)

**Program(s):** General Assistance/General Relief

**Current Attached Forms:** N/A

**Current Forms Category:** Form

**Current Language:** English

### 2.1.2 Description of Change

Update ABPSSI-3 (06/2020) with modified verbiage.

**Update Languages:** English and Spanish

(Adding Spanish)

Note: Batch triggers will need to be updated to trigger the Spanish Version.

#### 2.1.2.1 Update ABPSSI-3 – General Relief SSI Advocate Appointment Notice XDP

Update XDP with additional verbiage in the updated languages above (see section 2.1.2).

COUNTY OF
STATE OF CALIFORNIA

Date:
Case Name:
Case Number:
SSI ADVOCATE NAME:
SSI ADVOCATE PHONE:
Customer ID:

1

**SUPPLEMENTAL SECURITY INCOME ADVOCATE TELEPHONE APPOINTMENT NOTICE**

Please provide your correct address if the address listed above is not correct.

**WE WOULD LIKE TO HELP YOU APPLY FOR SUPPLEMENTAL SECURITY INCOME (SSI). EVEN IF YOU WERE NOT APPROVED FOR SSI BEFORE, YOU MAY QUALIFY NOW. SSI NOT ONLY PAYS MUCH MORE THAN YOU MAY GET ON GENERAL RELIEF, IT ALSO ENTITLES YOU TO THE FOLLOWING BENEFITS:**

- MEDI-CAL BENEFITS
- ABILITY TO EARN INCOME AND CONTINUE TO RECEIVE SSI PAYMENTS AT A LOWER AMOUNT (If earnings do not exceed maximum benefit level)
- IN-HOME SUPPORTIVE SERVICES
- PROTECTIVE SERVICES

2

You have been scheduled a telephone interview with an SSI Advocate who knows the SSI process. The SSI Advocate will help you complete the SSI forms and will submit them to the Social Security Administration (SSA) for you.

3

THE SSI ADVOCATE WOULD LIKE TO TALK WITH YOU AS FOLLOWS:

| | | | |
|---|---|---|---|
| Day: | Date: | Time: | SSI Advocate Name: |
| SSI Advocate Phone Number: 4 | | | SSI Advocate #: |

5

When on the call, be sure to mention you received this telephone interview notice. Be prepared to be on the phone for 15-30 minutes so that the SSI Advocate can determine your potential eligibility to SSI, CAPI or Veteran benefits.

Any information relating to your physical and/or mental disability can assist the SSI Advocate in expediting the submission of your SSI application. Please have the following information ready for your telephone if you have them:

6

- Social Security Card, driver's license/picture identification, and verification of your legal residency in the United States (for example: birth certificate, immigration documents, etc.)
- 7 Any papers from your doctors. If you don't have any, please have ready information about where you have received medical care and any medications you are currently taking:
- Letters and documents from SSA regarding your previous SSI application; and
- A list of your most recent (prior) employers.
- 8 All of the above documents will help ensure the SSI advocate can complete the intake packet as thoroughly as possible. The SSI advocate will arrange directly with you to pick up any needed copies of these documents at a location convenient to you should it be necessary.

**IT IS IMPORTANT THAT YOU KEEP THIS APPOINTMENT. YOUR GENERAL RELIEF BENEFITS MAY STOP IF YOU DO NOT KEEP THIS APPOINTMENT. IF YOU ALREADY HAVE SOMEONE HELPING YOU, YOU MUST CALL THE SSI ADVOCATE BEFORE THE APPOINTMENT DATE AT THE TELEPHONE NUMBER ABOVE AND PROVIDE THE PERSON'S NAME AND TELEPHONE NUMBER.**

ABP SSI-3 (06/2020)

