

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-200332

DDCR 5039: Capture Electronic Signatures in  
CalSAWS

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	G. Limbrick; V. Bathala; J. Dobbs; R. Dela Cruz
	Reviewed By	J. Kuester; M. Wu, P. Sridharan, R. Devidi

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# 1 OVERVIEW

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This SCR Migrates C-IV functionality to allow a customer to sign a document electronically via text message or via the IVR (Interactive Voice Response system) and to track a customer's electronic signature within CalSAWS.

## 1.1 Current Design

Customers can create a username and pin on the Electronic Signature Registration page; customers can then e-sign (Check to Sign only) for specific documents on the Electronic Signature page. The Security Questions page and the Reset Customer PIN page provide support for resetting a forgotten PIN.

## 1.2 Requests

Replace the CalSAWS E-Sign (Check to Sign only) functionality with the C-IV system Check to Sign and CW/CF e-Sign functionality. **Note:** the email e-Sign functionality will remain unavailable until SCR CA-223502.

## 1.3 Overview of Recommendations

The e-Signature Registration functionality (the 'e-Signature Registration' Task navigation link, the 'Electronic Signature Registration List' page, the 'Electronic Signature Registration' page, the 'Security Questions' page, and the 'Reset Customer Pin' page) will be removed.

On the Document Detail page, remove the 'Staff ID' and 'Print Reason' fields and add the document 'Variation', 'Initial Print Date' and 'Print Status' fields. Update the look and feel of the Document Detail page to the more modern C-IV look and feel. Remove YBN specific Self Service Portal references.

The Electronic Signature page in CalSAWS will be updated to allow the worker to request a signature using Text Message or the IVR in addition to an updated Check to Sign option (IVR option will only be available for Counties using the IVR solution that was migrated from C-IV).

Please see the attached list for which forms will have which Electronic Signature functionality enabled.

When "Text" is selected for 'Signature Capture Type' the CalSAWS Text Messaging solution will send an English or Spanish text message to the customer for a Request, Response, Reminder, Expiration or Cancellation of the Electronic Signature Request.

When "IVR" is selected for 'Signature Capture Type' the CalSAWS system will generate a Capture Code; the worker will give the Capture Code to the customer with instructions to call the IVR. The IVR application will collect the callers Date of Birth and Capture Code and send them to CalSAWS for verification via web services migrated to CalSAWS from C-IV with SCR CA-207026.

Update the e-Signature Document Detail page, allowing the Worker to view the Signature History; rename the page to 'Electronic Signature Document Detail'.

When a Request or Reminder for a Signature is sent to the customer, a record will be viewable on the Customer Contact History page. Additionally, when the Signature is Received, a record will be viewable on the page.

Add three Automated Actions that will allow users to configure Task creation attributes when an e-Signature Request expires, is undeliverable or an e-Signature is received.

## 1.4 Assumptions

1. Electronic Signatures via email will be implemented with SCR CA-223502.
2. IVR web services to interact with CalSAWS will be migrated from C-IV with SCR CA-207026 in the same or a prior release.
3. The IVR Electronic Signature application will be available for the same hours as existing IVR applications.
4. The Electronic Signature IVR system will be available in English and Spanish only.
5. There will not be an IVR outbound campaign or reminder calls for expiring IVR Electronic Signatures.
6. IVR Reporting will be through CalSAWS Reports.
7. Reports to support Electronic Signatures will be created with SCR CA-223498.
8. The Electronic Signature indicator for the ARC 1/ARC 1A will be added with SCR **CA-49395**.
9. The Electronic Signature indicator for the CF 10 will be added with SCR **CA-216444**.
10. The Electronic Signature indicator for the CMSP 202 will be added with SCR **CA-216515**.
11. The Electronic Signature indicator for the CMSP 203 will be added with SCR **CA-216495**.
12. The Electronic Signature indicator for the DPA 479 will be added with SCR **CA-205030**.
13. The Electronic Signature indicator for the CSF 139 (formerly the IVR 100) will be added with SCR **CA-216117**.
14. The Electronic Signature indicator for the MC 05 will be added with SCR **CA-216536**.
15. The Electronic Signature indicator for the MC 223 will be added with SCR **CA-216642**.
16. The Electronic Signature indicator for the TEXT 100 will be added with SCR **CA-216118**.
17. The Electronic Signature indicator for the CW 107 (formerly VER 103) will be added with SCR **CA-215148**.
18. The Electronic Signature indicator for the WTW 106 (formerly the VER 106 CIV) will be added with SCR **CA-215146**.
19. The Electronic Signature indicator for the Medi-Cal Redetermination Packets will be updated with SCR **CA-216432**.

## 2 RECOMMENDATIONS

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### 2.1 Remove the e-Signature Registration functionality

#### 2.1.1 Overview

The e-Signature Registration functionality (the 'e-Signature Registration' Task navigation link, the 'Electronic Signature Registration List' page, the 'Electronic Signature Registration' page, the 'Security Questions' page, and the 'Reset Customer Pin' page) will be removed.

#### 2.1.2 Description of Changes

1. Remove the 'e-Signature Registration' Task navigation link.  
**Technical Note:** This link is on the eApplicationTaskNav.jsp and the eApplicationPostTaskNav.jsp.
2. Remove the Electronic Signature Registration List page.
  - a. Remove the Electronic Signature Registration page (a child page)
  - b. Remove the Security Questions page (a child page)
  - c. Remove the Reset Customer Pin page (a child page)

#### 2.1.3 Page Location

- **Global: Case Info**
- **Local: e-Tools**
- **Task: e-Signature Registration**

#### 2.1.4 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
ElectronicSignatureRegistrationListView	(to be removed)	
ElectronicSignatureRegistrationEdit	(to be removed)	
SecurityQuestionsEdit	(to be removed)	
ResetPINEdit	(to be removed)	



2. Security Groups

Security Group	Group Description	Group to Role Mapping
Electronic Signature Registration List View	(to be removed)	
Electronic Signature Registration Edit	(to be removed)	

**2.1.5 Page Mapping**

Update page mapping with removed pages and fields.

**2.2 Document Detail**

**2.2.1 Overview**

On the Document Detail page, remove the 'Staff ID' and 'Print Reason' fields and add the document 'Variation', 'Initial Print Date' and 'Print Status' fields. Update the look and feel of the Document Detail page to the more modern C-IV look and feel. Remove YBN specific Self Service Portal references.

## 2.2.2 Document Detail Mockup

### Document Detail

Reprint Locally eSign Edit Close

**Document Information**

<b>Name:</b> Rights, Responsibilities And Other Important Information	<b>Number:</b> SAWS 2A SAR	<b>Category:</b> Administrative
<b>Program:</b> CalFresh	<b>Benefit Month:</b>	<b>Self-Service Portal:</b> 09/17/2020
<b>Date Signed:</b> 09/17/2020	<b>Comments:</b> Rights, Responsibilities And Other Important Information Signed at the Telephone Appointment on September Seventeenth. Rights, Responsibilities And Other Important Information Signed by one person.	

