CalSAWS

California Statewide Automated Welfare System

Design Document

CA-204582

Add Edit Functionality to a Service Arrangement

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jimmy Tu
	Reviewed By	John B, Naresh B, Kapil S

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/28/2020	1.0	Initial Design	Jimmy Tu
2/3/2021	1.1	Content Revision – Remove recommendation to auto populate RCA / Former RCA REP Programs as this is already being defaulted in the CalSAWS System.	Jimmy Tu

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1 OVERVIEW

1.1 Current Design

1. The Service Arrangement Detail page allows users to create a service arrangement for a requested supportive service need.
2. When editing a service arrangement, the only editable fields are 'Status', 'Status Reason', and 'Status Date'. If the information in the other fields are incorrect, the user will need to remove the service arrangement and create a new one.
3. Aid Codes are auto populated for CalWORKs REP, WTW, Refugee Cash Assistance (RCA), and former RCA REP Participants.

1.2 Requests

1. The fields on the Service Arrangement Detail page needs to be editable to allow changes to the service arrangement.
2. ~~Auto-populate the correct Aid Code for Service arrangements for Refugee Cash Assistance (RCA)/former RCA REP participants when the user creates a Service Arrangement for transportation and ancillaries.~~

1.3 Overview of Recommendations

1. Update the Service Arrangement Detail page to be editable by the users if there is no Payment Request or Valuable Request created for that Service Arrangement.
2. ~~Auto-populate the correct Aid Code for Service arrangements for RCA/former RCA REP participants when the user creates a Service Arrangement for transportation and ancillaries.~~

1.4 Assumptions

1. This SCR is only for CalSAWS. All 57 migration counties will adopt this functionality after migration.

2 RECOMMENDATIONS

2.1 Service Arrangement Detail Page

2.1.1 Overview

The Service Arrangement Detail page will be updated to allow the following sections to be editable after it has been saved.

1. Activities
2. Arrangement Details
3. Service Type Description
4. Comments

2.1.2 Service Arrangement Detail Mockup

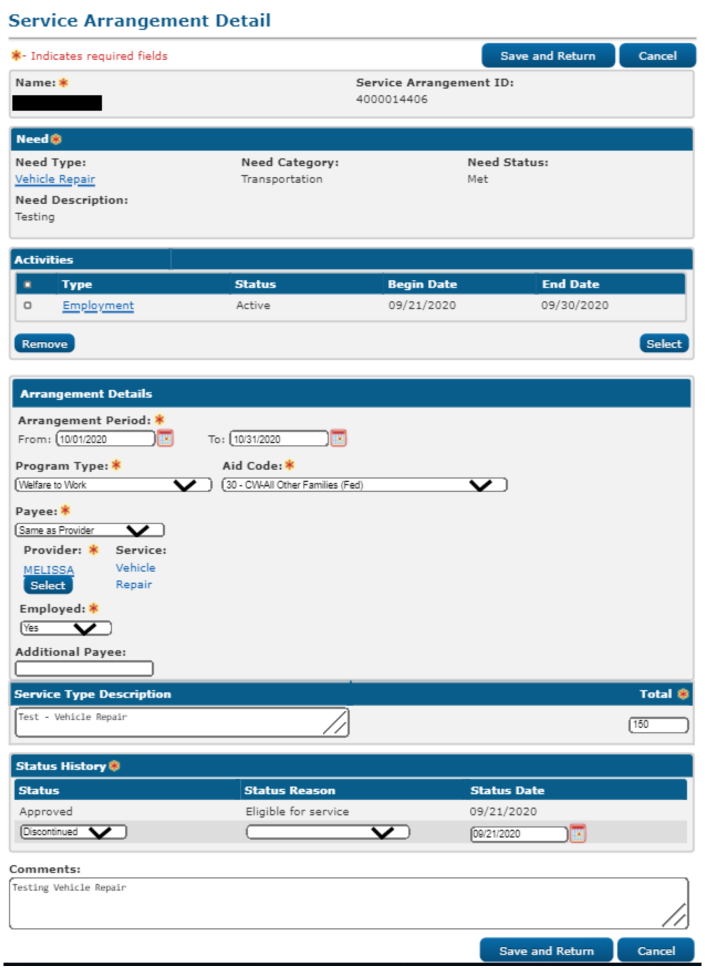

Figure 2.1.1 – Service Arrangement Detail Page (Edit Mode)

Figure 2.1.2 – Service Type Description – Gift Certificate (Edit Mode)

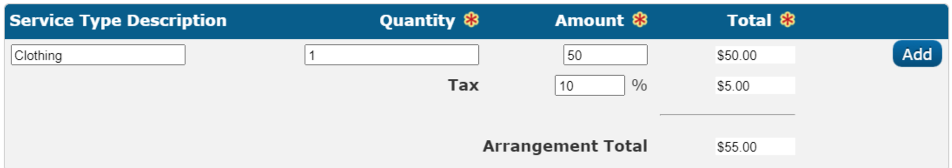

Figure 2.1.3 – Service Type Description – Clothing, Tools/Equipment, Relocation Expenses, Education Related (Edit Mode)

Figure 2.1.4 – Service Type Description – Household Necessity (Edit Mode)

Figure 2.1.5 – Service Type Description – Supplemental Homeless Assistance (Edit Mode)

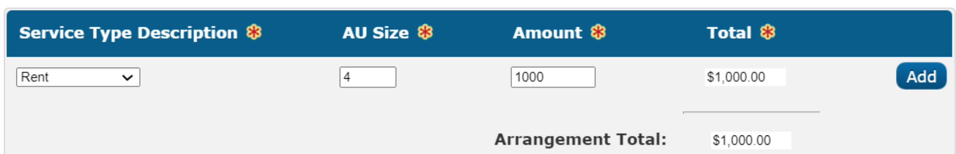

Figure 2.1.6 – Service Type Description – Homeless Perm (Edit Mode)

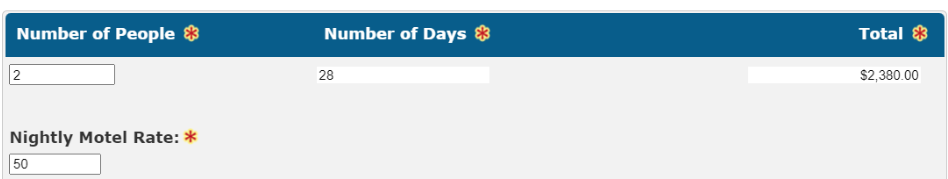

Figure 2.1.7 – Service Type Description – Homeless Temp (Edit Mode)

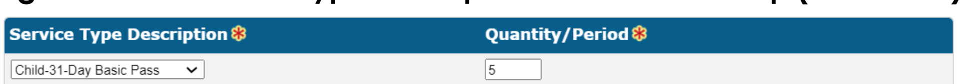

Figure 2.1.8 – Service Type Description - Bus Pass, Bus Token, Bus Ticket, Campus Parking, Gas Card (Edit Mode)

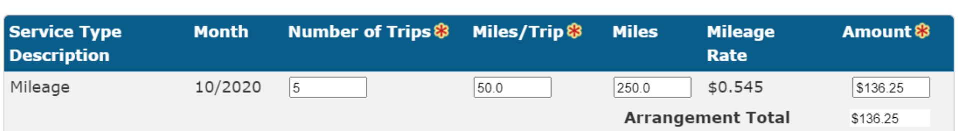

Figure 2.1.9 – Service Type Description - Private Mileage (Edit Mode)

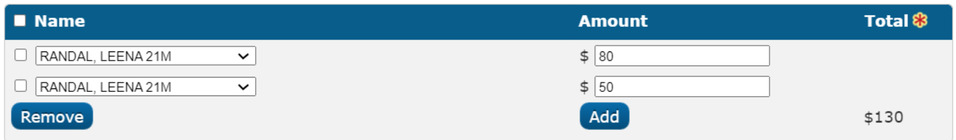

Figure 2.1.10 – Service Type Description – Student Bus Pass (Edit Mode)

Figure 2.1.11 – Service Type Description – Personal Care Kit (Edit Mode)

2.1.3 Description of Changes

1. If there is payment request or Valuable Request created for the service arrangement, make all the fields read-only in Edit mode, except the 'Status', 'Status Reason', and 'Status Date'.

   Note: All the validation messages will still hold good for the Service Arrangement Detail page in Edit mode as well.
2. Update the fields as follows when the Service Arrangement Detail page is in Edit mode:
   a. Update the Activities section:
      i. The 'Select' button will be displayed. It will have the same functionality as in Create mode. When the user clicks the button, it will navigate the user to the Select Customer Activities page.

      ii. If there is currently an activity or activities selected, the 'Remove' button will be displayed and a check box next to the activity. It will have the same functionality as in Create mode. The user can select the checkbox next to the activity and click the button to remove the activity.
   b. Update the Arrangement Details section:
      i. The Arrangement Period 'From' and 'To' date fields will be editable fields. The default values will be the current dates the user had inputted when the service arrangement was created.
      ii. The Program Type field will be a dropdown that contains the different programs. The default value will be the program the user had selected when the service arrangement was created.
      iii. The Aid Code field will be a dropdown that contains the aid codes. The default value will be the aid code that was set when the service arrangement was created.
      iv. The Voucher field will be a dropdown field. The default value will be either 'Yes' or 'No' based on what the user selected when the service arrangement was created.

v. The Voucher Type field will be a dropdown field that contains the voucher types of the county of the logged in User's profile. The default value will be the voucher type the user selected when the service arrangement was created.

vi. The Payee field will be a dropdown field. The default value will be the payee the user selected when the service arrangement was created.

If the Payee is a person, the Payee name will be displayed with the previous value selected when the service arrangement was created. The Payee Address will be displayed with the current address of the Payee.

If the Payee is an organization, the Provider name will be displayed with the previous value selected when the service arrangement was created. Service Type value name will be displayed with the previous value selected when the service arrangement was created. If the user selects a new Provider during Edit mode, Service Type information will be repopulated based on the Resource

Example:

User selected Betty Smith, Resource # A, with a Service Type of Relocation/Housing in create mode. In Edit mode user selected Betty A Smith, Resource # B, and this Resource has a Service type of Small Family Day Care. Then the Provider information will be displayed as Resource B, Betty A Smith with a Service Type of Small Family Day Care.

vii. The Employed field will be a dropdown. The default value will be either 'Yes' or 'No' based on what the user selected when the service arrangement was created.

c. Update the fields under the Service Type Description section to be editable. The default values will be what was entered when the service arrangement was created. The Service Type Description sections vary based upon the selected "Need Type" on the Need Detail page.
   a. When the Need Type selected is a Payment Request, users will be able to edit the "Description" and the "Amount" fields. (Figure 2.1.1)
   b. When the Need Type selected is "Gift Certificate", users will be able to edit the Service Type Description Dropdown (Figure 2.1.2)
   c. When the Need Type selected is Clothing, Tools/Equipment, Relocation Expenses, or Education Related, users will be able to edit the Service Type Description field and set a "Quantity", "Amount", and "Tax" percentage. (Figure 2.1.3)
   d. When the Need Type selected is "Household Necessity", users will be able to edit the Service Type Description

Dropdown, "Number of People", and "Amount" fields. (Figure 2.1.4)

e. When the Need Type selected is "Supplemental Homeless Assistance", users will be able to edit the Service Type Description Dropdown, "Au Size", and "Amount" fields. (Figure 2.1.5)

f. When the Need Type selected is "Homeless - Perm", users will be able to edit the Service Type Description Dropdown, "AU Size", and "Amount" fields. (Figure 2.1.6)

g. When the Need Type selected is "Homeless - Temp", users will be able to edit the "Number of People", "Number of Nights", and "Nightly Motel Rate" fields. (Figure 2.1.7)

h. When the Need Type selected is a "Valuable Request" (E.g. Bus Pass, Bus Token, Bus Ticket, Campus Parking, and Gas Card), users will be able to edit the Service Type Description dropdown and "Quantity/Period" field. (Figure 2.1.8)

i. When the Need Type selected is "Mileage - Private", users will be able to edit "Number of Trips" and "Miles/Trip" fields. (Figure 2.1.9)

j. When the Need Type selected is "Student Bus Pass", users will be able to select a student from the "Name" dropdown and assign an "Amount" to issue. Users will also have ability to add or remove students. (Figure 2.1.10)

k. When the Need Type selected is "Personal Care Kit", users will be able to edit the Service Type Description dropdown. (Figure 2.1.11)

d. Update the Comments field to be editable. The default values will be what was entered when the service arrangement was created.

Technical Note: When user updates any of the above-mentioned fields on Service Arrangement Detail page in Edit mode, upon save, Previous values will be updated to the new values in the database.

~~3. Update the Service Arrangement Detail page to auto populate the correct Aid Code for Service Arrangement for RCA/former RCA REP recipients in Create mode.~~

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
3.4.2.1.1.i	The LRS shall include online documentation and/or Help Functions that will display field-level edits in effect.	This system change request will update the Service Arrangement Detail page to display field level edits to the Activities, Arrangement Details, Service Type Descriptions, and Comments Sections.

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-207101 | DDID 115 & 658

Update Application "Source" dropdown field

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sadia Islam
	Reviewed By	Amy Gill, Melissa Mendoza

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/22/2020	1.0	Original document	Sadia Islam
10/13/2020	1.1	Updates based on QA Comments	Amy Gill
10/21/2020	1.2	Added impact to New / Reapplication Detail page and added Assumptions.	Amy Gill
01/25/2021	2.1	Update "Source" field in Program Detail and Application Detail pages to continue to display historic records with previously selected value.	Farhat Ulain
02/09/2021	2.2	Fixed Numbering in section 3.1 Migration Requirements	Farhat Ulain

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1 OVERVIEW

This System Change Request (SCR) documents the changes required to the “Source” dropdown field on the New Programs Detail, New / Reapplication Detail and the Application Registration Summary pages.

1.1 Current Design

In CalSAWS, the “Source” field is a dropdown that captures the source of the program application. This field is available on the New Programs Detail, New / Reapplication Detail and the Application Registration Summary pages.

On the New Programs Detail and New / Reapplication Detail pages, the “Source” field is mandatory as indicated by an asterisk, with several values available for selection.

On the Application Registration Summary page, the “Source” field is not mandatory, with only a few values available for selection.

1.2 Requests

Per Design Difference ID (DDID) 115, update the “Source” dropdown field on the and New / Reapplication Detail pages.

Per DDID 658, update the “Source” dropdown field on the Application Registration Summary page.

1.3 Overview of Recommendations

1. Update the “Source” dropdown field on the New Programs Detail and New / Reapplication Detail pages to update dropdown values and make the field non-mandatory.
2. Update the “Source” dropdown field on the Application Registration Summary page to update dropdown values.
3. Update Program Detail & Application Detail pages to display historic records with previously selected value in “Source” field.

1.4 Assumptions

1. Historical records will continue to display the removed values in the Source field.
2. New “Source” values will display on the Application Detail, <Program> Detail, and <Program> History pages.
3. There is no impact to the Source field on the MAGI Referral Detail page.
4. Impact to DHCS CMS PI Master Data Request Report will be addressed with CA-215280 in the same release.

2 RECOMMENDATIONS

2.1 New Programs Detail & New / Reapplication Detail

2.1.1 Overview

The New Programs Detail page allows the user to add a program(s) for a participant during the application process. The "Source" dropdown field will be updated on this page. The New / Reapplication Detail page allows the user to create a new application for a previously closed program.

2.1.2 Page Mockup

N/A for dropdown value changes

2.1.3 Description of Changes

Update the "Source" dropdown on the New Programs Detail and New / Reapplication Detail pages as follows:

1. Relabel the following existing values:
    a. "YBN" to "Self-Service Portal"
    b. "IHSS" to "IHSS/CMIPS II"

    Note: Historic records will continue to display previously selected values in View mode.
2. Remove the following values:
    a. C4Y
    b. CMIPS II

    Note: Historic records will continue to display previously selected values in View mode.
3. Add the following values:
    a. Outreach
    b. Outstation
4. Order all dropdown values to display in alphabetical order.
5. Modify the "Source" dropdown field to be a non-mandatory field.

2.1.4 Page Location

<u>New Programs Detail</u>

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

<u>New / Reapplication Detail</u>

- **Global: Case Info**
- **Local: Case Summary, <Program> Detail**
- **Task: N/A**

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 Application Registration Summary

2.2.1 Overview

The Application Registration Summary page allows the user to access an application for a potential participant. The "Source" dropdown field will be updated on this page.

2.2.2 Page Mockup

N/A for dropdown value changes

2.2.3 Description of Changes

Update the Application Registration Summary page as follows:

1. Relabel the following values:
    a. "CMIPS II" to "IHSS/CMIPS II"
    b. "YBN" to "Self-Service Portal"
2. Add the following values:
    a. CBO
    b. CSC
    c. CalHEERS
    d. CWS
    e. Email
    f. Fax
    g. Other
    h. Outreach
    i. Outstation
    j. Phone
    k. RCC
    l. SAWS
    m. SPE
3. Order all dropdown values to display in alphabetical order.

2.2.4 Page Location

- **Global: Case Info**
- **Local: New Application**
- **Task: Application Registration**

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 Program Detail & Application Detail

2.3.1 Overview

Program Detail and Application Detail page display the "Source" field with the selected value. User is not able to select or edit a value in the "Source" field in these pages.

2.3.2 Page Mockup

N/A

2.3.3 Description of Change

Update Program Detail & Application Detail pages to display historic records with previously selected value in the "Source" field.

2.3.4 Page Location

Program Detail

- **Global:** Case Info
- **Local:** Case Summary, <Program> Detail
- **Task:** N/A

Application Detail

- **Global:** Case Info
- **Local:** Case Summary, <Program> Detail
- **Task:** N/A

3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
115 & 658	**Original:** #115 The CONTRACTOR shall update "Source" dropdown field on the New Programs Detail page as follows: 1) Relabel "YBN" to the name of the new self-service portal 2) Removed the value of "C4Y" 2) Relabel "IHSS" to "IHSS/CMIPS II" 3) Modify the "Source" dropdown field to be a non-mandatory field. 4) Add the following values in the "Source" dropdown field: a) Outreach b) Outstation 5) Remove the value of "CMIPS" #658 The CONTRACTOR shall update the Application Registration Summary page as follows: 1) Migrate the following values in the "Source" dropdown: a) CBO b) CSC c) CalHEERS d) Email e) Fax f) Other g) Phone h) RCC i) SAWS	#115 - The update to the source fields will be handled with DDID 658 and all source fields in the application will be consistent. - The application source field was specifically added to the systems to support the DHCS CMS Performance Indicator Report which is an automated state report submitted to DHCS. This report contains a breakdown of applications received during the month via Online, Mail, In Person, Phone and Other. Once this field becomes non-mandatory, any application received without a source value will default to Other on the report. #658 - The estimate for this requirement includes updating all "Source" fields in the application to be	Source dropdown field updated.

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
	j) SPE 2) Add the following values in the “Source” dropdown: a) DCFS b) Outreach c) Outstation 3) Relabel “IHSS” to “IHSS/CMIPS II” 4) Relabel “YBN” to the name of the new self-service portal 5) Remove the value of “CMIPS” **Revised:** #115 The CONTRACTOR shall update “Source” dropdown field on the New Programs Detail and New / Reapplication Detail pages as follows: 1) Relabel "YBN" to “Self-Service Portal” 2) Remove the value of “C4Y” 3)Relabel "IHSS" to "IHSS/CMIPS II" 4) Modify the "Source" dropdown field to be a non-mandatory field. 5) Add the following values in the "Source" dropdown field: a) Outreach b) Outstation 6) Remove the value of “CMIPS II” #658 The CONTRACTOR shall update the Application Registration Summary page as follows: 1) Migrate the following values in the "Source" dropdown:	consistent. It is assumed this is controlled through a codes table entry in the LRS application. - The name of the new statewide self-service portal will be provided by the third GD Deliverable to update the column name on the page. - LRS OBIEE reports will relabel existing records from YBN to the name of the new self-service portal.	

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
	a) CBO b) CSC c) CalHEERS d) Email e) Fax f) Other g) Phone h) RCC i) SAWS j) SPE 2) Add the following values in the "Source" dropdown: a) CWS b) Outreach c) Outstation 3) Relabel "CMIPS II" to "IHSS/CMIPS II" 4) Relabel "YBN" to "Self-Service Portal"		

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-207159 | DDID 2126

Updates to OP/OI Notices

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/27/2020	1.0	Initial Revision	Rainier Dela Cruz
09/28/2020	1.1	Updates per deliverable comments.	Rainier Dela Cruz
12/01/2020	1.2	Added recommendation to add the CF 377.7E1 in Spanish.	Rainier Dela Cruz
01/19/2021	1.3	Updated the assumption about the imaging barcode and added assumption about the editability of the fields and the updated form name of the DFA 377.7C.	Rainier Dela Cruz
01/27/2021	1.4	Added an assumption about the mail back address population.	Rainier Dela Cruz
01/29/2021	1.5	Added a recommendation to increase the character limit of the template number identifier column.	Rainier Dela Cruz
02/04/2021	1.6	Updated the Section 2.5.1 to correct a typo.	Rainier Dela Cruz

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1 OVERVIEW

1.1 Current Design

On the 'Recovery Account Detail' page, the Overpayment (OP)/Overissuance (OI) notices for CalWORKs (CW) or CalFresh (CF) can be generated by clicking on the 'Generate Form' button. The program will determine which notice will generate. For CalFresh, the cause code also determines which form to generate. For example, if the program is CalFresh and the cause code is CalFresh Inadvertent Household Error (IHE), the CF 377.7B form will generate. If the program is CalFresh and the cause code is CalFresh Administrative Error (AE), the CF 377.7D3 form will generate. If the program is CalFresh and the cause code is CalFresh Intentional Program Violation (IPV), the DFA 377.7G form will generate. If the program is CalWORKs, the M44-352A form will generate.

The Recovery Account Activation batch job will activate recovery accounts and send out notices to the responsible party regarding their recovery account. Like the 'Recovery Account Detail' page, the program and cause code (CalFresh only) will determine which notices to send out. For example, if the program is CalWORKs, it will send the M44-350I and NA 274G forms. If the program is CalFresh and the cause code is CalFresh Inadvertent Household Error, it will send out the CF 377.7B, DFA 377.7C, NA 1263 and PA 1820 forms for Los Angeles County and CF 377.7B, DFA 377.7C and NA 1263 forms for the 57 Migration Counties. If the program is CalFresh and the cause code is CalFresh Administrative Error, it will send out the CF 377.7D3, DFA 377.7E1, NA 1263 and PA 1820 forms for Los Angeles County and CF 377.7D3, DFA 377.7E1, and NA 1263 forms for the 57 Migration Counties.

1.2 Requests

Per Design Differences ID (DDID) 2126, add the functionality to generate, view, edit and print the overpayment notice with the budget for CalWORKs and the overissuance notice with the budget, repayment agreement and the EBT release form for CalFresh from the Recovery Account Detail page.

1.3 Overview of Recommendations

1. Create the CalFresh Inadvertent Household Error packet.
    a. The packet for Los Angeles County will contain the following forms:
        i. CF 377.7B (CalFresh Overissuance for Client Error)
        ii. PA 1820 (CalFresh Repayment Agreement Cover Notice)
        iii. DFA 377.7C (CalFresh Repayment Agreement for Inadvertent Household Errors Only)
        iv. CSF 104 (EBT Release Form)
        v. NA 1263 (Overissuance Budget Worksheet)
    b. The packet for the 57 Migration Counties will contain the following forms:

        i. CF 377.7B (CalFresh Overissuance for Client Error)
        ii. DFA 377.7C (CalFresh Repayment Agreement for Inadvertent Household Errors Only)
        iii. CSF 104 (EBT Release Form)
        iv. NA 1263 (Overissuance Budget Worksheet)

2. Create the CalFresh Administrative Error packet.
    a. The packet for Los Angeles will contain the following forms:
        i. CF 377.7D3 (CalFresh Overissuance Notice for Administrative Errors)
        ii. PA 1820 (CalFresh Repayment Agreement Cover Notice)
        iii. CF 377.7E1 (CalFresh Repayment Agreement for Administrative Errors Only)
        iv. CSF 104 (EBT Release Form)
        v. NA 1263 (Overissuance Budget Worksheet)
    b. The packet for the 57 Migration Counties will contain the following forms:
        i. CF 377.7D3 (CalFresh Overissuance Notice for Administrative Errors)
        ii. CF 377.7E1 (CalFresh Repayment Agreement for Administrative Errors Only)
        iii. CSF 104 (EBT Release Form)
        iv. NA 1263 (Overissuance Budget Worksheet)

3. Create the CalFresh Intentional Program Violation packet.
    a. The packet for Los Angeles County will contain the following forms:
        i. DFA 377.7F (CalFresh Overissuance Notice for Intentional Program Violation (IPV))
        ii. PA 1820 (CalFresh Repayment Agreement Cover Notice)
        iii. DFA 377.7G (CalFresh Repayment Agreement for an Intentional Program Violation (IPV) Only)
        iv. CSF 104 (EBT Release Form)
        v. NA 1263 (Overissuance Budget Worksheet)
    b. The packet for the 57 Migration Counties will contain the following forms:
        i. DFA 377.7F (CalFresh Overissuance Notice for Intentional Program Violation (IPV))
        ii. DFA 377.7G (CalFresh Repayment Agreement for an Intentional Program Violation (IPV) Only)
        iii. CSF 104 (EBT Release Form)
        iv. NA 1263 (Overissuance Budget Worksheet)

4. Create the CalWORKs Overpayment packet. The packet will contain the following forms for all Counties (Los Angeles and the 57 Migration Counties):
    a. M44-350I (CalWORKs Overpayment Notice)
    b. NA 274G (Continuation Page - Overpayment Computations)

5. Update the logic of the 'Generate Form' button on the Recovery Account Detail page to generate the OP/OI packets when clicked.

6. Update the Recovery Account Activation batch job to send out the OP/OI packets.

7. Add the CF 377.7E1 in Spanish.

8. Update the character limit of the template number identifier column in the Document Template table from 20 to 35 characters.

1.4 Assumptions

1. The packets will only be available in English and Spanish. The packets will be added in threshold languages with SCR **CA-220208**.
2. The imaging barcode for the CW Overpayment Packet and the CF Overissuance Packets for the migration counties will be set with SCR **CA-217626**. The imaging barcode for the Los Angeles only CF Overissuance Packet will be set with this SCR.
3. The overissuance packets for CalFresh will use the CF 377.7B and CF 377.7D3 that was updated with SCR **CA-202684.**
4. The overissuance packets for CalFresh will use the DFA 377.7F form added with SCR **CA-214084.**
5. The overpayment packet for CalWORKs will use the M44-350I that was updated with SCR **CA-50293**.
6. The DFA 377.7E1 form was updated to CF 377.7E1 with SCR **CA-207395.**
7. The DFA 377.7C form will be updated to CF 377.7C with SCR **CA-207295**.
8. There are recommendations to make the fields on the forms editable. Since the forms are in the packet, the fields will also be editable when the packets are generated.
9. The mail back address on for the forms in the CF overissuance packets will be populated with the same address.

2 RECOMMENDATIONS

2.1 CalFresh Inadvertent Household Error (IHE) Packet

2.1.1 Overview

This section will describe the addition of the CalFresh IHE packet to LRS/CalSAWS. One packet will be created for Los Angeles County and one for the 57 Migration Counties.

Form Name: CalFresh IHE Packet

Form Number: CalFresh IHE Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.1.2 Description of Change

1. Create the CalFresh IHE Packet.
    a. Create the packet for Los Angeles County. The packet will contain the following forms:
        i. CF 377.7B
        ii. PA 1820
        iii. DFA 377.7C
        iv. CSF 104
        v. NA 1263
    b. Create the packet for the 57 Migration Counties. The packet will contain the following forms:
        i. CF 377.7B
        ii. DFA 377.7C
        iii. CSF 104
        iv. NA 1263
    c. Update the non-header fields on all the forms to be editable. The fields will be editable when the fields are blank or pre-populated.

2. Add population logic for the packet.
    a. The existing population logic for the CF 377.7B, PA 1820, DFA 377.7C, CSF 104, and NA 1263 will be used to populate the forms within the packet.
    b. The population of the PA 1820 will only be done for Los Angeles County.

3. The packet will have the following print options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
N	Y	Y	Y	Y	Y

4. The packet will have the following mailing options:

Mailing Options	Option for CF IHE Packet
Mail-To (Recipient)	When generated through the batch process, the CalFresh Primary Applicant. When generated through the Recovery Account Detail page, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	CalFresh Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

6. The packet will have the following additional requirements:

Requirement	Option for CF IHE Packet
Post to Self-Service Portal	Y

2.2 Add the CF 377.7E1 in Spanish

2.2.1 Overview

The CF 377.7E1 is only available in English in CalSAWS. Add the CF 377.7E1 in Spanish.

2.2.2 Description of Change

1. Add the Spanish version of the CF 377.7E1 (1/14).
2. Update the English version of the CF 377.7E1 to the 1/14 revision.

2.3 CalFresh Administrative Error (AE) Packet

2.3.1 Overview

This section will describe the addition of the CalFresh AE packet to LRS/CalSAWS. One packet will be created for Los Angeles County and one for the 57 Migration Counties.

Form Name: CalFresh AE Packet

Form Number: CalFresh AE Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.3.2 Description of Change

1. Create the CalFresh AE Packet.
    a. Create the packet for Los Angeles County. The packet will contain the following forms:
        i. CF 377.7D3
        ii. PA 1820
        iii. CF 377.7E1
        iv. CSF 104
        v. NA 1263
    b. Create the packet for the 57 Migration Counties. The packet will contain the following forms:
        i. CF 377.7D3
        ii. CF 377.7E1
        iii. CSF 104
        iv. NA 1263
    c. Update the non-header fields on all the forms to be editable. The fields will be editable when the fields are blank or pre-populated.

2. Add population logic for the packet.
    a. The existing population logic for the CF 377.7D3, PA 1820, CF 377.7E1, CSF 104, and NA 1263 will be used to populate the forms within the packet.
    b. The population of the PA 1820 will only be done for Los Angeles County.

3. The packet will have the following print options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
N	Y	Y	Y	Y	Y

4. The packet will have the following mailing options:

Mailing Options	Option for CF AE Packet
Mail-To (Recipient)	When generated through the batch process, the CalFresh Primary Applicant. When generated through the Recovery Account Detail page, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	CalFresh Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

6. The packet will have the following additional requirements:

Requirement	Option for CF AE Packet
Post to Self-Service Portal	Y

2.4 CalFresh Intentional Program Violation (IPV) Packet

2.4.1 Overview

This section will describe the addition of the CalFresh IPV packet to LRS/CalSAWS. One packet will be created for Los Angeles County and one for the 57 Migration Counties.

Form Name: CalFresh IPV Packet

Form Number: CalFresh IPV Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.4.2 Description of Change

1. Create the CalFresh IPV Packet.
   a. Create the packet for Los Angeles County. The packet will contain the following forms:
      i. DFA 377.7F
      ii. PA 1820
      iii. DFA 377.7G
      iv. CSF 104
      v. NA 1263
   b. Create the packet for the 57 Migration Counties. The packet will contain the following forms:
      i. DFA 377.7F
      ii. DFA 377.7G
      iii. CSF 104
      iv. NA 1263
   c. Update the non-header fields on all the forms to be editable. The fields will be editable when the fields are blank or pre-populated.

2. Add population logic for the packet.
   a. The existing population logic for the DFA 377.7F, PA 1820, DFA 377.7G, CSF 104 and NA 1263 will be used to populate the forms within the packet.
   b. The population of the PA 1820 will only be done for Los Angeles County.

3. The packet will have the following print options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
N	Y	Y	Y	Y	Y

4. The packet will have the following mailing options:

Mailing Options	Option for CF IPV Packet
Mail-To (Recipient)	When generated through the batch process, the CalFresh Primary Applicant. When generated through the Recovery Account Detail page, the individual selected on the

Mailing Options	Option for CF IPV Packet
	'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	CalFresh Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

6. The packet will have the following additional requirements:

Requirement	Option for CF IPV Packet
Post to Self-Service Portal	Y

2.5 CalWORKs Overpayment Packet

2.5.1 Overview

This section will describe the addition of the CalWORKs Overpayment packet to LRS/CalSAWS. One packet will be created for all counties to use.

Form Name: CalWORKs Overpayment Packet

Form Number: CalWORKs Overpayment Packet (M44-350I and NA 274G)

Language: English, Spanish

Template Repository Visibility: Not visible

2.5.2 Description of Change

1. Create the CalWORKs Overpayment Packet. The packet will contain the M44-350I and NA 274G forms for all counties (Los Angeles and the 57 Migration Counties). Update the non-header fields on all the forms to be editable. The fields will be editable when the fields are blank or pre-populated.

2. Add population logic for the packet. The existing population logic for the M44-350I and NA 274G will be used to populate the forms within the packet.

3. The packet will have the following print options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
N	Y	Y	Y	Y	Y

4. The packet will have the following mailing options:

Mailing Options	Option for CW OP Packet
Mail-To (Recipient)	When generated through the batch process, the CalWORKs Primary Applicant. When generated through the Recovery Account Detail page, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	CalWORKs Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

6. The packet will have the following additional requirements:

Requirement	Option for CW OP Packet
Post to Self-Service Portal	Y

2.6 Recovery Account Detail Page

2.6.1 Overview

On the 'Recovery Account Detail' page, the OP/OI notices for CalWORKs or CalFresh can be generated by clicking on the 'Generate Form' button.

The program and cause code determines which notice will generate. The generation logic will be updated to generate the new OP/OI packet when the 'Generate Form' button is clicked.

2.6.2 Recovery Account Detail Mockup

N/A – no visual changes to the page.

2.6.3 Description of Changes

1. Update the logic of the 'Generate Form' button to generate the CalFresh IHE packet when the program is CalFresh and the cause code is CalFresh - IHE (Customer Caused) or CalFresh - Potential IPV.

2. Update the logic of the 'Generate Form' button to generate the CalFresh AE packet when the program is CalFresh and the cause code is CalFresh - Admin Caused (prior to 3/2000) or CalFresh - Admin Caused (after 3/2000).

3. Update the logic of the 'Generate Form' button to generate the CalFresh IPV packet when the program is CalFresh and the cause code is CalFresh - IPV (waiver), CalFresh - IPV (ADH), or CalFresh - IPV (Court)

4. Update the logic of the 'Generate Form' button to generate the CalWORKs Overpayment packet when the program is CalWORKs, Diversion, Child Support, Immediate Need, or Refugee Cash Assistance.

2.6.4 Page Location

- **Global: Fiscal**
- **Local: Collections**
- **Task: Recovery Account Search**

2.6.5 Security Updates

N/A

2.6.6 Page Mapping

N/A

2.6.7 Page Usage/Data Volume Impacts

N/A

2.7 Recovery Account Activation Batch Job

2.7.1 Overview

The Recovery Account Activation batch job will activate recovery accounts and send out correspondence to the responsible party regarding their recovery account. Update the Recovery Account Activation batch job to send out the new OP/OI packets.

2.7.2 Description of Change

1. Update the logic to send out the CalFresh IHE packet when the program is CalFresh and the cause code is CalFresh - IHE (Customer Caused) or CalFresh - Potential IPV.

2. Update the logic to send out the CalFresh AE packet when the program is CalFresh and the cause code is CalFresh - Admin Caused (prior to 3/2000) or CalFresh - Admin Caused (after 3/2000)

3. Update the logic to send out the CalWORKs Overpayment packet when the program is CalWORKs, Diversion, Child Support, Immediate Need, or Refugee Cash Assistance.

2.7.3 Execution Frequency

No Change.

2.7.4 Key Scheduling Dependencies

N/A

2.7.5 Counties Impacted

All Counties.

2.7.6 Data Volume/Performance

N/A

2.7.7 Failure Procedure/Operational Instructions

N/A

2.8 Update to Document Template Table

2.8.1 Overview

The form numbers are stored in the template number identifier column in the Document Template table. The current character limit is 20. Update the column to increase the limit to 35.

2.8.2 Description of Change

1. Update the character limit of the template number identifier column to 35 characters.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	CF 377.7E1 Mockup	CF377.7E1_EN.pdf CF377.7E1_SP.pdf

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2126	The CONTRACTOR shall add the ability to generate, view, print and edit the informing notice of action with budget, repayment agreement, and EBT Release Form (OI Only) for OP/OI using the generate form button on the Recovery Account Detail page. Note: For CalWORKs - NOA with budget For CalFresh - NOA with budget, repayment agreement, EBT Release Form Note: Want ability to print locally or go out in batch	N/A	The packets created for CalFresh contain the overissuance NOA with budget, repayment agreement, and the EBT release form. The packet created for CalWORKs contains the overpayment NOA with the budget. The packet can be generated through the Recovery Account Detail page or through the Recovery Account Activation job.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-208130

Asset Verification Interface

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Steve Hancock, Connor O'Donnell
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/28/2020	1.0	Initial design for Review	HancockS, Connor O'Donnell
1/11/2021	2.0	Content Revision: Update mockups and the Program field on the Asset Verification Search Page	Connor O'Donnell

Table of Contents

1 OVERVIEW

ACWDL 17-37 provides instructions on new asset verification reports that are now available for use in Medi-Cal eligibility determinations for specified Aged, Blind, and Disabled (ABD) applicants and beneficiaries and MEDIL I-19-12 informs counties of important future changes to the asset verification reports and how they will be delivered. Each month counties receive an Asset Verification Report in the form of an Excel spreadsheet. This report provides asset information for Bank Accounts, Real Property, Aircraft and Watercraft. This SCR will implement changes for The Systems to receive the Asset Verification Data through a flat fixed length file (IEV417) and display this data within the application.

1.1 Current Design

An Asset Verification Report spreadsheet is currently delivered through a secure email to the counties by DHCS. This spreadsheet is delivered monthly around the 20th of each month.

1.2 Requests

A new flat file, IEV417, will replace the existing asset verification reports, and will no longer be delivered via secure email to the counties by DHCS. The IEV417 flat file will be delivered to The Systems through SFTP (Secure File Transfer protocol) to be imported into The Systems and displayed in online forms for the workers.

1.3 Overview of Recommendations

1. Create Asset Verification pages which will be used to display data from the new flat file, IEV417.
2. Create a new Inbound FTP Batch job in each system to import the IEVS417 flat file into the respective systems.
3. Create a new Asset Verification Inbound Reader job to read the IEV417 data file and import the file into The Systems.
4. Update The Systems data model to store the inbound Asset Verification data.

1.4 Assumptions

1. The data will be imported as read only data and not be editable by the workers.
2. The imported Asset Verification data will not generate any types of journal entries or tasks and no additional functions will be triggered from the importing of this data.
3. The data within the file being imported is not validated and\or translated with any set code values. Although we have expected values for some fields, those values may change and The Systems will show what was sent through the file no matter what the data is in a particular field.
4. The incoming data will be posted at the time of the import and not relayed in any way to post on a later specific date.

Note: The IEV417 will be password protected. Collaborate with DHCS and CalWIN during Integration testing to identify a solution for downloading the file(s).

2 RECOMMENDATIONS

2.1 Asset Verification Inbound Interface

2.1.1 Overview

DHCS will send specific data to The Systems. This data will be transferred in a fixed length flat file format to then be imported into The Systems. The data will be populated into the fields outlined in the online design.