**NOA Mockups/Examples:** See Supporting Documents #1

| Number | Existing Text | Updated Text |
|---|---|---|
| 1 | SUPPLEMENTAL SECURITY INCOME ADVOCATE APPOINTMENT NOTICE | SUPPLEMENTAL SECURITY INCOME ADVOCATE TELEPHONE APPOINTMENT NOTICE |

| | | |
|---|---|---|
| 2 | You have been scheduled an appointment with an SSI Advocate who knows the SSI process. | You have been scheduled a telephone interview with an SSI Advocate who knows the SSI process. |
| 3 | THE SSI ADVOCATE WOULD LIKE TO MEET WITH YOU AS FOLLOWS: | THE SSI ADVOCATE WOULD LIKE TO TALK WITH YOU AS FOLLOWS: |
| 4 | Place:<br>(Variable) | SSI Advocate Phone Number:<br>(Moved from "SSI Advocate #" box) |
| 5 | When you come to the district office for this appointment, be sure to show this letter to the person at the door and register at the Reception Window. The receptionist will tell your SSI Advocate that you have arrived. | When on the call, be sure to mention you received this telephone interview notice. Be prepared to be on the phone for 15-30 minutes so that the SSI Advocate can determine your potential eligibility to SSI, CAPI or Veteran benefits. |
| 6 | Any documentation relating to your physical and/or mental disability can assist the SSI Advocate in expediting the submission of your SSI application. Please bring the following, if you have them: | Any information relating to your physical and/or mental disability can assist the SSI Advocate in expediting the submission of your SSI application. Please have the following information ready for your telephone interview if you have them: |
| 7 | Any papers from your doctors. If you don't have any, bring in information about where you have received medical care and bring in any medications you are taking; | Any papers from your doctors. If you don't have any, please have ready information about where you have received medical care and any medications you are currently taking; |
| 8 | | All of the above documents will help ensure the SSI advocate can complete the intake packet as thoroughly as possible. The SSI advocate will arrange directly with you to pick up any needed copies of these documents at a location convenient to you should it be necessary. |

## 2.2 ABPSSI-4 – Potential SSI Recipients Appointment Notice

### 2.2.1 Overview

ABPSSI-4 (06/2020) – The General Relief SSI Advocate Appointment Notice is used schedule an appointment for the customer with an SSI advocate for assistance in completing SSI forms. This form is generated through batch process (PB19C906 - *SsiapNsaAppointmentsBatch*) and can be generated via the template repository.

**State Form/NOA:** ABPSSI-4 (06/2020)

**Program(s):** General Assistance/General Relief

**Current Attached Forms:** N/A

**Current Forms Category:** Form

**Current Language:** English

### 2.2.2 Description of Change

Update ABPSSI-4 (06/2020) with modified verbiage.

**Update Languages:** English and Spanish

(Adding Spanish)

Note: Batch triggers will need to be updated to trigger the Spanish Version.

#### 2.2.2.1 Update ABPSSI-4 – Potential SSI Recipients Appointment Notice XDP

Update XDP with additional verbiage in the updated languages above (see section 2.2.2).

COUNTY OF

Date:
Case Name:
Case Number:
Worker Name:
Worker ID:
Worker Phone Number:
Customer ID:

1
SUPPLEMENTAL SECURITY INCOME
TELEPHONE APPOINTMENT NOTICE

Dear

2
We have been trying to reach you. We need to talk to you over the phone to make sure we have current personal and residence/mailing address information.

**WITH HELP, YOU MAY BE ELIGIBLE TO RECEIVE MORE MONEY EACH MONTH THROUGH A PROGRAM CALLED SUPPLEMENTAL SECURITY INCOME (SSI). SSI PAYS MUCH MORE THAN WHAT YOU NOW GET ON GENERAL RELIEF (GR). EVEN IF YOU WERE NOT APPROVED BEFORE, YOU MAY QUALIFY NOW. AN SSI ADVOCATE CAN HELP YOU COMPLETE THE SSI APPLICATION AND WILL SUBMIT IT TO THE SOCIAL SECURITY ADMINISTRATION FOR YOU.**

3
YOUR GR ELIGIBILITY WORKER WOULD LIKE TO TALK TO YOU AS FOLLOWS:

DAY: DATE: TIME:

4
**YOU DO NOT HAVE TO GO TO THE GENERAL RELIEF DPSS OFFICE IN PERSON. INSTEAD, PLEASE CALL THE TELEPHONE NUMBER ON THIS LETTER. PLEASE HAVE THE FOLLOWING INFORMATION READY FOR YOUR TELEPHONE CALL, IF YOU HAVE THEM:**

- Social Security Card, driver's license/picture identification, and verification of your legal residency in the United States (for example: birth certificate, immigration documents, etc.);

5
- Any papers from your doctors. If you don't have any, please have ready information about where you have received medical care and any medications you are currently taking;
- Letters and documents from SSA regarding your previous SSI application; and
- A list of your most recent (prior) employers.