Variation	Language	Initial Print Date	Last Central Print Date	Print Status
<a href="#">Final</a>	English			Printed Locally

Reprint Locally eSign Edit Close

Figure 2.2.2.1- Document Detail

### 2.2.3 Description of Changes

1. Update the 'Sign' button:
  - a. Re-label the button as: 'eSign'
  - b. Move the button (when displayed) to the pages main top and bottom button rows
  - c. Update the page logic to change when the 'eSign' button is displayed:
    - i. Show the button for forms able to be signed with e-Sign functionality (telephonically or electronically signable) according to the attached list of forms
2. Update the 'View' button:
  - a. Re-label the button as: 'View eSign'
  - b. Move the button (when displayed) to the pages main top and bottom button rows
3. Remove the 'e-Sign' field label.
4. Update the 'Locally' button:
  - a. Re-label the button as: 'Reprint Locally'
  - b. Move the button (when displayed) to the pages main top and bottom button rows
5. Update the 'Centrally' button:

- a. Re-label the button as: 'Reprint Centrally'
  - b. Move the button (when displayed) to the pages main top and bottom button rows
6. Remove the 'Reprint Option' field label.
7. Add a 'Document Information' title bar to the page's main panel.
8. Re-label the 'Document Name' field as 'Name'.
9. Add a 'Number' field; show the document number in this field.
10. Remove the 'Print/Reprint Date' field.
11. Remove the 'Print Reason' field.
12. Remove the 'Staff ID' field.
13. Re-label the 'YBN' field as 'Self-Service Portal'.
14. Add a 'Program' field; display the program associated to the document in this field.
15. Add a Print Details table
  - a. Add headers for:
    - i. 'Variation'
      1. Show as a hyperlink to open the pdf form in a new window
      2. Show as "Final" for the first table row
      3. If the selected document has a related document record, then:
        - a. If the related document is in the Overridden status show an "Original Non-Appended" Variation (table row)
        - b. If the related document is in the Translated status show an "English Version" Variation (table row)
    - ii. 'Language'
      1. The document language
    - iii. 'Initial Print Date'
      1. The initial Central Print Date of the document; BLANK for a related document row
    - iv. 'Last Central Print Date'
      1. The most recent Central Print date of the document; BLANK for a related document row
    - v. 'Print Status'
      1. The Status of the document; BLANK for a related document row

**Technical Note:** This is the Status from the GENERATE\_DOC table

#### 2.2.4 Page Location

- **Global: Client Corresp.**
- **Local: Distributed Documents (search then click the 'Details' button)**
- **Task: N/A**

### **2.2.5 Security Updates**

N/A

### **2.2.6 Page Mapping**

Update the page mapping with new and updated fields.

## 2.3 Electronic Signature Page

### 2.3.1 Overview

The Electronic Signature page in CalSAWS will be updated to allow the worker to request a signature using Text Message, or the IVR (IVR option will only be available for Counties using the IVR solution that was migrated from C-IV) in addition to an updated Check to Sign option.

### 2.3.2 Electronic Signature Mockups

#### Electronic Signature

\*- Indicates required fields

Read all the information below very carefully. When you are done, press **Save** on the bottom to indicate that all the information provided on the application is accurate. You can still change the information on the application now.

Language: \*

Generate Form

<b>Signature Method: *</b>	<b>Number of Signatures: *</b>	<b>Worker Name:</b>	<b>Worker ID:</b>
CW/CF e-Sign	2	Test Worker	19AS1919TF

<input type="checkbox"/> Person *	Date of Birth	Signature Capture Type *	Value	Status
<input type="checkbox"/> Peterson, Mei 42F	07/01/1978	Text	Cell - (752)337-2652	Sent <span>Resend</span>
<input type="checkbox"/> Rogers, Reggie 15M	10/01/2005	IVR	126464	Sent <span>Resend</span>

Remove

#### Signature History

##### Peterson, Mei 42F

Date/Time	Signature Capture Type	Value	Status	Expiration Date
12/16/2020 09:44:36 AM	Text	Cell - (752)337-2652	Sent	12/19/2020
12/10/2020 03:13:05 PM	Text	Cell - (752)337-2652	Sent	12/13/2020

##### Rogers, Reggie 15M

Date/Time	Signature Capture Type	Value	Status	Expiration Date
12/10/2020 03:13:05 PM	IVR	126464	Sent	12/13/2020

Cancel

Figure 2.3.2.1 - Electronic Signature (Request Sent)

## Electronic Signature

\*- Indicates required fields

Read all the information below very carefully. When you are done, press **Save** on the bottom to indicate that all the information provided on the application is accurate. You can still change the information on the application now.

Language: \*

<b>Signature Method: *</b>	<b>Number of Signatures: *</b>	<b>Worker Name:</b>	<b>Worker ID:</b>
<input type="text" value="Check to Sign"/>	<input type="text" value="2"/>	Test Worker	19AS1919TF
<b>* I declare under penalty of perjury under the laws of the United States of America and the State of California that the information contained in this statement of facts is true, correct and complete.</b>			
<b>Person *</b>	<b>Date of Birth</b>	<b>Check to Sign *</b>	
<input type="text" value="Peterson, Mei 42F"/>	07/01/1978	<input type="checkbox"/>	
<input type="text" value="Rogers, Reggie 15M"/>	10/01/2005	<input type="checkbox"/>	

Please select the name of the person signing, click the above checkbox, and then click the **Save** button to electronically sign the document.

Figure 2.3.2.2 - Electronic Signature (Check to Sign)

### 2.3.3 Description of Changes

1. Update the instructions at the top of the page:
  - a. Add the required field indicator and required field instructions:  
“- Indicates required fields”
  - b. Update the existing instructions at the top of the page to:  
“Read all the information below very carefully. When you are done, press **Save** on the bottom to indicate that all the information provided on the application is accurate. You can still change the information on the application now.”
2. Add a ‘Language’ dropdown:
  - a. Add the Required Field indicator
  - b. Add options for generating the Telephonic Signature Declaration:
    - i. Blank/Empty (default)
    - ii. “English”
    - iii. “Spanish”

- c. Add Validation to the Language dropdown: if the 'Generate Form' button is pressed and no language was selected, show a validation message as: "Please select a Language"
- 3. Add a 'Generate Form' button; this button will open the Telephonic Signature Declaration pdf form, in a new browser window, in the selected language.
- 4. Remove the 'Check to Sign' field label and checkbox.
- 5. Add a 'Signature Method' dropdown with a required field indicator:
  - a. Add options for the completing the Electronic Signature:
    - i. "-Select-": (default)
    - ii. "Check to Sign": This option allows the worker to sign the document on behalf of the customer(s)
    - iii. "CW/CF e-Sign": This option allows the worker to send a Request for a signature to the customer(s)
- 6. Remove the 'Person' dropdown.
- 7. Remove the 'User Name' field.
- 8. Remove the 'PIN' field.
- 9. Add a 'Number of Signatures' dropdown:
  - a. The dropdown contains the number of signatures required to complete the Electronic Signature:
    - i. The worker may select either "1" or "2" depending on the signature requirement for the document
    - ii. Default the dropdown to "1"
  - b. Add logic so the changing the value will alter the number of rows available for signatures in the Person table (described below)
    - i. If the user attempts to change the value from "2" to "1" while a customer is selected for both rows, both rows will remain
    - ii. If both rows still have a person selected, upon saving, display a validation message as: "The number of signatures must match the number of people selected."
- 10. Add a 'Worker Name' field and field label; populate this field with the name of the worker saving the Electronic Signature.
- 11. Add a 'Worker Id' field; populate this field with the id of the worker saving the Electronic Signature.

Reposition the declaration statement "**I declare under penalty of perjury under the laws of the United States of America and the State of California that the information contained in this statement of facts is true, correct and complete.**" (shown when "Check to Sign" is selected in 'Signature Method' dropdown) to below the 'Signature Method' dropdown:

- 12. Add a Person table with the following headers:
  - a. CHECKBOX: Add a checkbox for selecting a row for removal
    - i. Display this checkbox column only for saved records where "CW/CF e-sign" was selected in the 'Signature Method' dropdown
  - b. 'Person'; add the required field indicator:

- i. If the person has a status of "Not Sent", this field will show a dropdown. If the status is "Sent", "Expired", or "Received", the field will show as static text
  - ii. If the user selects "2" in the 'Number of Signatures' field and a person is selected in one row, the person will not be available in the dropdown for the other row; add all other persons on the case as selectable options formatted as: {LAST} " {First} " {Age}{Abbreviated\_Sex} i.e. "Doe, John 25M"
- c. 'Date of Birth': Populate this field with the date of birth of the related person
- d. 'Check to Sign': Show a checkbox to indicate that a signature is present for the person; only display this column when 'Check to Sign' is selected in the 'Signature Method' drop down
- e. 'Signature Capture Type'; add the Required Field indicator:
  - i. For an unsaved record: show this field as a dropdown with the following values to indicate the method to gather the customer's signature:
    - 1. "-Select-" (default)
    - 2. "Text"
    - 3. "IVR"; show this option only for Counties using the IVR solution that was migrated from C-IV
  - ii. For a previously saved record: populate the field with the most recent Signature Capture Type sent or when there are multiple Requests sent for the customer and a signature was received, populate with the type that the customer responded to
  - iii. Only display this column when "CW/CF e-Sign" is selected in the 'Signature Method' dropdown
- f. 'Value':
  - i. If "Text" is selected in the 'Signature Capture Type' dropdown:
    - 1. Show a dropdown with the customers contact phone numbers in the following format: "( <Phone Type> ) – (XXX) XXX-XXXX"
    - 2. If the person has a status of "Not Sent", this field will show a dropdown. If the status is "Sent", "Expired", or "Received", the field will show as static text
  - ii. If "IVR" is selected in the 'Signature Capture Type' dropdown, populate this field with IVR code after saving the page
  - iii. Only display this column when "CW/CF e-Sign" is selected in the 'Signature Method' dropdown
- g. 'Status': Populate this field with the most recent Electronic Signature Request Status
  - i. The "Not Sent" status displays before the signature Request is sent



- ii. The "Sent" status displays when there is an active signature Request for the customer
  - iii. The "Sending Error" status displays when the system has failed to send the Text Message to the customer.
  - iv. The "Expired" status displays when all signature Requests for the customer have expired
  - v. The "Received" status displays when the signature Request has been received and validated
  - vi. Only display this column when "CW/CF e-Sign" was selected in the 'Signature Method' dropdown for a saved record
  - h. BLANK: use this column to display the 'Resend' button; this button will send a new signature Request to the customer
    - i. Hide this button when the status of the Request is 'Received'
    - ii. Only display this column when 'CW/CF e-Sign' was selected in the 'Signature Method' dropdown for a saved record
13. Add the 'Remove' button: This button will remove the data from selected row(s) with a status of 'Sent', 'Expired', 'Received', or 'Sending Error'.
- a. Removing data from a row will display the 'Save' button if it was not already present
  - b. If data was removed and the Electronic Signature is saved, all existing signature Requests for the selected customer will be cancelled
  - c. Show this button only for saved records where "CW/CF e-sign" was selected in the 'Signature Method' dropdown
14. Add the following instructions when the 'Check to sign' is selected in the 'Signature Method' dropdown : 'Please select the name of the person signing, click the above checkbox, and then click the **Save** button to electronically sign the document.'
15. Remove the 'Submit' button and add the 'Save' button:
- a. Show this button:
    - i. When the 'Signature Method' is set to "Check to Sign" – or -
    - ii. When 'Signature Method' is set to "CW/CF e-sign" and there is an unsent signature Request – or -
    - iii. When a signature Request record is removed from the person table
  - b. If 'Check to Sign' is the selected value in the 'Signature Method', the document will be signed when the 'Save' button is pressed
  - c. If 'CW/CF e-Sign' is the selected value in the 'Signature Method', the document will be signed when all required signature responses are received.

- i. Pressing the 'Save' button will save the response requirements for the document and cancel any removed signature Requests
- ii. If a person has a status of "Not Sent", the signature Request will be sent (see sections 2.4 IVR Request for eSignature and 2.7 Real Time Text Message Request for eSignature)
- iii. Add a record to the Customer Contact History page when a signature Request is sent
  - 1. The 'Date/Time' will be when the Request was sent to the customer. Clicking on this link will navigate the user to the Contact Detail page
  - 2. The 'Name' will be the Customer that the Request was sent to
  - 3. The 'Type' will be "Text" (the Signature Capture Type that was used to gather the Signature)
  - 4. The 'Reason' will be "Request for Electronic Signature"

16. Add the 'Signature History' panel.

- a. Display this panel only when "CW/CF e-Sign" is selected in the 'Signature Method' dropdown. This panel is collapsible and is collapsed by default
- b. Add a separate history section for each person who has had an initial signature Request sent
  - i. Label each section with the Person information: formatted as: {LAST}" , "{First}" "{Age}{Abbreviated\_Sex} i.e. "Doe, John 25M"
  - ii. Add a table to each section with the following headers:
    - 1. 'Date/Time': Display the date and time an action has occurred
    - 2. 'Signature Capture Type': Display the method used to collect the signature
    - 3. 'Value': Populate this field with the Value as defined for the Person table
    - 4. 'Status': the status of the signature Request
      - a. The "Sent" status displays when a signature Request is sent to the customer
      - b. The "Sending Error" status displays when the system failed to send the Text Message to the customer
      - c. The "Expired" status displays when the signature Request for the customer has expired
      - d. The "Received" status displays when the signature Request has been received and validated
      - e. The "Canceled" status displays if the worker cancels a customer's signature Request

5. 'Expiration Date': Display the expiration date of the Request. This value will be three days after the signature Request is sent
17. Add the following validation messages:
    - a. If the Signature Method is "Check to Sign" and any selected customer has an empty checkbox in the Check to Sign column, display the following validation message: "Check to Sign – Please click the checkbox to sign."
    - b. If the value in the Number of Signatures field does not match the number of customers selected, display the following validation message: "Number of Signatures – The number of signatures must match the number of people selected."
    - c. If the Signature Capture Type is "Text" and a text message could not be sent to the phone number displayed in the Value field, display the following validation message: "Value – The phone number selected could not receive the requested text message."
    - d. If the Signature Capture Type is "Text" and there is not a corresponding Value, display the following validation message: "Value – There is no Value for the selected Signature Capture Type."
    - e. If the Signature Capture Type is "IVR" and there is no Date of Birth, display the following validation message: "Date of Birth – This field is required for a Signature Capture Type of E-mail or IVR."
  18. Create an auto journal when requesting verification by the Worker, and if more than one Request is sent, create a journal entry for each customer.
    - a. Category – All
    - b. Type – Narrative
    - c. Short Description – Electronic Signature Request Sent
    - d. Long Description – A signature request has been generated for {Person Name} to complete the eSignature for a {Document Name}. {A Text Message with instructions was sent to {Phone Number}}/{Person Name} was instructed to complete the eSignature through IVR}
  19. Create an auto journal at expiration or successful verification of the signature.
    - a. Category – All
    - b. Type – Narrative
    - c. Short Description – Electronic Signature Request {Received/Expired}
    - d. Long Description – A signature request has {Expired/been Received} for {Person Name} to complete the eSignature for a {Document Name}.
  20. Create an auto journal when a worker cancels/removes a Signature Request.
    - a. Category – All

- b. Type – Narrative
  - c. Short Description – Electronic Signature Request Cancelled
  - d. Long Description – A signature request has been canceled for {Person Name} to complete the eSignature for a {Document Name}.
21. Create an auto journal when a verification Reminder is sent by batch.
- a. Category – All
  - b. Type – Narrative
  - c. Short Description – Electronic Signature Request Reminder Sent
  - d. Long Description – A signature request reminder has been generated for {Person Name} to complete the eSignature for a {Document Name}. A Text Message reminder with instructions was sent to {Phone Number}
22. Create an auto journal when a text message Request is undeliverable.
- a. Category – All
  - b. Type – Narrative
  - c. Short Description – Electronic Signature Request Undeliverable
  - d. Long Description – A signature request is undeliverable for {Person Name} to complete the eSignature for a {Document Name}.

#### 2.3.4 Page Location

- **Global: Client Corresp.**
- **Local: Distributed Documents** (search, then click the 'Details' button)
- **Task: N/A**

#### 2.3.5 Security Updates

N/A

#### 2.3.6 Page Mapping

Update page mapping with new and updated fields.

#### 2.3.7 Page Usage/Data Volume Impacts

N/A

## 2.4 IVR Request for eSignature

### 2.4.1 Overview

Workers in counties using the IVR solution that was migrated from C-IV will be able to request a signature via the IVR. When 'IVR' is selected for 'Signature Capture Type' the CalSAWS system will generate a 6-digit Capture Code from a sequence of unique numbers; the worker will give the Capture Code to the customer. The IVR application will collect the callers Date of Birth and Capture Code and send them to CalSAWS for verification.