2.1.2 Description of Change

1. Create a new Inbound FTP Batch job in each system to import the IEVS417 flat file into the respective systems.
    a. File Naming:
        i. The file name specifies the type of file (IEV417) and the creation date of the file (D102019). Note: The naming convention on the DHCS side currently refers to Los Angeles County's data file as LEADER.
    b. The new batch job each night will check the DHCS server to see if the files are available. If the files are available, the job will transfer to a local destination where the batch job will then be able to import the data from the file. CalSAWS will only pull over the proper file based on the file naming described in the above point.
2. Create a new Asset Verification Inbound Reader job to read the IEV417 data file and import the file into The Systems.
    a. Create a new journal entry for every case identified in the interface using the criteria below:

Journal Entry	Description
New/Update	*New*
Journal Category	*Interfaces*
Journal Type	*Interfaces*
Short Description	*Asset Verification received.*
Long Description	*Asset Verification information is received on the MM/DD/YYYY run.*
Trigger Condition	*When Asset Verification is received.*

3. Update The Systems data model to store the inbound Asset Verification data.
4. The data elements in the attached 'IEVS417 Inbound Data Elements Specifications.xlsx' will be sent from DHCS to The Systems through a fixed length flat file. The spreadsheet has tabs each containing the following columns The tabs are specific to each of the asset types being imported (Bank Records, Real Property Records, Aircraft Records, Watercraft Records):
    a. Ref # column: Numbering of the data elements for internal reference which match to the layout specifications provided by DHCS. These values are not in the incoming flat file.
    b. Record # column: Data Element grouping numbers. Numbering of the data elements for internal reference which match to the layout specifications provided by DHCS. These values are not in the incoming flat file.
    c. Incoming Data Element Name column: Name of the data element from the Data Dictionary for the Data Elements. These values are not in the incoming flat file.
    d. Description column: Normal text for what the Data Element Name means. These values are not in the incoming flat file.
    e. Incoming Format\Logic\Values\Validation column: Specifies any special formatting, logic on how to handle the data for this element and\or if there are specific values to expect.
    f. Sample Data column: This column lists sample data from sample data files to provide examples of data for each data element.
    g. Data Type column: This column specifies the data type of the incoming data element.
    h. Length column: The length of the incoming data values.
    i. Start Position column: The starting position in the incoming flat file for each specific data element.
    j. End Position column: The ending position in the incoming flat file for each specific data element.
    k. Required: This column specifies if the data element is required to be received by The Systems.
    l. Additional Information: Additional notes about the data element.
    m. Inbound Data Element Specifications:

       IEV417 Inbound Data Elements Specificatio

2.1.3 Execution Frequency

Daily – The batch is ran daily to check if a file is ready to be imported, but the file is only delivered monthly. The exact date the file will be provided is unknown so the batch will check daily for the file. Schedule the FTP job to auto-purge the inbound reader job when a inbound file is not present.

2.1.4 Key Scheduling Dependencies

Schedule the new FTP job to run as a predecessor to the new inbound reader job.

2.1.5 Counties Impacted

All Counties.

2.1.6 Volume/Performance

A system-wide estimate of approximately 15,000-30,000 records per monthly import is based on sample files provided by DHCS.

2.1.7 Interface Partner

California Department of Health Care Services (DHCS)

2.1.8 Failure Procedure/Operational Instructions

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

2.2 Asset Verification Search Page

2.2.1 Overview

Add the Asset Verification Search page to the application. The Asset Verification Search page allows the user to search for Asset Verification records and filter them accordingly.

2.2.2 Asset Verification Search Page Mockup

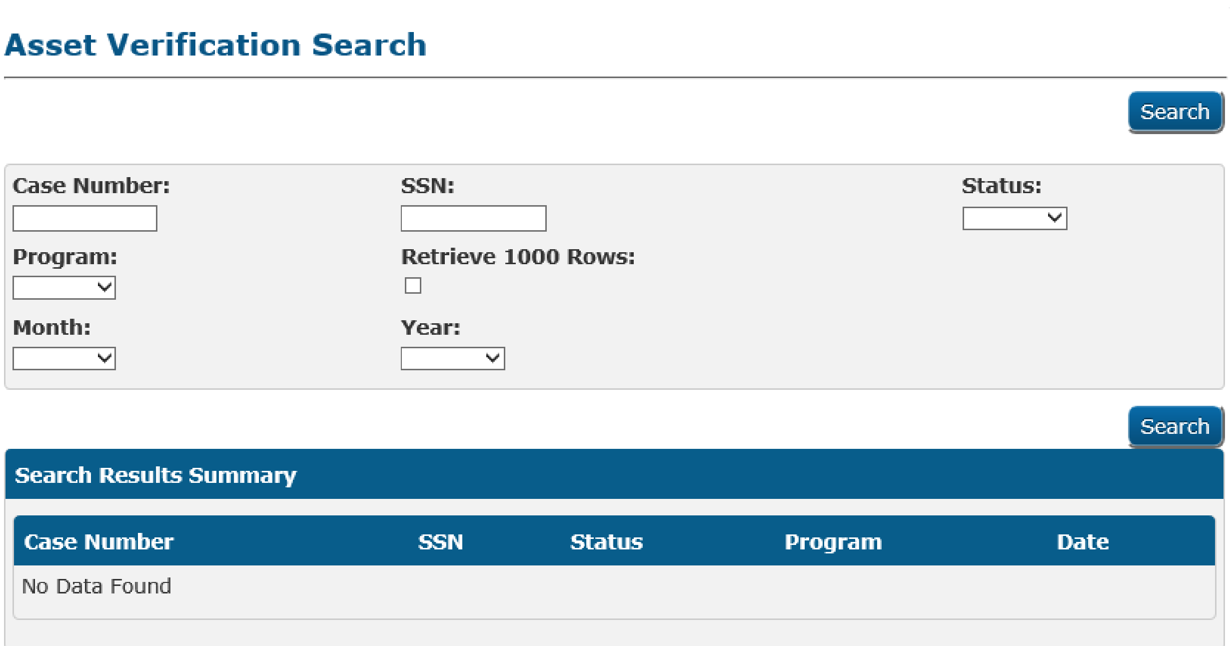


Figure 2.2.1- CalSAWS: Asset Verification Search Page (After Search – No Records Found)

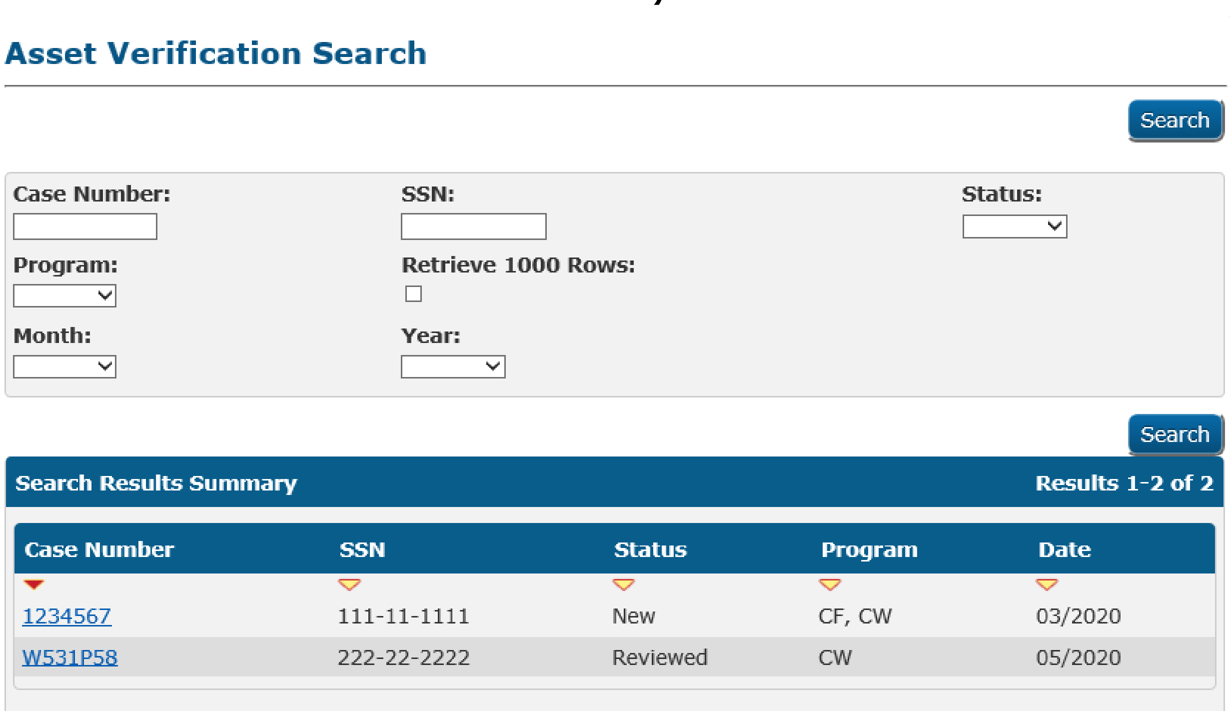


Figure 2.2.2- CalSAWS: Asset Verification Search Page (After Search – Records Found)

2.2.3 Description of Changes

1) **Search –** This button will use the inputs selected on this page and populate a sortable table that contains matching results. If a search field is empty or if a selection is not made in a dropdown menu then it will not be used to filter the potential results.
2) **Case Number –** A seven-character case number can be entered as a search filter.
3) **SSN –** A social security number can be entered as a search filter and must be in numeric format with 9 digits.
4) **Status –** This is a dropdown with the following options:
    a) "New" – This indicates that the record has not been manually reviewed.
    b) "Reviewed" - This indicates that the record has been manually reviewed.
5) **Program–** This is a dropdown that will contain the potential programs that can be added to a case could be associated within the application.
6) **Retrieve 1000 Rows–** This checkbox selection determines whether a search will be bounded to the first 1000 results. It is bounded when checked and unbounded when not checked.
7) **Month –** This is a dropdown where one of the twelve months can be selected
8) **Year –** This is a dropdown where a year can be selected.
9) **Search Result Summary –** Results from the search will display in this section.
    a) **Case Number –** This is the Case Number associated to the Asset Verification record. Clicking on this link will navigate the user to the Asset Verification Detail page. The security right of 'AssetVerificationDetailView' is required to view the link. Without this security right, this will display as read only with no link.
        i) **Note-** With this enhancement there is no Security Group being created to view the read-only plain text Case Number.
    b) **SSN –** This is the Social Security Number associated to the Asset Verification record, formatted as XXX-XX-XXXX.
    c) **Status –** This field displays the status of the record, which be either "New" or "Reviewed"
    d) **Program(s) –** This field displays all program codes associated with a case ordered alphabetically in a comma-deliniated format that is associated with the record.
        i) Note – When the results are sorted by the 'Program' column they will sort alphabetically by the first program code, treating all codes listed as one value.
    e) **Date –** Displays the month and year from which the record originated.

2.2.4 Page Location

- **Global: Special Units**
- **Local: Asset Verification (Directly below IEVS Abstracts)**
- **Task: Asset Verification – The security right of 'AssetVerificationSearch' is required to view this task nav item**

2.2.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
AssetVerificationSearch	The ability to view the Asset Verification Search page	Asset Verification View Asset Verification Edit
AssetVerificationDetailView	The ability to view the Asset Verification Detail page	Asset Verification View Asset Verification Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Asset Verification View	The ability to view an asset verification record	Eligibility Staff Eligibility Supervisor
Asset Verification Edit	The ability to edit an asset verification record	Eligibility Staff Eligibility Supervisor

2.2.6 Page Mapping

Add Page mapping to the new fields being added to this page.

2.2.7 Page Usage/Data Volume Impacts

There are no expected page use impacts

2.3 Asset Verification Detail Page

2.3.1 Overview

Add the Asset Verification Detail page to the application. The Asset Verification Detail page lists and links to the different pages for Financial Institution Details, Real Property Details, Aircraft Details, and Watercraft Details associated to a given case.

2.3.2 Asset Verification Detail Page Mockup

Asset Verification Detail

Reviewed | Close

Case Number:	SSN:	Possible Person Matches:	Status:
1234567	111-11-1111	Connery, Sean 57M	New

Financial Institutions

Financial Institution	Account Status	Account Value	Account Type
Bank of America, National Association	Account Found	542.74	Checking
USA Credit Union	Account Found	867.23	Savings
Bank of the West	Account Found	352.12	Savings
PNC Bank, National Association	No Account Found		
First Citizens Bank & Trust Company	No Account Found		
Capital One, National Association	No Account Found		
JP Morgan Chase Bank, National Association	No Account Found		
Wells Fargo Bank, National Association	No Account Found		
Branch Banking and Trust Company	Will Not Respond		
TD Bank, National Association	Will Not Respond		

Real Property

Address	Total Value
1500 Red Mesa Drive, Sacramento, CA 94561	236,000
7152 Coral Way, Apt 23, Sacramento, CA 92882	124,000
3089 Westacre Avenue, Sacramento, CA 95691	345,000

Aircraft

Serial Number	Manufacturer	Model
N2402	Cessna	172 Skyhawk
N5346	Cessna	177 Cardinal

Watercraft

Hull Number	Make	Model	Purchase Price
GBF62524U897	Sea-Doo	Spark	24,625
FGO95691G365	Bayliner	180 Bowrider	32,546

Reviewed | Close

Figure 2.3.1-CalSAWS: Asset Verification Detail Page

2.3.3 Description of Changes

1) **Reviewed –** This button will change the Status of the record from "New" to "Reviewed". This button will only be available when the status is "New". The security right of 'AssetVerificationReview' is required to view this button.
2) **Close –** This button will navigate the user back to the Asset Verification Search page. Clicking this button will cause the page to not save any changes made.
3) **Case Number –** This is the case number associated to the Asset Verification record.
4) **SSN –** This is the SSN associated with the Asset Verification record, formatted as XXX-XX-XXXX.
5) **Possible Person Matches –** This field lists the possible people that this record could relate to based on the SSN and case number, formatted as [Last Name], [First Name] [Age][Gender]. If there is more than one person that matches they will be separated by a semi-colon. Example: Smith, John 38M; Smith Sally 36F.
6) **Status –** This is a field with the following possible values:
    f) "New" – This indicates that the record has not been manually reviewed.
    g) "Reviewed" - This indicates that the record has been manually reviewed.
7) Create a **Financial Institutions** section containing the following table. This table displays the information about bank accounts attached to this record.
    a) **Financial Institution –** Display the name of the Financial Institution. This field comes from the data element AVP-BANK-FIN-INSTITUTION. This field will be a hyperlink navigating to Asset Verification – Financial Institution Balance Detail.
    b) **Account Status –** This field indicates the status returned by the financial institution regarding accounts. This field has the following options:
        i) Account Found – This indicates that the financial institution found an account and provided its data.
        ii) No Account Found – This indicates that the financial institution looked for an account and did not find one.
        iii) Will Not Respond – This indicates that the financial institution chose not to respond as to whether an account exists or not.
    c) **Account Value –** Display the most recent balance for the given account. This field comes from the most recent occurrence of the data element AVP-BANK-BALANCE.
    d) **Account Type –** Display the type of account (i.e. Checking, Saving, etc.). This field comes from the data element AVP-BANK-ACCOUNT-TYPE.

8) Create a **Real Property** section containing the following table. This table displays the information about real property attached to this record.
    a) **Address –** Display the full address of the property using the data elements AVP-PROP-ADDR, AVP-PROP-CITY, AVP-PROP-ZIP, and AVP-PROP-STATE. Format this field as [AVP-PROP-ADDR], [AVP-PROP-CITY], [AVP-PROP-STATE] [AVP-PROP-ZIP]. This field will be a hyperlink navigating to Asset Verification – Real Property Detail.
    b) **Total Value –** Display the current market value of the land plus improvements, before exemptions. This field comes from the data element AVP-PROP-TOTAL-VALUE.
9) Create an **Aircraft** section containing the following table. This table displays the information about aircraft attached to this record.
    a) **Serial Number –** Display the serial number for the aircraft. This field comes from the data element AVP-AC-SERIAL-NUM. This field will be a hyperlink navigating to Asset Verification – Aircraft Detail.
    b) **Manufacturer –** Display the name of the manufacturer of the aircraft. This field comes from the data element AVP-AC-MFR-NAME.
    c) **Model –** Display the name of the aircraft's model. This field comes from the data element AVP-AC-MODEL-NAME.
10) Create a **Watercraft** section containing the following table. This table displays the information about watercraft attached to this record.
    a) **Hull Number –** Display a 12 character alphanumeric descriptor that comes from the data element AVP-WC-HULL-NUM. This field will be a hyperlink navigating to Asset Verification – Watercraft Detail.
    b) **Make –** Display the description of the watercraft's manufacturer. This field comes from the data element AVP-WC-MAKE-DESC.
    c) **Model –** Display the description of the model which comes from the data element AVP-WC-MODEL-DESC.
    d) **Purchase Price –** Display the amount for which the watercraft was purchased. This field comes from the data element AVP-WC-PURCHASE-PRICE.

2.3.4 Page Location

- **Global: Special Units**
- **Local: Asset Verification**
- **Task: Asset Verification**

2.3.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
AssetVerificationReview	The ability to review an Asset Verification record.	Asset Verification Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Asset Verification Edit	The ability to edit an asset verification record	Eligibility Staff Eligibility Supervisor

2.3.6 Page Mapping

Add Page mapping to the new fields being added to this page.

2.3.7 Page Usage/Data Volume Impacts

There are no expected page use impacts

2.4 Asset Verification - Financial institution Balance Detail Page

2.4.1 Overview

Add the Asset Verification – Financial Institution Balance Detail to the application. The Asset Verification – Financial Institution Balance Detail page displays the details of the account along with a list the account's balances for the eleven most recent months.

2.4.2 Asset Verification - Financial Institution Balance Detail Page Mockup

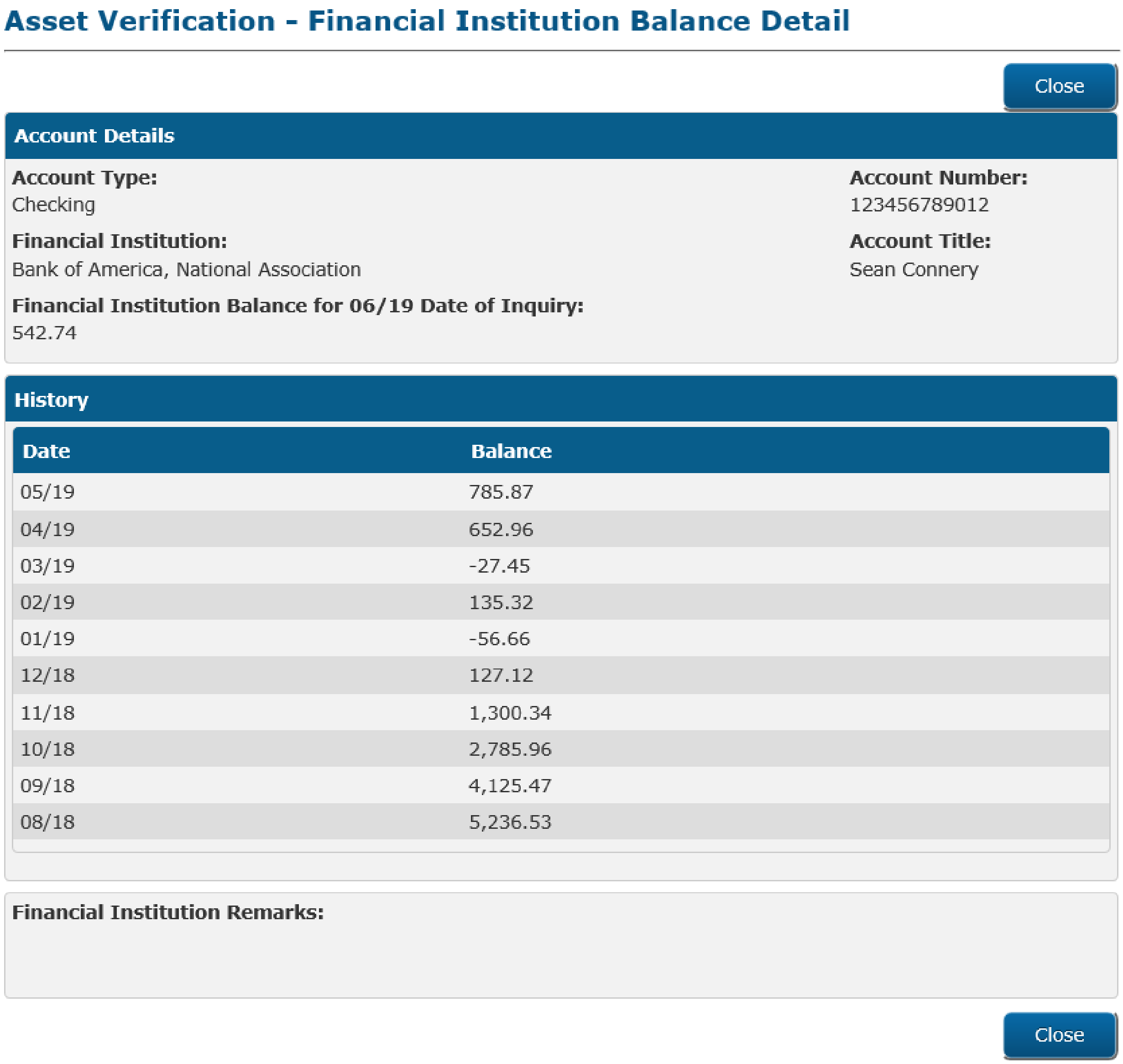


Figure 2.4.1- CalSAWS: Financial Institution Balance Detail

2.4.3 Description of Changes

1) **Close –** This button will navigate the user back to the Asset Verification Detail page.
2) Create an **Account Details** section containing the following fields:
   a) **Account Type –** Display the type of account (i.e. Checking, Saving, etc.). This field comes from the data element AVP-BANK-ACCOUNT-TYPE.
   b) **Account Number –** Display the number of the account. This field comes from the data element AVP-BANK-ACCOUNT-NUM.

c) **Financial Institution –** Display the name of the financial institution. This field comes from the data element AVP-BAnK-FIN-INSTITUTION.
d) **Account Title –** Display the title of the account. This field comes from the data element AVP-BANK-ACCOUNT-TITLE.
e) **Financial Institution Balance for [Month/Year from most recent data imported in MM/YY Format] Date of Inquiry**

3) Create a **History** section containing the following table:
   a) Create a table with the following column headers
      i) **Date –** This column displays all instances of the data element AVP-BANK-MONTH and the data element AVP-BANK-YEAR in MM/YY format ordered from newest occurrence to oldest occurrence.
      ii) **Balance –** This column displays all instances of the data element AVP-BANK-BALANCE ordered from newest occurrence to oldest occurrence.
4) **Financial Institution Remarks –** Display the financial institution remarks. This field comes from the data element AVP-BANK-FIN-REMARKS.

2.4.4 Page Location

- **Global: Special Units**
- **Local: Asset Verification**
- **Task: Asset Verification**

2.4.5 Page Mapping

Add Page mapping to the new fields being added to this page.

2.4.6 Page Usage/Data Volume Impacts

There are no expected page use impacts

2.5 Asset Verification - Real Property Detail Page

2.5.1 Overview

Add the Asset Verification – Real Property Detail page to the application. The Asset Verification – Real Property Detail page displays the property details, breakdown of the property value, and the property location.

2.5.2 Asset Verification - Real Property Detail Page Mockup

Figure 2.5.1- CalSAWS: Asset Verification - Real Property Detail

2.5.3 Description of Changes

1) **Close –** This button will navigate the user back to the Asset Verification Detail page.
2) Create a **Property Details** section containing the following fields:
   a) **Property Type –** Display the one-character indicator for whether the property is current or prior. A 'Current' will be shown if it is current and a 'Prior' will be displayed if it is prior. This field comes from the data element AVP-PROP-TYPE.
   b) **Recording Type -** Display the one-character indicator for whether the record type is deed or assessed. A 'Deed' will be shown if it is deed and a 'Assessed' will be displayed if it is assessed. This field comes from the data element AVP-PROP-REC-TYPE.
   c) **Property Owned -** Display the one-character indicator for whether the property is owned or not. A 'Yes' will be shown if it is owned and a 'No' will be displayed if it is not owned. This field comes from the data element AVP-PROP-OWNED.

d) **Document Type –** Display the translated value of the deed's record type (i.e. Deed, Interfamily Transfer). This field comes from the data element AVP-PROP-DOC-TYPE.
e) **Sale Date –** Display the date on which the sales transaction was legally completed in MM/DD/YYYY format. This field comes from the data element AVP-PROP-SALE-DATE.
f) **Recording Date –** Display the official date the document was recorded by the county recorder in MM/DD/YYYY format. This field comes from the data element AVP-PROP-RECORDING-DATE.
g) **Tax Year –** Display the current tax year in YYYY format. This field comes from the data element AVP-PROP-TAX-YEAR.

3) Create a **Property Value** section containing the following fields:
    a) **Total Value –** Display the current market value of the land plus improvements, before exemptions. This field comes from the data element AVP-PROP-TOTAL-VALUE.
    b) **Assessed Value –** Display the current assessed value of the land plus improvements, before exemptions. This field comes from the data element AVP-PROP-ASSESS-VALUE.
    c) **Market Value –** Display the current market value of the land plus improvements, before exemptions. This field comes from the data element AVP-PROP-MARKET-VALUE.
    d) **Mortgage Amount –** Display the current mortgage of property. This field comes from the data element AVP-PROP-MORTGAGE-AMT
4) Create a **Property Location** section containing the following fields:
    a) **Property Address –** Display the street address of the Real Property. This field comes from the data element AVP-PROP-ADDR.
    b) **City –** Display the preferred city name associated with the Real Property address. This field comes from the data element AVP-PROP-CITY.
    c) **ZIP Code –** Display the ZIP code associated with the Real Property address. This field comes from the data element AVP-PROP-ZIP.
    d) **Owner Name 1 –** Display the Real Property owner name. This field comes from the data element AVP-PROP-OWNER-NAME1 .
    e) **Seller Name 1 –** Display the seller name of the Real Property. This field comes from the data element AVP-PROP-SELLER-NAME1.
    f) **Owner Name 2 –** Display the Real Property owner name. This field comes from the data element AVP-PROP-OWNER-NAME2.
    g) **Seller Name 2 –** Display the seller name of the Real Property. This field comes from the data element AVP-PROP-SELLER-NAME2.

2.5.4 Page Location

- **Global: Special Units**

- **Local: Asset Verification**
- **Task: Asset Verification**

2.5.5 Page Mapping

Add Page mapping to the new fields being added to this page.

2.5.6 Page Usage/Data Volume Impacts

There are no expected page use impacts

2.6 Asset Verification - Aircraft Detail Page

2.6.1 Overview

Add the Asset Verification – Aircraft Detail page to the application. The Asset Verification – Aircraft Detail page displays the various fields pertaining to information on a given aircraft.

2.6.2 Asset Verification - Aircraft Detail Page Mockup

Figure 2.6.1- CalSAWS: Asset Verification - Aircraft Detail

2.6.3 Description of Changes

1) **Close –** This button will navigate the user back to the Asset Verification Detail page.
2) Create an **Aircraft Information** section containing the following fields:
   a) **Serial Number –** Display the serial number for the aircraft. This field comes from the data element AVP-AC-SERIAL-NUM. If

there is no data coming from AVP-AC-SERIAL-NUM in a record, display "Unknown" instead.

b) **Manufacturer Name –** Display the name of the manufacturer of the aircraft. This field comes from the data element AVP-AC-MFR-NAME.
c) **Manufacture Year –** Display the year in YYYY format in which the aircraft was manufactured. This field comes from the data element AVP-AC-YEAR-MFR.
d) **Model Name –** Display the name of the aircraft's model. This field comes from the data element AVP-AC-MODEL-NAME.
e) **Model Code –** Display the model code for the aircraft. This field comes from the data element AVP-AC-MFR-MODEL-CODE.
f) **Action Date –** Display the last date on which the aircraft record was updated. This field comes from the data element AVP-AC-ACTION-DT.
g) **Cert Issue Date –** Display the date on which the aircraft was first registered in the name of the registered owner in MM/DD/YYYY format. This field comes from the data element AVP-AC-CERT-ISSUE-DT.

2.6.4 Page Location

- **Global: Special Units**
- **Local: Asset Verification**
- **Task: Asset Verification**

2.6.5 Page Mapping

Add Page mapping to the new fields being added to this page.

2.6.6 Page Usage/Data Volume Impacts

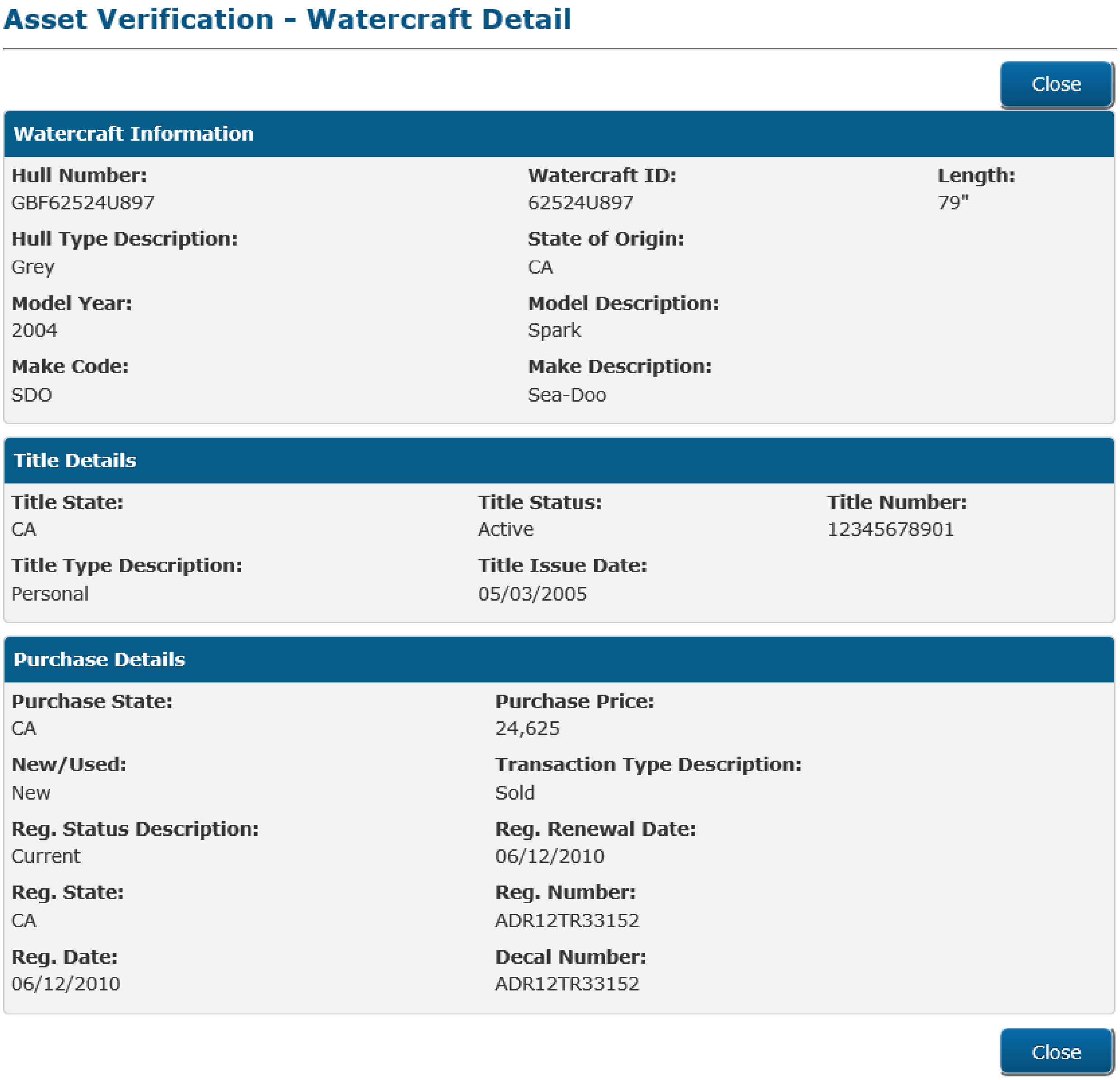
There are no expected page use impacts

2.7 Asset Verification - Watercraft Detail Page

2.7.1 Overview

Add the Asset Verification – Watercraft Detail page to the application. The Asset Verification – Watercraft Detail page displays information about the watercraft, the title details of the watercraft, and the purchase details of the watercraft.

2.7.2 Asset Verification - Watercraft Detail Page Mockup



Asset Verification - Watercraft Detail

Close

Watercraft Information

Hull Number: GBF62524U897
Watercraft ID: 62524U897
Length: 79"
Hull Type Description: Grey
State of Origin: CA
Model Year: 2004
Model Description: Spark
Make Code: SDO
Make Description: Sea-Doo

Title Details

Title State: CA
Title Status: Active
Title Number: 12345678901
Title Type Description: Personal
Title Issue Date: 05/03/2005

Purchase Details

Purchase State: CA
Purchase Price: 24,625
New/Used: New
Transaction Type Description: Sold
Reg. Status Description: Current
Reg. Renewal Date: 06/12/2010
Reg. State: CA
Reg. Number: ADR12TR33152
Reg. Date: 06/12/2010
Decal Number: ADR12TR33152

Close

Figure 2.7.1- CalSAWS: Asset Verification - Watercraft Detail

2.7.3 Description of Changes

1) **Close –** This button will navigate the user back to the Asset Verification Detail page.
2) Create a **Watercraft Information** section and add the following fields:
    a) **Hull Number –** Display a 12 character alphanumeric descriptor that comes from the data element AVP-WC-HULL-NUM. If there is no data coming from AVP-WC-HULL-NUM in a record, display "Unknown" instead.

   b) **Watercraft ID –** Display a 10 character alphanumeric descriptor that comes from the data element AVP-WC-ID.
   c) **Length –** Display the length of the watercraft in inches. This field comes from the data element AVP-WC-LENGTH.
   d) **Hull Type Description –** Display the description of the hull type (i.e. Fiberglass, Wood, Steel, Other). This field comes from the data element AVP-WC-HULL-TYPE-DESC.
   e) **State of Origin –** Display the two letter code that applies to the state of origin. This field comes from the data element AVP-WC-ORIGIN-ST.
   f) **Model Year –** Display the four-digit year relating to to when the vessel was manufactured, or when the model/series was designated by the manufacturer. This field comes from the data element AVP-WC-MODEL-YEAR.
   g) **Model Description –** Display the description of the model which comes from the data element AVP-WC-MODEL-DESC.
   h) **Make Code –** Display the description of the watercraft's class (i.e. '16-26 ft', 'less than 16 ft', etc.) This field comes from the data element AVP-WC-MAKE-CODE.
   i) **Make Description –** Display the description of the watercraft's manufacturer. This field comes from the data element AVP-WC-MAKE-DESC.
3) Create a **Title Details** section containing the following fields:
   a) **Title State -** Display the two letter code that applies to the state in which the title was issued. This field comes from the data element AVP-WC-TITLE-STATE.
   b) **Title Status –** Display the description of the status (i.e. Original, Reinstate, Duplicate, Transfer). This field comes from the data element AVP-WC-TITLE-STATUS-DESC.
   c) **Title Number –** Display the title number. This field comes from AVP-WC-TITLE-NUM.
   d) **Title Type Description –** Display the title type description. This field comes from AVP-WC-TITLE-TYPE-DESC.
   e) **Title Issue Date –** Display the date on which the title was issued. This field comes from the data element AVP-WC-TITLE-ISSUE-DT.
4) Create a **Purchase Details** section containing the following fields:
   a) **Purchase State –** Display the two-letter code for the state in which the watercraft was purchased. This field comes from the data element AVP-WC-STATE-PURCHASE.
   b) **Purchase Price –** Display the amount for which the watercraft was purchased. This field comes from the data element AVP-WC-PURCHASE-PRICE.
   c) **New/Used –** Displays a one-character indicator showing whether the watercraft was purchased new or used. This field comes from the data element AVP-WC-NEW-USED-FLAG.
   d) **Transaction Type Description –** Display the description of the type of transaction that created the record/registration (i.e.

Original, Duplicate, Transfer, Renewal). This field comes from the data element AVP-WC-TRANS-TYPE-DESC.

e) **Reg. Status Description –** Display the description of the registration status (i.e. Active, Expired, Transferred, Destroyed, Lost/Stolen). This field comes from the data element AVP-WC-REG-STAT-DESC.

f) **Reg. Renewal Date –** Display the date on which the registration is renewed in MM/DD/YYYY format. This field comes from the data element AVP-WC-REG-RENEWAL-DT.

g) **Reg. State –** Display the two-letter code for the state in which the watercraft was registered. This field comes from the data element AVP-WC-REG-STATE.

h) **Reg. Number –** Display the state's registration number assigned to the vessel. This field comes from the data element AVP-WC-REG-NUM.

i) **Reg. Date –** Display the date on which the registration was first issued in MM/DD/YYYY format. This field comes from the data element AVP-WC-REG-DATE.

j) **Decal Number –** Display the decal number for the watercraft. This field comes from the data element AVP-WC-DECAL-NUM.

2.7.4 Page Location

- **Global: Special Units**
- **Local: Asset Verification**
- **Task: Asset Verification**

2.7.5 Page Mapping

Add Page mapping to the new fields being added to this page.

2.7.6 Page Usage/Data Volume Impacts

There are no expected page use impacts.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Batch Design	MEDS to SAWS Interface Specifications	IEV417 Inbound Data Elements Specificatio
2	Batch Design	DHCS provided layout of the IEV417 flat file	Layout IEV417_08152019.pd
3	Batch Design	DHCS provided additional details of the IEV417 flat file	DHCS_PP_IEV417_08 152019.pdf
4	Batch Design	DHCS provided data dictionary	Asset Verification Data Dictionary_081
5	Online	MEDS future user interface	DHCS_PP_Future Applicant Process_0
6	Online	Security Matrix	AssetVerificationSe curityMatrix.xls

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

5 OUTREACH

An SCR will be created in CalSAWS for training and job aid updates.