If you do not keep this appointment, your GR benefits may be stopped due to whereabouts unknown.

ELIGIBILITY WORKER

TELEPHONE NUMBER

ABP SSI-4 (06/2020)

**NOA Mockups/Examples:** See Supporting Documents #2

| Number | Existing Text | Updated Text |
|---|---|---|
| 1 | SUPPLEMENTAL SECURITY INCOME APPOINTMENT NOTICE | SUPPLEMENTAL SECURITY INCOME TELEPHONE APPOINTMENT NOTICE |

| | | |
|---|---|---|
| 2 | We need to see you to make sure we have current personal and residence/mailing address information. | We need to talk to you over the phone to make sure we have current personal and residence/mailing address information. |
| 3 | YOUR GR ELIGIBILITY WORKER WOULD LIKE TO MEET WITH YOU AS FOLLOWS: | YOUR GR ELIGIBILITY WORKER WOULD LIKE TO TALK TO YOU AS FOLLOWS: |
| 4 | WHEN YOU COME TO THE DISTRICT OFFICE FOR THIS APPOINTMENT, BE SURE TO SHOW THIS LETTER TO THE PERSON AT THE DOOR AND REGISTER AT THE RECEPTION WINDOW. THE RECEPTIONIST WILL TELL YOUR ELIGIBILITY WORKER THAT YOU HAVE ARRIVED. PLEASE BRING THE FOLLOWING, IF YOU HAVE THEM: | YOU DO NOT HAVE TO GO TO THE GENERAL RELIEF DPSS OFFICE IN PERSON. INSTEAD, PLEASE CALL THE TELEPHONE NUMBER ON THIS LETTER. PLEASE HAVE THE FOLLOWING INFORMATION READY FOR YOUR TELEPHONE CALL, IF YOU HAVE THEM: |
| 5 | Any papers from your doctors. If you don't have any, bring in information about where you have received medical care and bring in any medications you are taking; | Any papers from your doctors. If you don't have any, please have ready information about where you have received medical care and any medications you are currently taking; |

# 3 SUPPORTING DOCUMENTS

| Number | Functional Area | Description | Attachment |
|---|---|---|---|
| 1 | Form | ABPSSI-3 Mockup | ABPSSI-3_EN_Mock_Up.pdf<br>ABPSSI-3_SP_Mock_Up.pdf |
| 2 | Form | ABPSSI-4 Mockup | ABPSSI-4_EN_Mock_Up.pdf<br>ABPSSI-4_SP_Mock_Up.pdf |

# 4 REQUIREMENTS

## 4.1 Project Requirements

| REQ # | REQUIREMENT TEXT | How Requirement Met |
|---|---|---|
| 2.18.3.3 CAR-1239 | The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:<br>a. Appointment notices;<br>b. Redetermination, Recertification, and/or Annual Agreement notices and forms;<br>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);<br>d. Periodic reporting notices;<br>e. Contact letters;<br>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;<br>g. Information notices and stuffers;<br>h. Case-specific verification/referral forms;<br>I. GR Vendor notices;<br>k. Court-mandated notices, including Balderas notices;<br>l. SSIAP appointment notices;<br>m. Withdrawal forms;<br>n. COLA notices;<br>o. Time limit notices;<br>p. Transitioning of aid notices;<br>q. Interface triggered forms and notices (e.g., IFDS, IEVS);<br>r. Non-compliance and sanction notices;<br>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;<br>t. Corrective NOAs on State Fair Hearing decisions;<br>u. CSC paper ID cards with LRS-generated access information; and<br>v. CSC PIN notices. | Update ABPSSI-3 and ABPSSI-4 with appropriate verbiage |