### 2.4.2 IVR Application Flow Mockups

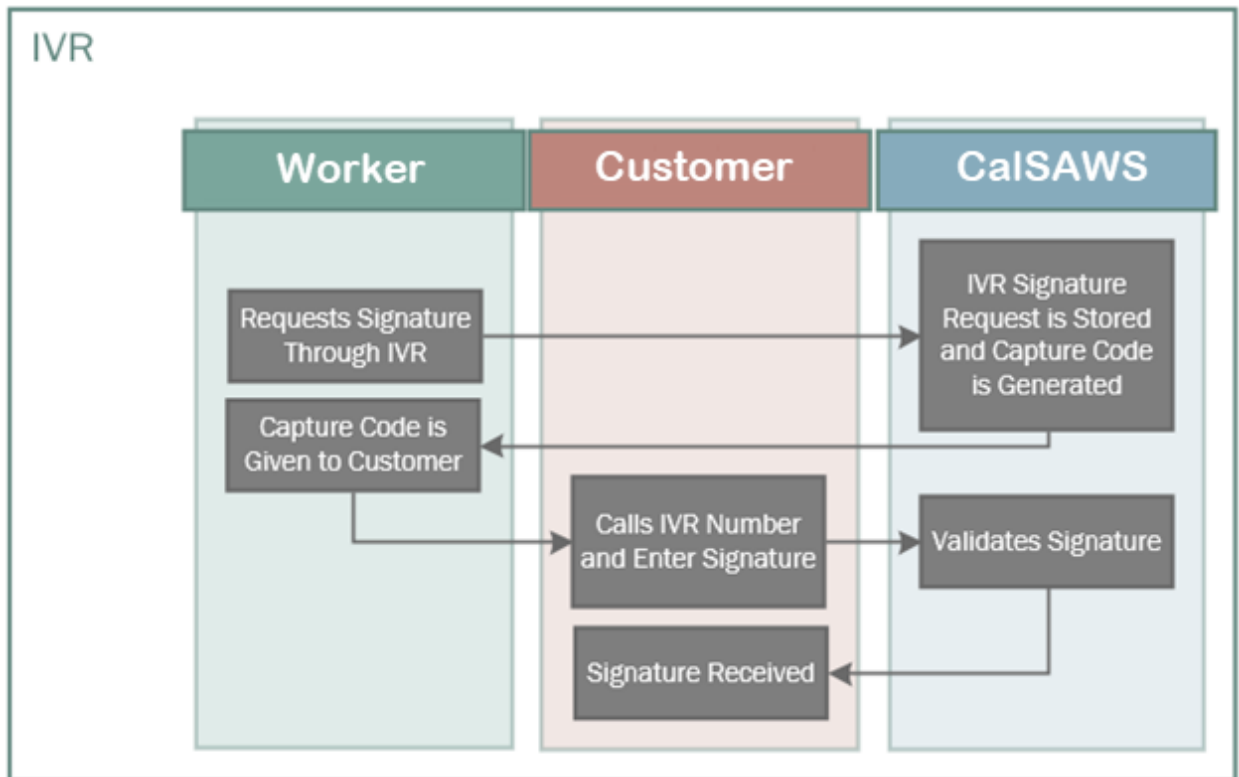


Figure 2.4.2.1 – IVR eSignature Interaction

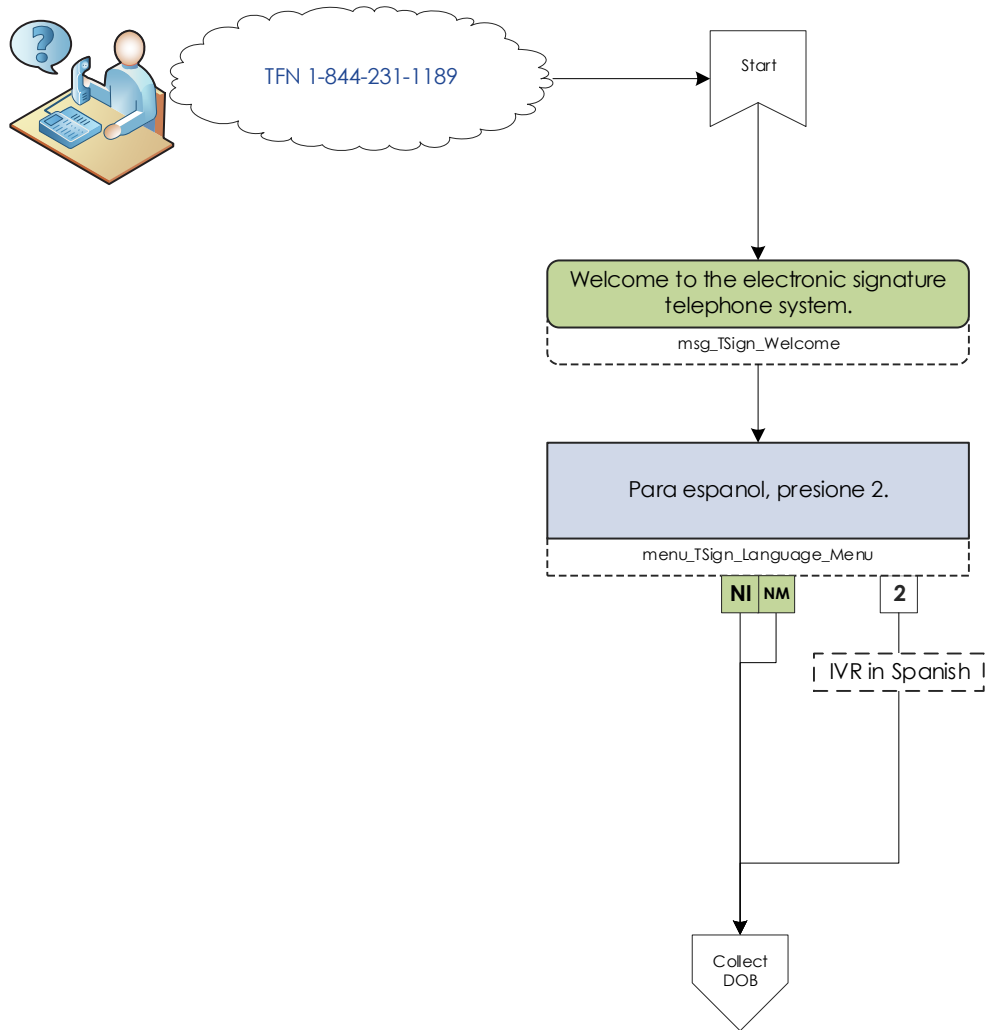


Figure 2.4.2.2 – IVR Entry Flow

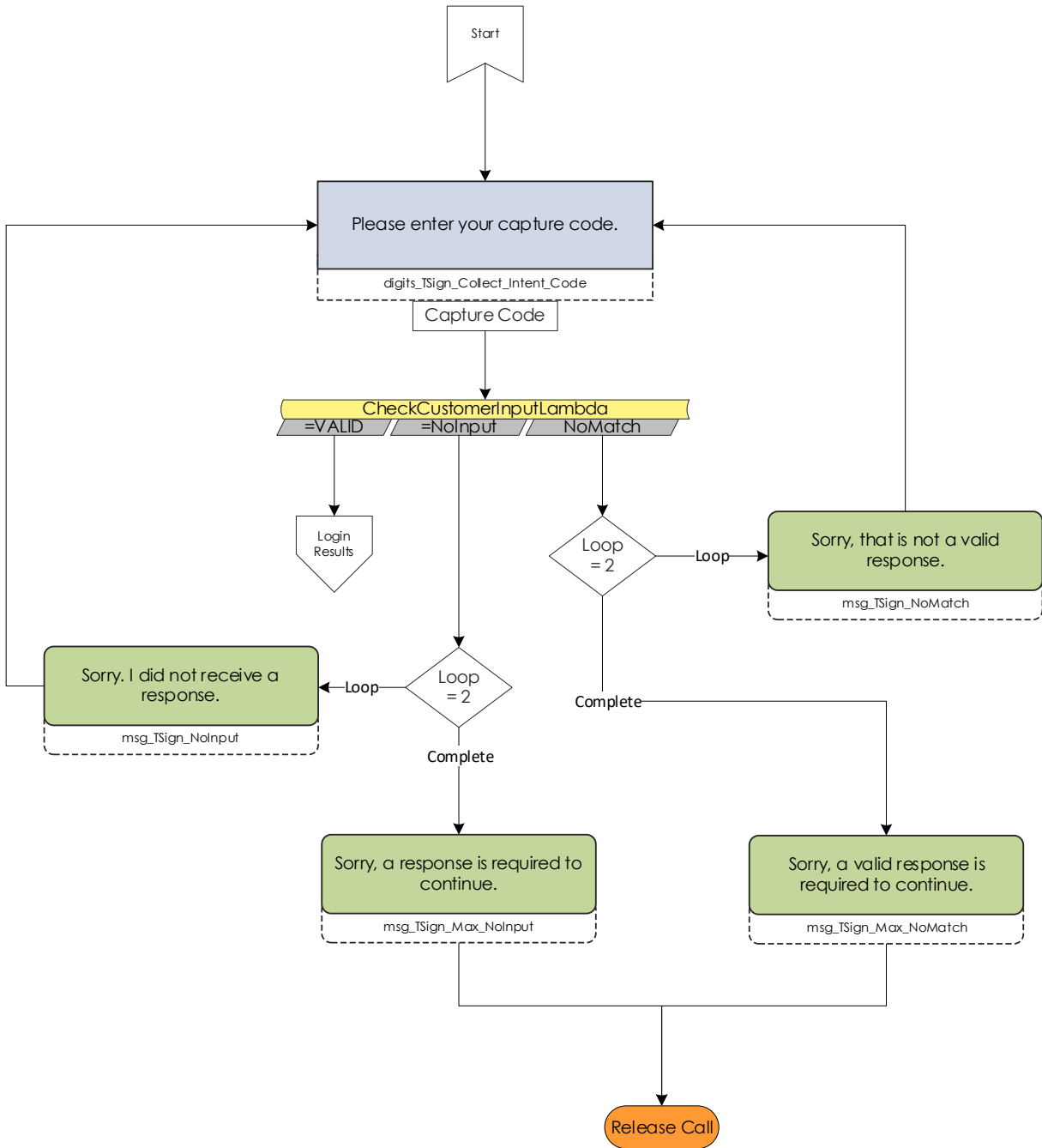


Figure 2.4.2.3 – Collect DOB Flow

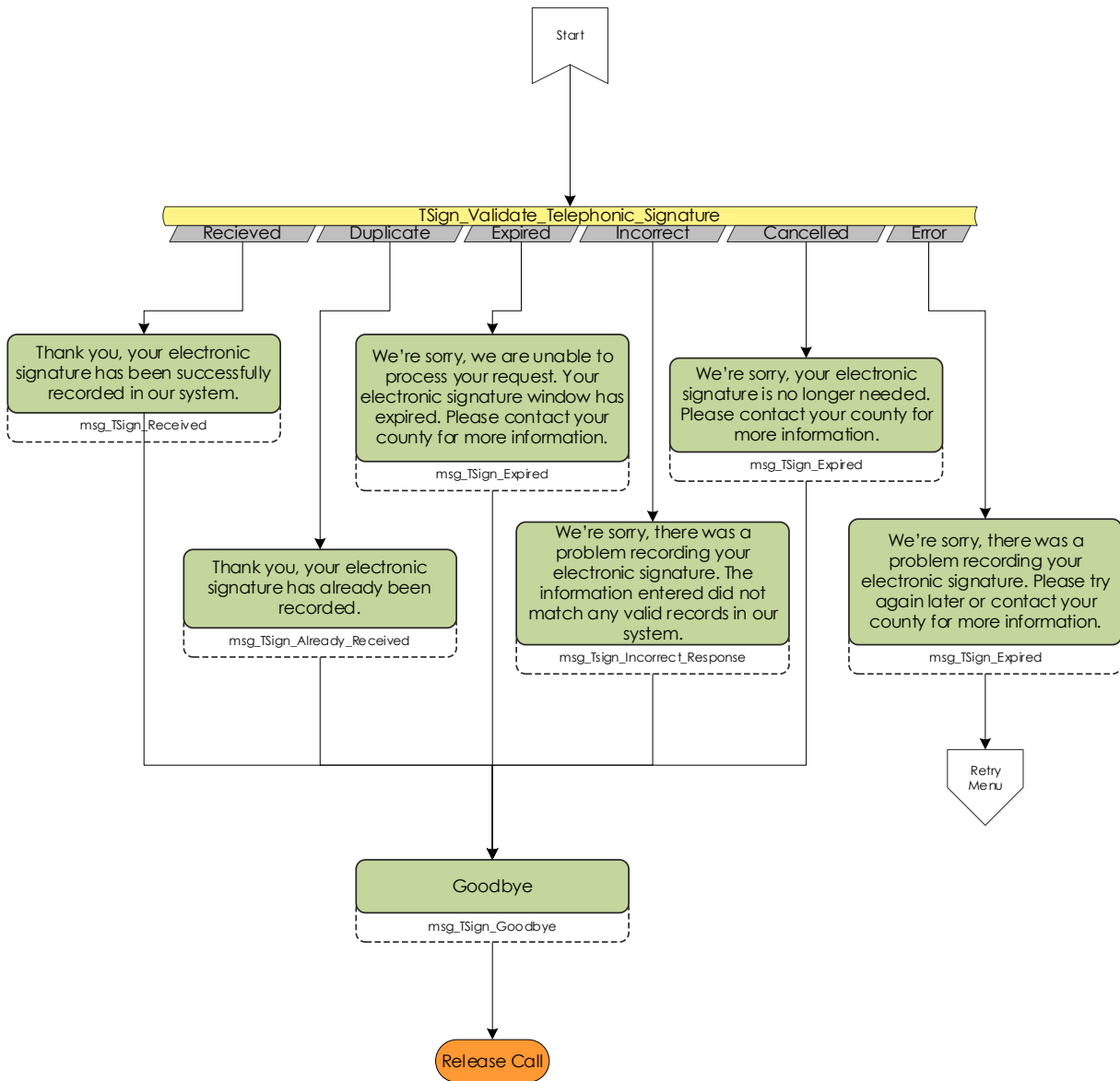


Figure 2.4.2.4 – Validate Response Flow



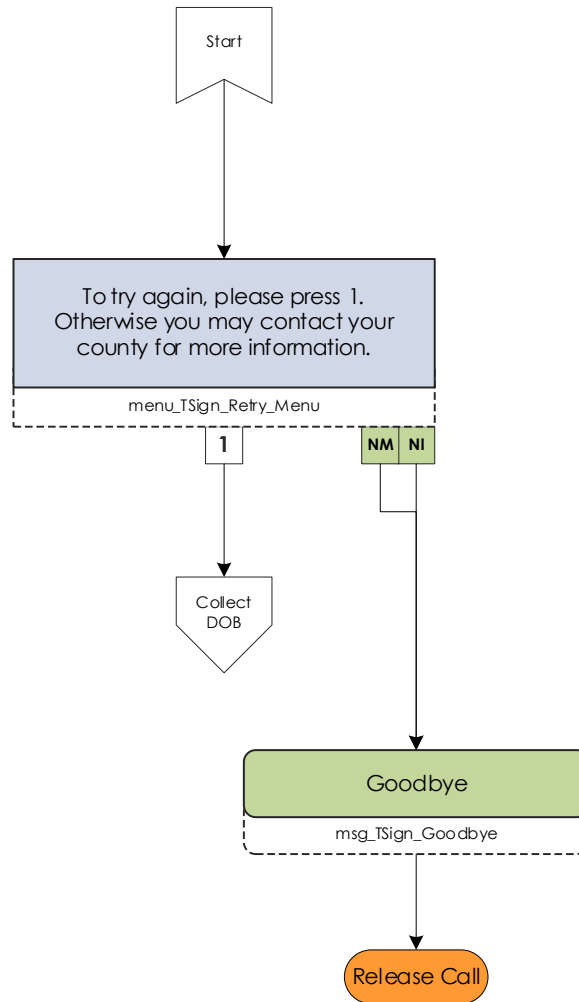


Figure 2.4.2.5 – Retry Menu

### 2.4.3 Description of Changes

1. Update the System to use the IVR application migrated from C-IV with SCR CA-207026 to accept a caller's Electronic Signature. See the diagrams above for the call flow.
  - a. The IVR application will have a single Toll Free Number (TFN) callers will dial for all counties using the IVR solution that was migrated from C-IV. The Toll Free Number will be: 844-231-1189.
  - b. The IVR application will collect the caller's Date of Birth and a Capture Code