Group \ Role	100 CA State All County Access	101 Child Care Staff	102 Child Care Supervisor	103 Clerical Staff	104 Clerical Supervisor	106 Collections Staff	109 Eligibility Staff	110 Eligibility Supervisor	111 Employment Services Contracted Staff	112 Employment Services Contracted Supervisor	113 Employment Services Staff	114 Employment Services Supervisor	115 Executive	116 Fiscal Staff	117 Fiscal Supervisor	118 Hearings Staff	119 Hearings Supervisor	120 Help Desk Staff	121 Marketing Staff	122 Marketing Supervisor	108 Oversight Agency Staff	123 Quality Assurance Staff	124 Quality Assurance Supervisor	125 Quality Control Staff	126 Quality Control Supervisor	33 Regional Call Center Staff	34 Regional Call Center Supervisor	127 RDB Staff	128 RDB Supervisor	129 Special Investigations Staff	130 Special Investigations Supervisor	131 View Only	132 System Administrator
Imaging Staff		X	X	X	X		X	X			X	X																					X
Imaging County Confidential Exception																																	X
Imaging Office Confidential Exception																																	X
Imaging Confidential Export																																	X
Imaging Confidential Reindex																																	X
Imaging Confidential Reindex All																																	X
Imaging Confidential View																																	X
Imaging Confidential Search																																	X
Imaging Auditing																																	X
Imaging Annotations Admin			X		X			X		X		X															X						X
Imaging Annotations		X	X											X	X	X	X					X	X	X	X	X	X	X	X	X	X		X
Imaging Capture		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X			X	X	X	X		X
Imaging Copy		X	X	X	X		X	X			X	X			X		X					X	X	X	X			X	X	X	X		X
Imaging County Exception		X	X	X	X		X	X	X	X	X	X		X	X	X	X					X	X	X	X					X	X		X
Imaging County Person Select		X	X	X	X		X	X	X	X	X	X		X	X	X	X					X	X	X	X					X	X		X
Imaging County Supervisor																																	X
Imaging Document Remove			X		X			X				X			X		X						X		X				X		X		X
Imaging Export			X		X			X		X		X					X						X		X				X		X		X
Imaging Office Exception		X	X	X			X		X		X			X		X						X		X						X			X
Imaging Office Person Select		X	X	X			X		X		X			X		X						X		X						X			X
Imaging Office Supervisor			X		X			X		X		X			X		X						X		X						X		X
Imaging Override No Change SAR7 QR7							X	X																									X
Imaging Person Scope Override		X	X	X	X		X	X			X	X		X	X	X	X					X	X	X	X					X	X		X
Imaging No Task Creation Override		X	X	X	X		X	X			X	X		X	X	X	X					X	X	X	X			X	X	X	X		X
Imaging Reindex		X	X	X	X		X	X	X	X	X	X		X	X	X	X					X	X	X	X				X	X	X		X
Imaging Reindex All			X	X	X		X	X		X		X			X		X						X		X				X		X		X
Imaging Reindex Route		X	X	X	X		X	X	X	X	X	X		X	X	X	X					X	X	X	X				X		X		X
Imaging Hearings Capture																X	X																X
Imaging Hearings Export																X	X																X
Imaging Hearings View	X															X	X				X											X	X
Imaging IHSS Capture																																	X
Imaging IHSS Export																																	X
Imaging IHSS View	X																				X											X	X
Imaging Adoptions Capture																																	X
Imaging Adoptions Export																																	X
Imaging Adoptions View	X																				X											X	X
Imaging CWS Capture																																	X
Imaging CWS Export																																	X
Imaging CWS View	X																				X											X	X
Imaging Merced PG PA Export																																	X
Imaging Merced PG PA View	X																				X											X	X
Imaging QA QC Capture																						X	X	X	X								X
Imaging QA QC Export																							X		X								X
Imaging QA QC View	X																				X	X	X	X	X							X	X
Imaging RDB Capture																												X	X				X
Imaging RDB Export																													X				X
Imaging SIU Capture																														X	X		X
Imaging SIU Export																															X		X
Imaging Program Override				X	X		X	X			X	X		X	X	X	X					X	X	X	X					X	X		X
Imaging Global Application		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X			X	X	X	X		X
Imaging Office Capture				X	X		X	X			X	X																					X
Imaging County Capture				X	X			X				X																					X
ICT Document Edit																																	X
ICT Document View							X	X																		X	X					X	X
ICT Transfer View							X	X																		X	X					X	X
ICT Transfer Edit																																	X
EApp View	X																				X											X	X
EApp Edit							X	X																		X	X						X

Group Description

Group Name	Description
Imaging Staff	Basic imaging group, containing capture, view, search, and annotate rights for case and person level documents.
Imaging County Confidential Exception	Allows access to the Confidential Exception queues county wide.
Imaging Office Confidential Exception	Allows ability to route to and access the Confidential Exception of the end users office.
Imaging Confidential Export	Allows the ability to export/print confidential documents out of the Imaging Solution.
Imaging Confidential Reindex	Allows user access to the "Confidential Reindex" queue and the ability to reindex metadata excluding case name and case number.
Imaging Confidential Reindex All	Allows user access to the "Confidential Reindex All" queue and the ability to reindex metadata including case name and case number.
Imaging Confidential View	Allows access to view/search imaged confidential documents in the Imaging Solution.
Imaging Confidential Search	Allows access to search across all documents in the users county confidential drawer.
Imaging Auditing	Allows access to imaging based auditing.
Imaging Annotations Admin	Allows access to Create/Edit/Hide/Remove all annotations in the users county case drawer, and person drawer.
Imaging Annotations	Allows access to Create/Hide all annotations in the users county case drawer, and person drawer.
Imaging Capture	Allows access to Scan documents for a case using the imaging Solution.
Imaging Copy	Allows the ability to Copy and/or Split documents that they have access to.
Imaging County Exception	Allows ability to route to and access the no case queue, barcode verification queue, and exception queue of the end users county.
Imaging County Person Select	Allows access to the county person select queue.
Imaging County Supervisor	Advanced user in the imaging Solution allowed to access and route documents within the no case queue, person select queue, barcode verification queue, and exception queue of the end users county.
Imaging Document Remove	Allows privileges to move documents that they have access to into the Document Remove drawer of the imaging Solution.
Imaging Export	Allows the ability to export/print documents out of the Imaging Solution.
Imaging Office Exception	Allows ability to route to and access the no case queue, barcode verification queue, and exception queue of the end users office.
Imaging Office Person Select	Allows access to the person select queue of the end users office.
Imaging Office Supervisor	Advanced user in the imaging Solution allowed to access and route documents within the no case queue, person select queue, barcode verification queue, and exception queue of the end users office.
Imaging Override No Change SAR7 QR7	Enables option during scanning process to prompt the CalSAWS Software to Mark the document as received, update the eligibility, and Ignore county configured task generation.
Imaging Person Scope Override	Enables option during scanning process to bypass the person selection and keep the document as case level.
Imaging No Task Creation Override	Enables option during scanning process to Ignore county configured task generation.
Imaging Reindex	Allows user access to the "Reindex" queue and the ability to reindex metadata excluding case name and case number.
Imaging Reindex All	Allows user access to the "Reindex All" queue and the ability to reindex metadata including case name and case number.
Imaging Reindex Route	Allows user access to route documents to the reindex queue, this right does not grant access to document within the reindexing queue.
Imaging Hearings Capture	Access to capture/scan documents with the Hearings capture mode within the Imaging Solution.
Imaging Hearings Export	Allows the ability to export/print hearing documents out of the Imaging Solution.
Imaging Hearings View	Allows access to view and search documents in the users county hearings drawer.
Imaging IHSS Capture	Allows access to capture/scan documents with the Adult Aging Services (IHSS) capture mode within the Imaging Solution.
Imaging IHSS Export	Allows the ability to export/print IHSS (Adult Aging Services) documents out of the Imaging Solution.

Imaging IHSS View	Allows access to view and search documents in the users county Adult & Aging Services (IHSS) drawer.
Imaging Adoptions Capture	Allows access to capture/scan documents with the Adoptions (AAP) capture mode within the Imaging Solution.
Imaging Adoptions Export	Allows the ability to export/print adoptions documents out of the Imaging Solution.
Imaging Adoptions View	Allows access to view and search documents in the users county Adoptions drawer.
Imaging CWS Capture	Allows access to capture/scan documents with the Child Welfare Services (CWS) capture mode within the Imaging Solution.
Imaging CWS Export	Allows the ability to export/print Child Welfare Services (CWS) documents out of the Imaging Solution.
Imaging CWS View	Allows access to view and search documents in the users county Child Welfare Services (CWS) drawer.
Imaging Merced PG PA Export	Allows access to edit the Merced Public Guardian Drawer documents in the imaging Solution (Merced Specific Security).
Imaging Merced PG PA View	Allows access to view and search documents in the Merced Public Guardian (PG/PA) drawer.
Imaging QA QC Capture	Allows access to capture/scan documents with the Quality Assurance/Quality Control (QA/QC) capture mode within the Imaging Solution.
Imaging QA QC Export	Allows the ability to export/print QA/QC documents out of the Imaging Solution.
Imaging QA QC View	Allows access to view and search documents in the users county Quality Assurance/Quality Control (QA/QC) drawer.
Imaging RDB Capture	Allows access to capture/scan documents with the Resource Data Bank (RDB) capture mode within the Imaging Solution.
Imaging RDB Export	Allows the ability to export/print RDB documents out of the Imaging Solution.
Imaging SIU Capture	Allows access to add documents in the SIU Drawer in the Imaging Solution.
Imaging SIU Export	Allows the ability to export/print SIU documents out of the Imaging Solution.
Imaging Program Override	Enables option during scanning process to bypass the program selection.
Imaging Global Application	Allows user access to capture applications.
Imaging Office Capture	Allows user access to route captured documents to office queues.
Imaging County Capture	Allows user access to route captured documents to county queues.
ICT Document Edit	View and edit the ICT additional document requests and transfers.
ICT Document View	View the ICT additional document requests and transfers.
ICT Transfer View	View all ICT transactions for a county.
ICT Transfer Edit	View, Add, Edit, and Link all ICT transactions for a county.
EApp View	View and Search E-Application
EApp Edit	View, Seach, and Edit E-Application

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Application Security Administrator Use Only

Group Name	Right Name
Imaging Staff	ImagingAnnotationsOwner, ImagingCapture, ImagingViewCase, ImagingViewPerson, ImagingGlobalApplication, ImagingOfficeCapture, ImagingCountyCapture
Imaging County Confidential Exception	ImagingCountyConfidentialException
Imaging Office Confidential Exception	ImagingOfficeConfidentialException
Imaging Confidential Export	ImagingConfidentialExport
Imaging Confidential Reindex	ImagingConfidentialReindex
Imaging Confidential Reindex All	ImagingConfidentialReindexAll
Imaging Confidential View	ImagingConfidentialView
Imaging Confidential Search	ImagingConfidentialSearch
Imaging Auditing	ImagingAuditing
Imaging Annotations Admin	ImagingAnnotationsAdmin
Imaging Annotations	ImagingAnnotations
Imaging Capture	ImagingCapture
Imaging Copy	ImagingCopy
Imaging County Exception	ImagingCountyException
Imaging County Supervisor	ImagingCountySupervisor
Imaging Document Remove	ImagingDocumentRemove
Imaging Office Person Select	ImagingOfficePersonSelect
Imaging County Person Select	ImagingCountyPersonSelect
Imaging Office Exception	ImagingOfficeException
Imaging Export	ImagingExport
Imaging Office Supervisor	ImagingOfficeSupervisor
Imaging Override No Change SAR7 QR7	ImagingOverrideNoChangeSAR7QR7
Imaging Person Scope Override	ImagingPersonScopeOverride
Imaging No Task Creation Override	ImagingNoTaskCreationOverride
Imaging Reindex Route	ImagingReindexRoute

Imaging Reindex	ImagingReindex
Imaging Reindex All	ImagingReindexAll
Imaging Hearings Capture	ImagingHearingsCapture
Imaging Hearings Export	ImagingHearingsExport
Imaging Hearings View	ImagingHearingsView
Imaging IHSS Capture	ImagingIHSSCapture
Imaging IHSS Export	ImagingIHSSExport
Imaging IHSS View	ImagingIHSSView
Imaging Adoptions Capture	ImagingAdoptionsCapture
Imaging Adoptions Export	ImagingAdoptionsExport
Imaging Adoptions View	ImagingAdoptionsView
Imaging CWS Capture	ImagingCWSCapture
Imaging CWS Export	ImagingCWSExport
Imaging CWS View	ImagingCWSView
Imaging Merced PG PA Export	ImagingMercedPG/PAExport
Imaging Merced PG PA View	ImagingMercedPG/PAView
Imaging QA QC Capture	ImagingQA/QCCapture
Imaging QA QC Export	ImagingQA/QCExport
Imaging QA QC View	ImagingQA/QCView
Imaging RDB Capture	ImagingRDBCapture
Imaging RDB Export	ImagingRDBExport
Imaging SIU Capture	ImagingSIUCapture
Imaging SIU Export	ImagingSIUExport
Imaging Program Override	ImagingProgramOverride
Imaging Global Application	ImagingGlobalApplication
Imaging Office Capture	ImagingOfficeCapture
Imaging County Capture	ImagingCountyCapture
ICT Document Edit	ImagingICTEAppView
ICT Document View	ImagingICTEAppView
ICT Transfer View	ImagingICTEAppView
ICT Transfer Edit	ImagingICTEAppView

EApp View	ImagingICTEAppView
EApp Edit	ImagingICTEAppView

Application Security A

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ı 1 page, add row for each individual page.

Page Name
CalSAWS/LRS system.
ICT Document List
e-Application Summary

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214084

ACL 18-50/ACL 18-50E - Implement Redesigned CalFresh Overissuance NOAs - Phase 2

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	James Tran
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/08/2020	1.0	Initial Draft	James Tran
12/09/2020	1.1	Updated the form with template repository visibility information, Imaging form name, imaging document type, and fixed various typos.	James Tran
12/15/2020	1.2	Added Imaging Barcode to the Phase 2 forms	James Tran
12/30/2020	1.3	Provided a shorter form title for form CF 377.7F. Corrected a mistake regarding return envelopes. Added clarification regarding the NA Back 9.	James Tran
1/27/2020	1.4	Added a note highlighting the fact that the Spanish versions of CF 377.7F and DFA 377.7F are missing certain images on for form.	James Tran

Table of Contents

1 OVERVIEW

With ACL-18-50/ACL 18-50E, several CalFresh forms related to overissuance will be added or updated with new redesigns. The scope of this SCR will be updating four forms and adding one form to the LRS system. The CalFresh Overissuance (OI) Notice of Actions (NOAs) are used to inform the CalFresh participants there is an overissuance of the CalFresh benefit.

Per requirements from ACL 18-50/ACL 18-50E, the CalFresh OI NOAs were made to enhance client comprehension and readability; simplify the forms by reformatting and eliminating unnecessary language; improve the flow and continuity of information; and increase the effectiveness and efficiency of requested processes.

1.1 Current Design

- The current CalSAWS system contains the following forms:
    - **DFA 377.7F-5** - CalFresh Repayment Notice Status Change From IHE to IPV Reduced
    - **DFA 377.7F1** - CalFresh Repayment Notice for an Intentional Program Violation (IPV) Only Final Notice
    - <u>Note</u>: These forms are currently available in the template repository.

- The current CalSAWS system does **not** contain an equivalent of **DFA377.7F** - CALFRESH OVERISSUANCE NOTICE INTENTIONAL PROGRAM VIOLATION (IPV)
- The following forms have been created or updated by Phase 1 of this effort, CA-202684:
    - **CF 377.7B** - CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)
    - **CF 377.7D3** - CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE)
    - **CF 377.7B1** - CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)
    - **CF 377.7D2** - CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)
- The current designs of the form lack graphics and are a series of bullet points.

1.2 Requests

- Update the following forms in the CalSAWS system.
    - **CF377.7F** (10/17) - CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV)

Note: This form is currently known as **DFA 377.7F-5** in the CalSAWS System.

- **CF377.7F1** (10/17) - CALFRESH REPAYMENT FINAL NOTICE INTENTIONAL PROGRAM VIOLATION (IPV)

  Note: This form is currently known as **DFA 377.7F1** in the CalSAWS System.

- Add the following forms to the CalSAWS system.
  - **DFA377.7F** (06/18) - CALFRESH OVERISSUANCE NOTICE INTENTIONAL PROGRAM VIOLATION (IPV)
- Update all forms, including the following forms, to allow for the pre-populated variable fields to become editable in all 58 counties:
  - **CF 377.7B** - CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)
  - **CF 377.7D3** - CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE)
  - **CF 377.7B1** - CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)
  - **CF 377.7D2** - CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)

1.3 Overview of Recommendations

- Update the following forms in the CalSAWS system.
  - **CF377.7F** (10/17) - CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV)

    Note: This form is currently known as DFA 377.7F-5 in the CalSAWS System.

  - **CF377.7F1** (10/17) - CALFRESH REPAYMENT FINAL NOTICE INTENTIONAL PROGRAM VIOLATION (IPV)

    Note: This form is currently known as DFA 377.7F1 in the CalSAWS System.

- Add the following forms to the CalSAWS system.
  - **DFA377.7F** (06/18) - CALFRESH OVERISSUANCE NOTICE INTENTIONAL PROGRAM VIOLATION (IPV)
- Update all forms, including the following forms, to allow for the pre-populated variable fields to become editable for all 58 counties:
  - **CF 377.7B** - CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)
  - **CF 377.7D3** - CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE)
  - **CF 377.7B1** - CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)
  - **CF 377.7D2** - CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)

1.4 Assumptions

1. The additions for the specified forms will be in CalSAWS only. C-IV Counties will adopt these forms at migration.
2. This is the second of two phases for this effort. Phase 1 of this effort, CA - 202684, includes forms CF 377.7B, CF 377.7D3, CF 377.7B1 and CF 377.7D2.
3. The forms in this SCR will stay one page, not including the attached forms.
4. The threshold languages will be done through the SCR CA-216498
5. All of the form's pre-population variable fields will become editable for all 58 counties.

2 RECOMMENDATIONS

2.1 Delete CalFresh Overissuance Form DFA 377.7F-5

2.1.1 Overview

This effort is end-dating the existing form DFA 377.7F-5. This form will be replaced by CF 377.7F, a newly created version of the form.

This form is currently being generated via the Template Repository.

2.1.2 Description of Change

This recommendation will delete the DFA 377.7F-5 in the CalSAWS system. It will need to be removed from the template repository. The deleted form is out of date and will be replaced with a new form, CF 377.7F.

2.2 Create CalFresh Overissuance Form CF 377.7F

2.2.1 Overview

The effort is creating form CF 377.7F (10/17) - CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV). This was provided with ACL 18-50/ACL 18-50E. There exists an previous version of this form, under the form ID DFA 377.7F-5, that was deleted and will be replaced with this new form.

Note: This addition will be for the CalSAWS system only. C-IV counties will inherit this form at migration.

State Form: CF 377.7F (10/17) - CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV)

Programs: CalFresh

Attached Form(s): NA Back 9

Forms Category: Form

Template Repository Visibility: All Counties

Languages:

English and Spanish

2.2.2 Description of Change

This recommendation will add form CF 377.7F (10/17) - "CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV)" to the CalSAWS system and be made available through the Template Repository.

2.2.2.1 Create New CalFresh CF 377.7F Form XDP

Create new CalFresh CF 377.7F form and match the most recent state version (10/17).

In addition, near the top right of the form, add "Claim #: _______________", without the quotes, above "Questions? Ask your Worker." This will effectively restore that section from the previous version of form. See Supporting Document #8 for location.

Note that the version of the NA Back 9 found in the mockup was provided by the state and is inconsistent with the version in the current CalSAWS system. This effort will <u>not</u> update or alter the version of the NA Back 9 in the CalSAWS system. The version of the NA Back 9 currently in the CalSWAS system should be used instead of the version provided by the state.

Form Header: Existing Standard System Header (Header_1)

Form Title: CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV)

Note: In situations where a shorter form title is required, please use the following: "CALFRESH OVERISSUANCE NOTICE CHANGE FROM IHE TO IPV"

Form Number: CF 377.7F

Include NA Back 9: Y

Imaging Form Name: CF OI NOTICE CHANGE FROM IHE TO IPV

Imaging Document Type: Overpayment/Overissuance (OP/OI)

Form Mockups/Examples:

- See Supporting Document #1 for a mockup in English.
- See Supporting Document #2 for a mockup in Spanish.
- See Supporting Document #7 for the header mockup.
- See Supporting Document #8 for variable mapping mockup.
- See Supporting Document #11 for a mockup of the attached NA Back 9 form in English.
- See Supporting Document #12 for a mockup of the attached NA Back 9 forms in Spanish.

Note: The Spanish version of the form is are missing a few images. Specifically, the double arrow in item 3 and the two dollar signs next to item 3.1 and 3.2. They should be included to match the English version.

2.2.2.2 Add CF 377.7F Form Variable Population

Add the CF 377.7F - CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV) form with variables that will be populated when generated through the template repository. See Supporting Document #8 for a variable mockup.

Note that since this form had a previous version in the form of DFA 377.7F-5, a handful of variables can be extracted from that form. The variable mapping will reflect both the old version of the form (DFA 377.7F-5) and the new version (CF 377.7F)

Additionally, all variable fills will be made editable by the worker in all 58 counties.

Form Header Variables:

The standard Form headers of CalSAWS will be used. See Supporting Document #7 for header mockup.

Form Body Variables:

See Supporting Document #8 for variable mapping mockup.

Variable Name	Population	Formatting	Template Repository	Populates with Form Generation
CLAIM_NUMBER	Populates with the claim number. This is pulled from the Recovery Account Detail page, next to the Recovery Account Number line. This field is editable for all 58 counties. For example: 29492707	Arial Font Size 10	Yes	No
FILE_HEARING_RETURN_BY_DATE	Populates with the date the documents must be returned by when seeking a hearing. Calculated by taking SENT OUT DATE* and adding 90 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
IN_EXTRA_BENEFITS	The amount overpaid in CalFresh benefits. Pull from CalFresh over issuance amount. This is located in the Recovery Account Detail page, under the Account Balance section, next to the Current Balance line. This field is editable for all 58 counties. For example (syntax only): "100.00"	Arial Font Size 10	Yes	No

DATE_FROM	The begin date of the period in which the overpayment occurred. On the Overpayment Summary page, the begin date is the earliest date in the Benefit Month column. Note: This is a pre-existing variable from the previous DFA 377.7F-5 form. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
DATE_TO	The end date of the period in which the overpayment occurred. On the Overpayment Summary page, the end date is the latest date in the Benefit Month column. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
IPV_REDUCTION_DATE	The date the benefits reduction will start on. Note: This is a pre-existing variable from the previous DFA 377.7F-5 form. It is calculated as follows: 1. Take the date the form is generated. 2. Add 30 days 3. If the new date is before or on the tenth day until the end of its respective month, add one extra month. 4. If the new date is after the tenth day until the end of	Arial Font Size 10	Yes	No

	its respective month, add two extra months. 5. The IPV Reduction Date is the first of the month of the calculated date. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"			
YES_AGREE_ANOTHER_REPAYMENT_PLAN_RETURN_BY	Populates with the date the repayment form is to be returned by if they agree to another repayment plan. Calculate by taking SENT OUT DATE* and adding 30 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
YES_ASK_FOR_STATE_HEARING_RETURN_BY	Populates with the date the form is to be returned by when asking for a state hearing. Calculated by taking SENT OUT DATE* and adding 90 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
NO_AGREE_REPAYMENT_PLAN_RETURN_BY	Populates with the date the repayment form is to be returned by if the repayment plan is agreed upon. Calculated by taking SENT	Arial Font Size 10	Yes	No

	OUT DATE* and adding 30 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"			
NO_ASK_FOR_STATE_HEARING_RETURN_BY	Populates with the date the form is to be returned by when asking for a state hearing. Calculated by taking SENT OUT DATE* and adding 90 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
NO_HEAR_FROM_YOU_BY	Populates with the date where if the recipient is not heard from by, methods such as the taking of their income tax refund or other ways of collecting the amount owed will be used. Calculated by taking SENT OUT DATE* and adding 30 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No

<u>* SENT OUT DATE is the generation date + 1 day</u>

Variables Requiring Translations: N/A

2.2.2.3 Add Form Control

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

2.2.2.4 Add Form to Template Repository

The form CF 377.7F - CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV) will be added to the Template Repository for CalSAWS.

Note: This form will have a reduced form name of "CALFRESH OVERISSUANCE NOTICE CHANGE FROM IHE TO IPV" due to the 100 character limit.

Required Document Parameters: Case Number, Customer Name, Language, Program, Recovery Account ID

2.2.2.5 Add Form Print Options and Mailing Requirements

The following Print Options will be included for the form CF 377.7F - CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV):

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

Mailing Requirements:

Mail-To (Recipient): Participant

Mailed From (Return): Program Worker's Office Address

Mail-back-to Address: N/A

Outgoing Envelope Type: Standard Outgoing Mail

Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N/A

Enclosures: N/A

Electronic Signature: No

Post to YBN: Yes

2.3 Delete CalFresh OVerissuance Form DFA 377.7F1

2.3.1 Overview

This effort is end-dating the existing form DFA 377.7F1. This form will be replaced by CF 377.7F1, a newly created version of the form.

This form is currently being generated via the Template Repository.

2.3.2 Description of Change

This recommendation will delete the DFA 377.7F1 in the CalSAWS system. It will need to be removed from the template repository. The deleted form is out of date and will be replaced with a new form, CF 377.7F1.

2.4 Create CalFresh Overissuance Form CF 377.7F1

2.4.1 Overview

The effort is creating form CF 377.7F1 (10/17) - CALFRESH REPAYMENT FINAL NOTICE INTENTIONAL PROGRAM VIOLATION (IPV). This was provided with ACL 18-50/ACL 18-50E. There exists an previous version of this form, under the form ID DFA 377.7F1, that was deleted and will be replaced with this new form.

Note: This addition will be for the CalSAWS system only. C-IV counties will inherit this form at migration.

State Form: CF 377.7F1 (10/17) - CALFRESH REPAYMENT FINAL NOTICE INTENTIONAL PROGRAM VIOLATION (IPV)

Programs: CalFresh

Attached Form(s): NA Back 9

Forms Category: Form

Template Repository Visibility: All Counties

Languages:

English and Spanish

2.4.2 Description of Change

This recommendation will add form CF 377.7F1 (10/17) - CALFRESH REPAYMENT FINAL NOTICE INTENTIONAL PROGRAM VIOLATION (IPV) to the CalSAWS system and be made available through the Template Repository.

2.4.2.1 Create New CalFresh CF377.7F1 Form XDP

Create new CalFresh CF 377.7F1 form and match the most recent state version (10/17).

In addition, near the top right of the form, add "Claim #: _______________", without the quotes, above "Questions? Ask your Worker." See Supporting Document #9 for location.

Note that the version of the NA Back 9 found in the mockup was provided by the state and is inconsistent with the version in the current CalSAWS system. This effort will not update or alter the version of the NA Back 9 in the CalSAWS system. The version of the NA Back 9 currently in the CalSWAS system should be used instead of the version provided by the state.

Form Header: Existing Standard System Header (Header_1)

Form Title: CALFRESH REPAYMENT FINAL NOTICE INTENTIONAL PROGRAM VIOLATION (IPV) PROGRAM VIOLATION (IPV)

Form Number: CF 377.7F1

Include NA Back 9: Y

Imaging Form Name: CF REPAYMENT FINAL NOTICE IPV

Imaging Document Type: Overpayment/Overissuance (OP/OI)

Form Mockups/Examples:

- See Supporting Document #3 for a mockup in English.
- See Supporting Document #4 for a mockup in Spanish.
- See Supporting Document #7 for the header mockup.
- See Supporting Document #9 for variable mapping mockup.
- See Supporting Document #11 for a mockup of the attached NA Back 9 form in English.
- See Supporting Document #12 for a mockup of the attached NA Back 9 forms in Spanish.

2.4.2.2 Add CF 377.7F1 Form Variable Population

Add the CF 377.7F1 - CALFRESH REPAYMENT FINAL NOTICE INTENTIONAL PROGRAM VIOLATION (IPV) form with variables that will be populated when generated through the template repository. See Supporting Document #9 for a variable mockup.

Note that since this form had a previous version in the form of DFA 377.7F1, a handful of variables can be extracted from that form. The variable mapping will reflect both the old version of the form (DFA 377.7F1) and the new version (CF 377.7F1)

Additionally, all variable fills will be made editable by the worker in all 58 counties.

Form Header Variables:

The standard Form headers of CalSAWS will be used. See Supporting Document #7 for header mockup.

Form Body Variables:

See Supporting Document #9 for variable mapping mockup.

Variable Name	Population	Formatting	Template Repository	Populates with Form Generation
CLAIM_NUMBER	Populates with the claim number. This is pulled from the Recovery Account Detail page, next to the Recovery Account Number line. This field is editable for all 58 counties. For example: 29492707	Arial Font Size 10	Yes	No
IN_EXTRA_BENEFITS	The amount overpaid in CalFresh benefits. Pull from CalFresh over issuance amount. This is located in the Recovery Account Detail page, under the Account Balance section, next to the Current Balance line. This field is editable for all 58 counties.	Arial Font Size 10	Yes	No

	For example (syntax only): "100.00"			
DATE_FROM	The begin date of the period in which the overpayment occurred. On the Overpayment Summary page, the begin date is the earliest date in the Benefit Month column. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
DATE_TO	The end date of the period in which the overpayment occurred. On the Overpayment Summary page, the end date is the latest date in the Benefit Month column. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
BEGINNING_DATE	The date the benefits reduction will start on. Note: This is the same calculation as IPV_REDUCTION_DATE in other OI forms. It is calculated as follows: 1. Take the date the form is generated. 2. Add 30 days 3. If the new date is before or on the tenth day until the end of its respective month, add one extra month. 4. If the new date is after the tenth day until the end of its respective month, add two extra months. 5. The IPV Reduction Date is the first of the month of the calculated date.	Arial Font Size 10	Yes	No

	This field is editable for all 58 counties. For example (syntax only): “01/31/2002”			
HERES_WHY	The reason why an overissuance occurred. Pulls from the Recovery Account Details page, in the Account Details section, next to the Reason line. This field is editable for all 58 counties. For example: “Here is an example reason.”	Arial Font Size 10	Yes	Yes
YES_AGREE_ANOTHER_REPAYMENT_PLAN_RETURN_BY	Populates with the date the repayment form is to be returned by if they agree to another repayment plan. Calculate by taking SENT OUT DATE* and adding 30 calendar days. This field is editable for all 58 counties. For example (syntax only): “01/31/2002”	Arial Font Size 10	Yes	No
YES_ASK_FOR_STATE_HEARING_RETURN_BY	Populates with the date the form is to be returned by when asking for a state hearing. Calculated by taking SENT OUT DATE* and adding 90 calendar days. This field is editable for all 58 counties. For example (syntax only): “01/31/2002”	Arial Font Size 10	Yes	No
NO_AGREE_REPAYMENT_PLAN_RETURN_BY	Populates with the date the repayment form is to be returned by if the repayment plan is	Arial Font Size 10	Yes	No

	agreed upon. Calculated by taking SENT OUT DATE* and adding 30 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"			
NO_ASK_FOR_STATE_HEARING_RETURN_BY	Populates with the date the form is to be returned by when asking for a state hearing. Calculated by taking SENT OUT DATE* and adding 90 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
NO_HEAR_FROM_YOU_BY	Populates with the date where if the recipient is not heard from by, methods such as the taking of their income tax refund or other ways of collecting the amount owed will be used. Note that this variable is used both in the Yes column and the No column. Calculated by taking SENT OUT DATE* and adding 30 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No

* SENT OUT DATE is the generation date + 1 day

Variables Requiring Translations: HERES_WHY

2.4.2.3 Add Form Control

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

2.4.2.4 Add Form to Template Repository

The form CF 377.7F1 - CALFRESH REPAYMENT FINAL NOTICE INTENTIONAL PROGRAM VIOLATION (IPV) will be added to the Template Repository for CalSAWS.

Required Document Parameters: Case Number, Customer Name, Language, Program, Recovery Account ID

2.4.2.5 Add Form Print Options and Mailing Requirements

The following Print Options will be included for the form CF 377.7F1 - CALFRESH REPAYMENT FINAL NOTICE INTENTIONAL PROGRAM VIOLATION (IPV):

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

Mailing Requirements:

Mail-To (Recipient): Participant

Mailed From (Return): Program Worker's Office Address

Mail-back-to Address: N/A

Outgoing Envelope Type: Standard Outgoing Mail

Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N/A

Enclosures: N/A

Electronic Signature: No

Post to YBN: Yes

2.5 Add CalFresh Overissuance Form DFA 377.7F

2.5.1 Overview

The effort is adding the new form DFA 377.7F (06/17) - CALFRESH OVERISSUANCE NOTICE INTENTIONAL PROGRAM VIOLATION (IPV). This was provided with ACL 18-50/ACL 18-50E.

Note: C-IV counties will inherit this update at migration.

State Form: DFA 377.7F (06/18) - CALFRESH OVERISSUANCE NOTICE INTENTIONAL PROGRAM VIOLATION (IPV)

Programs: CalFresh

Attached Forms: NA Back 9

Forms Category: Form

Template Repository Visibility: All Counties

Languages:

English and Spanish

2.5.2 Description of Change

This recommendation will add the form DFA 377.7F (06/18) - CALFRESH OVERISSUANCE NOTICE INTENTIONAL PROGRAM VIOLATION (IPV) to CalSAWS and be made available through the Template Repository.

2.5.2.1 Create CalFresh DFA 377.7F Form XDP

Add this form to match the most recent state version (06/18).

In addition, near the top right of the form, add "Claim #: _______________", without the quotes, above "Questions? Ask your Worker." See Supporting Document #10 for location.

Note that the version of the NA Back 9 found in the mockup was provided by the state and is inconsistent with the version in the current CalSAWS system. This effort will <u>not</u> update or alter the version of the NA Back 9 in the CalSAWS system. The version of the NA Back 9 currently in the CalSWAS system should be used instead of the version provided by the state.

Form Header: Existing Standard System Header (Header_1)

Form Title: CALFRESH OVERISSUANCE NOTICE INTENTIONAL PROGRAM VIOLATION (IPV)

Form Number: DFA 377.7F

Include NA Back 9: Yes

Imaging Form Name: CF OI NOTICE IPV

Imaging Document Type: Overpayment/Overissuance (OP/OI)

Form Mockups/Examples:

- See Supporting Document #5 for a mockup in English.
- See Supporting Document #6 for a mockup in Spanish.
- See Supporting Document #7 for the header mockup.
- See Supporting Document #10 for variable mapping mockup.
- See Supporting Document #11 for a mockup of the attached NA Back 9 form in English.
- See Supporting Document #12 for a mockup of the attached NA Back 9 forms in Spanish.

Note: The Spanish version of the form is are missing a few images. Specifically, the double arrow in item 3 and the two dollar signs next to item 3.1 and 3.2. They should be included to match the English version.

2.5.2.2 Add Form Variable Population

The new DFA 377.7F - CALFRESH OVERISSUANCE NOTICE CHANGE FROM INADVERTENT HOUSEHOLD ERROR (IHE) TO INTENTIONAL PROGRAM VIOLATION (IPV) form has new variables that will be populated when generated.

Additionally, all variable fills will be made editable by the worker in all 58 counties.

Form Header Variables:

The standard Form headers of CalSAWS will be used. See Supporting Document #7 for header mockup.

Form Body Variables:

See Supporting Document #10 for variable mapping mockup.

Variable Name	Population	Formatting	Template Repository	Populates with Form Generation

CLAIM_NUMBER	Populates with the claim number. This is pulled from the Recovery Account Detail page, next to the Recovery Account Number line. This field is editable for all 58 counties. For example: 29492707	Arial Font Size 10	Yes	No
FILE_HEARING_RETURN_BY_DATE	Populates with the date the documents must be returned by when seeking a hearing. Calculated by taking SENT OUT DATE* and adding 90 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
IN_EXTRA_BENEFITS	The amount overpaid in CalFresh benefits. Pull from CalFresh over issuance amount. This is located in the Recovery Account Detail page, under the Account Balance section, next to the Current Balance line. This field is editable for all 58 counties. For example (syntax only): "100.00"	Arial Font Size 10	Yes	No
DATE_FROM	The begin date of the period in which the overpayment occurred. On the Overpayment Summary page, the begin date is the earliest date in the Benefit Month column. This field is editable for all 58 counties.	Arial Font Size 10	Yes	No

	For example (syntax only): "01/31/2002"			
DATE_TO	The end date of the period in which the overpayment occurred. On the Overpayment Summary page, the end date is the latest date in the Benefit Month column. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
HERES_WHY	The reason why an overissuance occurred. Pulls from the Recovery Account Details page, in the Account Details section, next to the Reason line. This field is editable for all 58 counties. For example: "Here is an example reason."	Arial Font Size 10	Yes	No
IPV_REDUCTION_DATE	The date the benefits reduction will start on. Note: This is the same calculation as IPV_REDUCTION_DATE in other OI forms. It is calculated as follows: 1. Take the date the form is generated. 2. Add 30 days 3. If the new date is before or on the tenth day until the end of its respective month, add one extra month. 4. If the new date is after the tenth day until the end of its respective month, add two extra months. 5. The IPV Reduction Date is the first of the month of the calculated date.	Arial Font Size 10	Yes	No

	This field is editable for all 58 counties. For example (syntax only): “01/31/2002”			
YES_AGREE_ANOTHER_REPAYMENT_PLAN_RETURN_BY	Populates with the date the repayment form is to be returned by if they agree to another repayment plan. Calculate by taking SENT OUT DATE* and adding 30 calendar days. This field is editable for all 58 counties. For example (syntax only): “01/31/2002”	Arial Font Size 10	Yes	No
YES_ASK_FOR_STATE_HEARING_RETURN_BY	Populates with the date the form is to be returned by when asking for a state hearing. Calculated by taking SENT OUT DATE* and adding 90 calendar days. This field is editable for all 58 counties. For example (syntax only): “01/31/2002”	Arial Font Size 10	Yes	No
NO_AGREE_REPAYMENT_PLAN_RETURN_BY	Populates with the date the repayment form is to be returned by if the repayment plan is agreed upon. Calculated by taking SENT OUT DATE* and adding 30 calendar days. This field is editable for all 58 counties. For example (syntax only):	Arial Font Size 10	Yes	No

	"01/31/2002"			
NO_ASK_FOR_STATE_HEARING_RETURN_BY	Populates with the date the form is to be returned by when asking for a state hearing. Calculated by taking SENT OUT DATE* and adding 90 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No
NO_HEAR_FROM_YOU_BY	Populates with the date where if the recipient is not heard from by, methods such as the taking of their income tax refund or other ways of collecting the amount owed will be used. Calculated by taking SENT OUT DATE* and adding 30 calendar days. This field is editable for all 58 counties. For example (syntax only): "01/31/2002"	Arial Font Size 10	Yes	No

* SENT OUT DATE is the generation date + 1 day

Variables Requiring Translations: HERES_WHY

2.5.2.3 Add Form Control

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

2.5.2.4 Add Form to Template Repository

The form DFA 377.7F - CALFRESH OVERISSUANCE NOTICE INTENTIONAL PROGRAM VIOLATION (IPV) will be added to the Template Repository for CalSAWS.

Required Document Parameters: Case Number, Customer Name, Language, Program, Recovery Account ID

2.5.2.5 Add Form Print Options and Mailing Requirements

The following Print Options will be included for the form DFA 377.7F - CALFRESH OVERISSUANCE NOTICE INTENTIONAL PROGRAM VIOLATION (IPV):

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

Mailing Requirements:

Mail-To (Recipient): Participant

Mailed From (Return): Program Worker's Office Address

Mail-back-to Address: N/A

Outgoing Envelope Type: Standard Outgoing Mail

Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N/A

Enclosures: N/A

Electronic Signature: No

Post to YBN: Yes

2.6 Update CalFresh Overissuance Form CF 377.7B

2.6.1 Overview

The existing "CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B (04/18) form requires an update. With this effort, all variables will become editable in all 58 counties.

The form can be generated through Batch, Recovery Account/Fiscal and the Template Repository. Please see the FDD located in the Web Portal for details.

Note: C-IV counties will inherit this update at migration.

State Form: CF 377.7B - CALFRESH OVERISSUANCE NOTICE INADVERTENT HOUSEHOLD ERROR (IHE) (04/18) (ID: 5428)

Current Programs: CalFresh

Current Attached Form(s): NA Back 9, DFA 377.7C, NA 1263 for all counties, PA 1820 only generates for LA county per DDID 2127

Current Forms Category: Form

Template Repository Visibility: All Counties

Existing Languages:

English and Spanish

2.6.2 Description of Change

Update the form make all the pre-populated variables editable. This should be implemented for all 58 counties.

2.6.2.1 Updates to CF 377.7B Form Variable Population

All variables on this form will enable editability. This will be done for all 58 counties.

Imaging Form Name: CF OI for Client Error

Imaging Document Type: Notification/NOA

2.7 Update CalFresh Overissuance Form CF 377.7D3

2.7.1 Overview

The existing "CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE)" - CF 377.7D3 (10/17) form is out of date. With this effort, all variables will become editable in all 58 counties..

The form can be generated through Batch, Recovery Account/Fiscal and the Template Repository. Please see the FDD located in the Web Portal for details.

Note: C-IV counties will inherit this update at migration.

State Form: CF 377.7D3 - CALFRESH OVERISSUANCE NOTICE COUNTY ADMINISTRATIVE ERROR (AE) (10/17) (ID: 5428)

Current Programs: CalFresh

Current Attached Form(s): NA Back 9, DFA 377.7E1, NA 1263 for all counties, PA 1820 for LA county only per DDID 2127

Current Forms Category: Form

Existing Languages:

English and Spanish

2.7.2 Description of Change

Update the form make all the pre-populated variables editable. This should be implemented for all 58 counties.

2.7.2.1 Updates to CF 377.7D3 Form Variable Population

All variables on this form will enable editability. This will be done for all 58 counties.

Imaging Form Name: CF OI Notice for Administrative Errors

Imaging Document Type: Overpayment/Overissuance (OP/OI)

2.8 Update CalFresh Overissuance Form CF 377.7B1

2.8.1 Overview

The existing "CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE)" - CF 377.7B1 (10/17) form is out of date. With this effort, all variables will become editable in all 58 counties.

The form can be generated through the Template Repository. Please see the FDD located in the Web Portal for details.

Note: C-IV counties will inherit this update at migration.

State Form: CF 377.7B1 - CALFRESH REPAYMENT FINAL NOTICE INADVERTENT HOUSEHOLD ERROR (IHE) (10/17) (ID: 6432)

Current Programs: CalFresh

Current Attached Form(s): NA Back 9

Current Forms Category: Form

Existing Languages:

English and Spanish

2.8.2 Description of Change

Update the form make all the pre-populated variables editable. This should be implemented for all 58 counties.

2.8.2.1 Updates to CF 377.7B1 Form Variable Population

All variables on this form will enable editability. This will be done for all 58 counties.

Imaging Form Name: CF REPAYMENT FINAL NOTICE IHE

Imaging Document Type: Overpayment/Overissuance (OP/OI)

2.9 Update CalFresh Overissuance Form CF 377.7D2

2.9.1 Overview

The existing "CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE)" - CF 377.7D2 (10/17) form is out of date. With this effort, all variables will become editable in all 58 counties..

The form can be generated through the Template Repository. Please see the FDD located in the Web Portal for details.

Note: C-IV counties will inherit this update at migration.

State Form: CF 377.7D2 - CALFRESH REPAYMENT FINAL NOTICE COUNTY ADMINISTRATIVE ERROR (AE) (10/17) (ID: 5428)

Current Programs: CalFresh

Current Attached Form(s): NA Back 9

Current Forms Category: Form

Existing Languages:

English and Spanish

2.9.2 Description of Change

Update the form make all the pre-populated variables editable. This should be implemented for all 58 counties.

2.9.2.1 Updates to CF 377.7D2 Form Variable Population

All variables on this form will enable editability. This will be done for all 58 counties.

Imaging Form Name: CF REPAYMENT FINAL NOTICE COUNTY AE

Imaging Document Type: Overpayment/Overissuance (OP/OI)

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Form	Updated state version of CF 377.7F in English	See "CF377.7F.pdf" attached to the SCR
2	Form	Updated state version of CF 377.7F in Spanish	See "CF377.7F_SP.pdf" attached to the SCR
3	Form	Updated state version of CF 377.7F1 in English	See "CF377.7F1.pdf" attached to the SCR
4	Form	Updated state version of CF 377.7F1 in Spanish	See "CF377.7F1_SP.pdf" attached to the SCR
5	Form	New state version of DFA 377.7F in English	See "DFA377.7F.pdf" attached to the SCR
6	Form	New state version of DFA 377.7F in Spanish	See "DFA377.7F_SP.pdf" attached to the SCR
7	Header	Standard Header for English and Spanish	See "Standard Header Mockup.docx" attached to the SCR
8	Form	Variable Mapping mockup for CF 377.7F	See "CF 377.7F variable map.docx" attached to the SCR
9	Form	Variable Mapping mockup for CF 377.7F1	See "CF 377.7F1 variable map.docx" attached to the SCR
10	Form	Variable Mapping mockup for DFA 377.7F	See "DFA 377.7F variable map.docx" attached to the SCR
11	Form	State version of NA Back 9 in English	See "NABACK9.pdf" attached to the SCR
12	Form	State version of NA Back 9 in Spanish	See "NABACK9_SP.pdf" attached to the SCR

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.1.1 CAR-1205	The LRS shall produce the NOA in a timely manner, in accordance with Turner waiver requirements, containing the following: a. Case and applicant/participant identifying information and address; b. The proposed action(s) being taken by the COUNTY department; c. The effective date of the proposed action(s); d. The reason(s) for the proposed action(s); e. Time periods covered, including retroactive periods; f. Turner format requirements as appropriate; g. The complete federal, State, or COUNTY manual section(s), including subsection(s) supporting the proposed action(s); h. The budget calculations/computations by program, including gross income test and net income test; i. The overpayment/underpayment and/or overissuance/under-issuance amount and/or calculations; j. The worker s name, file number, addressee, mailing address, sending Local Office Site s address, telephone number, email address, and hours of availability;	This effort involves the implementation of redesigned CalFresh overissuance NOAs, involving their amount and calculation.

	k. Instructions regarding the filing of an appeal and appeals-specific contact information; l. Date and time of notification; m. Variable individual/case LRS Data including the name(s) of individual(s) affected by the authorized action, income reporting threshold amounts, and time on aid information; n. Freeform text based on County-specified user that was added to clarify the NOA, unless prohibited by federal and State regulations and COUNTY policies.; and o. Collection calculation and amount, if applicable.	

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

[Document any migration impacts such as data model or potential business process changes]

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

[Include any specific outreach that needs to occur with implementation i.e. a CIT, a special webcast or onsite demonstration, any lists, etc…]

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

[Include any supplementary items that my not fit in the Description section. Examples could include flow charts, lengthy code tables, etc.…]

CalSAWS

California Statewide Automated Welfare System

Design Document

CA- 214894

DDID 1628

Task Management

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mayuri Srinivas
	Reviewed By	Justin Dobbs

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/20/2020	1.0	Initial Revision	Mayuri Srinivas
1/29/2020	1.1	• Updates made to AA #6 • Updates made to AA #10	Mayuri Srinivas

Table of Contents

1 OVERVIEW

This design outlines modifications to migrate a population of existing C-IV System Automated Tasks into the 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 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 CalSAWS System.

CA-214893 migrated an initial population of C-IV System Automated Actions into the CalSAWS System. CA-214895 migrated a second population of C-IV System Automated Actions into the CalSAWS System.

1.2 Requests

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

1.3 Overview of Recommendations

1. Migrate a third population of the C-IV System Automated Action settings for automated tasks into the CalSAWS System.

1.4 Assumptions

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

2 RECOMMENDATIONS

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

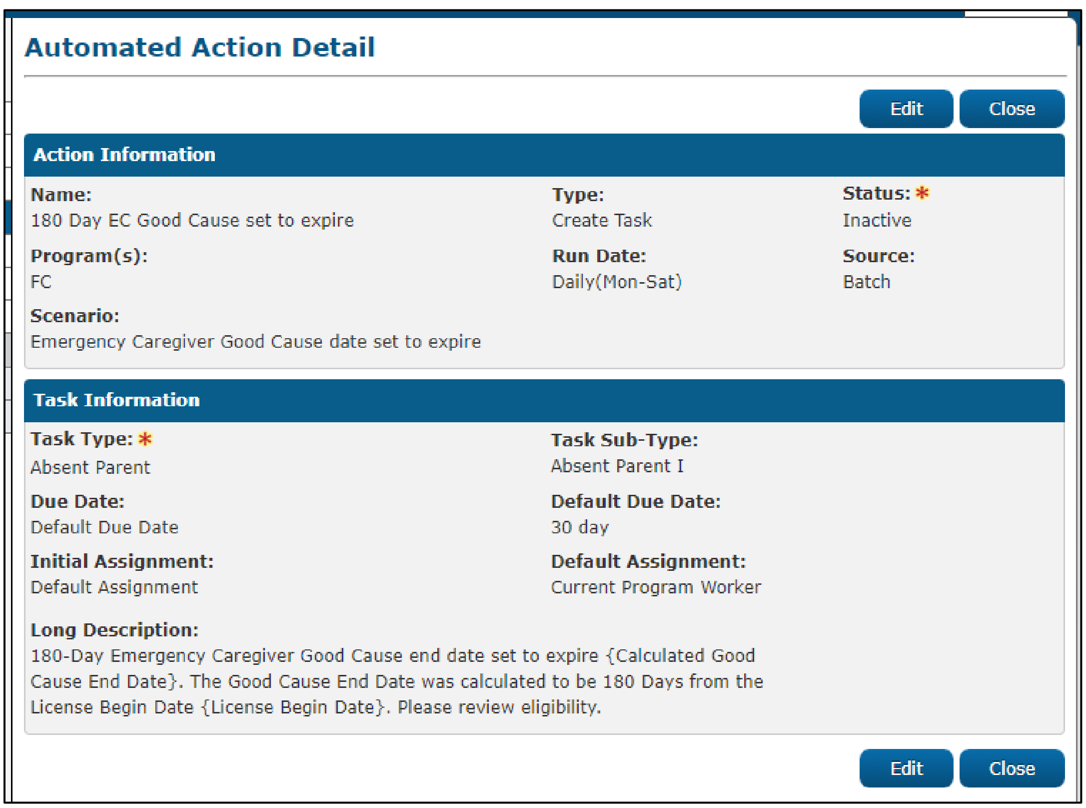
2.1 Migrate a set of C-IV System Automated Tasks into the CalSAWS System

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 CalSAWS System.

2.1.2 Automated Action Detail – Reference Example


Automated Action Detail

Edit Close

Action Information

Name: 180 Day EC Good Cause set to expire

Type: Create Task

Status: * Inactive

Program(s): FC

Run Date: Daily(Mon-Sat)

Source: Batch

Scenario: Emergency Caregiver Good Cause date set to expire

Task Information

Task Type: * Absent Parent

Task Sub-Type: Absent Parent I

Due Date: Default Due Date

Default Due Date: 30 day

Initial Assignment: Default Assignment

Default Assignment: Current Program Worker

Long Description: 180-Day Emergency Caregiver Good Cause end date set to expire {Calculated Good Cause End Date}. The Good Cause End Date was calculated to be 180 Days from the License Begin Date {License Begin Date}. Please review eligibility.

Edit Close

Figure 2.1.2.1 – Automated Action Detail

2.1.3 Description of Changes

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

Technical: For LA and the CalWIN counties, the Status will initially be Inactive with a blank Task Type and Task Sub-Type. This is because each county can set a custom Task Type for each Automated Action. If Los Angeles or a CalWIN county decides to Activate one of these Automated Actions, the page validation will require that the county also select a Task Type to be used. As for the C-IV county entries, the Automated Action information will become available through the Automated Action pages with conversion as each county will have the ability to change configurations up until cutover into 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. Foster Care Child: Permanency Plan Order Review
    a. Action Information
        i. Name: Foster Care Child: Permanency Plan Order Review
        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 been in foster care for 1 year, under the Child Welfare Services or Protective Custody programs. Review the permanency plan court order for the child.

    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 CalSAWS to trigger the Automated Action by scheduling batch job PB00A115 to run on the 1st day of each month(Mon-Sat) and evaluate information for all 58 counties. Batch job PB00A115 is currently available in the CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

2. Child Care Child: Parent Cal-Learn or CalWORKs Status Change
    a. Action Information
        i. Name: Child Care Child: Parent Cal-Learn or CalWORKs Status Change
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): CC, CW, CL
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: A Child Care child has been identified with parent's that have had a change in their Cal-Learn or CalWORKs status. The status has been changed to active, denied or discontinued on the current date. Review the child's Child Care program.
    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 5 business days after Batch date
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Cal-Learn or CalWORKs parent status has changed. Please review the Child Care program.
    c. Update CalSAWS to trigger the Automated Action by scheduling batch job PB00E137 to run on the 1st day of each month(Mon-Sat) and evaluate information for all 58 counties. Batch job PB00E137 is currently available in the CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

3. Kin-GAP Child: Age 5, 9, 12, or 15 Rate Change
    a. Action Information
        i. Name: Kin-GAP Child: Age 5, 9, 12, or 15 Rate Change
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): KG
        v. Run Date: 1st day of each month(Mon-Sat)
        vi. Source: Batch

vii. Scenario: A Kin-GAP child, whose case dismissal date started prior to 1/1/2017, is turning 5, 9, 12, or 15 this month. 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: Last day of next month after batch date
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: {Child_Name} will turn {Age} this month. Run EDBC for future month to increase rate.

c. Update CalSAWS to trigger the Automated Action by scheduling batch job PB00A127 to run on the 1st day of each month(Mon-Sat) and evaluate information for all 58 counties. Batch job PB00A127 is currently available in the CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

4. Welfare to Work Service: Closed With Active Certificate

The underlying conditions that trigger this Automated Action will not be migrated into CalSAWS per Phase 2 of DDID 1787. This Automated Action will be viewable in the CalSAWS System with a Status of "Unavailable". This status indicates that the Automated Action cannot be activated but it remains for historical reference. The entry is required to support conversion of C-IV county historical Tasks which resulted from this Automated Action so that the Task Detail page renders the "Automated Action" attribute properly.

a. Action Information
   i. Name: Welfare to Work Service: Closed With Active Certificate
   ii. Type: Create Task
   iii. Status: Unavailable
   iv. Program(s): WT
   v. Run Date: Daily(Mon-Sat)
   vi. Source: Batch
   vii. Scenario: A Welfare to Work service has been closed by Batch due to reaching its end date, but has at least one active certificate associated to it. Review the associated customer enrollment.

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: Service Activity Number {Activity Number} of type {Service Type Decode} offered by {Collaborator Name} (ID {Collaborator ID}) has been closed; {Customer Name} is enrolled in this activity.

5. Welfare to Work: Child Exemption Expiring
    a. Action Information
        i. Name: Welfare to Work: Child Exemption Expiring
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): CW, WT
        v. Run Date: First business day of every month
        vi. Source: Batch
        vii. Scenario: The child that is the basis for their parents Welfare to Work exemption is turning 2 in two months. The exemption is granted for parents that care for a child that is 23 months or younger. Review Welfare to Work program for parents.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: Beginning of month of batch date plus two months
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: {Child_Name} will turn 2 on {birth_date}. Review case for WTW participation.

    c. Update CalSAWS to trigger the Automated Action by scheduling batch job PB00A135 to run on the first business day of every month and evaluate information for all 58 counties. Batch job PB00A135 is currently available in the CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

6. Foster Care: Non-Minor Dependent turning 21
    a. Action Information

i. Name: Foster Care: Non-Minor Dependent turning 21
ii. Type: Create Task
iii. Status: Inactive
iv. Program(s): FC
v. Run Date: Daily(Mon-Sat).
vi. Source: Batch
vii. Scenario: Batch has detected that a Foster Care Non-Minor Dependent will turn age 21 in the next 30 days.

b. Task Information
   i. Task Type: BLANK
   ii. Task Sub-Type: BLANK
   iii. Due Date: Default Due Date
   iv. Default Due Date: 30 Calendar days.
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: {pgm_name} Program: {Child_Name} will turn 21 on {birth_date}. Please review eligibility.

c. Implement a new batch job in CalSAWS to trigger the Automated Action for when a Foster Care or ARC Non-Minor Dependent is turning 21 in the next 30 days. **Technical:** Batch process (PB00A142) in the C-IV System can be referenced for the specific logic and conditions that trigger the Automated Action. Note that the C-IV System reference logic triggers the Automated Action with a scenario code of '137'. The scenario code for this Automated Action in CalSAWS will be 137, so the reference logic will require an adjustment to accommodate this scenario code change.

7. Kin-GAP: Non-Minor Dependent Turning 21
   a. Action Information
      i. Name: Kin-GAP: Non-Minor Dependent Turning 21
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): KG
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: Batch has detected that a Kin-GAP Non-Minor Dependent will turn age 21 in the next 45 days

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 45 Calendar Days

v. Initial Assignment: Default Assignment
vi. Default Assignment: Current Program Worker
vii. Long Description: Kin-GAP Program: {Child_Name} will turn 21 on {Birth_Date}. Please Review Eligibility

c. Implement a new batch job in CalSAWS to trigger the Automated Action for when a Kin-GAP Non-Minor Dependent turns 21 in the next 45 days. **Technical:** Batch process (PB00A143) in the C-IV System can be referenced for the specific logic and conditions that trigger the Automated Action. Note that the C-IV System reference logic triggers the Automated Action with a scenario code of '138'. The scenario code for this Automated Action in CalSAWS will be 138, so the reference logic will require an adjustment to accommodate this scenario code change.

8. Provider TrustLine: Cleared
   a. Action Information
      i. Name: Provider TrustLine: Cleared
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A Provider's TrustLine status has been cleared. Review Provider Certificates.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      iii. Due Date: Default Due Date
      iv. Default Due Date: 2 calendar weeks from the Batch Run Date
      v. Initial Assignment: Default Assignment
      vi. Default Assignment: Current Program Worker
      vii. Long Description: The TrustLine has been cleared for Provider {Provider_Name}. Please review Certificates in Pending TrustLine status for this provider.

   c. Update CalSAWS to trigger the Automated Action by scheduling batch job PB00A132 to run daily(Mon-Sat) to evaluate information for all 58 counties. Batch job PB00A132 is currently available in the CalSAWS System but it is not currently scheduled to run. If the trigger conditions differ between the CalSAWS and C-IV Systems, migrate the C-IV System trigger conditions from the same batch process.

9. Batch EDBC Discontinue: One Month
    a. Action Information
        i. Name: Batch EDBC Discontinue: One Month
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): CW, CF
        v. Run Date: First business day of every month
        vi. Source: Batch
        vii. Scenario: Batch EDBC ran to discontinue a program for non-receipt of periodic report and resulted in a one-month EDBC. Review future months for discontinuance.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 day cutoff for program
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Review EDBC data for {Benefit_Month}. Batch Eligibility ran to discontinue the program for non-receipt of periodic report and resulted in a one-month EDBC. Future months need to be evaluated for discontinuance.

    c. Update the Batch EDBC processing in the CalSAWS System to trigger the Automated Action when a program is Discontinued for non-receipt of a periodic report and a one-month EDBC is resulting. **Technical:** Reference the logic within the Batch EDBC processing in the C-IV System that triggers the "A8" Automated Action scenario code and replicate this processing in the CalSAWS System with a scenario code of "AG".

10. Batch EDBC Discontinue: Read Only

CalSAWS functionality does not allow triggering of this scenario due to differences between the C-IV System and CalSAWS System EDBC processing. This Automated Action will be viewable in the CalSAWS System with a Status of "Unavailable". This status indicates that the Automated Action cannot be activated but it remains for historical reference. The entry is required to support conversion of C-IV county historical Tasks which resulted from this Automated Action so that the Task Detail page renders the "Automated Action" attribute properly.

    a. Action Information
        i. Name: Batch EDBC Discontinue: Read Only
        ii. Type: Create Task

iii. Status: Unavailable
iv. Program(s): CW, CF
v. Run Date: First business day of every month
vi. Source: Batch
vii. Scenario: Batch EDBC ran to discontinue a program for non-receipt of periodic report and resulted in a read-only EDBC. Review program for discontinuance.

b. Task Information
   i. Task Type: BLANK
   ii. Task Sub-Type: BLANK
   iii. Due Date: Default Due Date
   iv. Default Due Date: 10 day cutoff for program
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Review EDBC data for {Benefit_Month}. Batch Eligibility ran to discontinue the program for non-receipt of periodic report and resulted in a read-only EDBC.

11. CalWORKs Recipient: Role or Status Change
   a. Action Information
      i. Name: CalWORKS Recipient: Role or Status Change
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): WT
      v. Run Date: Real Time
      vi. Source: Online
      vii. Scenario: A CalWORKs recipient's role or status changed during EDBC processing. Review Welfare to Work program for potential impacts.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      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 CW Role / Status for {program_person} has changed from {old_role} {old_status} to {current_role} {current_status}.

   c. Update EDBC processing in the CalSAWS System to trigger the Automated Action when a CalWORKs recipient's role or status changes as a result of EDBC. **Technical:** Reference the logic within the EDBC processing in the C-IV System that triggers the "10"

Automated Action scenario code and replicate this processing in the CalSAWS System with the same scenario code of "10".

12. Batch EDBC Program Skipped: Review Reason
    a. Action Information
        i. Name: Batch EDBC Program Skipped: Review Reason
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): AA, AR, HP, CW, IN, FC, DV, KG, MC, CF, HT, CP, RC
        v. Run Date: Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: EDBC was skipped for a case program during Batch processing. Review the skip reason and take appropriate action.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 10 day cutoff for program
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: Current Program Worker
        vii. Long Description: Review data and run EDBC for {Benefit Month}. Batch Eligibility did not process this program for the following reasons: {Exclusion Reasons}

    c. Update Batch EDBC processing in the CalSAWS System to trigger the Automated Action when the EDBC skips for a program. **Technical:** Reference the logic within the EDBC processing in the C-IV System that triggers the "88" Automated Action scenario code and replicate this processing in the CalSAWS System with the same scenario code of "88".

13. Medi-Cal Person: Pended by Cash aid Denial
    a. Action Information
        i. Name: Medi-Cal Person: Pended by Cash aid Denial
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): MC
        v. Run Date: Daily(Mon-Fri)/Daily(Mon-Sat)
        vi. Source: Batch
        vii. Scenario: One or more persons has been pended during Batch Medi-Cal EDBC processing because of a denied cash aid application. Review Medi-Cal program.

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: One or more persons have been automatically pended in the active Medi-Cal program. This occurred because the persons applied for cash aid but were denied.

c. Update Batch Medi-Cal EDBC processing in the CalSAWS System to trigger the Automated Action when the EDBC pends one or more persons during processing due to denied cash aid application. **Technical:** Reference the logic within the Batch Medi-Cal EDBC processing in the C-IV System that triggers the "A1" Automated Action scenario code and replicate this processing in the CalSAWS System with the same scenario code of "A1".

14. New SAVE Applicant abstract has been received.
   a. Action Information
      i. Name: New SAVE Applicant abstract has been received.
      ii. Type: Create Task
      iii. Status: Inactive
      iv. Program(s): CW, CF, CP, RC, MC, FC
      v. Run Date: Daily(Mon-Sat)
      vi. Source: Batch
      vii. Scenario: A new SAVE applicant report has been assigned to a case. Review the SAVE report.

   b. Task Information
      i. Task Type: BLANK
      ii. Task Sub-Type: BLANK
      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: SAVE information is available for {CASE_NUMBER}

   c. Update the SAVE reader batch process in the CalSAWS System to trigger the Automated Action when a SAVE applicant report has been received and assigned to a case. **Technical:** The batch logic is set up to only fire the Automated Action if the county is not Los Angeles. Update this logic to trigger for all 58 counties. This

Automated Action will initially be set to Inactive for Los Angeles county, however the county may choose to activate it. The process will trigger the "B6" Automated Action scenario code for this Automated Action.

15. Medi-Cal Person: Active by Cash aid Denial or Discontinuance
    a. Action Information
        i. Name: Medi-Cal Person: Active by Cash aid Denial or Discontinuance
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): MC
        v. Run Date: Daily(Mon-Fri) or Real Time
        vi. Source: Batch/Online
        vii. Scenario: One or more persons has been made active during Medi-Cal EDBC processing because they were denied or discontinued from cash aid. Review Medi-Cal program.

    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: One or more persons have been automatically added to the active Medi-Cal program. This occurred because the persons were denied or discontinued from the cash aid.

    c. Update the EDBC processing in the CalSAWS System to trigger the Automated Action when one or more persons have been made active during Medi-Cal EDBC processing due to a denial or discontinuance from cash aid. **Technical:** The Automated Action will trigger with scenario code "A2".

16. Activity Closed: Service Arrangements Open
    a. Action Information
        i. Name: Activity Closed: Service Arrangements Open
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): WT, FT, CW, CL, CC
        v. Run Date: Real Time
        vi. Source: Online

vii. Scenario: A customer activity has been closed with open service arrangements. Review service arrangements and program requirements.

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: Customer Activity {Activity Number} has the following Service Arrangements {Service Arrangement Number} still open.

c. Update the CalSAWS System to trigger this Automated Action when a Customer Activity is closed and there exist open Service Arrangements. **Technical:** The Automated Action will trigger with scenario code "90".

17. Low-Income Referral Unlinked From Case: Review Images

The underlying conditions that trigger this Automated Action are deprecated. This Automated Action will be viewable in the CalSAWS System with a Status of "Unavailable". This status indicates that the Automated Action cannot be activated but it remains for historical reference. The entry is required to support conversion of C-IV county historical Tasks which resulted from this Automated Action so that the Task Detail page renders the "Automated Action" attribute properly.

a. Action Information
   i. Name: Low-Income Referral Unlinked From Case: Review Images
   ii. Type: Create Task
   iii. Status: Unavailable
   iv. Program(s): MC, CW, CF, RC
   v. Run Date: Real Time
   vi. Source: Online
   vii. Scenario: A Targeted Low Income Referral 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: 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: Targeted Low-Income Referral {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.

18. MAGI Medi-Cal Referral Unlinked From Case: Review Images
    a. Action Information
        i. Name: MAGI Medi-Cal Referral Unlinked From Case: Review Images
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): MC
        v. Run Date: Real Time
        vi. Source: Online
        vii. Scenario: A MAGI Medi-Cal Referral 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: 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: MAGI Referral {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.

    c. Update the CalSAWS System to trigger this Automated Action when a MAGI Medi-Cal referral is unlinked from the case. **Technical:** The Automated Action will trigger with scenario code “B9”.

19. Customer Report Failed: Review
    a. Action Information
        i. Name: Customer Report Failed: Review
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): WT, AA, FT, HP, CW, KG, MC, CF
        v. Run Date: Daily(Monday-Saturday)
        vi. Source: Batch

    vii. Scenario: A NOA or form was not produced as part of the Customer Reports 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: 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 the CalSAWS System to trigger this Automated Action when Batch generation of a Customer Report fails. **Technical:** Reference the logic within the Batch Customer Report processing in the C-IV System that triggers the "97" Automated Action scenario code and replicate this processing in the CalSAWS System with the same scenario code of "97".

20. CalHEERS VLP Step 3 File Size Exceeded
    a. Action Information
        i. Name: CalHEERS VLP Step 3 File Size Exceeded
        ii. Type: Create Task
        iii. Status: Inactive
        iv. Program(s): MC
        v. Run Date: Daily(Mon-Sat)
        vi. Source: VLP Interface
        vii. Scenario: A Verify Lawful Presence Step 3 Request cannot be sent because the image file size exceeds 5000kb.

    b. Task Information
        i. Task Type: BLANK
        ii. Task Sub-Type: BLANK
        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 VLP Step 3 Request image file size exceeded the 5000kb limit. Reference Number {DHSCaseNumber}, please review and take the appropriate action.

c. Update the VLP Interface processing in CalSAWS System (PO00E914) to trigger the Automated Action when the file size exceeds the 5000kb limit. **Technical:** Reference the logic within the Vlp Interface processing in the C-IV System that triggers the "V3" Automated Action scenario code and replicate this processing in the CalSAWS System with the same scenario code of "V3". Note that the CalSAWS System currently has the processing for evaluating for the file size, the logic will be adjusted to trigger the Automated Action.

21. Kiosk: Documents Uploaded

The underlying conditions that trigger this Automated Action are deprecated. This Automated Action will be viewable in the CalSAWS System with a Status of "Unavailable". This status indicates that the Automated Action cannot be activated but it remains for historical reference. The entry is required to support conversion of C-IV county historical Tasks which resulted from this Automated Action so that the Task Detail page renders the "Automated Action" attribute properly.

a. Action Information
   i. Name: Kiosk: Documents Uploaded
   ii. Type: Create Task
   iii. Status: Unavailable
   iv. Program(s): WT, AA, AR, FT, HP, CW, FC, IN, CC, CL, DV, KG, MC, CS, CF, HT, CP, IH, LS, RC, GA
   v. Run Date: Real Time
   vi. Source: Online
   vii. Scenario: Documents were uploaded to the case from a lobby kiosk. Review documents.

b. Task Information
   i. Task Type: BLANK
   ii. Task Sub-Type: BLANK
   iii. Due Date: Default Due Date
   iv. Default Due Date: 3 days
   v. Initial Assignment: Default Assignment
   vi. Default Assignment: Current Program Worker
   vii. Long Description: Images were uploaded by the customer at the lobby kiosk. The images associated to this case will be available for review the next day.

22. Provider TrustLine: Status Change

The underlying conditions that trigger this Automated Action are to support specific Trustline forms that will not be available in CalSAWS, as a result, the Task is also deprecated. This Automated Action will be viewable in the CalSAWS System with a Status of “Unavailable”. This status indicates that the Automated Action cannot be activated but it remains for historical reference. The entry is required to support conversion of C-IV county historical Tasks which resulted from this Automated Action so that the Task Detail page renders the “Automated Action” attribute properly.

a. Action Information
    i. Name: Provider TrustLine: Status Change
    ii. Type: Create Task
    iii. Status: Unavailable
    iv. Program(s): CC
    v. Run Date: Daily(Mon-Sat)
    vi. Source: Batch
    vii. Scenario: A Provider TrustLine status has changed. Review the TrustLine application for its payment stop date.

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: Trustline Application was {STATUS} for the Child Care Provider {ORG_NAME} (ID: {ORG_ID}). The Payment Stop Date is {PMT_STOP_DATE}.

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	- Approximately 22 C-IV automated actions directly overlap with LRS automated	This design will migrate a third population of C-IV System automated tasks into the LRS/CalSAWS System as the third phase of DDID 1628.

	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.	tasks. - Support for mapping CalWIN automated tasks to C-IV automated tasks is not included. - Automated tasks included in this DDID would be set to "Inactive" at cutover for CalWIN counties. - Please refer to CalSAWS Agreement Exhibit U Schedule 1 - Attachment 1 Contractor Assumptions Inventory List, worksheet 'C-IV Automated Tasks'	

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 • #4 and #5 Automated Action's long descriptions updated • Modified an invalid batch job reference of AA #29 recommendation part C • Removed recommendation part C of AA #37 • Modified an invalid batch job reference of AA #7 recommendation part C	Mayuri Srinivas
1/29/2021	1.2	Content Revision 2 • Minor corrections to the Program Code value for some Automated Actions and a correction to one Long Description value.	Justin Dobbs

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.

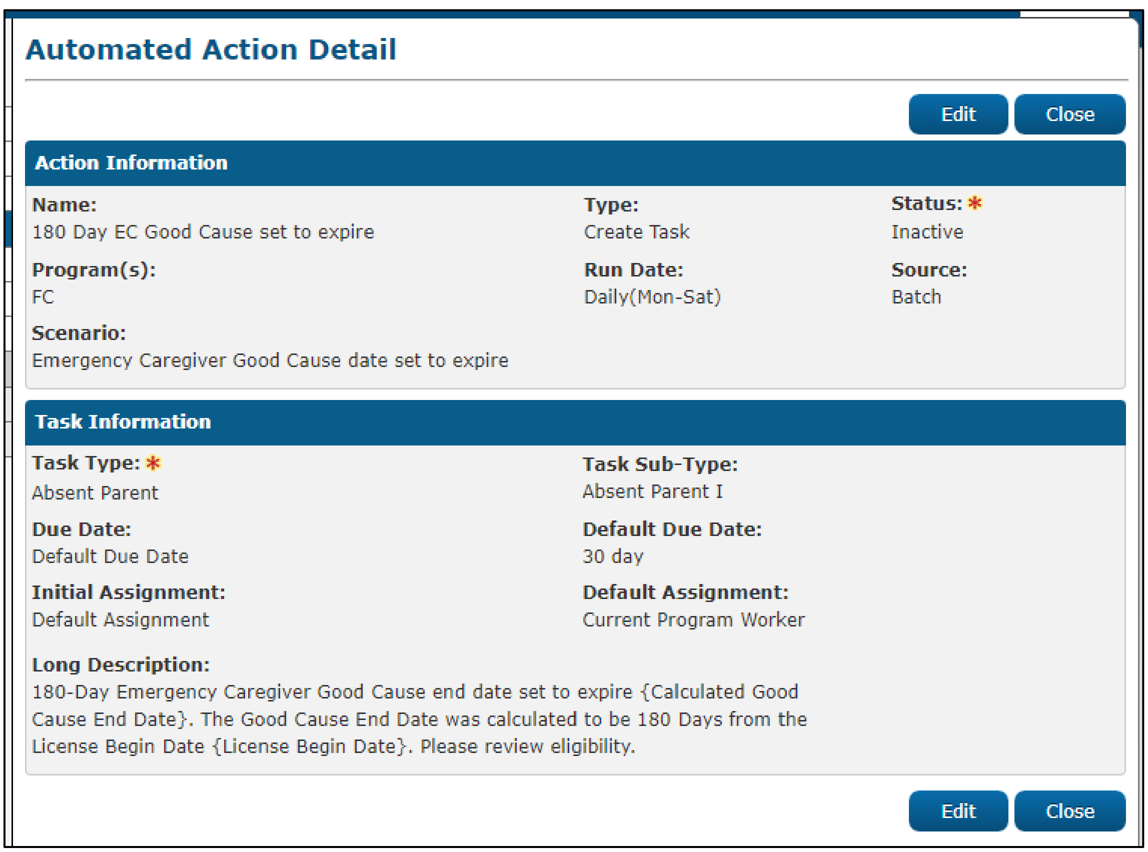
2.1 Update CalSAWS Automated Tasks Per Automated Action Framework

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



Automated Action Detail

Edit Close

Action Information

Name:
180 Day EC Good Cause set to expire

Type:
Create Task

Status: *
Inactive

Program(s):
FC

Run Date:
Daily(Mon-Sat)

Source:
Batch

Scenario:
Emergency Caregiver Good Cause date set to expire

Task Information

Task Type: *
Absent Parent

Task Sub-Type:
Absent Parent I

Due Date:
Default Due Date

Default Due Date:
30 day

Initial Assignment:
Default Assignment

Default Assignment:
Current Program Worker

Long Description:
180-Day Emergency Caregiver Good Cause end date set to expire {Calculated Good Cause End Date}. The Good Cause End Date was calculated to be 180 Days from the License Begin Date {License Begin Date}. Please review eligibility.

Edit Close

Figure 2.1.1 – Automated Action Detail

2.1.3 Description of Changes

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: WTW program status is Sanction. Review case to confirm if a CF exemption exists, if not, add a WTW record to the Eligibility Non-Compliance page for CF. 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: External Issuance Not in SAWS
    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: N/A – Not Displayed
    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: N/A – Not Displayed
    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 Change
        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 worker

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): CL
      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): KG
   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. - Support for mapping CalWIN automated tasks to LRS automated tasks is not included. - Automated tasks included in this DDID would be set to "Inactive" at cutover for CalWIN counties. - Please refer to CalSAWS Agreement Exhibit U Schedule 1 – Attachment 1 Contractor Assumptions Inventory List, worksheet '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-214917

DDID 2254, 2504

Task Mgt

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mayuri Srinivas, Justin Dobbs
	Reviewed By	Justin Dobbs

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/22/2020	1.0	Version 1	Mayuri Srinivas
1/18/2020	1.1	Content Revision #1 • Updated 2.2.2.1, 2.2.2.2, 2.2.2.3, and 2.2.2.4 Mockups • Updated 2.4.2.1 and 2.4.2.2 Mockups • Changed 2.2.3.2.b and 2.2.3.2.c sections • Changed order of statuses in section 2.4.3.1.b	Mayuri Srinivas

Table of Contents

1 OVERVIEW

This design outlines modifications to the CalSAWS System that will allow configuration of Tasks that result from imaged documents.

1.1 Current Design

The CalSAWS System includes functionality to automatically create a Task in specific scenarios. DDID 34 introduced an Automated Action framework that will allow counties to configure several attributes for automated Task processing. DDID 1629 is converting CalSAWS automated Tasks into the Automated Action framework.

The CalSAWS System current imaging solution includes functionality to automatically create Tasks based on specific imaged documents and provides a button to access related images from the Worklist Task Detail page.

Task creation configurability based on specific imaged documents is not currently available in the CalSAWS System.

1.2 Requests

Modify the CalSAWS Task Management solution to allow authorized users to configure Task creation and routing rules by Document Type and Form Number/Name. The functionality will include:

- Customizable grouping of Document Types and/or Form Numbers
- Configurability of which types of Tasks will be created resulting from specific Forms being scanned.
- The ability to accept program override(s) for Task routing from the imaging solution (Hyland).
- The option to suppress Tasks when there is an upcoming appointment.
- The option to suppress Tasks if the scanning User would receive the resulting Task.

1.3 Overview of Recommendations

1. Add functionality to allow county customization of Document Routing Rules by implementing a Document Routing Rule List and Detail page.
2. Implement a Select Form page that allows Users to search for and select one or more specific forms to be applied to a Document Routing Rule.
3. Implement a Document Routing Rule Program Detail page that allows a User to customize Task assignment configurations by Program and Program Status for a Document Routing Rule.
4. Implement processing to evaluate Document Routing Rule information when a document is scanned in and a request is received by the 'Generate Task' Imaging Inbound Web Service.

1.4 Assumptions

1. Each specific form will only be associated to a single Document Routing Rule.
2. The Generate Task Imaging Inbound Web Service per CA-214034 has been implemented.
3. A form inventory is available in the data which includes Document Type, Form Number and Form Name per CA-214060.
4. The Generate Task Imaging Inbound Web Service will provide the attributes referenced in SCR CA-214034.
5. The county imaging solution is Hyland.

2 RECOMMENDATIONS

This section will outline recommendations to introduce Task Management functionality for imaged document routing configurations in the CalSAWS System.

2.1 Document Routing Rule List Page

2.1.1 Overview

The Document Routing List page will display Document Routing Rules that are available in the CalSAWS System. Users can navigate to the detailed information for each Document Routing Rule from this page.