- c. Wording for the IVR Application (provided here for reference and implemented with SCR CA-207026) (iii through xiii is provided in English and Spanish):
  - i. Welcome to the Electronic Signature telephone system
  - ii. Para Espanol, oprima dos
  - iii. We will need your Date of Birth and Capture Code to continue
  - iv. Please enter your Date of Birth in the Day Day, Month Month, Year Year Year Year, format followed by the pound sign
    - 1. Sorry that was not a valid response
  - v. Please enter your capture code followed by the pound sign
    - 1. Sorry that was not a valid response
  - vi. Thank you, your Electronic Signature has been successfully recorded in our system.
  - vii. Thank you, your Electronic Signature has already been recorded.
  - viii. We're sorry, we are unable to process your request. Your Electronic Signature window has expired. Please contact your county for more information.
  - ix. We're sorry, there was a problem recording your Electronic Signature. Please try again later or contact your county for more information
  - x. We're sorry, your Electronic Signature is no longer needed. Please contact your county for more information.
  - xi. We're sorry, there was a problem recording your Electronic Signature. The information entered did not match any valid records in our system
  - xii. To try again please press 1
  - xiii. Otherwise you may contact your county for more information
  - xiv. Goodbye
- 2. SCR 207026 will migrate the IVR and webservice end points; update the System to use the new IVR solution:
  - a. The IVR application will send to the web service the entered Date of Birth and the entered Capture Code
  - b. The web service will return a status for:
    - i. A successfully processed Request
    - ii. An already processes Request
    - iii. An expired Request, when the window to allow Electronic Signatures has expired
    - iv. A cancelled Request

v. An invalid Request

#### **2.4.4 Page Location**

N/A

#### **2.4.5 Security Updates**

N/A

#### **2.4.6 Page Mapping**

N/A

## 2.5 e-Signature Document Detail Page

### 2.5.1 Overview

Update the e-Signature Document Detail page, allowing the Worker to view the Signature History; rename the page to Electronic Signature Document Detail.

### 2.5.2 Electronic Signature Document Detail Mockup

#### Electronic Signature Document Detail

[Close](#)

**Document Name**  
SAWS 2 PLUS

**Date Signed**  
Tuesday, January 12, 2021 12:29:22:168 PM

**Signatures**

ID	Name	eSign Name
ES-249377	Starvine, Luba 22F	Test Worker

[Close](#)

Figure 2.5.2.1 - Electronic Signature Document Detail (Check to Sign no history)

## Electronic Signature Document Detail

[Close](#)

**Document Name**  
SAWS 2 PLUS

**Date Signed**  
Monday, November 09, 2020 7:21:41:00 PM

**Signatures**

ID	Name	eSign Name
ES-876514	Nguyen, Francine 55F	Nguyen, Francine 55F

**▼ Signature History**

**Nguyen, Francine 55F**

Date/Time	Signature Capture Type	Value	Status	Expiration Date
11/09/2020 07:21:41 PM	Text	Cell - (909)320-1920	Received	11/12/2020
11/09/2020 04:13:36 PM	Text	Cell - (909)320-1920	Sent	11/12/2020

[Close](#)

Figure 2.5.2.2 - Electronic Signature with History

### 2.5.3 Description of Changes

1. Rename the page as 'Electronic Signature Document Detail'.
2. Update the 'Name' field: Display the Person information whose signature was given for the document: formatted as: {LAST}", "{First}" "{Age}{Abreviated\_Sex} i.e. "Doe, John 25M".
3. Update the 'eSign Name':
  - a. Display the Person information whose signature was given for the document: formatted as: {LAST}", "{First}" "{Age}{Abreviated\_Sex} i.e. "Doe, John 25M"
  - b. If the Electronic Signature was provided by the worker, display the worker's name in the 'eSign Name' field
4. Add a 'Signature History' panel – This panel will display the history of the customer's Electronic Signature Requests; this panel is displayed only when a signature Request record is available i.e. "CW/CF e-Sign" was saved as the 'Signature Method'
  - a. This collapsible panel is collapsed by default
  - b. Add a separate history section for each person who has had an initial signature Request sent. Label each section with the

Person information: formatted as: {LAST}“, ”{First}“  
”{Age}{Abbreviated\_Sex} i.e. “Doe, John 25M”. Include a table with columns for:

- i. 'Date/Time' – This column will show the date and time a signature action took place.
- ii. 'Signature Capture Type' – This column will show the method of signature gathering.
- iii. 'Value' – This column will show the value for the signature method.
- iv. 'Status' – This is the status of the signature Request.
  1. Sent – This value displays when a signature request is sent to the customer.
  2. Expired – This value displays when the signature request for the customer has expired.
  3. Incorrect Response – This value displays when the signature request has been received and failed validation.
  4. Received – This value displays when the signature request has been received and validated.
- v. 'Expiration Date' – This is the due date for the signature response. This value will be 3 days after the signature Request is sent.

#### 2.5.4 Page Location

- **Global: Client Corresp.**
- **Local: Distributed Documents** (search, then click the 'Details' button, then click the 'View eSign' button)
- **Task: N/A**

#### 2.5.5 Security Updates

N/A

#### 2.5.6 Page Mapping

Update page mapping for new and updated fields.

### 2.6 Automated Actions

#### 2.6.1 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.

This section outlines modifications required to support Electronic Signature Automated Actions.

## 2.6.2 Automated Action Detail – Reference Example

### Automated Action Detail

Edit Close

Action Information		
<b>Name:</b> 180 Day EC Good Cause set to expire	<b>Type:</b> Create Task	<b>Status: *</b> Inactive
<b>Program(s):</b> FC	<b>Run Date:</b> Daily(Mon-Sat)	<b>Source:</b> Batch
<b>Scenario:</b> Emergency Caregiver Good Cause date set to expire		

Task Information	
<b>Task Type: *</b> Absent Parent	<b>Task Sub-Type:</b> Absent Parent I
<b>Due Date:</b> Default Due Date	<b>Default Due Date:</b> 30 day
<b>Initial Assignment:</b> Default Assignment	<b>Default Assignment:</b> Current Program Worker
<b>Long Description:</b> 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 2.6.2.1 - Automated Action Detail - Reference

## 2.6.3 Description of Change

Add the following Automated Actions to the CalSAWS System.

Each Automated Action is currently available within the C-IV System allowing C-IV counties to configure specifics of each Automated Action until cutover into CalSAWS. The conversion processes at cutover will bring over any specific configurations for the C-IV counties. This enhancement will stage the Automated Actions for all 58 CalSAWS counties. For Los Angeles and the CalWIN counties, the below Automated Actions will be

configured with an initial status of Inactive and a blank Task Type. Should one of these counties activate one of the following Automated Actions, the Automated Action Detail page validation will confirm that a Task Type is selected by the user at that time.

## 1. Electronic Signature Request Expired: Review

### a. Action Information

- i. Name: Electronic Signature Request Expired: Review
- ii. Type: Create Task
- iii. Status: Inactive
- iv. Program(s): CF, CW
- v. Run Date: Daily (Mon-Sat)
- vi. Source: Batch
- vii. Scenario: An Electronic Signature Request has expired.

### b. Task Information

- i. Task Type: null
- ii. Task Sub-Type: N/A
- iii. Due Date: Default Due Date
- iv. Default Due Date: 3 days
- v. Initial Assignment: Default Assignment
- vi. Default Assignment: The Worker who requested the Electronic Signature
- vii. Long Description: The electronic signature request for the {Document Number} provided via {Request Type} for {Person Name} on case {Case Number} has expired on {Expiration Date}. Please review the case information.