2.1.2 Document Routing Rule List Page Mockup

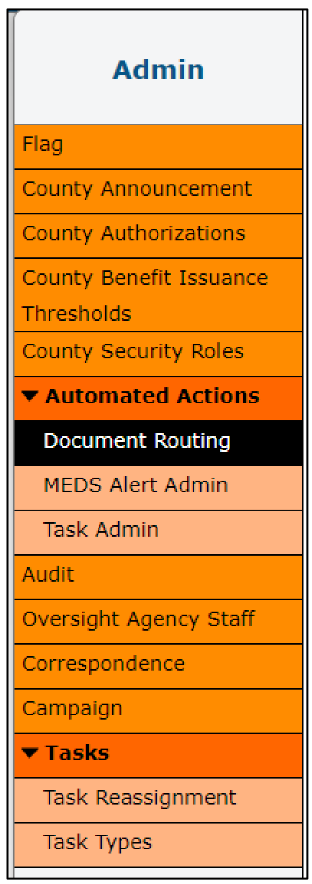


Figure 2.1.2.1 – Document Routing Rule List Page Task Navigation Mockup

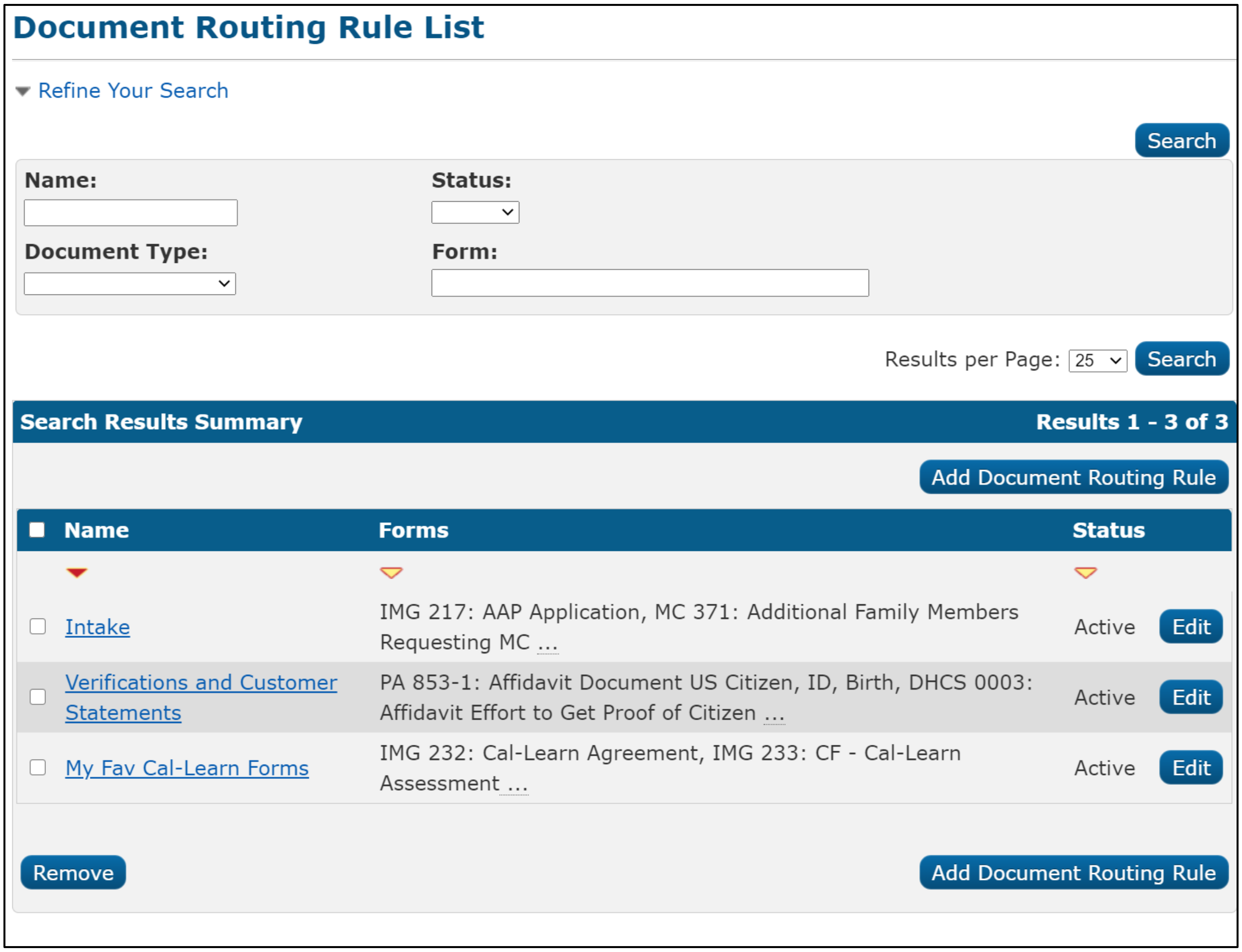


Figure 2.1.2.2 – Document Routing Rule List Page Mockup

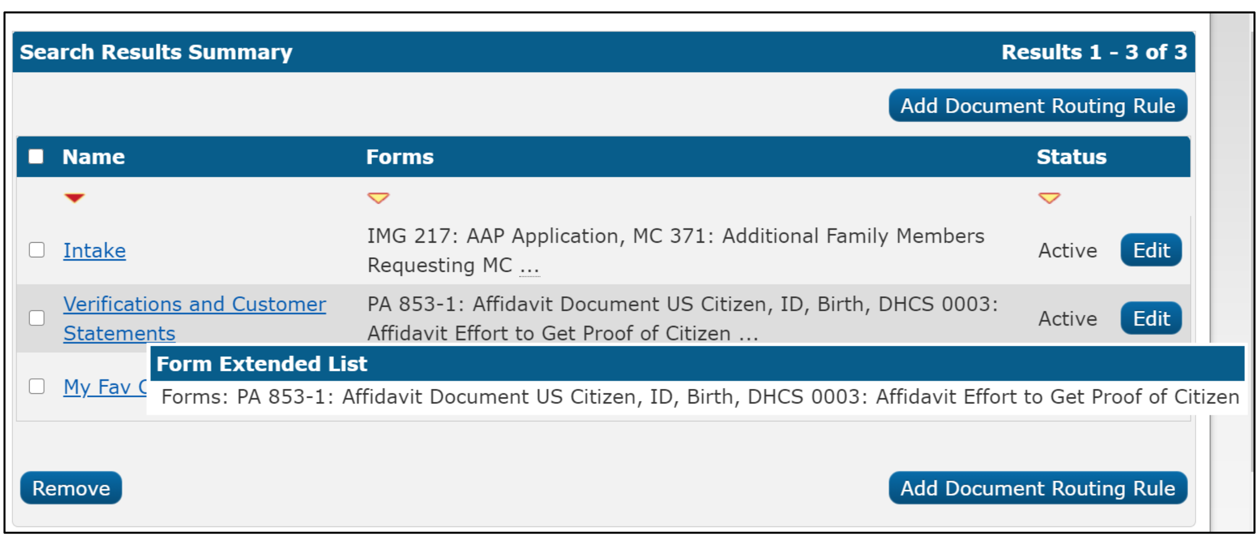


Figure 2.1.2.3 – Document Routing Rule List Page Tool Tip Feature

2.1.3 Description of Changes

Add a Document Routing Rule List page to the CalSAWS System.

1. Refine Your Search
   This is an expandable section toward the top of the page that displays parameters which can be used to filter the Document Routing Rules displayed on the page. This section will be collapsed on initial load.
   a. **BUTTON:** Search – This button will refresh the information on the page based on the search parameter values. If this button is clicked without filling in any parameters, all Document Routing Rules results will display. If this button is clicked and no Document Routing Rules satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.
   b. Name – A text field which will filter Document Routing Rule results if the Name of the Document Routing Rule includes the text within this field.
      Example: If a "Person Verification" Document Routing Rule exists, searching with any of the following text strings in the Name field will return the "Person Verification" Document Routing Rule in the results:
      - "PER"
      - "person verification"
      - "verification"
      - "Person Verification"
   c. Status – A dropdown field that will search for Document Routing Rules with a specific Status. The dropdown list will display the following options (in the listed order):
      i. Active
      ii. Inactive
   d. Document Type – A dropdown that will search for Document Routing Rules that contain a specific Document Type. If a Document Routing Rule includes the selected Document Type, the Document Routing Rule will display in the Search Results Summary. This dropdown list will include all available Document Types in alphabetical order.
      Technical: This listing will be implemented based on the CalSAWS Imaging Type Code Category table.
   e. Form – This field allows searching of Document Routing Rules that contain a specific form. The text field will auto complete available results and display them in a dropdown list as the User enters text. Case does not matter when retrieving matching results. Results displayed in the dropdown list will be formatted as "<Form Number>: <Form Name>". This format allows a User to search for a form by either a Form Number or Form Name. Document Routing Rules that contain the specific form will display in the Search Results Summary.
      i. Example: If a Form Number and Name of "IMG 520: Drivers License" exists, searching with any of the following text strings in the Form field will display the form in the auto complete available results:

1. "Drivers License"
2. "IMG 520"
3. "Drivers"
4. "IMG 520: Drivers License"

2. Search Results Summary
   This section will be displayed when there is at least one Document Routing Rule record found. The results will be paginated with 25 results per page. Initial load of the page will display all Document Routing Rules for the county. Results will be ordered by 'Name' and 'Status'. Each of the result columns are sortable.
   a. **BUTTON**: Edit – This button will display if the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button will navigate to the Document Routing Rule Detail page in Edit mode for the row.
   b. **BUTTON**: Remove – This button will display if the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button removes any rows with a checkmark in the selectable checkbox.
   c. **BUTTON:** Add Document Routing Rule – This button will display if the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button will navigate to the Document Routing Rule Detail page in Create mode.
   d. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. A Document Routing Rule with a selected checkbox may be removed via the "Remove" button.
   e. Name – This column displays the Document Routing Rule Name as a hyperlink. When clicked, the Document Routing Rule Detail page will display in View mode.
   f. Forms – This column displays an alphabetized, comma-delimited list of forms for the Document Routing Rule. Each form will be formatted as "<Form Number>: <Form Name>". This field will be limited to 200 characters. If the list extends beyond the character limit, a "…" displays signifying there is more information available in the list. While hovering over the list, a floating box with a max width of 600 pixels will display including the full listing of forms for the Document Routing Rule (See Figure 2.1.2.3).
      i. Form Extended List – The title of the floating box.
      ii. The list will display as: "Forms: <Form Number>: <Form Name>, …" with the "…" signifying the additional list of forms. This list will be alphabetized by Form Number and Form Name.
   g. Status – This column displays the Status attribute of the Document Routing Rule.

2.1.4 Page Validation

N/A

2.1.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Document Routing

2.1.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
DocumentRoutingRuleView	Document Routing Rule List; Document Routing Rule Detail;	• Document Routing Rule View • Document Routing Rule Edit
DocumentRoutingRuleEdit	Document Routing Rule List; Document Routing Rule Detail;	• Document Routing Rule Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Document Routing Rule View	View Document Routing Rule information.	View Only
Document Routing Rule Edit	View and Edit Document Routing Rule information.	None

2.1.7 Page Mapping

Implement page mapping for the Document Routing Rule List page.

2.1.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.2 Document Routing Rule Detail Page

2.2.1 Overview

The Document Routing Rule Detail page is accessible from the Document Routing Rule List page. This page will display information about the Document Routing Rule and allow Users to create new rules and edit existing rules.

2.2.2 Document Routing Rule Detail Mockups

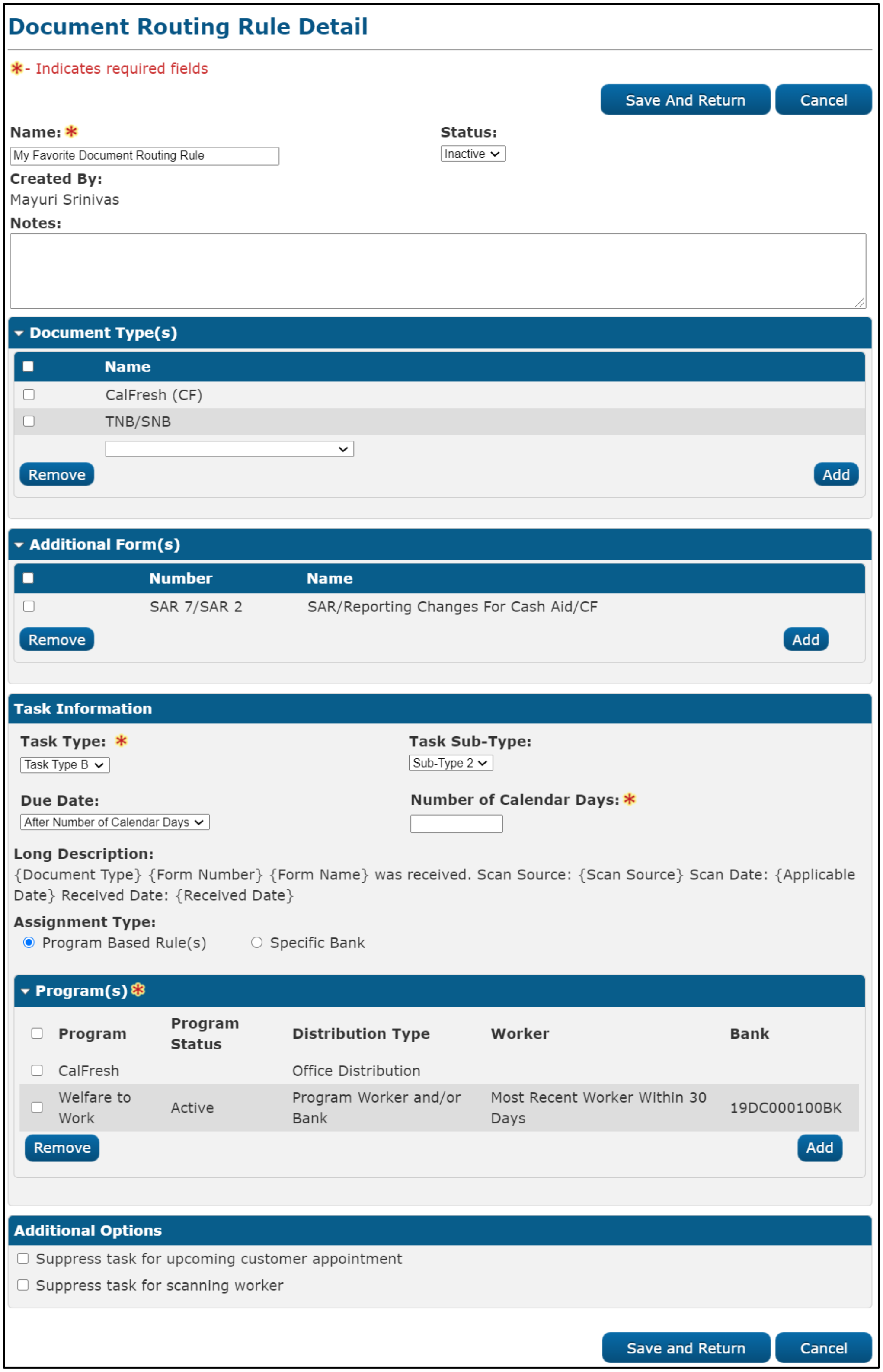


Figure 2.2.2.1 – Document Routing Rule Detail Page Create/Edit Mode – Program Based Rule(s)- Mockup

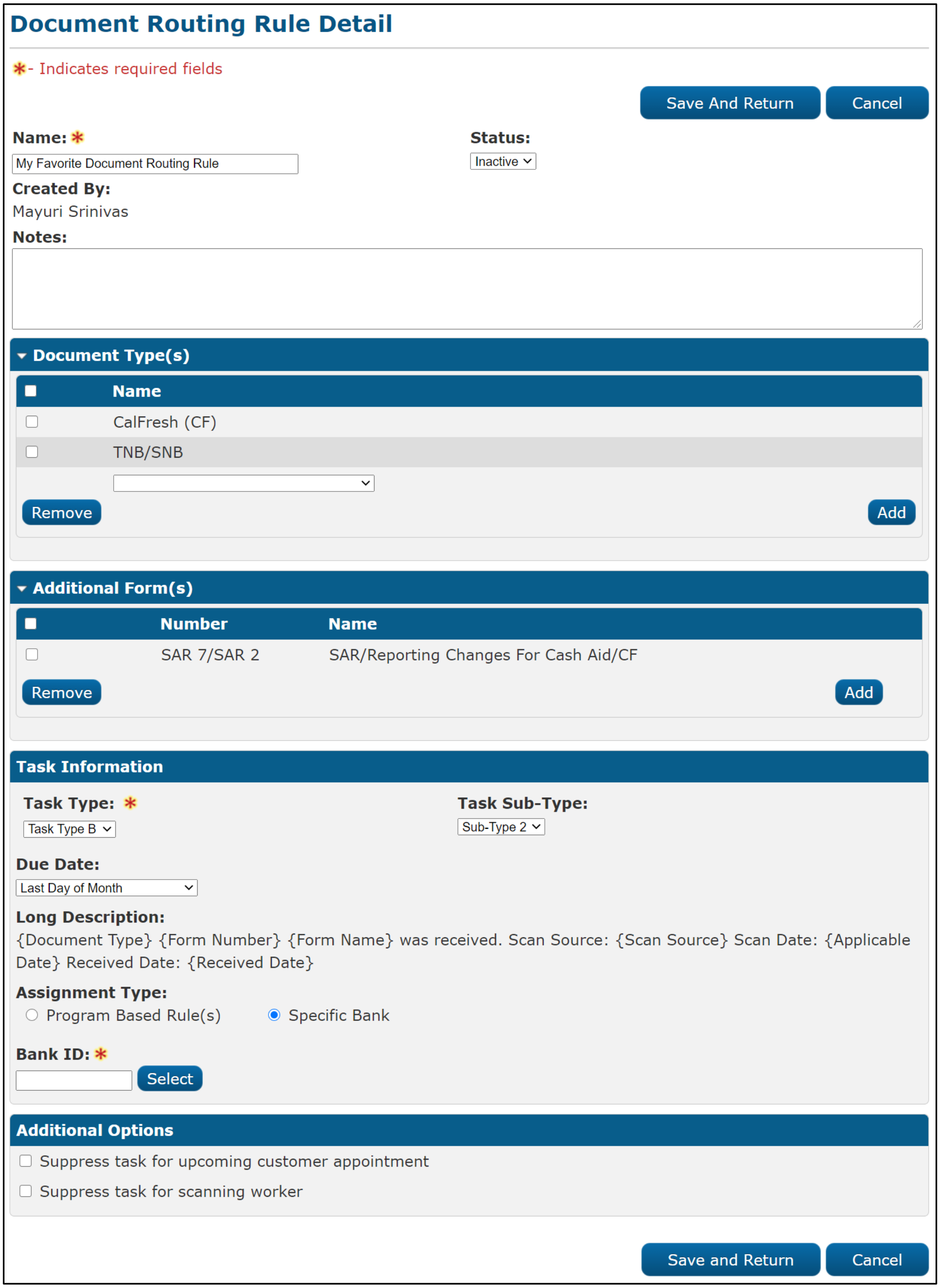


Figure 2.2.2.2 – Document Routing Rule Detail Page Create/Edit Mode – Specific Bank - Mockup

Document Routing Rule Detail

*- Indicates required fields

Edit | Close

Name: *
My Favorite Document Routing Rule

Status:
Active

Created By:
Mayuri Srinivas

Notes:

Document Type(s)

Name
CalFresh (CF)
Worker

Additional Form(s)

Number	Name
SAR 7/SAR 2	SAR/Reporting Changes For Cash Aid/CF

Task Information

Task Type: *
Task Type B

Task Sub-Type:
Sub-Type 2

Due Date:
After Number of Business Days

Number of Business Days: *
3

Long Description:
{Document Type} {Form Number} {Form Name} was received. Scan Source: {Scan Source} Scan Date: {Applicable Date} Received Date: {Received Date}

Assignment Type:
Program Based Rule(s)

Program(s) *

Program	Program Status	Distribution Type	Worker	Bank
CalFresh		Office Distribution		
Welfare to Work	Active	Program Worker and/or Bank	Most Recent Worker Within 30 Days	19DC000100BK

Additional Options

- ✔ Suppress task for upcoming customer appointment
- ✔ Suppress task for scanning worker

Edit | Close

Figure 2.2.2.3 – Document Routing Rule Detail Page View Mode – Program Based Rule(s)- Mockup

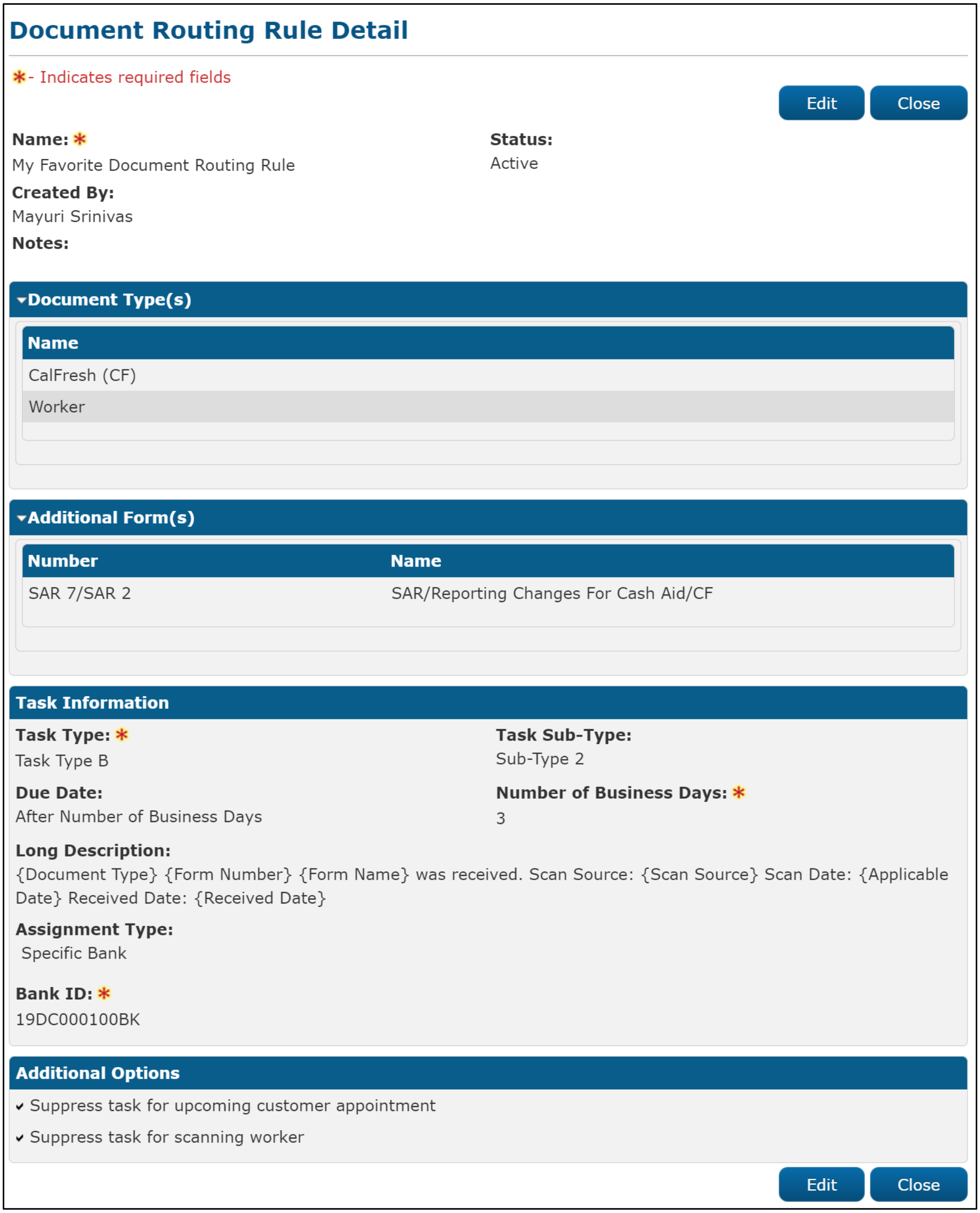


Figure 2.2.2.4 – Document Routing Rule Detail Page View Mode – Specific Bank - Mockup

2.2.3 Description of Changes

Add a Document Routing Rule Detail page to the CalSAWS System. Only Forms available to the editing County can apply to the Rule being created.

1. General Information
   a. Name **(Required)** – The Name of the Document Routing Rule. When the page is in Create or Edit mode, this field will display as a text box. This field will be limited to 50 characters.
   b. Status – The Status of the Document Routing Rule. When the page is in Create or Edit mode, this field will display as a dropdown containing the following options in the defined order:
      i. Active – default value
      ii. Inactive
   c. Created By – This column will display the first and last name of the Staff who created the Document Routing Rule. This field automatically populates on load of the page in Create mode.
   d. Notes – A free text field allowing the User to add additional notes and comments about the Document Routing Rule for reference. This field is limited to 2,000 characters.
2. Document Type(s)
   A panel allowing a User to input one or more Document Types. If duplicate rows are entered, on save of the page, duplicate entries will be consolidated into a single entry.
   a. Selectable Checkbox – For each row, a selectable checkbox will display at the beginning of the row. The checkbox can be used to remove rows via the Remove button.
   b. Name – The Title of the Document Type for the particular row. When the page is in Create or Edit mode, a dropdown with an alphabetical list of the available Document Types is displayed as a potential new row.
   c. **BUTTON:** Add – Displays when the page is in Create or Edit mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button saves a new row to the table with the name value selected in the Name dropdown. The Name dropdown will then display below the new row as a potential new row.
   d. **BUTTON:** Remove – Displays when the page is in Create or Edit mode, there exists at least one row in this section and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button removes any rows with a checkmark in the Selectable Checkbox.
3. Additional Form(s)
   A panel allowing a User to input one or more Forms. If duplicate rows are entered, on save of the page, duplicate entries will be consolidated into a single entry.

a. Selectable Checkbox - For each row, a selectable checkbox will display at the beginning of the row. The checkbox can be used to remove rows via the Remove button.
b. Number -- The Form Number of the Additional Form.
c. Name – The Name of the Additional Form.
d. **BUTTON:** Add – Displays when the page is in Create or Edit mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking the button will direct the User to a Select Form(s) page where the User can search for and select one or more specific forms. See Section 2.3 for more details.
e. **BUTTON:** Remove – Displays when the page is in Create or Edit mode, there exists at least one row in this section and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button removes any rows with a checkmark in the Selectable Checkbox.

4. <u>Task Information</u>
    a. Task Type **(Required)** – The Task Type signifying the type of Task that may be created when the Document Routing Rule is processed. When the page is in Create or Edit mode, this field will display as a dropdown containing an alphabetized listing of Task Types available for the county with a checkmark in the Available for Automation field of the Task Type Detail page.
    b. Task Sub-Type – The Task Sub-Type signifying the sub-type for the Task that may be created when the Document Routing Rule is processed. When the page is in Create or Edit mode, this field will display as a dropdown containing an alphabetized listing of Task Sub-Types associated to the selected Task Type that have a checkmark in the Available for Automation field of the Task Sub-Type Detail page. This field will only show if there is a Task Type chosen with at least one associated Task Sub-Type.
    c. Due Date – A field indicating the rule that will be used to set the due date for any Tasks that result of processing the Document Routing Rule. This field will display as a dropdown box when the page is in Create or Edit mode. Options included are:
        i. Default Due Date - Will set the due date based on the logic that was determined when the Automated Action was implemented.
        ii. After Number of Calendar Days - Will set the due date based on the System date plus the number of calendar days specified by the User.
        iii. After Number of Business Days - Will set the due date based on the System date plus the number of business days specified by the User. Business days exclude weekends and County specific holidays.
        iv. Last Day of Month - Will set the due date to the last day of the month of the System date.

v. Last Day of Following Month - Will set the due date to the last day of the month following the month of the System date.

Based on the option chosen in the Due Date field, a dynamic field may display for additional data entry as follows:

Due Date Value	Dynamic Field Display
Default Due Date	A "Default Due Date" field will display with the value of "3 days".
After Number of Calendar Days	A required "Number of Calendar Days" field will display. The input value must be a number from 0 – 999.
After Number of Business Days	A required "Number of Business Days" field will display. The input value must be a number from 0 – 999.

d. Long Description – Indicates the Long Description that will be used for any resulting Tasks.
e. Assignment Type – This field includes 2 radio buttons that allow a User to select only one of the following options. The radio buttons only show in Create or Edit mode. These options will control whether the Document Routing rule assignment configurations will be based on Program/Program Statuses or not. In View mode, only the selected value will be shown as text.
    i. Program Based Rule(s) – If this option is selected, the required "Program(s)" table below will display allowing the User to configure the Document Routing rule assignment instructions by making selections through the Document Routing Rule Program Detail page, which will then populate the Program(s) table.
    ii. Specific Bank – If this option is selected, the Program(s) table will not display; the Bank ID field will display allowing the User to specify a Bank to apply for the entire Document Routing Rule (See Bank ID below).
f. Program(s) **(Required)**
This panel allows the User to specify one or more rows by Program, and optional Program Status, that may each have specific assignment instructions for the resulting Tasks.
    i. Selectable Checkbox -- For each row, a selectable checkbox will display at the beginning of the row. The checkbox can be used to remove rows via the Remove button.
    ii. Program – The program that is applicable to the row. If the page is in View mode, this field will display as a hyperlink

that will navigate to the Document Routing Rule Program Detail page in view mode.

iii. Program Status – The program status that is applicable to the row. This value may be blank signifying all program statuses apply.
iv. Distribution Type – The type of Task assignment distribution that will apply for the row.
v. Worker – The Worker value for the particular row per the Document Routing Program Detail Page.
vi. Bank – If the Bank field on the Document Routing Program Detail page for the row is "Specific Bank", this field will display the Bank ID. If the Bank field on the Document Routing Program Detail page for the row is "Closest Bank", this field will display "Closest Bank". If the Distribution Type field on the Document Routing Program Detail page for the row is "Office Distribution", this field will be blank.
vii. **BUTTON:** Add – Displays when the page is in Create or Edit mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button navigates to the Document Routing Rule Program Detail page. See Section 2.4 for more details.
viii. **BUTTON:** Remove – Displays when the page is in Create or Edit mode, there exists at least one row in this section and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button removes any rows with a checkmark in the Selectable Checkbox.

g. Bank ID **(Required)** - This attribute displays a single Bank ID that will be used for Task assignment. When the page is in Create or Edit mode and the Specific Bank radio button in the Assignment Type field is selected, this field will dynamically display. A 'Select' **BUTTON** will display to the right of the field that will navigate to the Select Bank page allowing the User to search for and select a specific Bank ID.

5. Additional Options
    a. Suppress task for upcoming customer appointment – Selecting this checkbox will suppress a Task from being created if the Case has an appointment scheduled for the same day.
    b. Suppress task for scanning worker – Selecting this checkbox will suppress a Task from being created if the worker who would receive the Task is the same worker who scanned the document. Note: If a Document Routing Rule configuration results in multiple programs/workers based on a single imaged document, only workers that match the scanning worker will be suppressed from Task creation. A Task may still result if at least one program worker does not match the scanning worker.

6. **BUTTON:** Save and Return – This button will save the Document Routing Rule and navigate back to the Document Routing Rule List page. This button appears when the page is in Create or Edit mode.
   Note: If the Assignment Type is Program Based Rule(s), information exists in the program panel and the user changes the Assignment Type to Specific Bank and clicks this button, information in the Program(s) panel will be discarded.
7. **BUTTON:** Cancel – This button discards any changes made to the Document Routing Rule and navigates back to the Document Routing Rule List page. This button appears when the page is in Create or Edit mode.
8. **BUTTON:** Close – This button navigates back to the Document Routing Rule List page. This button appears when the page is in View mode.
9. **BUTTON:** Edit – This button will update the Document Routing Rule Detail page into Edit mode. This button will display when the page is in View mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right.

2.2.4 Page Validation

1. "Name – The name is already in use by a Document Routing Rule."
   a. Add a validation to display when a User attempts to save the Document Routing Rule with a name that is already in use for a Document Routing Rule within the same County. Upper and lower case is not considered.

2. "Program(s) – At least one row is required."
   a. Add a validation to display when a User attempts to save the Document Routing Rule with an Assignment Type of "Program Based Rule(s)" without adding at least one row to the Program(s) panel.

3. "Bank ID – Please enter a Bank ID."
   a. Add a validation to display when the User attempts to save the Document Routing Rule with an Assignment Type of "Specific Bank" and the Bank ID is NULL.

4. "Bank ID – Bank ID does not exist."
   b. Add a validation to display when the User attempts to save the Document Routing Rule with an Assignment Type of "Specific Bank" and the Bank ID field is populated with an ID that does not correspond to an existing Bank for the county in the CalSAWS System.

5. "Documents – At least one Document Type or Additional Form is required."

    a. Add a validation to display when a User attempts to save the Document Routing Rule without adding at least one entry into either the Document Type(s) or Additional Form(s) panels.

6. "Documents – One or more forms are included within an Active Document Routing Rule."
    a. Add a validation to display when a User attempts to save the Document Routing Rule and one or more of the forms are already included in an existing Active Document Routing Rule. A form may only be associated to a single Document Routing Rule. This validation also covers the following example scenario:

       A user creates a "John's Rule" that only includes the "SAR 7" form. John's Rule becomes Inactive. A user then creates "Bob's Rule" that includes the "SAR 7". This can occur because there are no other Active rules that contain the "SAR 7" at this point. If a user goes into "John's Rule" and attempts to set the Status to Active and save it, this validation will trigger because Bob's Rule is Active and already includes the "SAR 7".

7. "Document Type(s) – A new row may not be added until the last row has been completed."
    a. Add a validation to display when a User attempts to add a row in the Document Type(s) panel before completing the last row in the table.

8. "Number of Calendar Days - Value must be a number from 0 – 999. Please enter a different value."
    a. When the User attempts to save a value other than a number from 0 – 999 in the Number of Calendar Days field, a validation message is triggered.

9. "Number of Business Days - Value must be a number from 0 – 999. Please enter a different value."
    b. When the User attempts to save a value other than a number from 0 – 999 in the Number of Business Days field, a validation message is triggered.

2.2.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Document Routing – This page can be accessed via the Document Routing Rule List page.

2.2.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
DocumentRoutingRuleView	Document Routing Rule List; Document Routing Rule Detail;	• Document Routing Rule View • Document Routing Rule Edit
DocumentRoutingRuleEdit	Document Routing Rule List; Document Routing Rule Detail;	• Document Routing Rule Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
Document Routing Rule View	View Document Routing Rule information.	View Only
Document Routing Rule Edit	View and Edit Document Routing Rule information.	None

2.2.7 Page Mapping

Implement page mapping for the Document Routing Rule Detail page.

2.2.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.3 Select Form Page

2.3.1 Overview

This section outlines modifications needed to introduce a Select Form page which can be accessed from the Document Routing Rule Detail page. This page will allow a User to search for specific forms by Form Number, Form Name and Document Type. The page also allows a User to multi-select one or more forms to apply to the Document Routing Rule.

2.3.2 Select Form Page

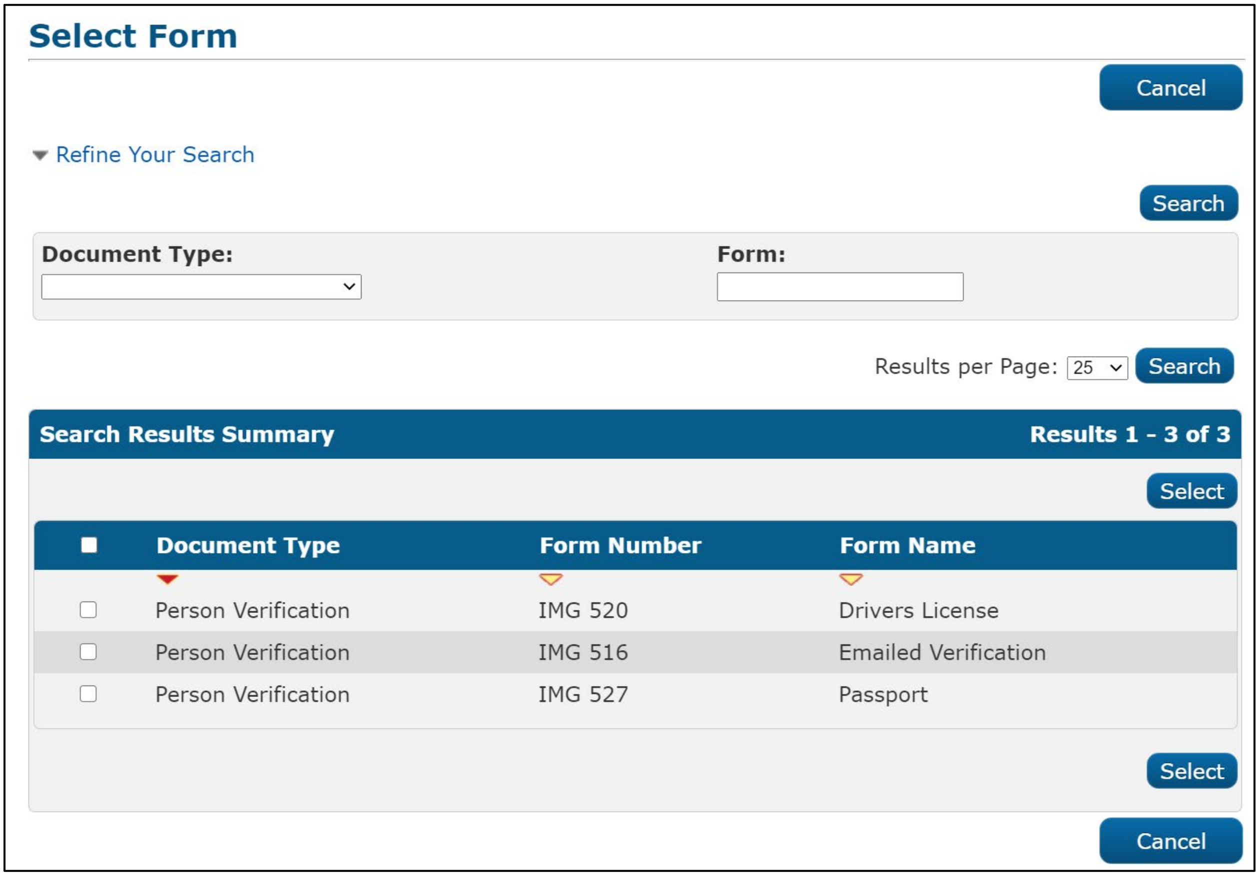


Figure 2.3.2.1 – Select Form Page Mockup

2.3.3 Description of Changes

Add a Select Form page to the CalSAWS System accessible via the Document Routing Rule Detail page. This page will allow a User to search for forms by Document Type, Form Number and Form Name.

1. Refine Your Search
   a. Document Type – A dropdown list including an alphabetical list of available Document Types. This field can be used to search for forms within a specific Document Type.
   b. Form – This field allows a User to search for a form by Form Number and/or Form Name. The text field will auto complete available results and display them in a dropdown list as the User enters text. Case does not matter when retrieving matching results. Results displayed in the dropdown list will be formatted as “<Form Number>: <Form Name>”. This format allows a User to search for a form by either a Form Number or Form Name.
   c. **BUTTON:** Search –This button will refresh the information in the Search Results Summary based on the search parameter

values. If this button is clicked without filling in any parameters, all available forms will display. If this button is clicked and no records satisfy the search criteria, a "No Data Found" message displays in the Search Results Summary Section.

2. Search Results Summary
   This section will be displayed when there is at least one form found. The results will be paginated with 25 results per page. Results will not be displayed on initial load of the page. Results will be ordered by 'Document Type', 'Form Name' and 'Form Number'. Each of the result columns are sortable.
   a. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. A User may select one or more forms from the results.
   b. Document Type – The Document Type of the form for the row.
   c. Form Number – The Form Number of the form for the row.
   d. Form Name – The Form Name of the form for the row.
3. **BUTTON:** Select – This button will direct the User back to the Document Routing Rule Detail page with the selected forms added to the Additional Form(s) panel.
4. **BUTTON:** Cancel – This button navigates the User back to the Document Routing Rule Detail page and does not add any entries to the Additional Form(s) panel.

2.3.4 Page Validation

1. "Select – Select at least one form."
   a. Add a validation to display when a User attempts to save the Document Routing Rule with a name that is already in use for a Document Routing Rule within the same County. Upper and lower case is not considered.

2.3.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Document Routing – This page can be accessed via the Document Routing Rule Detail page.

2.3.6 Security Updates

N/A – This page will not have dedicated security rights/groups. Access will be controlled via display of the Add button in the Additional Form(s) panel of the Document Routing Rule Detail page.

2.3.7 Page Mapping

Implement page mapping for the Select Form page.

2.3.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.4 Document Routing Rule Program Detail Page

2.4.1 Overview

This section outlines modifications needed to introduce a Document Routing Rule Program Detail page which can be accessed from the Document Routing Rule Detail page. This page will allow a User to configure Task assignment information by Program and Program Status.

2.4.2 Document Routing Rule Program Detail Page

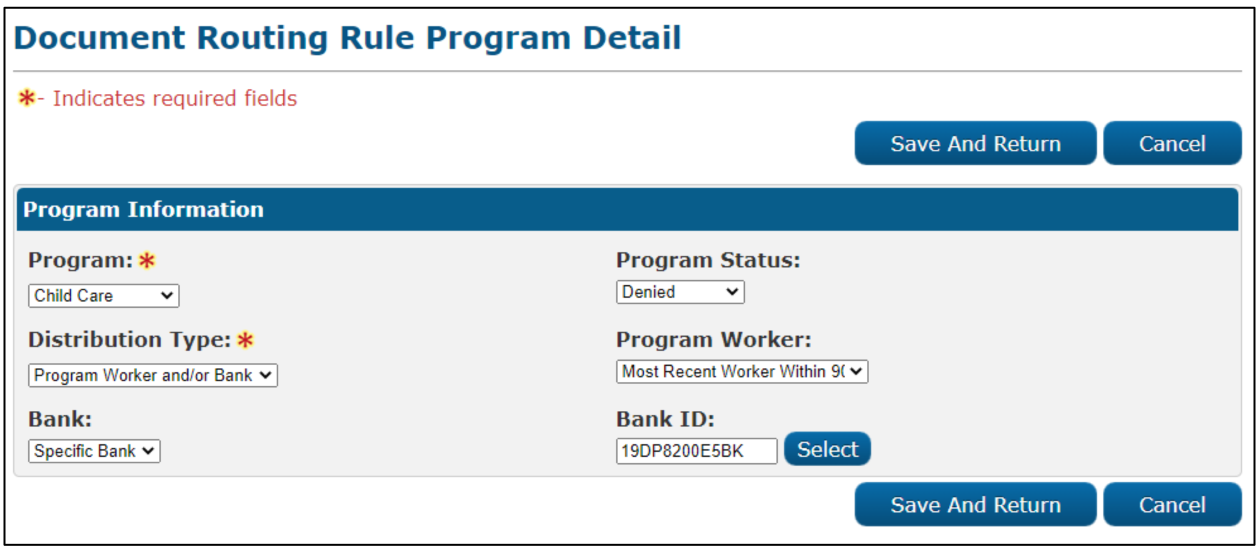


Figure 2.4.2.1 – Document Routing Rule Program Detail Page Create/Edit Mode Mockup

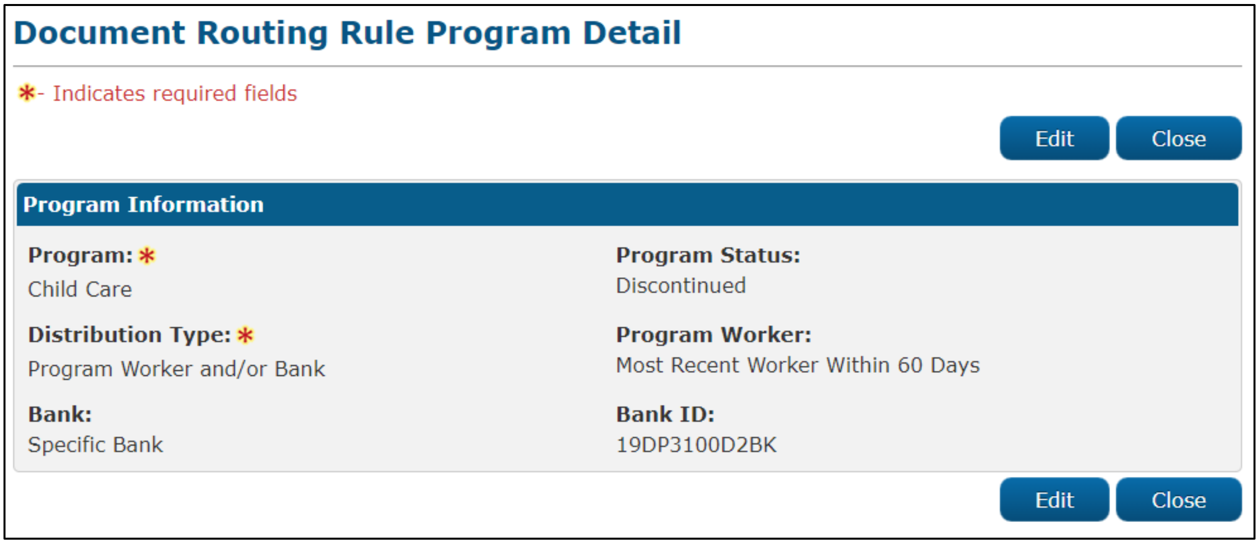


Figure 2.4.2.2 – Document Routing Rule Program Detail Page View Mode Mockup

2.4.3 Description of Changes

Add a Document Routing Rule Program Detail page to the CalSAWS System accessible via the Document Routing Rule Detail page. This page will allow a User to configure assignment information for resulting Tasks based on specific Program/Status combinations.

1. Program Information
   a. Program **(Required)** – The Program that is applicable to the assignment configuration. When the page is in Create or Edit mode, this field is a dropdown that will display the following options in the defined order:
      i. CalFresh
      ii. CalWORKs
      iii. Child Care
      iv. Foster Care
      v. Medi-Cal
      vi. Welfare to Work

   b. Program Status – The Program Status that is applicable to the assignment configuration. This field will display as a dropdown when the page is in Create or Edit mode.

      If the Program selected is CalWORKs, CalFresh, Child Care, Foster Care, Medi-Cal, this dropdown will include the following options in alphabetical order:
      i. Active
      ii. Denied
      iii. Discontinued

iv. Ineligible (This status will not display if the Program is Child Care)
v. Pending

If the Program selected is Welfare to Work, this dropdown will include the following options in alphabetical order:

i. Active
ii. Deregistered
iii. Exempt
iv. Good Cause
v. Non-Comp
vi. Pending
vii. Sanction

If this field is left blank, all statuses for the selected Program apply.

c. Distribution Type **(Required)** – The Distribution Type that is applicable to the assignment configuration. When the page is in Create or Edit mode, this field is a dropdown that will display the following options:
   i. Program Worker and/or Bank – This option will cause the dynamic Program Worker and Bank fields to display for additional input.
   ii. Office Distribution – This option employs the Office Distribution assignment functionality. Office Distribution processing will attempt to assign a resulting Task as follows:

      Determine the case carrying worker by evaluating a hierarchy of the programs associated to the case and retrieving the worker associated to the highest priority program. If the case carrying worker can accept the Task, assign the Task. If the case carrying worker cannot accept the Task, attempt to assign the Task to a worker in the case carrying worker's Unit who can accept the Task. If the Task still has not been assigned, retrieve Banks for the case carrying worker's Office and attempt to assign the Task to one of the Banks. If there are no valid Banks, attempt to assign the Task to a worker in the case carrying worker's Office who can receive the Task, otherwise assign the Task to the Office Supervisor.

d. Program Worker– An optional field allowing a User to indicate a specific instruction for which worker to assign a resulting Task to. This field will display as a dropdown menu when the page is in Create or Edit mode containing the following options:
   i. Currently Assigned Worker

    ii. Most Recent Worker Within 30 Days
    iii. Most Recent Worker Within 60 Days
    iv. Most Recent Worker Within 90 Days
    v. Most Recent Worker Within 120 Days
    vi. Most Recent Worker
    vii. No Program Worker

e. Bank – An optional field allowing a User to indicate a specific instruction for Bank assignment of any resulting Tasks. This field will display as a dropdown menu when the page is in Create or Edit mode containing the following options:
    i. Closest Bank – This option invokes processing to evaluate for a Bank that is the closest to the selected Program. Processing will first retrieve the most recent worker assigned to the program and retrieve Banks associated to the same Unit as the worker. The Bank must be configured to receive the Category of the Task. If no Banks are found, proceed to retrieve Banks associated to the same Office as the worker. The Bank must be configured to receive the Category of the Task. If no Banks are found, retrieve all Banks within the County that can receive the Category of the Task. If multiple Banks are returned, processing will select a single Bank. If a program worker cannot be retrieved, processing will evaluate Banks that can receive the Category of the Task at the County level.
    ii. Specific Bank – This option will prompt the User to provide a specific Bank ID to assign a resulting Task to.

f. Bank ID – This attribute displays a single Bank ID that will be used for Task assignment. When the page is in Create or Edit mode and the Bank attribute value is "Specific Bank", this field will dynamically display. A 'Select' **BUTTON** will display to the right of the field that will navigate to the Select Bank page allowing the User to search for and select a specific Bank ID.

g. **BUTTON:** Save and Return – This button will save any changes made to the page and navigate the User back to the Document Routing Rule Detail page. This button will display when the page is in Create or Edit mode.

h. **BUTTON:** Cancel – This button will discard any changes made to the page and navigate back to the Document Routing Rule Detail page. This button appears when the page is in Create or Edit mode.

i. **BUTTON:** Close – This button will close the page and navigate back to the Document Routing Rule Detail page. This button appears when the page is in View mode.

j. **BUTTON:** Edit – This button will update the Document Routing Rule Program Detail page into Edit mode. This button will display when the page is in View mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right.

2.4.4 Page Validation

1. "Program Worker/Bank – Please select a value in the Program Worker and/or Bank field."
    a. Add a validation to display when the User attempts to save the page Distribution Type value of Program Worker and/or Bank and both the Program Worker and Bank fields do not have a value.

2. "Bank ID – Please enter a Bank ID."
    a. Add a validation to display when the User attempts to save the page with a NULL Bank ID. The Bank ID field is only available when the Distribution Type value is Program Worker and/or Bank and the Bank value is Specific Bank.

3. "Bank ID – Bank ID does not exist."
    a. Add a validation to display when the User attempts to save the page with the Bank ID field populated with an ID that does not correspond to an existing Bank for the county in the CalSAWS System.

4. "Program Worker – Tasks must be assigned to a Position or a Bank."
    a. Add a validation to display when the User attempts to save the page with "No Program Worker" selected in the Program Worker field, and no Bank ID populated in the Bank ID field.

2.4.5 Page Location

Global: Admin Tools
Local: Admin
Task: Document Routing – This page can be accessed via the Document Routing Rule Detail page.

2.4.6 Security Updates

N/A – This page will not have dedicated security rights/groups. Access will be controlled via the hyperlink and Add button available in the Program(s) panel of the Document Routing Rule Detail page.

2.4.7 Page Mapping

Implement page mapping for the Document Routing Rule Program Detail page.

2.4.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.5 Document Routing Rule Processing

2.5.1 Overview

Document Routing Rule configurations will be evaluated when a document is imaged, and an Imaging Inbound Web Service call is received per CA-214034. This section will outline the processing flow when a document is imaged and the underlying function of the fields available on the Document Routing Rule Detail page.

2.5.2 Description of Change

1. <u>'Generate Task' Imaging Inbound Web Service</u>

   When a document is scanned from the imaging solution (Hyland), a request will be sent to the Generate Task Imaging Inbound Web Service (Reference CA-214034 for web service specifics). Update the web service to invoke Document Routing Rule Processing and pass the attributes received by the web service for the request.

   Response values outlined in Section 2.5.2.2 below will be received by the web service.

2. <u>Document Routing Rule Processing</u>

   Document Routing Rule processing will be invoked by the 'Generate Task' Imaging Inbound Web Service (See recommendation 2.5.2.1 above). The Document Routing Rule processing flow described in this section can be illustrated as:

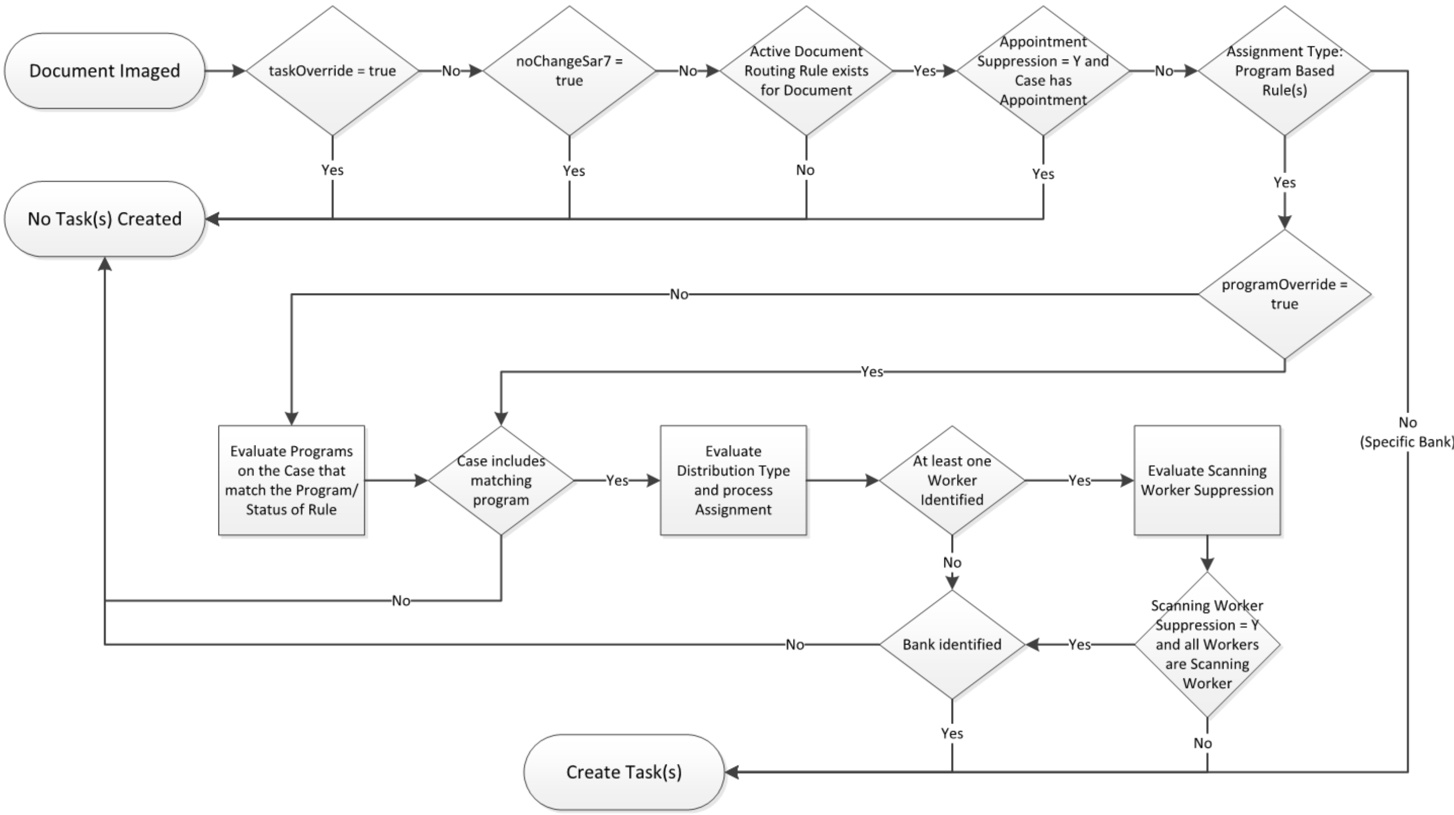


Figure 2.5.2.1 – Document Routing Rule Processing Flow

a. **Log Request**
Write an entry to the database signifying that a request has been received from the web service for processing. Record each attribute that has been received from the request and the date/time that the request has been received. **Technical:** Additional attributes may be recorded in addition to what is described.

b. **Evaluate Override Attributes**

i. ***taskOverride***: This field determines if the Task is to be suppressed.

Value	Action(s)
true	Document Routing Rules will not be evaluated. 1. Update the transaction that was logged for the received request to indicate a result of "Task Override – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.
false or NULL	Proceed to evaluate the noChangeSar7 attribute

ii. ***noChangeSar7***: This field determines if the document represents a No Change SAR7 which will suppress the Task.

Value	Action(s)
true	Document Routing Rules will not be evaluated. 1. Update the transaction that was logged for the received request to indicate a result of "No Change SAR 7 – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.
false or NULL	Proceed to Retrieve Document Routing Rule(s)

c. **Retrieve Document Routing Rule(s)**
At this stage, the processing will evaluate the document attributes to identify if a Document Routing Rule has been configured by the County (***countyCode*** attribute) for the document that has been imaged.

The Document Types(s)/Additional Form(s) panels of the Document Routing Rule Detail page allow a User to specify one or more Document Types and/or one or more Additional Forms for a Document Routing Rule. A Document Type is a grouping of one or more individual forms. The result of these groupings is a distinct set of individual forms for each Document Routing Rule.

For each currently Active Document Routing Rule configured for the county, evaluate the set of forms for each rule to confirm if a rule exists for the document that has been imaged. **Technical:** the ***DocumentType*** and ***formName*** attributes from the request will be compared to the forms associated to each Document Routing Rule to identify a match.

Document Routing Rule Exists	Action(s)
No	1. Update the transaction that was logged for the received request to indicate a result of "No Document Routing Rule – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.
Yes	Proceed to Process Document Routing Rule

d. **Process Document Routing Rule**

At this stage, processing has confirmed that the county has configured an Active Document Routing Rule that includes the document that has been imaged.

i. **Evaluate Upcoming Appointment Suppression**
The "Suppress task for upcoming customer appointment" attribute in the Additional Options panel of the Document Routing Rule Detail page allows the User to suppress a Task from being created if the Case has an appointment scheduled for the same day as the request.

If this attribute does not have a checkmark on the page, proceed to Evaluate Task Information.

If this attribute has a checkmark on the page, the Case associated to the ***caseUID*** and ***countyCode*** attributes the request will be evaluated to confirm if the Case has an appointment scheduled for the same day.

Same Day Appointment Exists	Action(s)
No	Proceed to Evaluate Task Information
Yes	1. Update the transaction that was logged for the received request to indicate a result of "Same Day Appointment Suppression – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.

ii. **Evaluate Task Information**:
Information in the Task Information panel of the Document Routing Rule Detail page will be evaluated as follows:

1. <u>Evaluate Assignment Type:</u>

   The Assignment Type attribute allows a user to specify whether to use the Program Based Rules or set a specific Bank to be used for Task Assignment.

Assignment Type	Action(s)

Program Based Rule(s)	Proceed to Evaluate Program Override
Specific Bank	Proceed to Task Creation

2. Evaluate Program Override:
   programOverride: This attribute will be evaluated to determine if specific program/worker information has been provided via the request. If so, this information will be honored, otherwise program configuration information from the Document Routing Rule Detail page Program(s) section will be evaluated:

Value	Action(s)
NULL	Proceed to Evaluate Program(s) Information
Not NULL	Program, Status and Worker information will be retrieved from the attribute and processing will proceed to Evaluate Scanning/Assigned Worker Suppression.

3. Evaluate Program(s)Information:
   A Document Routing Rule requires at least one entry in the Program(s) section of the Task Information panel. This section allows a User to indicate specific assignment instructions for the Task by Program and Program Status. If this section contains a row with a NULL Program Status, the assignment instructions for the row apply to any status of the selected Program.

   For each row within this page section, evaluate the Case associated to the ***caseUID*** and ***countyCode*** attributes of the request to retrieve any matching programs on the Case.

Case Contains Matching Program(s)	Action(s)
No	1. Update the transaction that was logged for the received request to indicate a result of "No Matching Programs – No Task(s) Created"

	2. **RETURN** a response of "201" to the web service.
Yes	Proceed to Evaluate Program Assignment Information

a. Evaluate Program Assignment Information:
At this stage, processing has confirmed that the Document Routing Rule has program and assignment configurations that match the Case of the imaged document. The processing will continue to evaluate the configured assignment information for each matching entry in the Program(s) section of the Document Routing Rule Detail page.

If the Distribution Type value on the Document Routing Rule Program Detail page is "Office Distribution", processing will attempt to retrieve a Bank as follows:

Determine the case carrying worker by evaluating a hierarchy of the programs associated to the case and retrieving the worker associated to the highest priority program. If the case carrying worker can accept the Task, assign the Task. If the case carrying worker cannot accept the Task, attempt to assign the Task to a worker in the case carrying worker's Unit who can accept the Task. If the Task still has not been assigned, retrieve Banks for the case carrying worker's Office and attempt to assign the Task to one of the Banks. If there are no valid Banks, attempt to assign the Task to a worker in the case carrying worker's Office who can receive the Task, otherwise assign the Task to the Office Supervisor.

Bank Identified	Action(s)
No	1. Update the transaction that was logged for the received request to indicate a result of "Office Distribution No Bank Available – No Task(s) Created" 2. **RETURN** a response of "201" to the web service.

Yes	1. Proceed to Task Creation. In this instance the Task will only be assigned to a Bank.

If the Distribution Type value on the Document Routing Rule Program Detail page is "Program Worker and/or Bank", processing will evaluate both Worker Options/Bank Options below for an assignment:

Worker options:

a. Currently Assigned Worker: Retrieve the worker currently assigned to the program.
b. Most Recent Worker Within 30 Days: Retrieve the most recent worker assigned to the program within the last 30 days.
c. Most Recent Worker Within 60 Days: Retrieve the most recent worker assigned to the program within the last 60 days.
d. Most Recent Worker Within 90 Days: Retrieve the most recent worker assigned to the program within the last 90 days.
e. Most Recent Worker Within 120 Days: Retrieve the most recent worker assigned to the program within the last 120 days.
f. Most Recent Worker: Retrieve the most recent worker assigned to the program regardless of time.
g. No Program Worker: Confirm that the program does not have a current worker assigned.

At Least One Worker Identified	Action(s)
No	1. Update the transaction that was logged for the received request to store the program/worker assignment instructions that were evaluated, indicate a no matching workers attribute of 'true' and associate the programs (PGM_ID) that were evaluated. 2. Proceed to Bank Options evaluation.
Yes	1. Update the transaction that was logged for the received request to

	store the program/worker assignment instructions that were evaluated and associate the programs (PGM_ID) that were evaluated that do not have workers that match the Worker assignment criteria. For example: If a Case has 3 programs (1, 2 and 3) that match to the Program(s) panel configuration, but only programs 1 and 2 have workers that match the assignment option, a value of "3" will be stored. 2. Proceed to Evaluate Bank Options for potential Bank assignment and Scanning/Assigned Worker Suppression

<u>Bank Options:</u>

a. Closest Bank: This option invokes processing to evaluate for a Bank that is the closest to the selected Program. Processing will first retrieve the most recent worker assigned to the program and retrieve Banks associated to the same Unit as the worker. The Bank must be configured to receive the Category of the Task. If no Banks are found, proceed to retrieve Banks associated to the same Office as the worker. The Bank must be configured to receive the Category of the Task. If no Banks are found, retrieve all Banks within the County that can receive the Category of the Task. If multiple Banks are returned, processing will select a single Bank round robin. If a program worker cannot be retrieved, processing will evaluate Banks that can receive the Category of the Task at the County level.
b. Specific Bank: Retrieve the specific Bank ID from the assignment instruction.

Bank Identified	Action(s)
No	1. If the Worker Options processing also did not define a worker, the Task has nothing to be assigned to.

	Update the transaction that was logged for the received request to indicate a result of “No Worker or Bank Available – No Task(s) Created”. 2. **RETURN** a response of “201” to the web service.
Yes	1. Update the transaction that was logged for the received request to store a comma delimited list of program IDs that match for the Case but do not have workers that match the Worker assignment criteria. For example: If a Case has 3 programs (1, 2 and 3) that match to the Program(s) panel configuration, but only programs 1 and 2 have workers that match the assignment option, a value of “3” will be stored. 2. If the Worker Options processing also did not define a worker, proceed to Task Creation, otherwise proceed to Evaluate Scanning/Assigned Worker Suppression

b. <u>Evaluate Scanning/Assigned Worker Suppression</u>
If processing has confirmed that the Case/Programs returns at least one worker that matches the Worker assignment configuration, the “Suppress task for scanning worker” attribute in the Additional Options panel of the Document Routing Rule Detail page will be evaluated.

The “Suppress task for scanning worker” attribute in the Additional Options panel of the Document Routing Rule Detail page allows the User to suppress a Task from being created if it will be assigned to the same worker who scanned the document.

If this attribute does not have a checkmark on the page, proceed to Task Creation.

If this attribute has a checkmark on the page, processing will retrieve the Staff username associated to the worker the Task would be assigned to and compare to the ***scanningSource*** (Staff username) attribute from the request.

<table>
<tr><th>Staff Username Match</th><th>Action(s)</th></tr>
<tr><td>No</td><td>Proceed to Task Creation</td></tr>
<tr><td>Yes</td><td>1. If every worker retrieved in the previous step matches to the scanningSource attribute, proceed to Task Creation. In this instance the Task will only be assigned to the defined Bank.
2. If at least one worker retrieved in the previous step does not match the Staff username:
a. Update the transaction that was logged for the received request to store the programs (PGM_ID) with a worker that matched the scanning source attribute. These are the programs/assignments that are being suppressed with the reason of ‘Scanning worker suppression’.
b. Proceed to Task Creation for the program workers that did not match to the scanningSource attribute. The Task is not to be suppressed for these workers.</td></tr>
</table>

iii. **Task Creation:**
At this stage, all override and suppression configurations have been considered and processing has determined that a Task will be created for at least one program on the Case. If previous processing steps have identified that the Case contains more than one program on the case that matches the Document Routing Rule configuration, a Task will be created for each matching program.

Note: If the county has configured the Task Type and/or Task Sub-Type to contain Append Information per CA-214913, the append information will be evaluated which may potentially append to an existing Task rather than creating new Task(s).

1. The Task Type for the resulting Task(s) will be the same Task Type defined in the Task Type attribute within the Task Information panel on the Document Routing Rule Detail page.
2. The Task Sub-Type for the resulting Task(s) will be the same Task Sub-Type defined in the Task Sub-Type attribute within the Task Information panel on the Document Routing Rule Detail page. Note, this field is not required and may be NULL.
3. The Task Due Date will be determined based on the "Due Date" attribute value in the Task Information panel on the Document Routing Rule Detail page as follows:

"Due Date" Value	Task Due Date
Default Due Date	The default due date value is 3 days. The Task due date will be set to 3 calendar days from the Task creation date.
After Number of Calendar Days	Processing will set the Task due date by adding the value in the "Number of Calendar Days" attribute to the Task Creation date.
After Number of Business Days	Processing will set the Task due date by adding business days based on the value in the "Number of Business Days" attribute to the Task Creation date.
Last Day of Month	The Task due date will be set to the last day of the current month.
Last Day of Following Month	The Task due date will be set to the last day of the following month.

4. The Task Long Description will be formatted as:

{Document Type} {Form Number} {Form Name} was received. Scan Source: {Scan Source} Scan Date: {Applicable Date} Received Date: {Received Date}

Long Description variables will be populated as follows:

Variable	Value
{Document Type}	The Document Type for the scanned document based on the ***DocumentType*** attribute of the request.
{Form Number}	The form number for the scanned document. This value will be retrieved via a database lookup based on the ***formName*** attribute of the request.
{Form Name}	The form name of the scanned document based on the ***formName*** attribute of the request.
{Scan Source}	The user name ***scanningSource*** attribute of the request.
{Applicable Date}	The capture date of the scanned document based on the ***captureDate*** attribute of the request. This value will be formatted as mm/dd/yyyy.
{Received Date}	The received date of the scanned document based on the ***receivedDate*** attribute of the request. This value will be formatted as mm/dd/yyyy.

5. The Task will be associated to the Worker (Position) as determined in the Evaluate Program(s) Information Section of the document above.
6. The Task will be associated to a Bank based on the processing defined in the Evaluate Assignment Type and Evaluate Program Assignment Information Sections of the document above.
7. Complete Task Processing

Task Creation	Action(s)

Success	1. Update the transaction that was logged for the received request to store data for the resulting Tasks (TASK_ID) and indicate a result of "Task(s) Processed" 2. **RETURN** a response of "201" to the web service.
Failure	1. Update the transaction that was logged for the received request to indicate a result of "Task Creation Failed". 2. **RETURN** a response of "201" to the web service.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Security	Security Matrix	CA-214917 DDID 2254, 2504 Security M

4 REQUIREMENTS

4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2254	The CONTRACTOR shall update the Task Management solution to allow authorized users to configure task creation and routing rules by Document Type and Form Number/Name. The solution must provide the following configurations: 1) Custom grouping of Document Types and Form Number/Name 2) Configurability on which documents should create tasks and what type of task is created 3) The ability to accept program override(s) for task routing from the imaging solution 4) The option to suppress tasks when there is an upcoming appointment 5) The option to suppress tasks if the scanning user is the same person that would receive the task	- Task API and Imaging solutions will be implemented prior to, or at the same time as, the implementation of this DDID. - Task API solution can require different parameters based on the requesting partner. (i.e. imaging system)	This design implements a series of pages that allow a User to customize rules for Task creation and assignment based on specific document type/form and program/status configurations. Included is the ability to customize the Type and Sub-Type of the resulting task and Task suppression capabilities if the Case has an upcoming appointment or if the Task would be assigned to the scanning worker.
2504	The CONTRACTOR shall configure the imaging solution to collect and transfer the following data to the CalSAWS Software for task generation: 1) Document Type 2) Form Name 3) Case Info 4) Person Info	None	An imaged document request will be forwarded for Document Routing Rule processing and it will contain the attributes described in the requirement text.

	5) Program Override Flag 6) No Task Override Flag 7) No Change SAR 7 Flag 8) Image ID 9) Scanning User/Worker/Source 10) Applicable Date 11) Received Date		

5 MIGRATION IMPACTS

N/A

6 OUTREACH

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-215944

Enable the Call Log Task

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Long Nguyen, Srividhya Sivakumar, Himanshu Jain, William Baretsky, Michael Wu, Christine Altavilla

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/21/2020	1.0	Initial	Erika Kusnadi-Cerezo
1/21/2021	2.0	Content Revision 1: • Added a note to section 2.1.3#1 that the Task Detail page will open after the Call Record is saved. • Updated Figure 2.2.1 • Removed the Note from Section 2.2.3 #1.a.i.1.b since it is incorrect. Case Name does not autopopulate on the Task Detail page in Create mode (this is the existing functionality).	Erika Kusnadi-Cerezo

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1 OVERVIEW

Call Log pages are currently used by county workers that are working from a Call Center or County office(s) as a way to log calls, track and monitor those calls that are being logged. If a Call Log task is also needed, workers will be able to create an associated Call Log Task through the Call Log Detail page as well.

1.1 Current Design

Currently, workers do not have the option to create a Call Log Task through the Call Log Detail page. For this reason, when a user creates a Call Log Task it will not be associated to the Call Log record and they do not have the option to view the Call Log record through the Call Log Task.

1.2 Requests

Update the Call Log Detail page to allow workers to create a Call Log task directly through the Task Detail page at any time. Ability to view the associated Call Log Task through the Call Log Detail page.

Update Task Detail with the ability to be associated to a Call Log record and the ability to open the corresponding Call Log record once its created.

1.3 Overview of Recommendations

1. Create a new button on the Call Log Detail page to allow worker to create a Call Log task directly from the Task Detail page and have it be associated to the Call Log record.
2. Create a new button on the Call Log Detail page to allow worker to view the Call Log task that was created for the associated Call Log record.
3. Update the Task Detail page to auto populate with the case information that's associated to the Call Log record.
4. Update the Task Detail page to display a 'Telephone' icon that will allow the worker to open the corresponding Call Log record.

1.4 Assumptions

1. Existing functionality will remain unchanged unless it is mentioned in the Description of Changes section below.

2 RECOMMENDATIONS

Update the Call Log Detail page to allow workers to create a Call Log task directly through the Task Detail page. Additionally, add the ability to create a Call Log task even after the Call Log record is saved and the ability to view the associated Task. The Task Detail page will be updated have tasks associated to a Call Log record, create multiple Call Log tasks and the ability to view the corresponding Call Log record.

2.1 Call Log Detail page.

2.1.1 Overview

The Call Log Detail page will be updated to allowed worker to create a Call Log task through the Task Detail page and the ability to view the corresponding Call Log task if one was created.

2.1.2 Call Log Detail Mockup

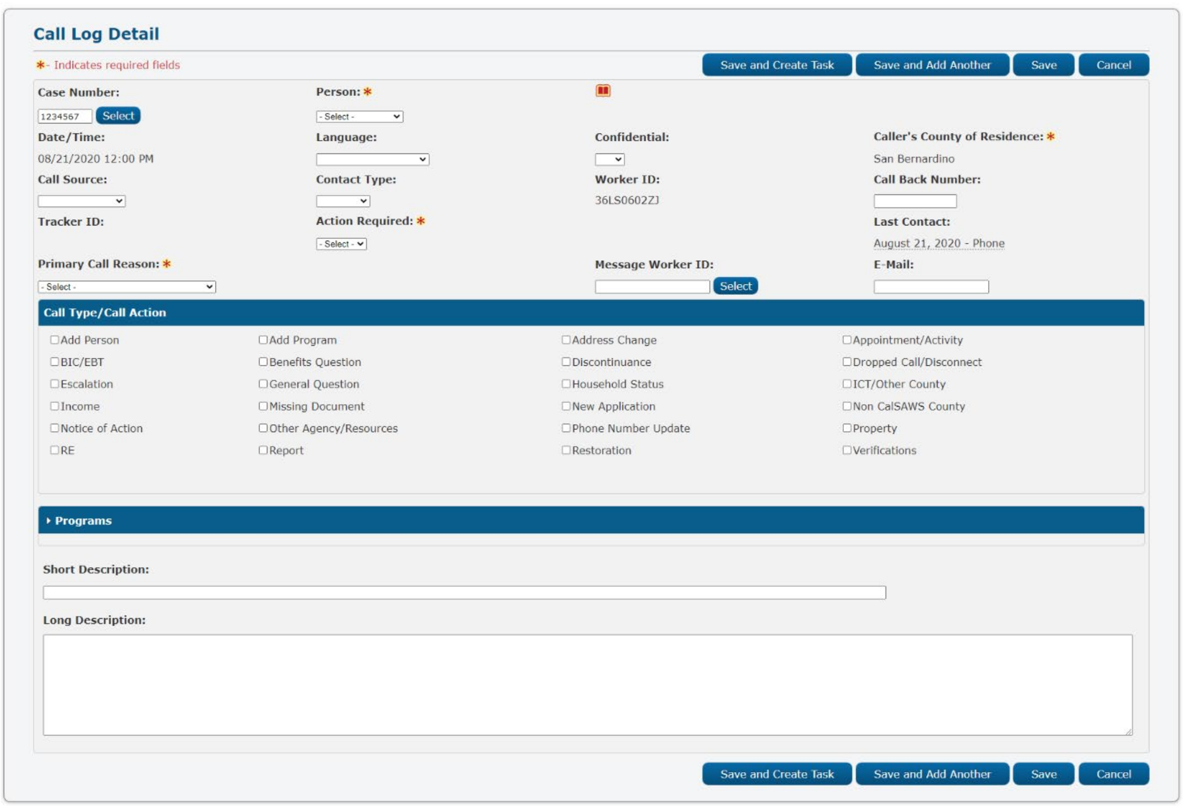

Figure 2.1.1 – Call Log Detail page (Create mode)

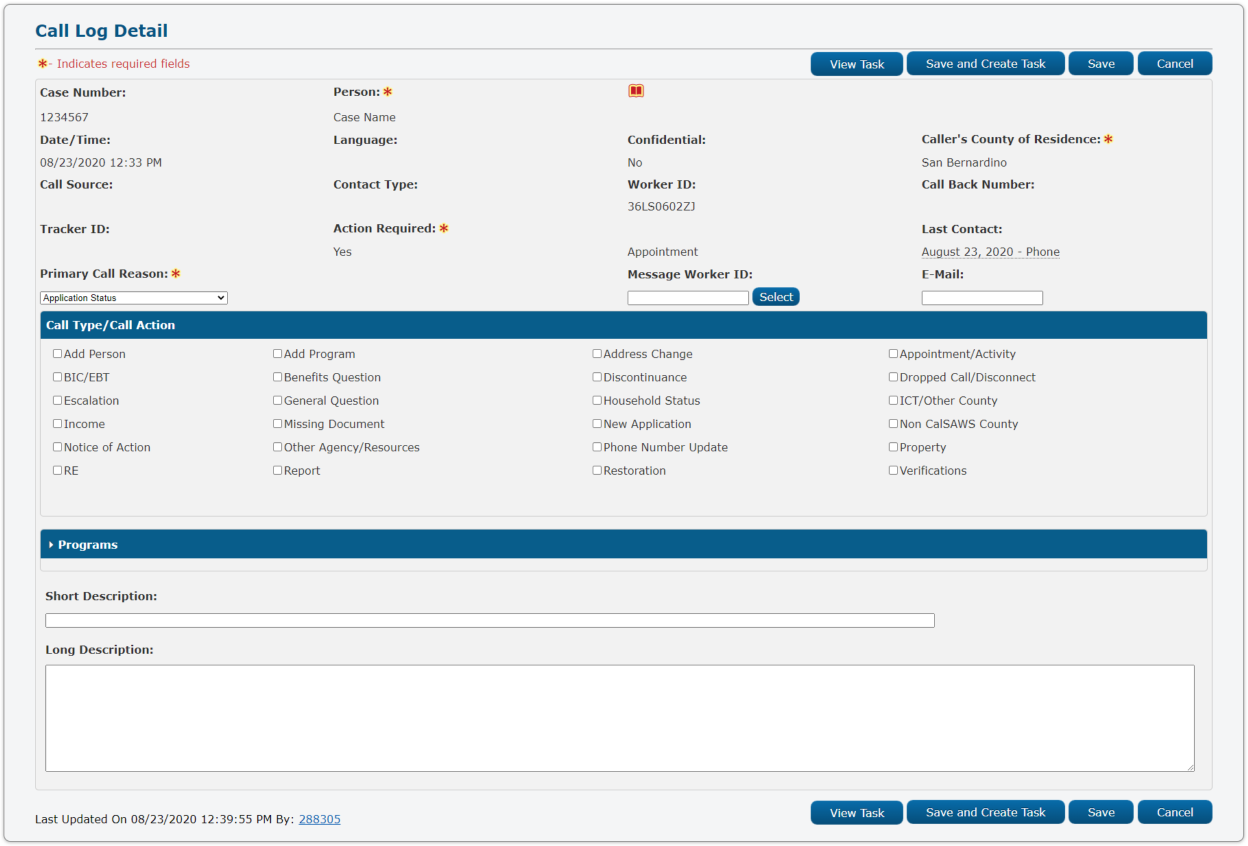

Figure 2.1.2 – Call Log Detail page (Edit mode)

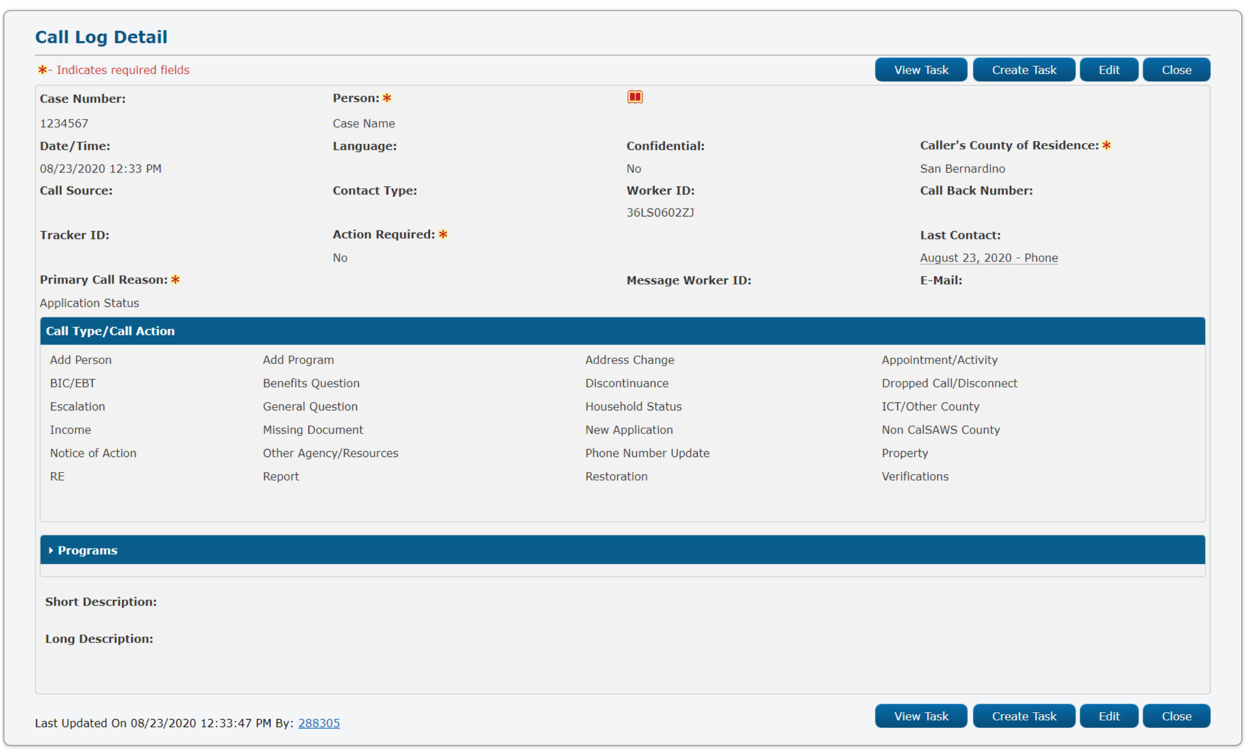

Figure 2.1.3 – Call Log Detail page (View mode)

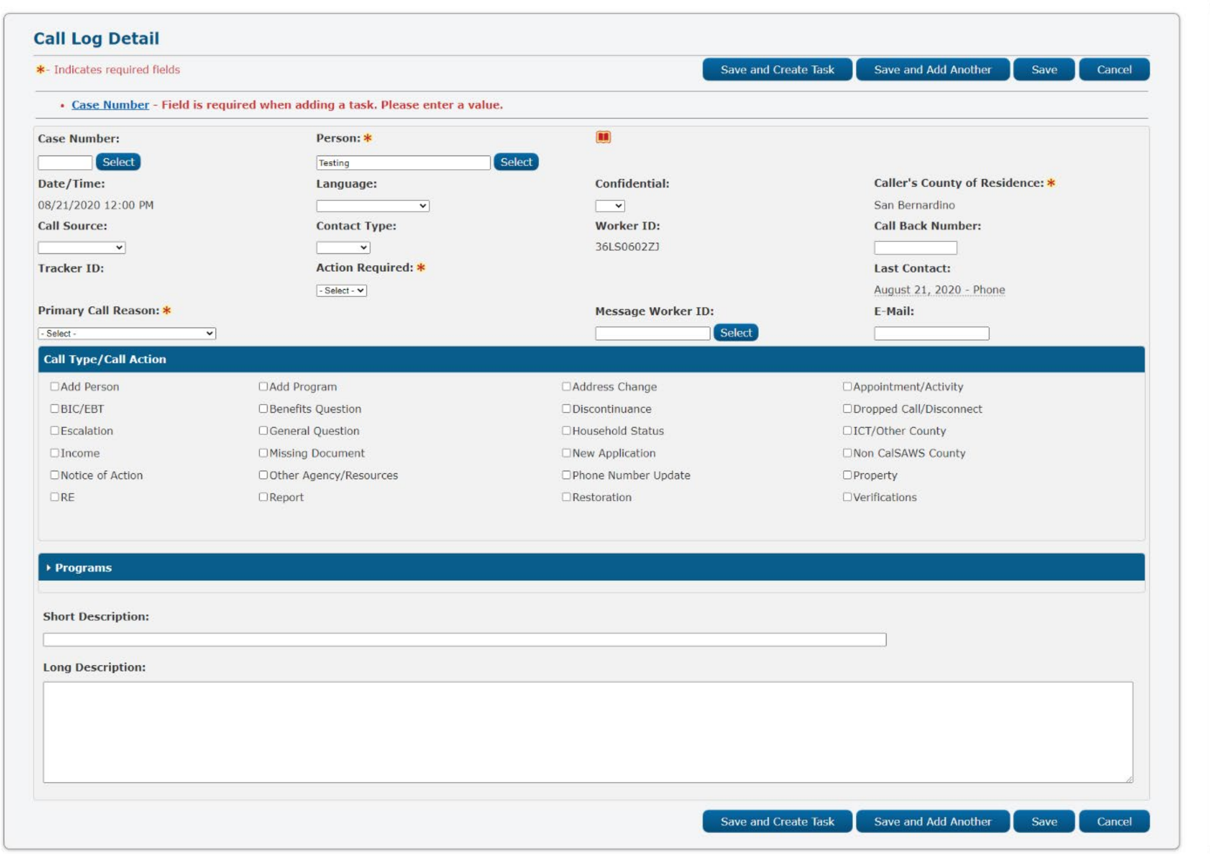

Figure 2.1.4 – Call Log Detail with Validation

2.1.3 Description of Changes

1. Add a new button titled 'Save and Create Task' to the Call Log Detail page.
    a. New button titled 'Save and Create Task' will display when the Call Log Detail page is in 'Create' and 'Edit' mode as shown on Figure 2.1.1 and Figure 2.1.2.
    b. Clicking on the 'Save and Create Task' will save the Call Log record and trigger the 'Task Detail' page (in Create mode) to open in a separate pop-up window (please reference Section 2.2 for details on the Task Detail page).
        i. Upon clicking the 'Save and Create Task' button the Call Log Detail page (which will be in 'Create' or 'Edit' mode) will refresh. Upon loading, the Call Log Detail page will now be in 'View' mode.