Reference Section 2.7 which speaks to the migration of the batch process to trigger this Automated Action. **Technical:** This Automated Action will be implemented with a Category 399 scenario code of 'E1'.

## 2. Electronic Signature Request Undeliverable: Review

### a. Action Information

- i. Name: Electronic Signature Request Undeliverable: Review
- ii. Type: Create Task
- iii. Status: Inactive
- iv. Program(s): CF, CW
- v. Run Date: Daily (Mon-Sat)
- vi. Source: Batch
- vii. Scenario: An Electronic Signature Request is undeliverable.

### b. Task Information

- i. Task Type: null



- ii. Task Sub-Type: N/A
- iii. Due Date: Default Due Date
- iv. Default Due Date: 3 days
- v. Initial Assignment: Default Assignment
- vi. Default Assignment: The Worker who requested the Electronic Signature
- vii. Long Description: The electronic signature request for the {Document Number} provided via {Request Type} for {Person Name} on case {Case Number} is undeliverable. Please review the case information.

Reference Recommendation 2.7 which speaks to the migration of the batch process to trigger this Automated Action. **Technical:** This Automated Action will be implemented with a Category 399 scenario code of '140'.

### 3. Electronic Signature Received: Review

#### a. Action Information

- i. Name: Electronic Signature Received: Review
- ii. Type: Create Task
- iii. Status: Inactive
- iv. Program(s): CF, CW
- v. Run Date: Real Time
- vi. Source: Online
- vii. Scenario: The customer has successfully verified an Electronic Signature Request.

#### b. Task Information

- i. Task Type: null
- ii. Task Sub-Type: N/A
- iii. Due Date: Default Due Date
- iv. Default Due Date: 3 days
- v. Initial Assignment: Default Assignment
- vi. Default Assignment: The Worker who requested the Electronic Signature
- vii. Long Description: The electronic signature request for the {Document Number} provided via {Request Type} for {Person Name} on case {Case Number} was received. Please review the case information.

This Automated Action will trigger when an Electronic Signature Request is received. **Technical:** This Automated Action will be implemented with a Category 399 scenario code of '139'.

4. Add a new Automated Action for each text message listed in the Supporting Document.
  - a. The 'Type' field will be "Text Outreach".
  - b. Update the existing Action Information section in the Automated Action Detail page with details for each text message listed.
  - c. 'Status' can be updated in Edit Mode. Selection options are:
    - i. "Active" – text will be sent.
    - ii. "Inactive" – no text will be sent.
5. 'Status' will be defaulted to "Inactive" for all counties except LA.
6. Add a new 'Text Information' section to the Automated Action Detail page for actions of type "Text Outreach" with the following fields:
  - a. Message Text – The contents of the message to be generated by the Automated Action.

## **2.7 Real Time Text Message Request for eSignature**

### **2.7.1 Overview**

Create a real-time web service to create a text message for E-Signature. The web service is responsible for sending the initial text when "Text" is selected for 'Signature Capture Type' in the Electronic Signature page. The webservice will also send messages that the E-Signature process is complete, if the Capture Code is invalid, if the Capture Code is expired or if the signature is no longer required. The CalSAWS Text Messaging solution will send an English or Spanish text message to the customer. Update the system to send real-time text messages and respond to keywords from the customer as described in the Supporting Document: CA – 200332 DDCR 5039 Text Message Details.xlsx. A record must also be added to the Customer Contact History page for every Request sent to and received from the Customer.

## 2.7.2 Text Message Flow Mockups

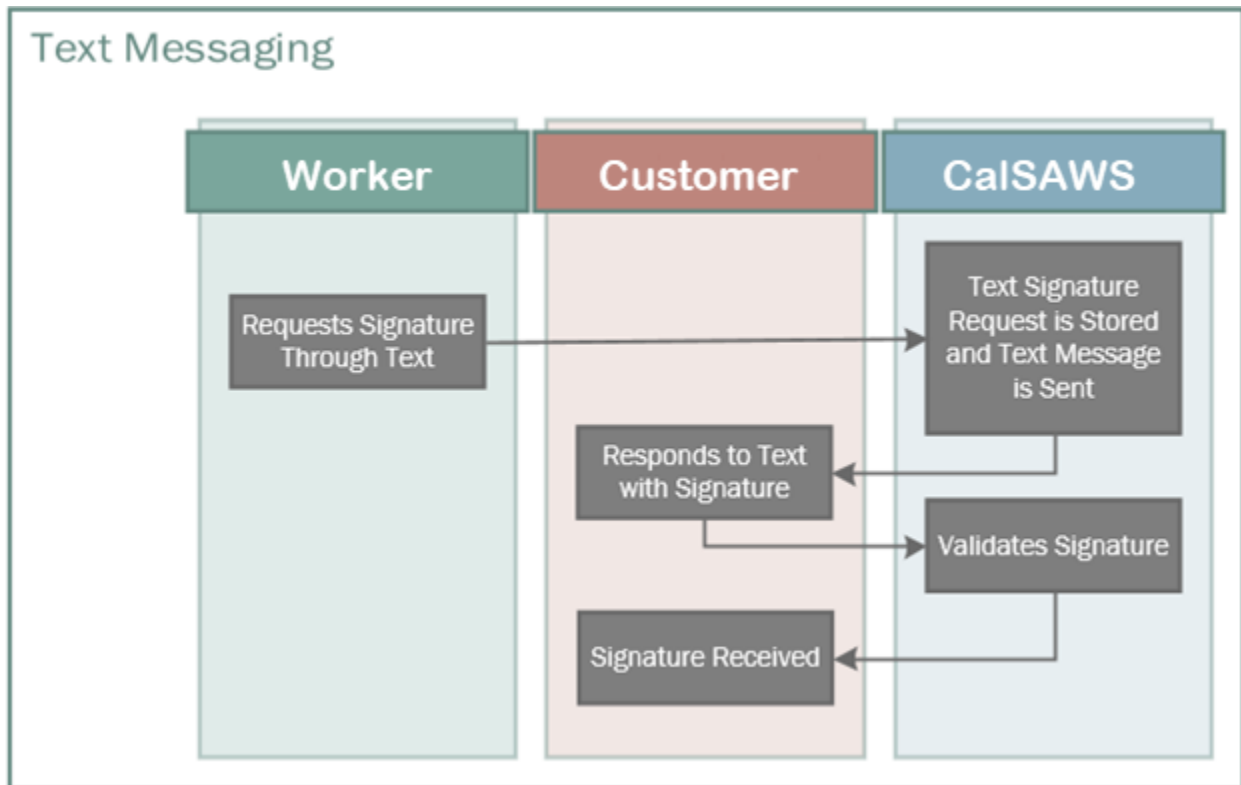


Figure 2.7.2.1 - Text Messaging Flow

## 2.7.3 Description of Changes

1. Create a new web service to send text messages; this sends the initial text to the customer requesting an E-Signature and handles the subsequent replies to the customer's responses. See the Supporting Document for specific messages and trigger conditions.
2. Messages are sent real-time or immediately, during business hours (Monday – Friday, 8:00 AM – 6:00 PM), based on changes to data in the system. See the Supporting Document for specific messages, trigger and run date conditions.
3. Messages are also sent real-time or immediately, in response to user input or responses. See the Supporting Document for specific messages, trigger and run date conditions.
4. Text messages will be sent for a County, only if they have an "Active" status as indicated on the Automated Actions page.
5. Text messages will be sent in Spanish if the person's Written Language preference is "Spanish", otherwise send the text message in English for all other written languages.
6. All text messages, except the Opt-in message, are sent to customers that have Opted-in to text messaging and have a Text Message status of "Verified".