    Note: The 'Task Detail' page will open when the Call Log Record is saved. If the Call Log Record did not save after the 'Save and Create Task' button was clicked, the 'Task Detail' page will not open.

    c. Display the 'Save and Create Task' button for workers that are assigned the 'TaskDetailEdit' security right.

2. Add a new button titled ‘View Task’ to the Call Log Detail page as shown on Figure 2.1.2 and 2.1.3.
    a. New button titled ‘View Task’ will display on the Call Log Detail page (in Edit and View mode) when there’s a Call Log task that is associated to the Call Log record that is being viewed or edited.
        i. New button will be located to the left of any other buttons that are already on the pages.
    b. Clicking on the ‘View Task’ button will launch the Task Detail page (in View Mode) on a separate pop-up window (please reference Section 2.2 for details on the Task Detail page).
    c. Display the ‘View Task’ button for workers that are assigned the ‘TaskDetailView’ security right.
3. Add a new button titled ‘Create Task’ to the Call Log Detail page as shown on Figure 2.1.3.
    a. New button titled ‘Create Task’ will display on the Call Log Detail page in View mode.
        i. New button will be located to the left of the ‘Edit’ button.
    b. Clicking on the ‘Create Task’ will launch the ‘Task Detail’ page (in Create mode) in a separate pop-up window (please reference Section 2.2 for details on the Task Detail page).
    c. Display the ‘Create Task’ button for workers that are assigned the ‘TaskDetailEdit’ security right.
4. Create a new validation for the Call Log Detail page as shown on Figure 2.1.4.
    a. Validation will display the following message: “Case Number – Field is required when adding a task. Please enter a value.”
        i. Validation message will display when the worker clicks on the ‘Save and Create Task’ or ‘Create Task’ button but the ‘Case Number’ field is left empty or the information entered on the ‘Case Number’ field is not a valid case number.

2.1.4 Page Location

- **Global: Admin Tools**
- **Local: Office Admin**
- **Task: Call Log**

2.1.5 Security Updates

N/A – The ‘TaskDetailEdit’ and ‘TaskDetailView’ security rights already exist in the CalSAWS system. Refer to the Security Matrix under the Additional Documents section. Update is only to the Rights to Pages Tab.

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Task Detail page

2.2.1 Overview

The Task Detail page will be updated to allow the worker to create a Call Log task through the Task Detail page and the ability to view the corresponding Call Log record.

2.2.2 Task Detail Mockup

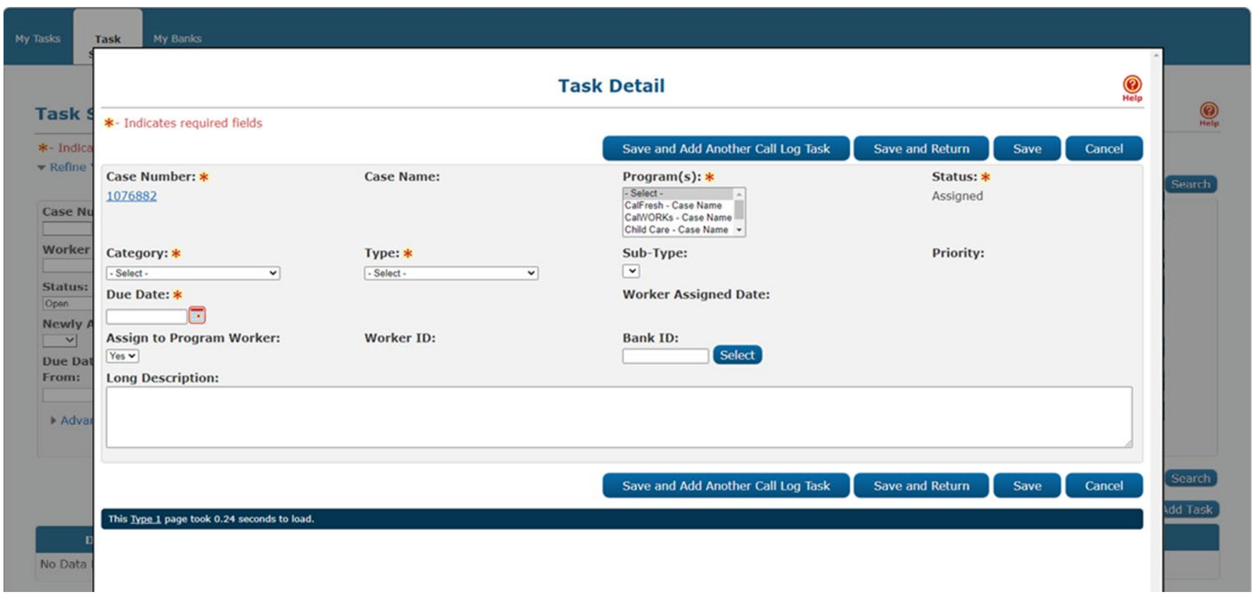

Figure 2.2.1 – Task Detail (Create mode)

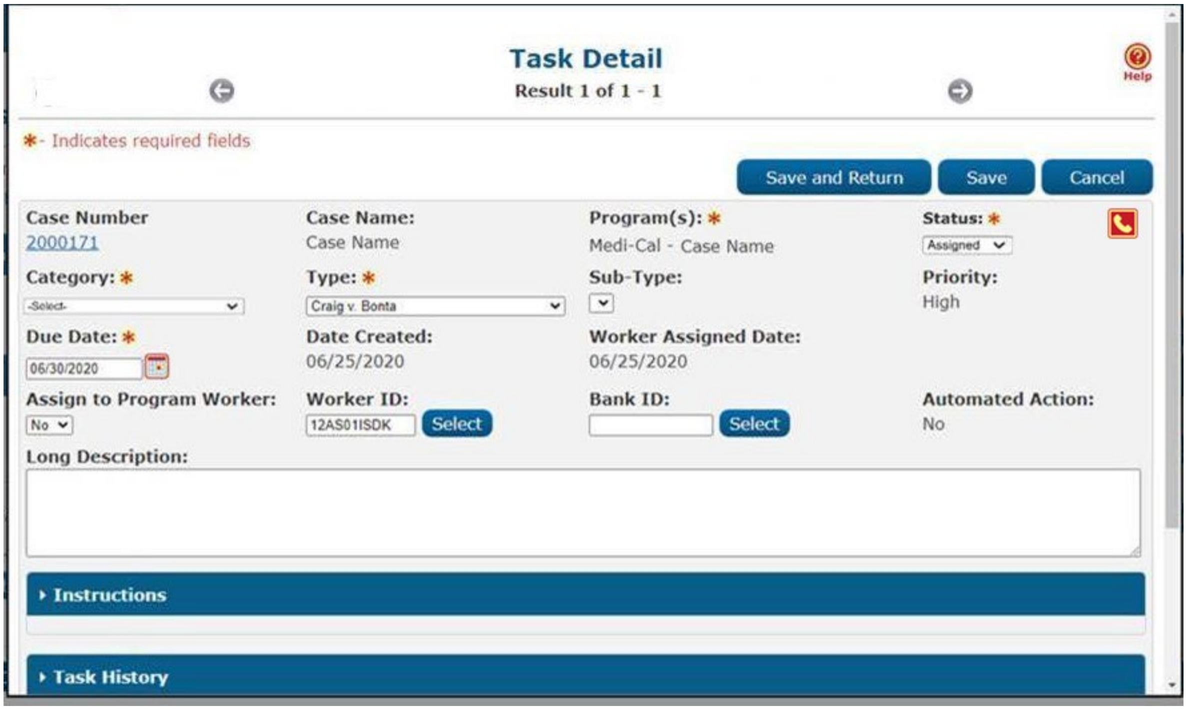

Figure 2.2.2 – Task Detail (Edit mode)

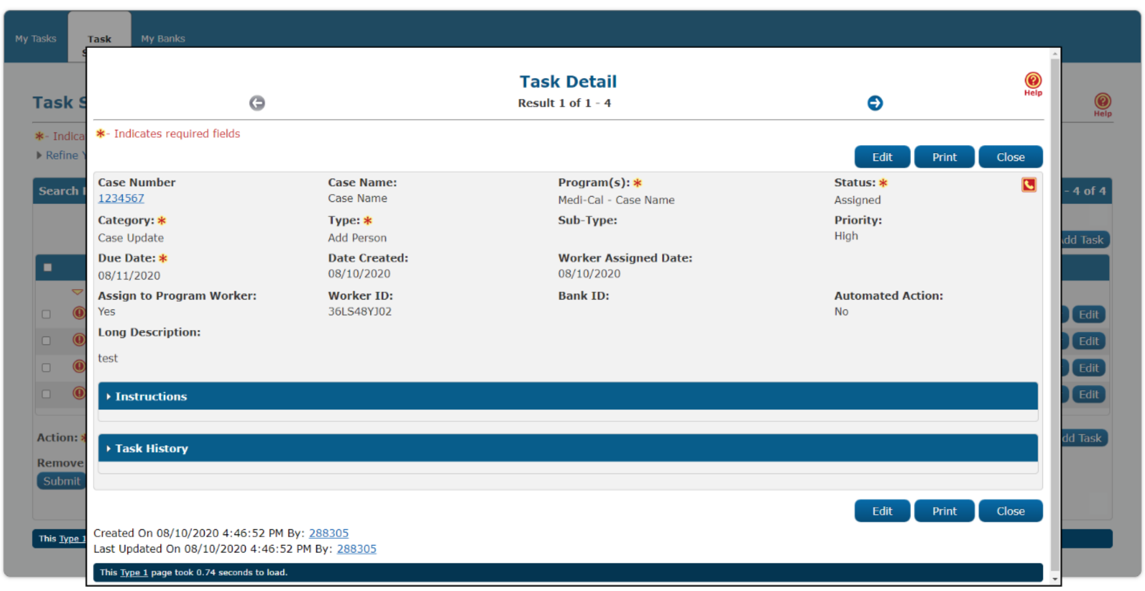

Figure 2.2.3 – Task Detail (View mode)

2.2.3 Description of Changes

1. Add the functionality to allow Call Log Task(s) created through the Task Detail page to be associated to a Call Log record.

a. Call Log Task(s) will need to be created through the Task Detail page, that was opened through Call Log Detail or through the 'Save and Add Another Call Log Task' button from the Task Detail page (see #3 below), for it to be automatically associated to the Call Log record that was saved.
    i. When the worker is creating the Call Log Task by accessing the Task Detail page through the Call Log Detail page, a separate window will open.
        1. Window will open with the Task Search page opened in the background and the Task Detail overlay opened in 'Create' mode as shown on Figure 2.2.1.
            a. Task Search page will not display any results in the Search Results Summary section.
            b. Task Detail overlay (in Create mode) will have the following:
                i. 'Case Number' field will auto populate with the value saved on the 'Case Number' field from the Call Log record and it will not be editable.
                Note: ~~Case Name will auto populate in the 'Case Name' field based on the Case Number information. This is an existing functionality.~~
                ii. A new button titled 'Save and Add Another Call Log Task' that will replace the 'Save and Add Another' button.
                    1. Clicking the 'Save and Add Another Call Log Task' will save the Call Log Task and the page will refresh as a new Task Detail page in 'Create' mode with the functionality outlined above.
                    2. Call Log Task will continue to be associated to the same Call Log record.

2. Update the Task Detail page to display the 'Phone' icon as shown on Figure 2.2.2 and Figure 2.2.3
    a. 'Phone' icon will only display if the task is associated to a Call Log record.
        i. It will be displayed when the Task Detail page is in 'Edit' or 'View' mode.
    b. If a worker clicks on the 'Phone' icon, the associated Call Log record will open on the Call Log Detail page on a separate window in 'View' mode.

3. When the worker clicks on the ‘View Task’ button from the Call Log Detail page, a separate window will open.
    a. Window will open to the Task Search page opened in the background and the Task Detail overlay opened in ‘View’ mode.
        i. The Task Search page in the background will load with the Call Log Task(s) listed in the Search Result Summary section for the specific Call Log Task(s) that is associated to the specific Call Log Record.
        ii. The Task Detail overlay will be opened to the specific Call Log Task that is associated to the Call Log Record in ‘View’ mode.
            1. If multiple Call Log Tasks were created, the Task Detail will open with the oldest Call Log Task that was created (oldest to the most recent).
                a. User will need to use the scroll arrows located at the top of the page to view the multiple Call Log Tasks that was created for that specific Call Log Record.

2.2.4 Page Location

- **Utilities Navigation Bar**

Note: Creating a Call Log Task is only possible if it’s accessed through the Call Log Detail page by clicking the ‘Save and Create Task’ or the ‘Create Task’ button. This action will open the Task Detail page in Create Mode.

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 Automated Regression Test

2.3.1 Overview

New automated regression test scripts will be developed to cover the creation, view, and editing of Call Log Tasks.

2.3.2 Description of Changes

1. Create one or more new automated scripts to verify that a single Call Log Task can be created and saved, viewed, and edited through the following navigations:
    a. Call Log Detail → Save and Create Task → Task Detail → Save and Return → Task Search
        i. View Task details: Task Search → Task Detail → Close → Task Search
        ii. View Call Log from Task: Task Search → Task Detail → Call Log Detail
        iii. Edit Task: Task Search → Task Detail → Edit → Save → Call Log Detail
2. Create one or more automated scripts to verify that multiple tasks can be created and saved associated to the same Call Log record:
    a. Call Log Detail → Save and Create Task → Task Detail → Save and Add Another Call Log Task → Task Detail → Save and Return → Task Search
        i. View Call Log from each Task: Task Search → Task Detail → Call Log Detail
3. Create one or more automated scripts to verify that the creation of a Call Log Task record can be cancelled.
    a. Call Log Detail → Save and Create Task → Task Detail → Cancel → Task Search
    b. Call Log Detail → Save and Create Task → Task Detail → Save and Add Another Call Log Task → Cancel → Task Search
        i. Verify that the first task was saved appropriately: Task Search → Task Detail → Call Log Detail
4. Create one or more automated scripts to verify that a Call Log Task can be created and associated to the final Call Log record through the "Save and Add Another" flow:
    a. Call Log Detail → Save and Add Another → Call Log Detail → Save and Create Task → Task Detail → Save and Return → Task Search
        i. Verify that the task is associated to the final Call Log Detail record: Task Search → Task Detail → Call Log Detail

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.0	Online	Security Matrix	Enable Call Log Task Security Matrix.xls

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.2.1.3	LRS shall provide a method for capturing the purpose of the contact.	Call Log Detail page and the Task Detail page is updated to allow worker to create a Call Log Task if one is needed.
2.2.1.4	LRS shall provide a method to log and record individual contact and inquiries.	Call Log Detail page and the Task Detail page is updated to allow worker to create a Call Log Task if one is needed.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-217804 | CIV-107563

Implement Correspondence changes in Errata 19-76E II

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nithya Chereddy
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/01/2020	1.0	Initial Design	Nithya Chereddy
10/19/2020	1.1	Revisions based on BAs and Build review	Nithya Chereddy
11/3/2020	1.2	Revisions based on BAs review	Nithya Chereddy
11/19/2020	1.3	Revisions based on the initial Committee Review	Nithya Chereddy
11/23/2020	1.4	Revisions based on comments form LA County	Nithya Chereddy
1/25/2020	1.5	Content Revision 1 updates	Nithya Chereddy

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1 OVERVIEW

This document details the changes necessary in CalSAWS and C-IV to implement the updated/added NOAs as part of the 19-76 Errata II.

1.1 Current Design

1. Currently CalSAWS has the following NOAs/forms
   - NOA - M44-207K (Discontinuance due to Over Income)
   - Form - NA 274G Overpayment Computations
2. Batch job PB19F107 and PB19F108 generates NA 274G form along with M44-350I and M44-352A forms respectively.
3. CalSAWS – NA 274G incorrectly populates the Disability Based Income (DBI) Disregard value when generated from the Recovery Account Detail Page and Template Repository.
4. Currently C-IV has the following NOAs/forms
   - NOA - M44-315A ($10 Minimum Payment, Change NOA)
5. C-IV - NA 301 and NA 303 incorrectly populates the Disability Based Income (DBI) Disregard value when generated from the Recovery Account Detail Page and Template Repository.

1.2 Requests

1. CalSAWS – Update the M44-207K NOA(Discontinuance due to Over Income - taken from Errata 19-76 E II)
2. CalSAWS - Add Form NA 274H, this form should be used for overpayments occurring on or after 6/1/2020
3. CalSAWS – Add the CalWORKs Overpayment Packet with M44-350I and NA 274H.
4. CalSAWS – Add the Demand NOA Packet with M44-352A and NA 274G /NA 274H.
5. CalSAWS – Update NA 274G form population for Section A, line items 5, 7 and 10.
6. CalSAWS - Update the Recovery Account Activation batch job to generate CalWORKs Overpayment Packet based on the oldest EDBC associated to the Recovery Account.
7. CalSAWS - Update the Demand NOA batch job to generate Demand NOA Packet based on the oldest EDBC associated to the Recovery Account.
8. CalSAWS – Update the 'Generate Form' button logic on Recovery Account Detail page to generate the CalWORKs overpayment packet with either NA 274G or NA 274H depending on the overpayment months.
9. CalSAWS - Update the existing Income increase NOA to account for the $10 minimum payment verbiage.
10. C-IV - Update the M44-315A ($10 Minimum Payment, Change NOA)
11. C-IV - Update the NA 301 and NA 303 Form to populate the correct DBI Disregard value.

1.3 Overview of Recommendations

1. CalSAWS - Update the M44-207K NOA
2. CalSAWS - Add the NA 274H form
3. CalSAWS – Add the CalWORKs Overpayment Packet with M44-350I and NA 274H.
4. CalSAWS – Add the Demand NOA Packet with M44-352A and NA 274G /NA 274H.
5. CalSAWS – Update NA 274G form population for Section A, line items 5, 7 and 10.
6. CalSAWS - Update the Recovery Account Activation batch job to generate CalWORKs Overpayment Packet based on the oldest EDBC associated to the Recovery Account.
7. CalSAWS - Update the Demand NOA batch job to generate Demand NOA Packet based on the oldest EDBC associated to the Recovery Account.
8. CalSAWS – Update the 'Generate Form' button logic on Recovery Account Detail page to generate the CalWORKs overpayment packet with either NA 274G or NA 274H depending on the overpayment months.
9. CalSAWS - Update the existing Income increase NOA to account for the $10 minimum payment verbiage.
10. C-IV – Update the M44-315A ($10 Minimum Payment, Change NOA).
11. C-IV - Update the NA 301 and NA 303 Form to populate the correct DBI Disregard value.

1.4 Assumptions

1. Over income reason in C-IV has different verbiage compared to M44-207K. Over income reason verbiage will not be updated in C-IV as part of this SCR. C-IV will inherit the updated verbiage at migration.
2. NA 274G is currently not available in C-IV.
3. NA 274H form's variable population will be the same as NA 274G form.
4. While generating the Continuation Page - Overpayment Computations NOA from template repository, worker should determine whether to generate NA 274G or NA 274H based on the benefits months the over payment occurred for.
   a. Example: If the overpayment is for benefit months March through July, worker should generate NA 274G, as there exists a benefit month before June 2020.
   b. If the overpayment is for benefit months June through July, worker should generate NA 274H, as overpayment is for benefit months on or after June 2020.
5. Current trigger conditions and variable value calculations will not be updated for NA 301 and NA 303 forms. Only the DBI value look up will be updated.
6. All the variable fields in the NA 274G and NA 274H form body will be editable. Form header and Form Footer variable fields will not be editable. The fields will be editable when the fields are blank or pre-populated.
7. SCR CA-214198 will update the name of the PB19F108 batch job to PB00F108.
8. Demand NOA Packet will be available in Template Repository and cannot be generated using the 'Generate Form' button on the 'Recovery Account Detail

page'. Worker can generate the M44-352A and NA 274G/ NA 274H forms separately from Template Repository.

9. For External Recovery accounts the forms will be generated manually by the user from the Recovery Account Detail page.
10. SCR CA-221914 will add threshold translations for the NOAs/Forms updated/added as part of this SCR.
11. CalSAWS – A GEN 1365 will be added to every outbound envelope at Central print.

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2 RECOMMENDATIONS

The following NOAs/Forms will be updated/added to implement the changes from 19-76 Errata II.

2.1 CalSAWS - Update the Over Income Discontinuance NOA

2.1.1 Overview

This effort is to update the M44-207K NOA. M44-207K is the CalWORKs discontinuance NOA for Over Income reason. 19-76 Errata II made verbiage updates to this reason.

Reason Fragment Name and ID: CW_TN_INC_GRT_MAX_AID_A233, 6212

State Form/NOA: M44-207K

Current NOA Template: CW_NOA_TEMPLATE

Current NOA Template Name: NA 290

Current Program(s): CW

Current Action Type: Discontinuance

Current Fragment Level: Programs

Currently Repeatable: No

Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: NA 1239 SAR

Existing Languages: English and Spanish

2.1.2 Update Fragment XDP

Update the Over Income discontinuance fragment verbiage as listed below (CW_TN_INC_GRT_MAX_AID_A233)

Updated Languages: English and Spanish

Updated NOA Template Name: M44-207K (5/20)

NOA Mockups: See Supporting Document #1

Description	Existing Text	Updated Text	Formatting
Static Section - English	You can not get cash aid if your family's net countable income is more than the Maximum Aid Payment set by the State. Your family's needs and income are figured on this notice.	You cannot get cash aid if your family's gross income is more than the CalWORKs Tier 2 Income Reporting Threshold and is expected to continue at this level. Your family size is <AU_Size> The Tier 2 Income Reporting Threshold for your family size is <Tier2_IRT>. Your family's needs and income are figured on this page.	Arial Font 10

Note: Spanish translation for the updated verbiage is attached in Supporting Document #5.

2.1.3 Variable population

Following is the variable population for the updated over income discontinuance NOA.

Variable Name	Population	Formatting
<AU_Size>	Size of the Assistance Unit Note: AU size could sometimes be 0	Arial Font 10
<Tier2_IRT>	Tier 2 IRT for AU Size Note: If the AU size 0, the Tier 2 IRT for AU size 1 should be populated i.e. $1,354.	Arial Font 10

2.2 CalSAWS - Add NA 274H form

2.2.1 Overview

This effort is to add NA 274H form to CalSAWS system. NA 274H form is used to calculate the overpayment amount for an AU after all applicable income disregards, sanctions, and penalties have been applied. NA 274H should be used for overpayments occurring on or after 6/1/2020. This was provided with 19-76 Errata II.

State Form: NA 274H

Current Programs: CalWORKs

Current Attached Forms: NA Back 9

Current Forms Category: NOA

Existing Languages: English and Spanish

2.2.2 Add NA 274H form XDP

Add the NA 274H form to the ClaSAWS system.

Form Title (Document List Page Displayed Name): Continuation Page - Overpayment Computations

Form Number: NA 274H

Include NA Back 9: Yes

Template Repository Visibility: All counties

Post to SSP (Self Service Portal): Yes

Form Mockups/Examples: See Supporting Documents #2 for English and #6 for Spanish forms.

Note: Form population remains the same as NA 274G form

Cosmetic Update: Increase the spacing between Rules and State Hearing for NA 274H form.

2.2.3 Add Form Control

The following barcodes will be used for NA 274H form.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

2.2.4 Add form to Template Repository

NA 274H form will be added to Template Repository. The form will have pre-population same as NA 274G.

Required Document Parameters: Case Number, Customer Name, Recovery Account Number, Language and Program

2.2.5 Add Form Print Options and Mailing Requirements

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

2.3 CalSAWS – CalWORKs Overpayment Packet

2.3.1 Overview

As part of the SCR CA-207159 CalWORKs Overpayment Packet was added to CalSAWS which contains M44-350I and NA 274G forms.

This effort is to add a new CalWORKs Overpayment Packet which will have M44-350I and NA 274H forms.

Form Name: CalWORKs Overpayment Packet (M44-350I and NA 274H)

Form Number: CalWORKs Overpayment Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.3.2 Description of Change

1. Create the CalWORKs Overpayment Packet. The packet will contain the M44-350I and NA 274H forms for all counties (Los Angeles and the 57 Migration Counties).

2. The existing population logic for the M44-350I and NA 274G will be used to populate the forms (M44-350I and NA 274H) within this packet as NA 274G and NA 274H has the same population.

3. The packet will have the following print options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
X~~N/A~~	X~~N/A~~	X~~N/A~~	X~~N/A~~	X~~N/A~~	X~~N/A~~

4. The packet will have the following mailing options:

Mailing Requirements:
Mail-To (Recipient): When generated through the batch process, the CalWORKs Primary Applicant. When generated through the Recovery Account Detail page, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return): CalWORKs Worker's Office/District Office Address
Mail-back-to Address: N/A
Outgoing Envelope Type: Standard Mail
Return Envelope Type: N/A

Additional Requirements:
Special Paper Stock: N/A
Enclosures: N/A
Electronic Signature: N/A
Clock Indicator: N/A
Post to Self Service Portal: Yes
Image Title Name: N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

2.4 CalSAWS – Demand NOA Packet (M44-352A and NA 274G)

2.4.1 Overview

This effort is to add Demand NOA Packet which will have the M44-352A and NA 274G forms.

Form Name: Demand NOA Packet (M44-352A and NA 274G)

Form Number: Demand NOA Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.4.2 Description of Change

1. Create the Demand NOA Packet (M44-352A and NA 274G) to be used if the oldest overpayment month associated to the recovery account is before 06/2020. This packet will contain the M44-352A and NA 274G forms for all counties (Los Angeles and the 57 Migration Counties).

2. The existing population logic for the M44-352A and NA 274G will be used to populate the Demand NOA Packet (M44-352A and NA 274G).

3. The packet will have the following print options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
X~~N/A~~	X~~N/A~~	X~~N/A~~	X~~N/A~~	X~~N/A~~	X~~N/A~~

4. The packet will have the following mailing options:

   Mailing Requirements:
   Mail-To (Recipient): When generated through the batch process, the CalWORKs Primary Applicant.
   Mailed From (Return): CalWORKs Worker's Office/District Office Address
   Mail-back-to Address: N/A
   Outgoing Envelope Type: Standard Mail
   Return Envelope Type: N/A

   Additional Requirements:
   Special Paper Stock: N/A
   Enclosures: N/A
   Electronic Signature: N/A
   Clock Indicator: N/A
   Post to Self Service Portal: Yes
   Image Title Name: N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

2.5 CalSAWS – Demand NOA Packet (M44-352A and NA 274H)

2.5.1 Overview

This effort is to add Demand NOA Packet which will have the M44-352A and NA 274H forms.

Form Name: Demand NOA Packet (M44-352A and NA 274H)

Form Number: Demand NOA Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.5.2 Description of Change

1. Create the Demand NOA Packet (M44-352A and NA 274H) to be used if the oldest overpayment month associated to the recovery account is on or after 06/2020. This packet will contain the M44-352A and NA 274H forms for all counties (Los Angeles and the 57 Migration Counties).

2. The existing population logic for the M44-352A and NA 274G will be used to populate the forms within the Demand NOA Packet (M44-352A and NA 274H). This is because NA 274G and NA 274H has the same variable population logic.

3. The packet will have the following mailing options:

   Mailing Requirements:
   Mail-To (Recipient): When generated through the batch process, the CalWORKs Primary Applicant.
   Mailed From (Return): CalWORKs Worker's Office/District Office Address
   Mail-back-to Address: N/A
   Outgoing Envelope Type: Standard Mail
   Return Envelope Type: N/A

   Additional Requirements:
   Special Paper Stock: N/A
   Enclosures: N/A
   Electronic Signature: N/A
   Clock Indicator: N/A
   Post to Self Service Portal: Yes
   Image Title Name: N/A

4. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

2.6 CalSAWS - Update NA 274G form population

2.6.1 Overview

~~2.6.1~~ NA 274G currently populates the highlighted columns based on the oldest EDBC month associated to the recovery account.

~~NA 274G currently populates the DBI value for highlighted sections below (Section A, line items 5, 7 and 10) based on the oldest EDBC associated to the recovery account.~~

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~~As part of the SCR CA-209033 the DBI value has been updated to $500 for benefit months 06/2020 or later.~~

Example: If the recovery account is for benefit months March through July 2020, the DBI value ~~(highlighted below)~~ used in the calculations (for the below highlighted columns) in NA 274 G from is 225 currently.

If the recovery account is for benefit months starting after June 2020, the DBI value (highlighted below) used in the NA 274 G from is 500 currently.

Overpayment Month and Year

Section A. Countable Income, Month of 03/2020 - 07/2020					
1. Total Self-Employment Income	$	0	0	0	0
2. Self-Employment Expenses:					
a. 40% Standard	-	0	0	0	0
OR					
b. Actual	-	0	0	0	0
3. Net Earnings from Self-Employment	=	0	0	0	0
4. Total Disability-Based Unearned Income (DBI) (Assistance Unit + Non-Assistance Unit Members)	$	0	0	0	0
5. $225 DBI Disregard (if #4 is greater than $225)	-	0	0	0	0
6. Nonexempt Unearned Disability-Based Income	=	0.00	0.00	0.00	0.00
OR					
7. Unused DBI Disregard	=	225	225	225	225
8. Net Earnings from Self-Employment (from above)	+	0	0	0	0
9. Total Other Earned Income	+	1560.24	1560.24	1560.24	1560.24
10. Unused Amount of $225 (from #7)	-	225	225	225	225
11. Subtotal	=	1335.24	1335.24	1335.24	1335.24
12. Earned Income Disregard 50%	-	667.62	667.62	667.62	667.62
13. Subtotal	=	667.62	667.62	667.62	667.62
14. Nonexempt Unearned Disability-Based Income (from #6)	+	0.00	0.00	0.00	0.00
15. Subtotal	=	667.62	667.62	667.62	667.62
16. Other Nonexempt Income (Assistance Unit + Non-Assistance Unit Members)	+	0	0	0	0
Net Countable Income	=	667.00	667.00	667.00	667.00

2.6.2 Description of Change

Modify the NA 274G population module ~~for Section A, line items 5, 7 and 10 to use the DBI value based on the EDBC month for that column~~to populate the values in the columns based on the month the column is associated to.

Example: If the recovery account is for benefit months March through June 2020, column 1's EDBC month should be March, Column 2's EDBC month should be April and so ons ~~1 through 3 should have the DBI value as 225 as the first 3 columns correspond to benefit months March, April and May. 4th column should have the DBI value 500 as it for the benefit month June~~.

Note: NA 274H will have the same population logic as NA 274G form.

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2.7 CalSAWS – Recovery Account Activation Batch Job

2.7.1 Overview

The Recovery Account Activation batch job will activate recovery accounts and send out correspondence to the responsible party regarding their recovery account.

This effort will update the Recovery Account Activation batch job to send out the new OP/OI packets, i.e. either M44-350I and NA 274G or M44-350I and NA 274H.

2.7.2 Description of Change

Update the logic to send out the new CalWORKs Overpayment packet when the program is CalWORKs, Diversion, Child Support, Immediate Need, or Refugee Cash Assistance.

Trigger the CalWORKs Overpayment packet (M44-350I and NA 274G) if the oldest overpayment month associated to the recovery account is before 6/2020.

Trigger the CalWORKs Overpayment packet (M44-350I and NA 274H) if the oldest overpayment month associated to the recovery account is on or after 6/2020.

Note: Exiting batch transaction values will not be updated with this effort.

2.7.3 Execution Frequency

No Change.

2.7.4 Key Scheduling Dependencies

No Change.

2.7.5 Counties Impacted

All Counties.

2.7.6 Data Volume/Performance

N/A.

2.7.7 Failure Procedure/Operational Instructions

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

2.8 CalSAWS – Demand NOA Batch Job

2.8.1 Overview

Currently Demand NOA batch job triggers the M44-352A and NA 274G forms. M44-352A states that although the cash aid for the participant has stopped, the participant still owes the county for the overpayment.

This effort will update the Demand NOA batch job to send out the new Demand NOA Packets, i.e. either M44-352A and NA 274G or M44-352A and NA 274H depending on the oldest overpayment month.

2.8.2 Description of Change

Update the logic to send out the new Demand NOA packet when the program is CalWORKs.

Trigger the Demand NOA packet (M44-352A and NA 274G) if the oldest overpayment month associated to the recovery account is before 6/2020.

Trigger the Demand NOA packet (M44-352A and NA 274H) if the oldest overpayment month associated to the recovery account is on or after 6/2020.

Note: Exiting batch transaction values will not be updated with this effort.

2.8.3 Execution Frequency

No Change.

2.8.4 Key Scheduling Dependencies

No Change.

2.8.5 Counties Impacted

All Counties.

2.8.6 Data Volume/Performance

N/A.

2.8.7 Failure Procedure/Operational Instructions

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

2.8.8 Execution Frequency

No Change.

2.8.9 Key Scheduling Dependencies

No Change.

2.8.10 Counties Impacted

All Counties opted into the Batch jobs. Currently Los Angeles County only.

2.8.11 Data Volume/Performance

N/A.

2.8.12 Failure Procedure/Operational Instructions

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

2.9 CalSAWS – Recovery Account Detail Page

2.9.1 Overview

As part of SCR CA-207159, the logic of the 'Generate Form' button has been updated to generate the CalWORKs Overpayment packet when the program is CalWORKs, Diversion, Child Support, Immediate Need, or Refugee Cash Assistance.

2.9.2 Description of Change

Update the logic for 'Generate Form' button to generate the CalWORKs Overpayment packet containing either NA 274G or NA 274H depending on the oldest overpayment month associated to the Recovery Account.

If the oldest Overpayment month is before 6/2020, the CalWORKs Overpayment packet with NA 274G form should generate when the 'Generate Form' button is clicked.

If the oldest Overpayment month is on or after 6/2020, the CalWORKs Overpayment packet with NA 274H form should generate when the 'Generate Form' button is clicked.

Note: This logic mimics the batch job functionality.

2.9.3 Page Location

- **Global: Fiscal**
- **Local: Collections**
- **Task: Recovery Account Search**

2.9.4 Security Updates

N/A

2.9.5 Page Mapping

N/A

2.9.6 Page Usage/Data Volume Impacts

N/A

2.10 CalSAWS - Add $10 Minimum Payment Change reason fragment

2.10.1 Overview

This effort is to add the M44-315A NOA to CalSAWS system. M44-315A is to notify recipients that they will not receive cash aid because their monthly cash aid is less than $10.

Known County NOA: Derived from M44-315A

NOA Template: CW_NOA_TEMPLATE (Fragment ID: 3026)

Program(s): CalWORKs

Action Type: Change and Supplement

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: NA 1239 SAR

Languages: English and Spanish

2.10.2 Update the Countable Income Increased NOA

1. Update the Countable Income Increased NOA (CW_CH_CNTBL_INCOME_INC_A752) to populate the dynamic added text (mentioned below) when the benefit amount is less than $10.

   NOA Mockup: See supporting Document #4

Description	Text	Formatting
Static and Existing Text	Your family income has changed. When your income changes, your cash aid amount also changes.	Arial Font Size 10
Dynamic added text	The monthly cash aid amount figured on this notice is less than $10.00. We can't pay aid for an amount less than $10.00. Months in which we do not pay aid do not count against your 48-month time limit, unless: • we are collecting an overpayment, or • you are eligible for less than $10 because of a penalty, or • you get a non-recurring special need payment. Contact the County if you would like more details about time on aid. You can still get other CalWORKs programs and services, if you are eligible, including: • Welfare to Work; • Child care; • Transportation supportive services to go to work, school, training or approved activities; • Being paid back for work and school related expenses; and • Homeless assistance Contact the County for specific details about the above programs or services.	Arial Font Size 10

Description	Text	Formatting
	Although you won't get a cash aid payment, you are still on the CalWORKs program and must continue to send in your reports by the dates the County tells you they are due and you must do this to keep your Medi-Cal and can always contact the County if things change to see if you can get a cash aid payment.	

Note: Spanish translation for the dynamic text is attached in Supporting Document #5.

Updated Languages: English and Spanish

Updated NOA Template Name: M44-315A (5/20)

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2.11 C-IV - Update $10 Minimum Payment Change NOA

2.11.1 Overview

M44-315A is to notify recipients that they will not receive cash aid because their monthly cash aid is less than $10.

Currently MSG_ZERO_BENEFIT_AR populates on the NOA if the grant amount is less than $10 and the reporting type is 'Annual Reporting', Currently MSG_ZERO_BENEFIT_SAR populates on the NOA if the grant amount is less than $10 and reporting type is 'Semi Annual Reporting'.

Note: Verbiage for both MSG_ZERO_BENEFIT_AR and MSG_ZERO_BENEFIT_SAR fragments is listed in the section below.