7. Text messages will not be sent for Domestic Violence cases, indicated by either of the following:
  - a. Active Domestic Violence Case Flag
  - b. Confidential Case type of Domestic Violence
8. For text messages that have a <Phone Number> parameter in the message, use the number below based on the County of the customer's case:
  - a. Use (866) 613-3777 if the customer is in Los Angeles County.
  - b. Use (844) 859-2100 for all other counties.
9. E-Signature Request message details
  - a. When "Text" is chosen as the 'Signature Capture Type' and the E-signature record is saved, send a text message to the customer containing a Capture Code
  - b. Generate a random 4-digit number sequence (Capture Code) and append it to the message.
  - c. This Capture Code and the phone number it was sent to should be saved so that it can be compared to the response from the user.
10. Response to CC#### message details
  - a. When the system receives a message starting with 'CC'
    - i. Compare the code (4 digits following CC) in the message and the phone number it was sent from with the list of saved E-signature Requests above.
      1. If a match is found and the E-signature status is not "Expired"
        - a. Mark the E-signature record status as "Received".
        - b. Respond to the user with the Response to valid CC#### message
        - c. Add a new record to Customer Contact History with a Reason "E-signature complete"
      2. If a match is found and the E-signature status is "Expired"
        - a. Respond to the user with the Response to expired CC#### message
        - b. Add a new record to Customer Contact History with a Reason "E-signature code expired"
      3. If the phone number is found and the E-signature status is not "Expired" BUT the code does not match
        - a. Respond to the user with the Response to invalid CC#### message
        - b. Add a new record to Customer Contact History with a Reason "E-signature invalid code"

- b. When a worker cancels an E-Signature Request, send the E-Signature No longer Required text message. Add a new record to the Customer Contact History page.
- c. Add a record to the Customer Contact History page when a signature Request or Reminder is sent and when a signature is received.
  - i. The 'Date/Time' will be when the Request/Reminder for a Signature was sent to the customer, or the Signature was Received from the user. Clicking on this link will navigate the user to the Contact Detail page
  - ii. The 'Name' will be the Customer that the Request or Reminder for a Signature was sent to, or the Signature was Received from
  - iii. The 'Type' will be "Text" (the Signature Capture Type that was used to gather the Signature).
  - iv. The 'Reason' will be the Contact History Reasons listed in the Supporting Document.

#### **2.7.4 Execution Frequency**

Real-Time (During Business Hours)

#### **2.7.5 Key Scheduling Dependencies**

#### **2.7.6 Counties Impacted**

All Counties

#### **2.7.7 Data Volume/Performance**

#### **2.7.8 Failure Procedure/Operational Instructions**

N/A

### **2.8 Batch Text Message for E-Signature Not Complete**

#### **2.8.1 Overview**

Currently there exists a job in C-IV which send Reminder texts to the customer if the E-Signature process is not complete Batch Job PB00Y909 sets the Electronic Signature record's status to "Expired" when the expiration date has elapsed and assigns a new task to the worker who generated the signature Request. Update the CalSAWS system to send

batch text messages based on criteria described in the Supporting Document: CA – 200332 DDCR 5039 Text Message Details.xlsx. A record must also be added to the Customer Contact History page for every Request sent to and received from the Customer.

## 2.8.2 Description of Change

1. Create a batch sweeps to gather the target populations for E-Signature not complete to send text messages to. This will be based on the criteria described in the Supporting Document for each Batch text message.
2. Create a batch job(s) to send messages for incomplete E-Signature as described in the Supporting Document.  
NOTE: Certain jobs may need to be split into multiple thread jobs depending on the size of the target population.
3. Text messages will be sent for a County only if they have an "Active" status as indicated on the Automated Actions page.
4. Text messages will be sent in Spanish if the person's Written Language preference is "Spanish", otherwise send the text message in English for all other written languages.
5. All text messages are sent to customers that have Opted-in to text messaging and have a Text Message status of "Verified".
6. For text messages that have a <Phone Number> parameter in the message, use the number below based on the County of the customer's case:
  - a. Use (866) 613-3777 if the customer is in Los Angeles County
  - b. Use (844) 859-2100 for all other counties
7. Text messages will not be sent for Domestic Violence cases, indicated by either of the following:
  - a. Active Domestic Violence Case Flag
  - b. Confidential Case type of Domestic Violence
8. All batch text messages will be sent during normal business hours (8:00 AM to 6:00 PM).
9. When a Reminder for an incomplete E-Signature Request is sent to the customer, a record will be viewable on the Customer Contact History page:
  - a. The 'Date/Time' will be when the Request/Reminder for a Signature was sent to the customer, or the Signature was Received from the user. Clicking on this link will navigate the user to the Contact Detail page
  - b. The 'Name' will be the Customer that the Request or Reminder for a Signature was sent to, or the Signature was Received from
  - c. The 'Type' will be "Text" (the Signature Capture Type that was used to gather the Signature)
  - d. The 'Reason' will be the Contact History Reason as listed in the Supporting Document
10. Migrate Batch sweep job PB00A138 to CalSAWS

- a. The batch job sets the Electronic Signature record's status to "Expired"
- b. The batch job finds all signature records in which the 'Expiration Date' field from the Electronic Signature page is prior to or equal to the Batch Date and the record is not already in the following statuses (Appendix 7.1 E-Signature Record Status):
  - i. "Sent"
  - ii. "Incorrect Response"
- c. Each record in the above list is updated to have a new status of "Expired"
- d. Create a new automated task for the worker who sent the Signature Request that has expired, using the Automated Action details specified in recommendation section 2.6 Automated Actions.  
 Note: This task will be associated with any applicable CF and CW program in which the person is associated, regardless of the current program status.
- e. Create an auto journal for the expired Signature Request (See Online Recommendation III.D), using the following long description template:

Journal Entry	Description
New/Update	New
Journal Category	All
Journal Type	Electronic Signature
Short Description	Expired Signature Request
Long Description	A signature request has expired for <Person Name: 'First Name' + ' ' + 'Last Name'> to complete the eSignature for a <Document Name: DOC_TEMPL.TEMPL_TITLE_NAME>
Trigger Condition	Document has a new status of 'Expired'.

- 11. Migrate Batch sweep job PB00Y909 to CalSAWS
  - a. The Electronic Signature is still incomplete 1 day after the initial E-Signature Request text is sent and the status is not the following
    - i. Received
    - ii. Incorrect Response.

The batch job will send the E-Signature Not Complete text message to the population. Refer to the Supporting Document for message details.

### 2.8.3 Execution Frequency

See Supporting Document.

#### 2.8.4 Key Scheduling Dependencies

The predecessor job PB00S100D which will need to complete successfully before PB00A138 can execute.

#### 2.8.5 Counties Impacted

All Counties

#### 2.8.6 Data Volume/Performance

Unknown

#### 2.8.7 Failure Procedure/Operational Instructions

N/A

### 2.9 Update E-signature Indicators for Forms

#### 2.9.1 Overview

The e-signature and tele-signature indicators for a form will determine the signature method that shows up on the Electronic Signature page. If the Electronic Signature indicator is set to "Yes", "CW/CF e-Sign" will show in the dropdown. If the tele-sign indicator is set to "Yes", the "Check to Sign" will show in the dropdown. The indicators are stored in the Document Template table. The indicators will be updated to match the current values from C-IV.

#### 2.9.2 Description of Change

1. Update the e-signature indicator for forms that are currently set to "Yes" to "No".
2. Update the e-signature and tele-signature indicators to "Yes" based on the following supporting document: **CA-200332 Electronic Signature.xlsx**.
3. Update the VER 104 to be visible to all counties in Template Repository.



### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Client Correspondence	List of forms with Electronic Signatures.	CA-200332 Electronic Signature.xlsx
2	Batch	List of E-Signature text messages	CA – 200332 DDCR 5039 Text Message Details.xlsx

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.20	The LRS shall support multiple means of communicating appointments, appointment reminders, and critical dates and/or information that may affect a participant's eligibility, using the following means:a. E-Mail;b. Text messaging;d. Automated phone reminder;e. USPS mail; andf. YBN.	The e-Signature functionality will notify recipients through text messaging or IVR that they can electronically sign their document through those two options.

## 5 APPENDIX

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### 5.1 E-Signature Record Status

Category	Description
Category ID	535
Available Category Values	Already Received Sending Error Not Sent Sent Expired Received Incorrect Response Canceled