Reason Fragment Name and ID: MSG_ZERO_BENEFIT_SAR (1297), MSG_ZERO_BENEFIT_AR (1298)

State Form/NOA: M44-315A

Current NOA Template: TEMPLATE_SINGLE_BUDGET

Current Program(s): CW or RCA

Current Action Type: Change

Current Fragment Level: Program

Currently Repeatable: No

Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages: English and Spanish

2.11.2 Update Fragment XDP

Add the following new verbiage in place of the current Zero benefit SAR or AR fragments (MSG_ZERO_BENEFIT_SAR and MSG_ZERO_BENEFIT_AR)

Updated Languages: English and Spanish

NOA Mockups: See Supporting Document #3

<table>
<tr><th>Description</th><th>Existing Text</th><th>Updated Text</th><th>Formatting</th></tr>
<tr><td>MSG_ZERO_ BENEFIT_SAR - Static Section</td><td>The monthly cash aid amount figured on this notice is less than $10. We can't pay aid for an amount less than $10. Although you won't get cash aid, you must continue to send your semi-annual report (SAR 7) by the 11th of the month. You must do this to keep getting cash based Medi-Cal and see if you can get a cash aid payment.</td><td rowspan="2">The monthly cash aid amount figured on this notice is less than $10.00.
We can't pay aid for an amount less than $10.00.
Months in which we do not pay aid do not count against your 48-month time limit, unless:
• we are collecting an overpayment, or
• you are eligible for less than $10 because of a penalty, or
• you get a non-recurring special need payment.

Contact the County if you would like more details about time on aid.

You can still get other CalWORKs programs and services, if you are eligible, including:
• Welfare to Work;
• Child care;
• Transportation supportive services to go to work, school, training or approved activities;
• Being paid back for work and school related expenses; and</td><td>Arial Font 10</td></tr>
<tr><td>MSG_ZERO_ BENEFIT_AR - Static Section</td><td>The monthly cash aid amount figured on this notice is less than $10. We can't pay aid for an amount less than $10. Although you won't get cash aid, you must continue to report changes verbally, electronically, or in writing to your Worker within 10 days of the change. You must do this to keep getting cash based Medi-Cal and see if you can get a cash aid payment.</td><td>Arial Font 10</td></tr>
</table>

Description	Existing Text	Updated Text	Formatting
		• Homeless assistance Contact the County for specific details about the above programs or services. Although you won't get a cash aid payment, you are still on the CalWORKs program and must continue to send in your reports by the dates the County tells you they are due and you must do this to keep your Medi-Cal and can always contact the County if things change to see if you can get a cash aid payment.	

*Formatting for threshold will generate based on project standards for that language
Note: Spanish translation for the dynamic text is attached in Supporting Document #5.

2.11.3 Updates to Fragment Generation

Populate the newly added message fragment when the following conditions are true.

- Program is CalWORKs or RCA
- Benefit Change NOA is generated (Change Action)
- Grant amount is less than $10
- Reporting type is 'Annual Reporting' or 'Semi Annual Reporting'

2.12 C-IV - Updates to NA 301 and NA 303 Forms

2.12.1 Overview

This effort is to update the NA 301 and NA 303 Forms. These forms are currently populating DBI Disregard value (highlighted below) with either 112 or 225 amount when generated from Recovery Account Detail Page and Template Repository.

Overpayment Month and Year:		04/20	05/20	06/20		
Ⓐ **Net Countable Income**						
Total Business Income	$	0.00	0.00	0.00		
Business Expenses						
A. 40% Standard OR	-	0.00	0.00	0.00		
B. Actual	-	0.00	0.00	0.00		
Net Earnings from Self Employment	=	0.00	0.00	0.00		
Total Disability-Based Unearned Income (DBI) (Assistance Unit (AU) + Non Assistance Unit (Non-AU) Members)	$	0.00	0.00	0.00		
$225 DBI Disregard (if DBI is greater than $225)	-	0.00	0.00	0.00		
Nonexempt Unearned Disability-Based Income OR	=	0.00	0.00	0.00		
Unused DBI Disregard	=	225.00	225.00	225.00		
Total Earned Income	$	3,693.60	3,714.03	3,345.27		
Net Earnings from Self-Employment	+	0.00	0.00	0.00		
(from above) **Subtotal**	=	3,693.60	3,714.03	3,345.27		
Unused Amount of $225 (from above) or	-	225.00	225.00	225.00		
Earned Income Disregard 50%	-	1,734.30	1,744.52	1,560.13		
Nonexempt Unearned Disability-Based Income (from above)	+	0.00	0.00	0.00		
Other Nonexempt Income (AU + Non-AU Members)	+	0.00	0.00	0.00		
Net Countable Income	=	1,734.00	1,744.00	1,560.00		

2.12.2 Updates to NA 301 and NA 303 Forms Variable Population

Update the NA 301 and NA 303 Form to populate the correct DBI Disregard value with EID Amount based on following conditions:

Form Body Variables:

Variable Name	Population	Formatting	Template Repository Population	Populates with Form Generation
<VAR> DBI Disregard (if DBI is greater than <VAR>)	The disregarded Disability Based income is calculated and stored in BDG_PERS_INC table. Populate this value based on the Class Code 20 and Type code 35 from BDG_PERS_INC table. Example: If the DBI is 250 and the overpayment is for March 2020(Disregard is $225), this field will populate $225 as all of	Arial Font Size 10	Y	Y

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Variable Name	Population	Formatting	Template Repository Population	Populates with Form Generation
	the disregard has been applied.			
Unused DBI Disregard	Total DBI disregard minus Disability based income~~Look up the DBI value from CT335_AI based on the EDBC quarter begin date.~~ If this value is negative, it will populate 0 ~~Example: If quarter begin date is 01/01/2012, DBI value from CT335_AI will be 112. If quarter begin date is 11/01/2013, DBI value from CT335_AI will be 225. If quarter begin date is 07/01/2020, DBI value from CT335_AI will be 500.~~	Arial Font Size 10	Y	Y
Unused Amount of <VAR>~~$225~~ (from above) or	This value will be same as 'Unused DBI Disregard'~~Look up the DBI value from CT335_AI based on the EDBC quarter begin date.~~ ~~Example: If quarter begin date is 01/01/2012, DBI value from CT335_AI will be 112. If quarter begin date is 11/01/2013, DBI value from CT335_AI will be 225. If quarter begin date is 07/01/2020, DBI value from CT335_AI will be 500.~~	Arial Font Size 10	Y	Y

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3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Client Correspondence	M44-207K NOA Mockup	CalSAWS Updated CW Over Income NOA.pdf
2.	Client Correspondence	NA 274H	NA 274H Mock up.pdf
3.	Client Correspondence	C-IV $10 Minimum Payment Change NOA	CIV $10 Min Payment NOA.pdf
4.	Client Correspondence	CalSAWS $10 Minimum Payment Change NOA	CalSAWS $10 Min Payment NOA.pdf
5.	Client Correspondence	Spanish Translations	Spanish Translations.pdf
6.	Client Correspondence	NA 274H Spanish Form	NA 274H Spanish.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.11	The LRS shall generate notices and NOAs in accordance with COUNTY-specified case and individual trigger conditions.	Notices has been updated and added as part of the Errata 19-76 E II.
2.18.3.7	The LRS shall identify case actions that require a notice, NOA, form, letter, stuffer, or flyer, and shall generate that appropriate notice, NOA, form, letter, stuffer, or flyer, using variable case-specific information.	Overpayment Notice (NA 274H) will be mailed to the customer in appropriate scenarios.

CalSAWS

California Statewide Automated Welfare System

Design Document

DDID 2359

SCR CA-222514 – FDS APIs Documentation using AWS Developer Portal

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Adnan Bukhari
	Reviewed By	Milind Nirgun

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR

Table of Contents

1 OVERVIEW

1.1 Requests

Per 2359, provide the API Solution documentation, accessible from the API gateway's built-in developer portal functionality, which includes:

1) General description of the entire API Solution and business objects
2) Provide simple getting started descriptions and code examples
3) Document each API call separately, with parameters and their values explained (Example available at https://stripe.com/docs/api)
4) Provide examples of each call being made accompanied with details about the requests and responses
5) Adopting a menu of links for easy navigation (https://stripe.com/docs/api)
6) Explain and exemplify request headers, API responses and error codes
7) Provide developers with the ability to make live calls from the documentation page
8) Create one clear code example for authentication and making a call in the Java, C# and Python programming languages
9) Create clear example code for general use cases in the Java language
10) Provide a downloadable set of API descriptions in PDF, CSV and Open API specification

Ongoing maintenance of the API Solution documentation will be included as part of future maintenance and enhancement efforts.

1.2 Overview of the solution

- Use the serverless developer portal to catalog CalSAWS APIs
- AWS developer portal is an application to make CalSAWS APIs available to the API consumers. The AWS Serverless Developer Portal is to publish API Gateway managed APIs directly from API Gateway.
- AWS Developer Portal uses Amazon Cognito for security, all developer accounts who need access to developer portal should be created in Amazon Cognito

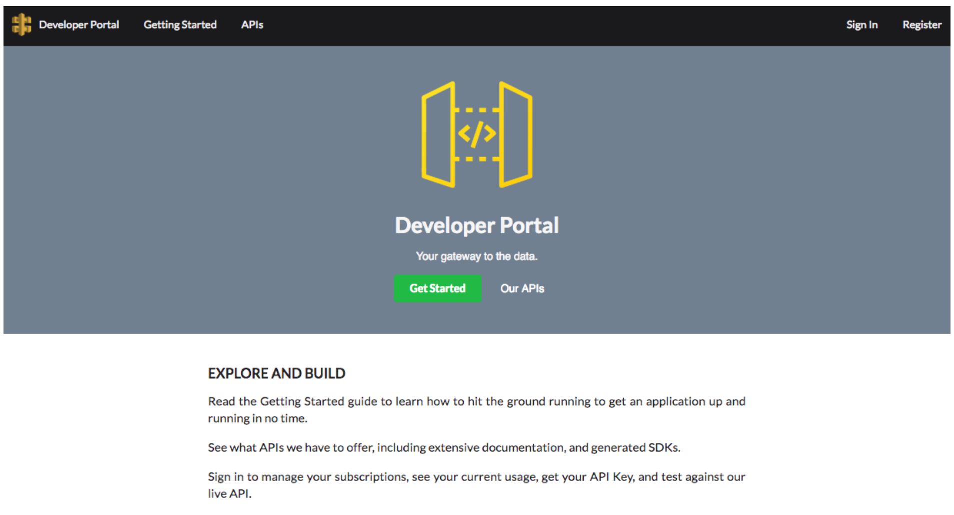
1.3 Assumptions

- This portal is for developers only to learn more about the APIs by accessing the documentation and testing them.
- Each API is developed in RESTful manner and OpenAPI specification is created part of the design.
- The Counties are on-boarded to access the APIs at run time.
- Backend APIs are developed and accessible by AWS Developer Portal

2 SOLUTION DETAILS

2.1 FDS Developer Portal – Contents

On the landing page of the developer portal, developers should be able to find the following items:



Page	Description
Home	Portal home page that describes the APIs that are showcased. Serves as default home page for the portal (index.html).
APIs	List of available FDS APIs. E.g. Journal, Task Note: The contents of this page are auto-generated based on the APIs that you publish to the portal.
Sign in	Sign in page for registered users.
Terms and Conditions	Describing the usage of APIs

Commented [NMD1]: There needs to be a section on the on-boarding of developers and how they get access to the Portal. We want to route that through the Helpdesk ticket process and so we need to make sure that is documented.

Commented [BAA2R1]: I have added section 2.2

2.2 Developer Signup

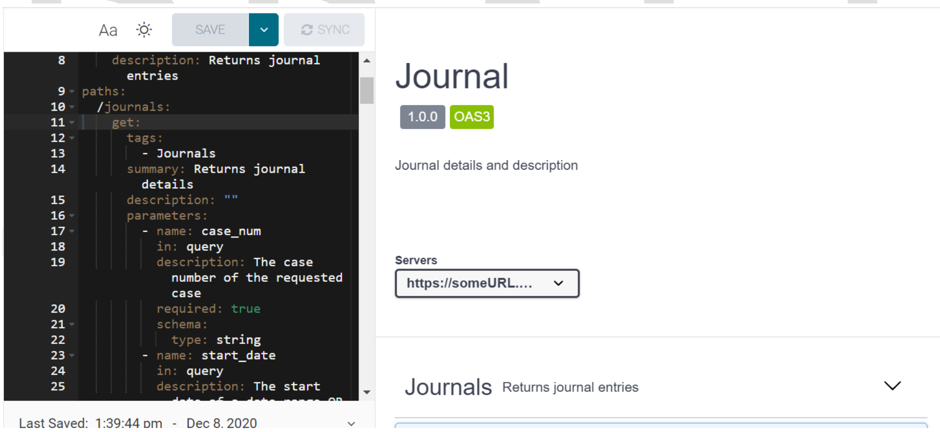
The developers are required to sign in to access the API developer portal. AWS API Developer Portal provides self-registration.

1. The developers register using the registration link on the landing page…
2. A user account is created, and an email is sent to the developer.
3. The developer creates a help desk ticket attaching the email.
4. The Developer Portal Admin reviews and take necessary steps before approving or rejecting the request
5. Once the account is approved developer can access the APIs for testing.

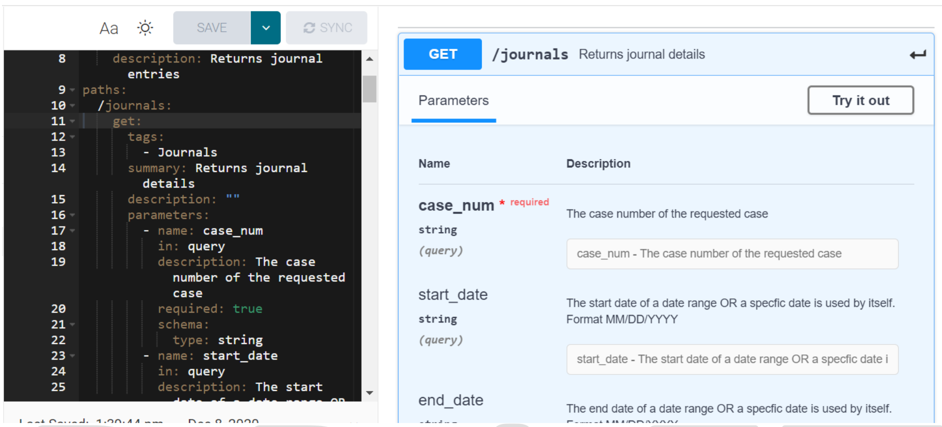
2.3 Published APIs

FDS has a list of APIs. These APIs will be developed in different releases. The developer portal should include these APIs as these are implemented and provide an interface to view the documentation and test the APIs.

For example following is the description of Journal API.



The developer portal provides a Try it out link, as shown below.



3 REQUIREMENTS

3.1 Developer Portal Requirements

DDID #	REQUIREMENT TEXT	How Requirement Met
2359	The CONTRACTOR shall develop the API Solution documentation, accessible from the API gateway's built-in developer portal functionality, which includes:	By implementing AWS Developer Portal and customizing it.
	1) General description of the entire API Solution and business objects	The Portal home page will provide a general description.
	2) Provide simple getting started descriptions and code examples	For each API client code can be generated using swagger tool and included in the portal
	3) Document each API call separately, with parameters and their values explained (Example available at https://stripe.com/docs/api)	Open API documentation is required for each API
	4) Provide examples of each call being made accompanied with details about the requests and responses	Developer Portal provides this capability

Commented [NMD3]: We may have to specify how we are meeting each requirement here. Perhaps screenshots of examples where applicable and rest can be description of how this solution meets that requirement. If it is a feature of the Gateway itself, document that from the Gateway documentation.

Commented [BAA4R3]: I have added it…

DDID #	REQUIREMENT TEXT	How Requirement Met
	5) Adopting a menu of links for easy navigation (https://stripe.com/docs/api)	Developer portal organize the APIs for easier flow.
	6) Explain and exemplify request headers, API responses and error codes	Part of the Open API speciation
	7) Provide developers with the ability to make live calls from the documentation page	Developer portal organize the APIs for easier flow.
	8) Create one clear code example for authentication and making a call in the Java, C# and Python programming languages	For each API client code can be generated using swagger tool and included in the portal
	9) Create clear example code for general use cases in the Java language	For each API client code can be generated using swagger tool and included in the portal
	10) Provide a downloadable set of API descriptions in PDF, CSV and Open API specification	Developer portal organize the APIs for easier flow.

4 APPENDIX

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-222606

[CLONE of 216739] Medi-Cal Renewals Listing Report

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Esequiel Herrera-Ortiz
	Reviewed By	Ravneet Bhatia; Thao Ta

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/31/2020	1.0	Initial Version	Esequiel Herrera-Ortiz
09/08/2020	1.1	Updates made per Build, ST, QA, BA review.	Esequiel Herrera-Ortiz
10/21/2020	2.0	Updated the Renewal Action definition in section 2.1.3.6.e. I removed the Auto Authorized option as this is not possible for delinquent renewals. I also updated the Renewal option description.	Esequiel Herrera-Ortiz
01/20/2021	3.0	A list of of Non-Standard Documents/Verifications has been added to appendix 7.1.	Esequiel Herrera-Ortiz

Table of Contents

1 OVERVIEW

The Medi-Cal Renewals Listing Report is a daily scheduled report that captures the latest information of the entire population of cases that have a Medi-Cal RE due. Four versions of the report are generated daily.

Version 1 – Generates for the next RE Due Month.

Version 2 – Generates for the current RE Due Month.

Version 3 – Generates for the prior RE Due Month.

Version 4 – Generates for two months prior RE Due Month.

This document describes the changes that will be made to the existing Medi-Cal Renewals Listing Report in order to aid in the daily process of Medi-Cal line operations workload.

1.1 Current Design

The report population is any Medi-Cal program which has a Medi-Cal renewal (RE) due in a given month, whether (1) the RE was processed or (2) is to be processed through RE packet tracked in LRS or (3) the RE has been Auto-Authorized by an LRS CalHEERS interface batch.

The report does not provide adequate columns needed to assist workers with the daily processing of Medi-Cal renewals and for related Medi-Cal operations.

The report does not provide information on delinquent REs.

1.2 Requests

Update the Medi-Cal Renewals Listing Report to add additional information that will assist line staff in the processing of Medi-Cal renewals. Further, the enhancements will make the report more useful for managers and supervisors, by providing them additional data and timeframes to control the processing of renewals at the office, unit, and worker level. With the proposed recommendations, line staff will be better equipped to identify renewals that have already been dispositioned and renewals that require additional follow-up at any given time.

The report which generates for the current RE Due Month will now include a new sheet which captures delinquent REs.

1.3 Overview of Recommendations

1. Remove the column named 'Office Number' from all sheets. The existing 'Office Name' column is adequate.

2. Add the following columns to the 'Details Report' sheet.
   - Packet Received Date
   - Discontinuance Date
   - Soft Pause
   - Deemed Eligible Child DOB
   - MC 355 Due Date
   - MC 355 Reminder Sent Date
   - MC 355 Status
   - MC 355 Action Date
   - Latest Imaged Document Date

3. Add a new sheet which will capture Delinquent REs for the version of the report that generates for the current RE Due month.

4. Add the Former Foster Youth (FFY) Renewal Packet to the list of Renewal packets captured under the column 'Packet Type'.

5. Update the current logic for the 'Renewal Action' column to include two new options. These two new options were previously captured under 'No Packet':
   - 'No Packet-MSP SSI' if all active program persons are being aided under MSP aid code 80 and all active program persons are receiving SSI. This case requires additional follow-up by eligibility staff.
   - 'No Packet-Aid Code 38' if all active program persons are being aided under aid code 38. This case requires additional follow-up by eligibility staff.

6. Exclude Transitional Medi-Cal (TMC) cases from the listing if the entire household is being aided under TMC.

1.4 Assumptions

1. The report's system logo will be updated during the re-platform effort.

2 RECOMMENDATIONS

2.1 Medi-Cal Renewals Listing Report

2.1.1 Overview

This section will outline only the updates that will be made to the Medi-Cal Renewals Listing Report.

2.1.2 Medi-Cal Renewals Listing Report Mockup

Medi-Cal Renewals Listing Report

Los Angeles
Run Date: AUG-12-20 11:02 PM
Redet Due Month: 09/2020

Summary Report			
Total Cases	1	2	2
Office Name	**Renewals (Mailed Out)**	**No Renewal Packet (Not Mailed Out)**	**Renewals Auto-Authorized**
002 Glendale	1	2	2

*Note the mockup is attached in the Supporting Documents section.

*Note: The production version of the report might have small variances in cosmetics due to the possible need to accommodate data or changes which are introduced by the reporting tool.

2.1.3 Description of Change

1. Update all sheets to exclude programs where every active program person is aided under the Transitional Medi-Cal (TMC) program. This is determined by one of the TMC aid codes.

Code-184	Short Description
39	39 - Initial TMC-Full
3T	3T - Initial TMC-ESO/Pregnancy
59	59 - Continuing TMC-Full

Code-184	Short Description
5T	5T - Continuing TMC-ESO/Pregnancy

2. Include the following renewal packet as a Medi-Cal renewal packet type:

Code-329	Short Description
FY	Former Foster Youth Packet

   This change will be reflective on all sheets when displaying packet related information.

3. Make the following updates to the 'Summary Report' sheet.
   a. Update the header to be in the following format. Currently the header only includes a single line which displays the report title and system logo. This is to make the header on all sheets the same format.

Line	Field Name	Field Description
1	System Logo and Report Title	The system logo followed by the report title. See the attached mockup in the Supporting Documents section for reference.
2	County Name	The county name for which the report was generated for. Format: [County Name]
3	Run Date	The date the report was ran on. Format: Run Date: MON-DD-YY HH:MM AM/PM
4	Redet Due Month	The reporting month the data was captured for. Format: Redet Due Month: MM/YYYY

   b. Remove the 'Office Number' column from the sheet.
   c. Update the 'No Renewal Packet (Not Mailed Out)' count column to include the REs with a Renewal Action of 'No Packet – MSP SSI' and 'No Packet – Aid Code 38'. This update should be reflected in the 'Total Cases' total located above the column.

4. Make the following updates to the 'Office Summary Report' sheet.
   a. Remove the 'Office Number' column from the sheet.
   b. Update the 'Packet Submit Month' column to be formatted in date format rather than character string format. This allows users to use date filters which provides chronological ordering rather

than alphanumerical order. This should also provide filters which are collapsed by year, month and day.
Format: MM/YYYY

c. The existing Renewal Action column will be updated to include two new Renewal Action types: **'No Packet – MSP SSI'** and **'No Packet – Aid Code 38'**. The two new renewals types should be included in the 'Total Cases' total located at the top of the sheet.

Field Name	Field Description
Renewal Action	Displays the renewal action of the program as of the report run date. Values will be one of the following five: • 'Auto-Authorized' – No packet was sent out (there is no packet information available) and the RE Due Date was advanced by e-hit through batch. • **'No Packet - MSP SSI'** – No packet was sent out and all active program persons are being aided under MSP SSI aid code 80 and all active program persons are receiving SSI. • **'No Packet – Aid Code 38'** - No packet was sent out and every active program person is being aided under aid code 38. • 'No Packet' – No packet was sent out for the RE Due month and there was not an e-hit Auto-Authorization and the program does not meet the requirements for 'No Packet – MSP SSI' or 'No Packet – Aid Code 38. • 'Renewal' – There is a RE Due Date in the report month and there is packet information available for the RE Due Date

5. Make the following updates to the 'Details Report' Sheet.
   a. The 'Office Number' column will be removed from the sheet.
   b. The Packet Type column will now include 'Former Foster Youth Packet' as a possible value.
   c. Add the following columns to the sheet.

Field Name	Field Description
Packet Received Date	Displays the latest received date of the renewal packet associated to the RE due month.

	Format: MM/DD/YYYY
Discontinued Effective Date	Displays the effective date of the discontinuance for any discontinuance which is effective. Format: MM/DD/YYYY The field will be blank if the program has not been discontinued or if an approved rescission has been applied to the program.
Discontinued Action Date	Displays the latest action date related to the program's discontinuance or denial. Format: MM/DD/YYYY The field will be blank if the program has not been discontinued / denied or if an approved rescission has been applied to the program.
Soft Pause	Displays 'Y' if any individual in the case is under Soft Pause in the latest Determination of Eligibility Response (DER) else the column will display 'N'. The Soft Pause will only be determined by any DER which has a Benefit Month >= the RE Due Month minus 1 Month. If multiple DERs are found with a Benefit Month >= RE Due Month minus 1 Month, then the one with the greatest created on date will be chosen.
Deemed Eligible Child DOB	Displays the birth date of the youngest active deemed eligible (DE) child on the program. Format: MM/DD/YYYY This field will be blank if the program has no active DE Child.
MC 355 Due Date	Displays the due date of the last generated MC 355 for the program. The report will only search for MC 355s which have a generated date >= RE Due Month minus 2 months. Format: MM/DD/YYYY The field will be blank if no record exists.
MC 355 Reminder Sent Date	Displays the date the latest MC 355 Reminder Notice was sent for the program. The report will only search for MC 355 Reminder Notices which have a generated date >= RE Due Month minus 2 months. Format:

	MM/DD/YYYY The field will be blank if no record exists.
MC 355 Status	Displays the status of the latest MC 355 generated for the program. The report will only search for MC 355s which have a generated date >= RE Due Month minus 2 months. The field will be blank if no record exists. Possible Values (Category 10540): • Pending • Sent • Complete • Incomplete • Not Applicable Note: The above listed are the current possible status values for the MC 355, but the report logic will not restrict the data to these values. If later status is introduced the report will automatically pick up the new value.
MC 355 Action Date	The date the status was applied to the MC 355. The field will be blank if no record exists. Format: MM/DD/YYYY
Latest Imaged Document Date	Displays the most recent date the latest MC 355 or Non-Standard document/verification was imaged. Please refer to Appendix 7.1 for the list of Non-Standard documents / verifications. The date will be stored in such a way that it will no longer update if one of the following conditions is true. • The current packet status is 'Complete-EDBC Accepted and the RE Date has advanced • The current packet status is Incomplete, and the document/verification was received more than 100 days from the last day of the RE Due Month. • The current packet status is 'Reviewed-Ready to Run EDBC' and the program Status is Active, or the latest program application event is Discontinued. Format: MM/DD/YYYY The field will be blank if no record exists.

*Technical Note – All date columns should be in date format and can be sorted in chronological order.

d. The following existing columns will be updated all follows:

Field Name	Field Description
Renewal Action	Displays the renewal action of the case as of the report run date. Values will be one of the following five: • Auto-Authorized – No packet was sent out (there is no packet information available) and the RE Due Date was advanced by e-hit through batch. • No Packet - MSP SSI – No packet was sent out and all active program persons are being aided under MSP SSI aid code 80 and all active program persons are receiving SSI. • No Packet – Aid Code 38 - No packet was sent out and every active program person is being aided under aid code 38. • No Packet – No packet was sent out for the RE Due month and there was not an e-hit Auto-Authorization and the program does not meet the requirements for 'No Packet – MSP SSI' or 'No Packet – Aid Code 38. • Renewal – There is a RE Due Date in the report month and there is packet information available for the RE Due Date
Packet Status	Displays the current status of the renewal packet as of when the report was generated. Possible statuses include (Category: 258): • Sent • Received • Incomplete • Reviewed – Ready to Run EDBC • Error • Generated • Complete – EDBC Accepted • Not Applicable Note: The report will not restrict based on these values. If a later customer report status is introduced, the report will automatically display the value.

	If no packet information exists, then the column will reflect the same value as the Renewal Action column. Possible values are: • Auto-Authorized • No Packet - MSP SSI • No Packet – Aid Code 38 No Packet

e. Update the logic for the static 'Total No Packet' total as follows:

Total Field	Field Description
Total No Packet	Total count of all cases that have a Renewal Action of: • No Packet • No Packet - MSP SSI • No Packet – Aid Code 38

6. Create a new sheet titled 'Delinquent REs Report'. See the attached mockup in the supporting documents for reference. The report will have the following characteristics:
   a. The sheet will only be populated and be available when the report is generated for the current RE Due month.
   b. The sheet will have the following header:

Line	Field Name	Field Description
1	System Logo and Report Title	The system logo followed by the report title. See the attached mockup in the Supporting Documents section for reference.
2	County Name	The county name for which the report was generated for. Format: [County Name]
3	Run Date	The date the report was ran on. Format: Run Date: MON-DD-YY HH:MM AM/PM
4	Redet Due Month	The reporting month the data was captured for. Format: Redet Due Month: MM/YYYY

   c. The sheet will capture the following base population:

Program Status	Condition
Active	• Program is Medi-Cal • Program Status is 'Active'

	• RE Due Month is less than The Reporting month.
Pending	• Program is Medi-Cal • Program Status is 'Pending' • RE Due Month is prior to the current report month • Program was Discontinued with a reason is 'Failed to Complete Redetermination' or 'Failed to Complete Determination'.
Discontinued	• Program is Medi-Cal • Program status is 'Discontinued' • RE Due Month is prior to current report month • Program status reason is 'Failed to Complete Redetermination' or 'Failed to Complete Determination' from RE Due Month to 3 Months. • RE Packets status after discontinued event date from RE Due Month to 3 months equals 'Incomplete' **and/or** MC 355 or Non-Standard Document/Verification received after discontinued event date from RE Due Month to 3 months; **or** • RE Packets status after discontinued event date from RE Due Month to 3 months equals 'Received' or 'Reviewed-Ready to Run EDBC'. • **Note:** Discontinued record must no longer be picked up on month 4 after RE Due Month.
Denied	• Program is Medi-Cal • Program status is 'Denied' • RE Due Month is prior to current report month; • Program was Denied from RE Due Month to 3 Months; • Program was previously Discontinued for 'Failed to Complete Redetermination' or 'Failed to Complete Determination' from RE Due Month to 3 months; and

	• RE Packets status after denied event date from RE Due Month to 3 months equals 'Incomplete' **and/or** MC 355 or Non-Standard Document/Verification received after denied event date from RE Due Month to 3 months; **or** • RE Packets status after denied event date from RE Due Month to 3 months equals 'Received' or 'Reviewed-Ready to Run EDBC'. • **Note:** Denied record must no longer be picked up on month 4 after RE Due Month.

d. The sheet will include the following totals at the top of the sheet.

Total Field	Field Description
Total Cases	Count of all cases captured in the sheet.
Total Renewals	Total count of all cases that have a Renewal Action of 'Renewal'.
Total No Packet	Total count of all cases that have a Renewal Action of: • No Packet • No Packet - MSP SSI • No Packet – Aid Code 38
Total Auto-Authorized	Total count of all cases that have a Renewal Action of 'Auto-Authorized'.

e. The sheet will provide the following columns

Field Name	Field Description
Renewal Action	Displays the renewal action of the program as of the report run date. Values will be one of the following five: • 'No Packet - MSP SSI' – No packet was sent out and all active program persons are being aided under MSP SSI aid code 80 and all active program persons are receiving SSI.

	• 'No Packet – Aid Code 38' - No packet was sent out and every active program person is being aided under aid code 38. • 'No Packet' – No packet was sent out for the RE Due month and there was not an e-hit Auto-Authorization and the program does not meet the requirements for 'No Packet – MSP SSI' or 'No Packet – Aid Code 38. • 'Renewal' – There is an outstanding RE for a prior month and there is packet information available for the outstanding RE.
Office Name	The office name associated to the program assigned worker as of the report run date. If no worker is assigned, then the last known worker will be displayed.
Unit	The unit number associated to the program assigned worker as of the report run date. If no worker is assigned, then the last known worker information will used.
Worker ID	The worker ID assigned to the program as of the report run date. If no worker is assigned, then the last known worker information will be used.
Case Name	The case name of the case.
Case Number	The case number of the case.
Primary Lang	The primary language of the primary applicant.
Home Phone	The most recent home phone number of the program person. This column will be blank if no record exists.
Other Phone	The most recent phone number of the program person that is not the Home phone number. This column will be blank if no record exists.
Packet Type	The latest redetermination packet type sent out to the program person. Possible Values: • Former Foster Youth Packet

	• LTC MC RE Packet • MAGI MC Packet • Mixed MC RE Packet • MC 604 IPS Packet • MC RE Packet • MSP Packet • Non-MAGI Screening Packet • Pre-ACA MC RE Packet This column will be blank if no record exists.
Packet Sent Date	Displays earliest date the renewal packet was sent. Format: MM/DD/YYYY This column will be blank if no packet has been sent.
Packet Received Date	Displays the latest received date related to the renewal packet associated to the RE due month. Format: MM/DD/YYYY This column will be blank if no record exists.
Packet Submit Month	Displays the month in which the renewal packet was due to be submitted. Format: MM/YYYY This column will be blank if no record exists.
Packet Status	Displays the current status of the renewal packet as of when the report was generated. Possible statuses include (Category: 258): • Sent • Received • Incomplete • Reviewed – Ready to Run EDBC • Error • Generated • Complete – EDBC Accepted • Not Applicable Note: The report will not restrict based on these values. If a later customer report status is introduced, the report will automatically display the value.

	If no packet information exists, then the column will reflect the same value as the Renewal Action column. Possible values are: • Auto-Authorized • No Packet - MSP SSI • No Packet – Aid Code 38 • No Packet
Packet Status Date	Displays the status date of the Packet Status that is being displayed. This column will be blank if no packet information exists.
Reminder Notice Date	The date the latest reminder was sent to the program person. This column will be blank if no reminder notice was sent.
Current Program Status	The current program status of the program.
Discontinued / Denied Effective Date	Displays the latest effective date related to the program's discontinuance or denial. Format: MM/DD/YYYY The field will be blank if the program has not been discontinued or if an approved rescission has been applied to the program.
Discontinued / Denied Action Date	Displays the latest action date related to the program's discontinuance or denial. Format: MM/DD/YYYY The field will be blank if the program has not been discontinued / denied or if an approved rescission has been applied to the program.
RE Due Month	The RE Due month of the delinquent RE. Format: MM/YYYY
Soft Pause	Displays 'Y' if any individual in the case is under Soft Pause in the latest Determination of Eligibility Response (DER) else the column will display 'N'. The Soft Pause will only be determined by any DER which has a Benefit Month >= the RE Due Month minus 1 Month. If multiple DERs are found with a Benefit Month >= RE Due Month

	minus 1 Month, then the one with the greatest created on date will be chosen.
Deemed Eligible Child DOB	Displays the birth date of the youngest active deemed eligible (DE) child on the program. Format: MM/DD/YYYY This field will be blank if the program has no active DE Child.
MC 355 Due Date	Displays the due date of the last MC 355 generated for the program. which was generated for the program. The report will only search for MC 355s which have a generated date >= RE Due Month minus 2 months. Format: MM/DD/YYYY The field will be blank if no record exists.
MC 355 Reminder Sent Date	Displays the date the latest MC 355 Reminder Notice was sent for the program. The report will only search for MC 355 Reminder Notices which have a generated date >= RE Due Month minus 2 months. Format: MM/DD/YYYY The field will be blank if no record exists.
MC 355 Status	Displays the status of the last MC 355 generated for the program. The report will only search for MC 355s which have a generated date >= RE Due Month minus 2 months. The field will be blank if no record exists. Possible Values (Category 10540): • Pending • Sent • Complete • Incomplete • Not Applicable Note: The above listed are the current possible status values for the MC 355, but the report logic will not restrict the data to these values. If later status is introduced the report will automatically pick up the new value.
MC 355 Action Date	The date the status was applied to the MC 355. The field will be blank if no record exists. Format: MM/DD/YYYY
Latest Imaged Document Date	Displays the most recent date the latest MC 355 or Non-Standard document/verification was imaged. Please refer to Appendix 7.1 for

	the list of Non-Standard documents / verification. The date will be stored in such a way that it will no longer update if one of the following conditions is true. • The current packet status is 'Complete-EDBC Accepted and the RE Date has advanced • The current packet status is Incomplete, and the document/verification was received more than 100 days from the last day of the RE Due Month. • The current packet status is 'Reviewed-Ready to Run EDBC' and the program Status is Active, or the latest program application event is Discontinued. Format: MM/DD/YYYY The field will be blank if no record exists.

2.1.4 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: Case Activity**

2.1.5 Counties Impacted

This report is specific for LA County but can be made available to other counties upon request.

2.1.6 Security Updates

No updates will be made to the report's security.

2.1.7 Report Usage/Performance

The report usage will remain the same.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	Medi-Cal Renewals Listing Report Mockup	Medi-Cal Renewals Listing Report Mock

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.2.1	LRS shall produce reports daily, weekly, monthly, quarterly, semi-annually, annually, and as needed, as specified by COUNTY.	This report satisfies a need to generate a report in a scheduled manner with information specified by the county.

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?
N/A					

6 OUTREACH

N/A

7 APPENDIX

7.1 List of Non-Standard Documents / Verifications

Code-10027	Short Description	Description
IW	NS-DOC001	Mortgage & Rent Verification
IX	NS-DOC002	Property Taxes Verification
IY	NS-DOC003	Residency Verification
JA	NS-DOC005	Court Docs
JE	NS-DOC009	Disability Documents
ZD	NS-DOC010	NS-DOC010
JI	NS-DOC016	Medical bills
JK	NS-DOC018	NS-DOC018
JL	NS-DOC019	Divorce Decree
JM	NS-DOC021	NS-DOC021
JO	NS-DOC023	NS-DOC023
JU	NS-DOC030	NS-DOC030
JV	NS-DOC031	NS-DOC031
JY	NS-DOC035	NS-DOC035
KB	NS-DOC036	NS-DOC036
KC	NS-DOC036	NS-DOC036
JZ	NS-DOC036	NS-DOC036
KA	NS-DOC036	NS-DOC036
ZE	NS-DOC037	NS-DOC037
KH	NS-ID002	LACO Vital Records Printout
KI	NS-ID003	Social Security Card
KJ	NS-ID004	Other I.D. type
KL	NS-ID006	Marriage Certificate
KM	NS-ID007	Citizenship Docs I94, T and U Visas etc, I-551, I-797
ZJ	NS-ID007-1	NS-ID007-1

KN	NS-ID008	Passport
KO	NS-ID009	NS-ID009
KP	NS-ID010	Death Certificate
KQ	NS-ID011	Adoption Documents
KR	NS-ID012	Admitting Record
KS	NS-ID013	Discharge Record
KU	NS-INCO001	Other basic forms
KV	NS-INCO002	Award Letters SSA, SSI, Child Support, UIB, DIB ect.
KW	NS-INCO003	Alimony
KX	NS-INCO004	Child Care Expenses
KY	NS-INCO005	Child Support Expense
KZ	NS-INCO006	Tax Return Docs
LA	NS-INCO007	NS-INCO007
LB	NS-INCO008	NS-INCO008
ZK	NS-INCO009	NS-INCO009
TH	NS-INCO011	Financial Aid
TI	NS-INCO012	NS-INCO012
TJ	NS-INCO013	Other Income
TK	NS-INCO014	Veteran Income
TL	NS-INCO015	Payer Financial Info
ZL	NS-INCO016	NS-INCO016
S6	NS-INCO017	NS-INCO017
LE	NS-PROP001	Bank Statement
LF	NS-PROP002	Vehicle Registration
LG	NS-PROP003	401 K Statement
LH	NS-PROP004	Insurance Docs
LI	NS-PROP005	Life Insurance Statement
LJ	NS-PROP006	Mortgage Docs
LK	NS-PROP008	Property Asset

LL	NS-PROP009	Stocks and Bonds
LM	NS-PROP010	Trust Funds
LN	NS-PROP011	Lien Agreement
LO	NS-PROP012	Saving Bond
LP	NS-PROP013	NS-PROP013
ZM	NS-PROP014	NS-PROP014
ZN	NS-PROP015	NS-PROP015
TQ	NS-PROP016	Burial Fund
TR	NS-PROP017	Car Value Verification
ZO	NS-PROP018	NS-PROP018
ZP	NS-RFTHI	NS-RFTHI